



CHAMBER OF TRADES AND CRAFTS OF ZADAR COUNTY
ASSOCIATION OF TRADES AND CRAFTS ZADAR

ANNUAL WORK PROGRAMME

Zadar, 15 December 2009

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1. Introduction

1. The Annual work programme of the Association of Trades and Crafts Zadar for 2010 is the basic programme document adopted by the Assembly of the Association and determines the direction of the activities of the Association for the following year. This document is in compliance with the rules and documents which set out the organisation and activities of the Craft's Chamber system in Croatia as follows:
 - the Trades and Craft Act
 - the Statute of the Croatian Chamber of Trades and Crafts
 - the Statute of the Chamber of Trades and Crafts of Zadar County
 - the Statute of the Association of Trades and Crafts Zadar

The above mentioned documents determine in advance the basic activities of all the associations of the chamber system in accordance with the needs of its members, registered tradesman. Resulting from this, the Association represents an independent, professional business organisation of tradesmen which represents, promotes, coordinates and advocates joint interests of trade within the territory covered by the Association.

According to the data from the Craft Register of the Ministry of Economy, Work and Entrepreneurship, dated 1st December 2009, the number of registered members was 3703 which makes Zadar's Association one of the five biggest associations in Croatia, which is the result of a wide catchment area. The territory covered by the Association is defined in the Statute of the Association and it includes: the towns of Zadar, Nin and Obrovac and the councils of Bibinje, Galovac, Gračac, Jesenice, Kali, Kukljica, Novigrad, Poličnik, Posedarje, Preko, Privlaka, Ražanac, Sali, Starigrad, Sukošan, Škabrnja, Vir, Vrsi and Zemunik Donji.

The Association of Trades and Crafts Zadar, has a long tradition of gathering tradesmen together and after the celebration of the 40th Anniversary of its foundation in 2008, it continues to work based on these foundations, also taking into account contemporary trends and needs of its members.

Thus, along with the basic Statute-defined tasks, in recent years the activities of the Association have been focused on raising and protecting the level and quality of trade products and services. Therefore, the organisation of education of all the members is becoming an ever more important activity within the Association just as is the service of individual counselling of members.

In accordance with the above- mentioned and taking note of individual professions Annual work programme of the Association for 2010 has been compiled. The activities of the Association in 2010 are also based on the needs of individual sections and regular activities of all the bodies of the Association as well as the Administration Office.

2. Planned Activities of the Association

The Statute of the Association of Trades and Crafts Zadar, defines the following tasks and jobs of the Association which:

- via the Chamber of Trades and Crafts of Zadar County (POK) and the Croatian Chamber of Trades and Crafts (HOK) promotes, represents, coordinates and protects the interests of its members before state and other bodies.
- timely informs POK and HOK about all the questions of interest to trade and crafts
- enables the flow of all information of the whole Chamber System to its members, mainly in terms of professional issues as well as the rights and responsibilities of its members.
- cares about the educational system in trade and crafts, as well as the organisation of Sections, Committees and other working bodies in agreement with HOK and POK.
- discusses all the strategic and professional economic issues either on its own initiative or the initiative of HOK.
- informs its members about the activities of POK and HOK and suggests taking measures in the interest of its members.
- also performs other jobs defined by the Statute and general regulations
- provides full information to POK about its decisions and activities
- represents the interests of its members before the bodies of the units of local self-management
- participates in providing the services of promotive activities of products and services by organising fairs, exhibitions and business contacts
- promotes marketing developmental, research and creative work
- represents the interests of its members in determining the measures of Council and City policies above all taxes, local taxes, rents, contributions and other taxes
- works on determining joint aims, tasks and priorities in the development of trade.
- follows and analyses business policies and their effects on the development of trade and crafts and entrepreneurship
- keeps records for the needs of the data system of the Association
- gives professional help when setting up new businesses
- sends professional opinions and suggestions to the Council and City bodies about the needs of tradesmen and entrepreneurs
- coordinates and negotiates the interests of the members regarding the issues on labour legislation
- keeps a record of its membership

The above mentioned tasks are carried out through:

- the work of the bodies of the Association
- the professional work of the Sections
- the cooperation with units of local and regional self-management and governmental bodies
- cooperation and partnership with other organisations
- cooperation with members

- the education, notification and work of the Administration Office

The fore- mentioned activities form the basis of the overview of the Annual Work Programme for 2010 which follows.

