Annual report 2016.

NGO "Democracy Organizing Progress"

Prijedor, December 2016.

"I love my town and develop my community"

Introduction

Activities of the "DON" in 2016 marked the work on improvement of civil society, humanitarian, volunteer and educational goals, economic empowerment of citizens, building communities, consumer protection, development of philanthropy, social entrepreneurship and monitoring of the electoral process. In this way we ensured stability that as the foundation takes a look into the future and the development of guidelines that we defined in the Development Strategy of the Association for the next period.

This report represents the most important challenges that civil society encountered in BiH in the previous year which were the impulse for key initiatives started by NGO DON, including organizing citizens to solve local problems, cooperation of profit and nonprofit sector, active enrolment of youth in voluntary work, community building, consumer protection, monitoring of electoral process and realization of community valuable activities. The key to the realization of many activities were people who recognized our quality and our work, and I take this opportunity to express my gratitude to all our donors, domestic, foreign and international governmental and private agencies and foundations that financially supported our activities in 2016.

Along with the implementation of its activities, we invest in the further development of our human resources. Most of our staff has gone through a comprehensive and intensive capacity building program.

Next year, we will continue with the implementation of our mission and main objectives, which are outlined on the basis of achievements and lessons learned from last year. For this purpose we have developed a number of projects and other activities whose main objective is to appropriately, with a creative and innovative approach, we respond to the most important contemporary challenges of building democracy and civil society in our country. In addition, we hope that you will find this report to help you better understand our work and effort that we invest in the democratization of society, human rights protection and promotion of the EU integration process in BiH. We are open for cooperation with various social actors and in the past we have worked with a number of non-governmental organizations, public institutions and business representatives.

I would also like to warmly thank our numerous volunteers, collaborators and partner organizations from all over Bosnia and Herzegovina for their support, dedication and enthusiasm for mutual initiatives which we hope to continue to expand in the future.

Murisa Marić, Executive director

HISTORY OF ASSOCIATION AND PRESENTATION OF THE MOST IMPORTANT ACHIEVEMENTS

BASIC INFORMATION AND DATA ABOUT THE ASSOCIATION

PROFILE OF ASSOCIATION

NGO"DON" was founded in 1997 and after a year of informal work registered at the Basic court in Banja Luka on the 28th of December 1998. Under the under: Rg-214/98. According to the new law on Associations and Foundations of RS it was reregistered on the 29th of April 2002 under the number: F-1-71/02. Statute amendments were registered on the 5th of February 2008 at the Basic court in Banja Luka.

MISSION

"DON" is Association that aims its activities towards individuals, groups of citizens and institutions in cooperation with other organizations by applying methods of general and vocational trainings organizes and involves citizens in social flows and economical development of communities.

VISION

"Citizen in the center of a stable and socially just state of Bosnia and Herzegovina"

BENEFICIARIES

- Citizens through Local communities
- Volunteers
- Consumers
- Employed
- Activists

- Local governments
- Associations-potential partners
- State
- Donors
- Business sector

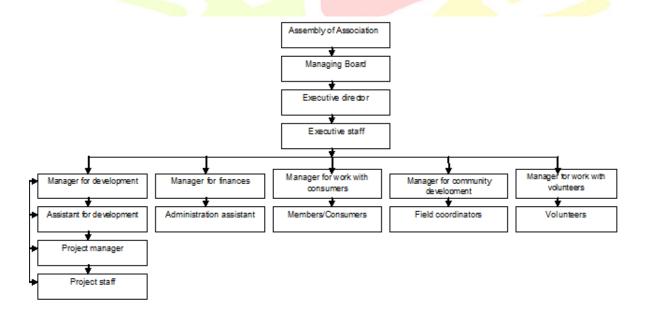


<u>VALUES:</u> DON in its work is guided by the basic principles: optimism, commitment and creativity. We are recognized as a stable, responsible and reliable partner aiming to effectively, persistently and influential work in the community.