2.1. Planned Activities of the Bodies of the Association

Given that in 2010 the mandate of the elected representatives in the Administrative bodies of the Association expires, it is necessary to coordinate the timing of elections in all sections within the Association in order to constitute the Assembly.

Besides the members of the Administrative bodies of the Association who will be named upon the constitution of the new Assembly in the 2010- 2014 mandate, in the session of this Assembly the representatives of the Association in the Assembly of Chamber of Trade and Crafts of Zadar County will be elected, in order to enable the functioning of the chamber system on all three levels.

2.1.1. Work organisation of the Administrative bodies of the Association

The Statute of the Association of Trades and Crafts Zadar defines the authority and framework of work for the following bodies of the Association:

- the Assembly
- the Management Board
- the Supervisory Board
- the President

The members of the above- mentioned Administrative bodies of the Association have been carrying out these functions in the current mandate from 2006- 2010, and the following year is the last year of their mandate which implies having elections for new members of the bodies at the end of the year.

The Assembly of the Association

represents the supreme body of management and its work is set out by the Rules of Procedure of the work of the Assembly. The current mandate of the members of the Assembly began in 2006, when the constituent Assembly was held where the current members of all the bodies in 2006- 2010 mandate were appointed.

During 2010 the work of the Assembly is planned through the following sessions:

- In the spring a regular session of the Assembly of the Association of Trades and Crafts in Zadar will be held to adopt the Annual Financial Report as well as the report on the work for 2009. It is planned that at the same Assembly session based on Article 19 of the Statute of the Association, the Decision will be made on calling and carrying out the elections for the members of the bodies of the Association.

- After carrying out the elections for members of the Association's bodies, a constituent session of the Assembly will be held with newly elected members, when the members of all the bodies of the Association, as well as the representatives of the Association for the Assembly of the Chamber of Trades and Crafts of Zadar County will be appointed.
- At the end of the year, the members of the Assembly will hold a regular annual session in order to adopt the Annual work programme and the Budget for 2011.

Besides the fore- mentioned Statute, planned sessions of the Assembly of the Association, there might be some extra- ordinary meetings of the Assembly during the year, if the need arises.

The Management Board of the Association

manages the business of the Association and is responsible to the Supreme Management body i.e. the Assembly of the Association. Until the current mandate runs out the members of the management board plan to hold regular monthly meetings. Continual work through the year enables the members of the management board to be well- informed and take part in decision- making about all important issues for the development and work of the Association. Meetings of the Management Board provide operative workings and coordination of all the activities of the Association through decision making and other legislation essential for the implementation of the Annual work programme for the protection of the interests of the Association, as well as other tasks of the Management Board as stated in the Statute.

In 2010, the Board will continue to consider possible solutions for the adaptation and further use of the premises in Put Murvice Street, especially in accordance with financial possibilities and the situation on the market. Furthermore, cooperation with the representatives of the city authorities will continue, in order to protect the interests of tradesmen before the bodies of local authority.

After the elections and appointment of the members of the Management Board it will continue its work with the new members in accordance with long term guidelines of the development and realisation of the aims of the Association.

The Supervisory Board of the Association

controls financial affairs and the distribution of the funds of the Association, as well as carrying out the Statute and other general legislation of the Association. Until the mandate runs out it will hold on obligatory regular meeting as stated in the Statute which is usually held after the Financial Report for the previous year has been submitted. This session is held to monitor financial transactions of the previous year, about which reports are compiled on the financial and material transactions of the Associations, which the Supervisory Board is obliged to submit to the Assembly.

Besides controlling financial transactions, the Supervisory Board will hold additional meetings and monitor the implementation of the Statute and other general legislation if need arises during the year.

The President of the Association

in accordance with the Statute and other legislation as well as the interests of the members of the Association will represent the Association and be responsible for the legality of its work.

Within the framework of his responsibilities the President is obliged to chair the meetings of the Assembly and Management Board and continue to coordinate the activities of the bodies and section of the Association. Within the established Budget for 2010 he will distribute the financial means, and stipulate their uses and be responsible for the legality of the work.

In order to protect the interests of tradesmen he will initiate and coordinate meetings with the representatives of the units of local self- management during the year.

2.1.2. The end of the Mandate

In 2010 it is planned to organize a joint excursion for all the active members who have contributed to the development and affirmation of the Association in the four year mandate. This would be an occasion to socialize and continue cooperation after the mandate and active work of individual members of the Association has expired.

2.1.3. Coordination, changes and adoption of the legislation of the Association

As during 2009 a text of the new Statute of the Croatian Chamber of Trades and Crafts is being prepared, it is expected that during 2010, the new Statute of HOK will be adopted. In order to coordinate the legislation of the Association with the new text of the Statute of HOK, the Administration Office of the Association will be preparing the changes to the legislation primarily the Statute of the Association.

Furthermore, in order to coordinate work at the level of the whole chamber system and determine more clearly the rights and responsibilities when disposing of material and financial property, it is planned to adopt a Rules of financial and material transactions. This Rules will be coordinated with the same document of the Croatian Chamber of Trades and in it there would be set out public lenders and disposal of long and short term property, current and investment, maintenance as well as investment, paying of bills and other obligations, acquisition and taking property, the placing of surpluses, distribution of cash, making and the adoption of the Budget as well as its completion and other questions. This Rules will stipulate the processes in detail and facilitate work within the organization as well as the supervision of specified funds, rational and transparent management of financial means.

2.2. Cooperation with Local and Regional authorities and Government bodies.

The Association of Trades and Crafts in Zadar, in its regular activities, in order to protect the interests of its members, participates in the determining and implementing of local economic policy through direct cooperation with the bodies of the units of local authority.

The work of trade heavily leans and depends on the local economic policy and by organizing the presentation of individual activities and interest groups within the trade, it is necessary to point out the importance of negotiation and joint resolving of all the questions which are of interest to the development of the economy.

Cooperation with the local authority's units, occupies an important place in the activities of the Association, which can be seen in the cooperation, primarily of the President and the members of the Management Board with the representatives of the local government, and especially important is the cooperation with the City of Zadar.

This year also, some already usually common activities are planned which enable an information exchange about the needs, ideas and experiences between local authorities and tradesmen. In this connection it is planned to continue with the existing activities of negotiation and representation of interests through:

- joint meetings of the members of the Management Board of the Association with the representatives of the City of Zadar, in order to get to know each other, and be informed about the plans and activities, and to arrange future cooperation and the way of resolving problems.
- Encounters and meetings with other representatives of the City and Council Bodies.

Within the Chamber system and its representatives in the bodies of the Chamber of Trade and Crafts of Zadar County, and the Croatian Chamber of Trades and Crafts, the Association will continue its cooperation with the bodies of regional self-management and governmental bodies. Therefore, at the level of professional work it will suggest and start initiatives for bringing about changes to the laws and other regulations which refer to the strengthening of trade.

2.2. Cooperation and partnership with other organizations

During 2010 it is planned to continue the so far successful cooperation with the other organizations within the Chamber system, primarily the Croatian Chamber of Trades and Crafts and the Chamber of Trade and Crafts of Zadar County, and friendly associations from Osijek, Pula and Zagreb.

In order to improve trade and crafts we intend to continue the previous successful cooperation and information exchange with other institutions and organizations for the development and support of entrepreneurship and to improve the existing, and start new projects and partnerships.