PROGRAM GOALS, TASKS AND ACTIVITIES:

- Strengthening of civil society,
- Humanitarian, voluntary and educational goals,
- Economic strengthening of citizens,
- Development of local communities,
- Consumer protection,
- Monitoring of electoral process,

ORGANIZATIONAL STRUCTURE





WORK ON HUMANITARIAN, VOLUTNARY AND EDUCATIONAL GOALS IN 2016

As part of its strategic program, for many years its activities are directed towards individuals, groups of citizens and institutions where in cooperation with other organizations, using the methods of general and vocational training helps develop volunteerism and humanitarian work.

We put emphasis on work with young people. Through various projects, informal education, promotion of volunteerism and activism, youth rights, transfer of knowledge and experience, developing creativity, socialization of young people of different ethnic groups, provide them an opportunity to strengthen themselves and their social skills and to engage in social trends and economic development in the community where their rights will be recognized and realized.

Local Voluntary Service Prijedor is active from 2014. In the beginning of 2016 the first action was participation in the Manifestation "Dani zime na Kozari". Together with Tourist organization Prijedor our volunteers (5) were members of organizational board and team that helped police in organizational activities.

This action is the continuation of cooperation with Tourist organization of Prijedor that continued from organization of "Novogodišnja bajka" Manifestation 2015 and 2016, children costume ball 2016 when our volunteers wore masks of Disney characters, animated and entertained children.

Cooperation with the Company Arcelor Mittal also continued last year with organization of the "Children Smiles' Camp 2016" which is traditional Camp of NGO "DON" and Company "Arcelor Mittal".

In 2016, Local voluntary service DON was part of the international NGO Fair "SONVO" organized by Agency for local democracy. Our work was presented by stories of our volunteers and promotional material on the info booth in Ljubija.



One new activity is organization of international cycling race "Kilometri prijateljstva". This manifestation was organized in July. Beside volunteers of LVS also volunteers from Slovenia and their club "Bambi" participated. Also local cycling club "Austronet procycling" participated.

Manifestation was organized in Prijedor and Mountain Kozara where socializing and sport promised continuation of the cooperation for 2017.

In September LVS was the part of the "Formiraj lanac" – "Form a chain" organized by Voluntary service of Republic of Srpska under title "Kad se ruke slože" – "When the hands unite" that consisted of arrangement and widening of children playground in Pećani-Prijedor. This project was supported by Ministry of family, youth and sport RS.

Beside this activities, during the year volunteers of LVS Prijedor participated in numerous info

booths within projects of NGO "DON" for consumer protection and Coalition "Pod lupom" for informing voters and observers. Also they participated in civic election observation on the local elections 2016.

At the very end of the year we organized several voluntary actions under title "Our first 18" dedicated to foundation of NGO DON (28.12.1998.) where volunteers of LVS helped



elderly socially endangered persons to clean three homes and ensure wormer and more cozy winter.

Within the action "Our first 18", we organized the exhibition of Sarajevo - Haggadah, Jewish lunar code founded in the fourteenth century. The Haggadah was created in Spain and after many migrations through Italy 1894 years arrived in Sarajevo and became the property of the museum in Sarajevo.

The book after surviving several wars today is kept in the National Museum in Sarajevo in the safe room of the museum.

Due to the sensitivity of the material book is rarely exhibited and if it has to be done under the special lighting and climate conditions.



We worked with the Association "Neven" for parents and children with special needs; through decoupage workshops we have made wonderful pots and other objects which we used to decorate the pine in the city park in Pećani.





In addition, we painted a wall in the school yard of the school "Desanka Maksimovic".

Organized were lectures on traffic safety for the students of this school.



It's good when, after years of successful cooperation, some recognize the value of its customer and the importance of its work in the community. Donation of Sberbank to our Association in the amount of 500,00KM.

We participated at a charity concert for treatment Nikolina Dragojević.

When we summarize all actions we conducted in 2016, we can say that we were very successful and that 102 volunteers had over 2,500 volunteer hours.

Thanks to this work and effort, also this year we received a diploma for special contribution to development of voluntarism in the RS by the Ministry of Family, Youth and Sports, and our volunteer Bojana Mutić is among the top ten volunteers in RS with a diploma for special contribution to volunteerism.

On the promotional Fair for BiH NGOs "You volunteer too," Association "DON" received "Certificate of Excellence" for its contribution to volunteering in the "Challenge 387 Challenge 2016".