2.4. Work organization of Sections

The Association of Trades and Crafts Zadar, organizes its professional work through sections which represent the widest form of professional organizing, and in accordance with the Statute, they are formed on the basis of the businesses which are carried out by members of a particular section. The sections are fundamental and direct forms of professional organizing and activities of the Association, and 8 basic sections operate within the Association of Trades and Crafts Zadar.

- Production Zadar
- Service Section
- Construction Section
- Section for Catering and Tourism
- Trade Section
- Transportation Section of People and Goods on Land and Sea
- Section for Intellectual Services
- Fishing, Agriculture and Marine Culture Section

Within each section it is possible to form minor professional groups, sub-sections which are set up depending on the needs of particular professions, in order to solve their problems in accordance with the particularities of each business. This way of organizing contributes to the quality of professional work since the problems and needs are more easily defined and communication improved as well as the education of members, and consequently the activities of the sections.

The Annual work programme of the Association derives from the needs of particular professions and is defined by the members of the Management Boards of each particular section who in their meetings of November 2009 discussed the current problems and needs which they saw as the most important. Based on their conclusions a plan of activities and work was made, and is given as follows:

2.4.1. Production Section

- to encourage exhibit and organize a group visit of the section members to the fairs in this country (Zagreb, SASO in Split, Biograd Boat Show and other current fairs which will be held during the year and are considered to be important for members).
- to stimulate exhibitions by the members and participate in the expenses of them at the next fair called Constructa fair and other fairs which will be held in Zadar County and for which there is interest.
- to organize a lecture and present the possibility of cooperation with the Croatian Institute of Technology.
- to initiate organizing weekend trips and socializing for tradesmen and their families.
- to provide the means in the Budget of the Association and to organize a get-together over dinner for the members of the Management Board of the Production Section.

2.4.2. Service Section

- to form a committee for the improvement of the hairdressing profession which during the year plans:

- to organise 4 professional seminars (roughly 1 every 3 months)
- to continue cooperation with the vocational teachers at the Vocational School Gojko Matulina, in order to improve and adjust the work programme for the school pupils as well as in hairdressing salons.
- to organise a course of historical hairstyles for hairdressers by the Vocational School Gojko Matulina.
- to include a demonstration by final year hairdresser pupils in events such as the Wedding Festival.
- to join the charitable event of the Vocational School for the residents of the Old People's Home, as well as animate other professions (photographers).
- to organise a trip to a Jewellery Fair which is interesting for the profession (Vicenza- January, May, September or Tuscany (Arezzo) - March 2010).
- to organise presentations of new systems related to installations
- to co- finance a visit of members to the Chimney Sweep Conference or professional seminar
- a visit to the Car Show in Zagreb in April 2010 for members of the automobile profession.
- to co- finance the participation of members at regional meetings of the Croatian Association of Automobile Profession (HUAS)
- to start the proceedings to renew the event "Tradesmen's Ball"
- to organise a joint visit to the International Fair of Trades and Crafts in Zagreb.

2.4.3. Construction Section

- In cooperation with the Regional Development Agency of Zadar County, to organise an educational seminar on forming clusters.
- To arrange a meeting with head teachers and teachers of practical classes in vocational schools in order to establish better cooperation and improve the quality of practical training.
- To organise computer technology courses for members of the section
- To organise visits to the fairs in Split, Zagreb and Munich as well as other domestic and foreign fair which are of interest to constructors.
- To organise seminars on safety at work
- To organise a visit to an announced professional Construction Conference which should be held in Zagreb at the beginning of 2010.

2.4.4. Catering and Tourism Section

- to continue with the initiatives for reducing business expenses
- to work on stimulating the creation of a tourist strategy in our area
- to continue cooperation with catering and tourism schools and the Job Centre
- to animate members for more active work in the Section
- to continue with the organization of various types of education for tradesmen and their workers (sommeliers, HACCP...)
- to get involved in the work of the Guild of Catering and Tourism of the Chamber of Trades and Crafts of Zadar County.

- To continue cooperation with the Development Agency of Zadar County in order to establish a cluster of caterers
- To continue to participate in the organizing of events with the Tourist Board and the City of Zadar (opening of the tourist season festivities, Night of the Full Moon, Millennium Jump, Advent in Zadar and other).
- To organise visits to professional fairs according to the interest of the tradesmen
- To help the Association Kalelarga in organising Voluntary Blood Donations
- To held a meeting of the Management Board of the Section on an island, and invite the members of the Sub- Section islands.
- To hold a meeting of Sub- Section of tourist agencies with representatives of the City of Zadar and the Tourist Board.
- To organise a visit to one of the wine- roads for the members of the Management Board of the Section and Sub- Section.
- To leave a meeting with members of the Croatian Chamber of Commerce, Jadrolinija and the County Port Authority in order to emphasise and try to solve the problem of poor ferry connections of the islands to the city.

2.4.5. Trade Section

- to organise the third Wedding Festival event
- to organise a visit to one of the Wedding fairs
- to animate members and participate in the planned event called Children's Day
- to participate in the activities and events during the tourist season and encourage shopkeepers to have longer summer working hours, of shops on the peninsula.
- To organise seminars and other educational courses according to legal regulations and the needs of the members.
- To participate and co- finance exhibitions of the members at fairs
- To participate in the activities of the event Advent in Zadar
- To organise the so- called Outlet Days - this would stimulate shopkeepers to sell goods in stock at lower prices.

2.4.6. Section for Transportation of People and Goods on land and sea

- to continue cooperation with the units of local government, primarily with the City of Zadar with the aim of solving the problems and building a common carpark for lorries and buses, as well as some other problems imposed by the new road infrastructure of the city and its surroundings.
- To continue the cooperation with the Sub- Section of tourist boat transporters with the units of local government and take part in the suggesting and construction of the marine terminal for tourist boats.
- To insist on the improvement of the quality of the taxi service.
- To participate in the adaptation of the taxi rank.
- To organise visits to domestic and foreign fairs important to hauliers.
- To start cooperation of the taxi subsection with the Tourist Boards of Zadar County.
- To organise seminars for hauliers with the aim of better adjustment to EU conditions.
- To solve the problem of working on the black (moonlighting).

- To continue cooperation with all the other organizations and institutions which in any way participates the creating of transportation policies so that its members could be better informed about their duties and better solutions could be found in negotiations.

2.4.7. Section for Intellectual Services

- to organise seminars for the book- keeping trade in cooperation with the Chamber of Crafts and Trades of Zadar County in the 1st week of February
- In May, to organise a two- day event called “Intelecta”, where along with lectures there would be other presentations of interest to members of this section, and where the participants may present their businesses. The organization should also include the Chamber of Trades and Crafts of Zadar County and the Croatian Chamber of Commerce.
- To support and organise education for members of the Association
- To insist on the support and co- funding of computer education
- To support exhibitions of tradesmen at all bigger Croatian Fairs
- To organise two social evenings of the Management Board of the section away from the premises of the Association

2.4.8. Fishing, Agriculture and Marine Culture Section

- in the process of adjusting Croatian laws with the laws of the EU, to make an effort for better protection of domestic fishermen, mainly for the possibility of keeping the existing original tools in fishing
- to persist on the protection of the territorial waters for Croatian fishermen excluding from them foreign fishing vessels.
- To insist on the suggestion of the Government of the Republic of Croatia that the price of blue- diesel should be 50% of the retail price of diesel.
- To make efforts in order to improve the conditions of loading fish, mooring of fishing vessel and generally to improve the infrastructure.
- To continue work on the improvement of the workshop conditions of fishermen and enable those who are owners and active to have the right to a full old- age pension after 30 years of working experience in fishery regardless of age.
- To organise seminars on Safety at work for the members of the section
- To animate members of the section to actively participate in the preparation of the following fishermen encounters of HOK
- To inform the members of the section about the implementation of the new Fishery Law.