PROJECT: "Challenge youth for change"

DONOR: US Embassy in BiH



DURATION: 01.09.2016. - 01.03.2018.

In 2016, US Embassy granted our new project under title "Challenge youth for change".

In period of 10 months we plan to gather 20 youth from Prijedor, Ključ, Doboj and Mostar to mutually participate in educational and voluntary activities and build up self confidence, self respect, tolerance, trust and understanding among youth from different ethnical backgrounds.

Overall goal is to increase youth participation in development of peace, tolerance and rust in BiH through informal education and civic activism.

Specific objectives: built capacities of 20 youth from 4 local communities, reduced ethnical differences and established mutual cooperation among young activist from different ethnical backgrounds, attracted attention of public about lack of tolerance and importance of reconciliation, promoted volunteering and environmental protection among youth, improved living conditions for Roma population in Prijedor and Mostar.

Project consists of visits to Prijedor and Mostar, voluntary actions and educational activities and visits to natural, cultural and historic values.



PROJECT: "Children Smiles' Camp 2016" **DONOR:** "ArcelorMittal d.o.o. Prijedor"



DURATION: 01.03. - 30.05.2016.



"Children Smiles' Camp" i<mark>s traditional</mark> children cam<mark>p</mark> organized on the Mountain Kozara.

This camp fifth year in a row organized NGO "DON", with support of Arcelor Mittal Company from Prijedor and consent of Ministry of education and culture RS.

Participation in the camp in 2016 has 75 children from 4 multiethnic schools from Prijedor with its teachers.



They spent time in nature, learn, entertain and recreate together.

On the interactive workshops, children are developing their creative skills, learn about the sport,

Izvrsna radionica!!! ©
Dobro je došlo da ponovim
oro što sam prije učila
u osnavnoj skoli i u
auto škol;
Dobro je znati kako pristupihi
potrijedenom učeniku ako bi
došlo do nemilog događaja.
Sve pohvale.

traffic, first aid, mountaineering, traffic safety and the Boy Scouts, and we promoted activism and volunteering, in order to socialization of children from different ethnic groups.

New friendships, engaging in transportation by bicycle, sporting events, scout skills, and creative workshops for making jewelry and souvenirs as well as masks for a costume party, preoccupied the attention of children and their teachers all day in the camp.

For childcare we had 8 of trainers, 5 teachers, 8 local volunteers, that we their own work gave positive example of volunteerism and activism among young people.

WORK ON CONSUMER PROTECTION IN 2016

In 2008 in our work we introduced new strategic program, consumer protection. We are one out of 8 consumer protection Associations registered at the Department for consumer protection,



Ministry of Trade and Tourism, Government of Republic of Srpska. During last year we were regularly conducting:

- Control the price of basic food items each month in four shopping centers in Prijedor;
- Monitoring of issuing fiscal receipts to consumers within service providers;
- Control of seasonal discounts and sales in Prijedor and other towns of Prijedor region;
- Representation of consumers in front of service providers;

Since the beginning of the consumer protection we provide legal advice to citizens in case of violation of consumer rights by retailers and service providers. In order to better inform citizens about consumer rights all activities related to consumer protection are published on the website of the Association, and the Facebook page of the Association for Consumer Protection DON.

We are regular interlocutor of Nezavisne newspaper, Blic and numerous internet portals, which regularly publish our statements and researches. We have excellent cooperation with the TV show for consumer protection "Računica" which broadcasts on the RTRS, where we regularly present consumer issues from Prijedor region.

Association for consumer protection "DON" in 2016 received 354 consumer complaints and 348 were successfully resolved, 6 are in the procedure.

Most common consumer complaints were: services of general economic interest, reclamation on products or services, unfair business practices, services of general economic interest, contracts concluded outside business premises.

According to the article 51 and 52 of the Consumer protection law, NGO "DON" was entitled in advisory body for decision making of rights and obligations of consumers in Municipality Novi Grad and Prijedor, also committee for solving reclamations for economic services in Gradiška (Water supply and Electro distribution), Novi Grad (Electro distribution), Prijedor (Heating, Water supply, Electro distribution).





PROJECT: "Educated trader-protected consumer"

DONOR: Government of RS, Ministry of Trade and Tourism

DURATION: 01.01.2016 - 30.04.2016.