2.5. Improvement of Work and Services of the Administration Office

The Administration Office, within the scope of its task, professionally follows and supports the activities of the Association led by the guidelines of the Annual Work Programme and

the conclusions of the Administrative Body of the Association. It will also continue in the future to further improve and professionalize its work. An ever increasing number of members get involved in the activities of the Association whether it be the need for professional advice related to business, education or the involvement in professional activities. As a result of the fore- mentioned, the Administration Office of the Association is more and more recognized as a professional and business support for tradesmen and the trend is further improvement and training of its workers, as well as the adjustment or organisation and quality of work of the Administration Office. It is planned to go on with the continual education of its workers through external institutions as well as within the chamber system.

The Administration Office of the Association in 2010 will apply the planned organizational scheme, that is, the systematization of work places which includes 4 workers (secretary, legal adviser, accountant, assistant for professional work and contact).

During 2010 in the work places of the Administration it is necessary to take measures to remove drawbacks confirmed by the study of the Estimation of the Dangers of Computer-work Places, made by the firm Ing. Atest d.o.o. in March 2009. In addition other obligations will also be carried out in accordance with regulations on safety at work. And this year also, a large number of sections among the planned activities have especially singled- out organisation of education, various types of education and seminars which will contribute to level of knowledge and skills, and with this to the quality to the work of trade and crafts.

Therefore, further elaboration of the project of a Traders' educational centre is one of increasingly important and long term orientations and activities of the Administration Office. The need for continuous and well- thought out types of education is more and more prominent, and establishing the segment of this organizational unit within the Administration Office, coordinates and follows the results, which from year to year only confirm the need and the importance of this activity. During 2010 the intention is to continue the coordination and organisation of education through an educational centre and to make a time plan and carry out the execution of these activities.

Besides, the intention is to enable members to be better informed about all the relevant legal changes related to a particular business, about the activities of both, sections and guilds as well as the Association itself. Information will be provided and made accessible by:

- the Administration Office of the Association
- Direct mail shots
- Section meetings
- Public information through the Media
- E- Mail and the base of electronic contacts which will continue to be updated.
- Through the webpage of the Association www.uoz.hr as well as the webpage of the Chamber of Trades and Crafts of Zadar County www.obrtnicka-komora-zadar.hr as well as the Croatian Chamber of Commerce www.hok.hr

In order to have better access and view of the contents on the existing webpage of the Association during the year, suggestions for re- designing and selecting contents will be prepared.

The Administration Office in previous years continually followed and applied for additional sources of funding in order to carry out better the planned activities. In 2010 it intends to continue to follow these possibilities and develop the capacity of the workers of the Administration Office who would provide good preparation of project proposals and the use of available domestic funds as well as those of the European Union.

The workers of the Administration Office will continue to take part in education which will be organised at the level of the Croatian Chamber of Commerce, but also other partner institutions all with the aim of gaining relevant knowledge and skills which will contribute to better work of the Administration Office and eventually greater satisfaction of the members themselves.

In 2010 it is planned to continue to apply the Unique Computer System of the Croatian Chamber of Commerce, that is, joint computer applications at the level of the whole chamber system which will further improve the quality of work and data of the Administration Office. Namely, at the level of the Croatian Chamber of Commerce applications which facilitate every day work are being developed systematically, and with their proposals and suggestions the Association participates actively in their creation and further development.

Since every year there is an ever increasing number of documents (in the current year 2500 are expected), our intention in 2010 is to further elaborate and use advanced electronic applications of the Registration Office. With this developed system for document management, intended for rather big chamber organizations, the administrative- technical processing of documents would be easier, and a complete monitoring of all items of office administration would be provided as well as the archiving of categorised documentation and searching and access to documents.

Chairman of the Association of Trades and Crafts

Stjepan Knežević