In accordance with the Consumer Protection Act, we continued with activities to inform consumers about consumer rights in the area of Prijedor, Novi Grad, Kozarska Dubica and

Kostajnica. This year, in addition to consumer education, we have trained and traders in order to protect the rights of consumers.

"We worth what we know" is our motto in dealing with consumers. Information and introduction to the Consumer Protection Act, and the manner of exercising consumer rights in Prijedor region was done in 2016 by 5 lectures in local communities, 5 "Coffee with consumers" in Prijedor, Novi Grad, Kozarska Dubica and Kostajnica, 4 TV shows 4 radio broadcasts and distribution of info material on 3 info booth. In addition to the education of consumers, we organized four training with retailers where we explained to them their rights and obligations in accordance with the law on consumer protection in the RS. We conducted an online survey with citizens and interviewing during all activities of the project where we get the opinion of consumers what trader they considered the most responsible and best in Prijedor. Traders who were selected by consumers as the best were awarded with posters that they placed in their stores.

"DON" in contact with consumers

For the purpose of informing consumers, we organized 4 info booths in Prijedor, Kozarska Dubica, Kostajnica and Novi Grad where volunteers of "DON" distributed to citizens the brochures and flyers.

In direct contact with citizens, we found out what are the consumers concerns and also informed them about their consumer rights.



Since the very beginning we are working on monitoring the electoral process. After the elections in 2012, we started looking for new opportunities to improve the election process which was one of the conclusions of the conference held after the elections in 2012.

The Council of Europe in cooperation with the Central Election Commission organized a training set of 20 NGOs and about 160 representatives who after the testing were assigned to the Certificate, which provide them further possibilities for activities with observers and election monitoring.

Eight representatives of our Association were awarded with Certificates. Beside our employees in the process were included our volunteers that were observing previous elections.

With the certificates they will be able to educated observers besides observing the elections

Coalition of fair and free – "Pod lupom" was founded in May 2014, aiming to implement project of civic non partisan observation of general elections 2014.



Coalition of 6 NGOs from whole BiH: Centri civilnih inicijativa (CCI), NGO "Democracy-Organizing-Progress" Prijedor (DON Prijedor), Institut za razvoj mladih i zajednice "Perpetuum Mobile" Banja Luka, Centar za građansku suradnju Livno (CGS Livno), Inkubator društvenih inovacija "Munja" (Munja Inkubator) i Forum građana Tuzle (FGT Tuzla).

Primary activity of Coalition is observation of elections. So far Coalition observed General elections 2014 and local in 2016, irregular local elections in 6 Municipalities. On the mentioned elections 2730 observers were hired on 1475 polling stations. Beside that Coalition is engaged in research and development of international comparative analyses. Coalition presented its final report about non partisan observation of general elections in 2014. The report consists of results of overall environment in BiH before, after and during elections and recommendations for changes in electoral laws and regulation. Until now published were 4 comparative analyses and rewiew about electoral regulations and segments of electoral process in 40 countries members of OSCE.

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Monitoring of the Central Election Commission, organizing of roundtables and conferences, gathering of representatives of government, election administration, international and academic community, media and civil society organization, Coalition advocate for improvement of electoral process in all its segments.

Vision: Coalition "Pod lupom" is recognized as the driving force of civic electoral and democratic awakening. Civic groups and individuals, and civil society organizations take on values Coalition advocates, making this initiative grew into a strong and organized civil movement in BiH.

Mission: Coalition "Pod Lupom" improves electoral culture and processes in BiH. In his work The Coalition respects the following principles: impartiality, ethics, transparency, professionalism, innovation, responsibility and solidarity.

Objectives: to prevent election fraud, prevent electoral irregularities, to raise awareness of electoral manipulation, encourage the free expression of the will of voters, objective and timely reporting on the electoral process, make recommendations for improvement, improvement of the electoral process and electoral legislation, last year we began implementation of the project three-year-project "BASE" supported by the European Commission.



PROJECT: BASE – Building Accountability and Systems in the Elections **DONOR:** The Delegation of the European Union to Bosnia and Herzegovina

DURATION: 15.11.2015. - 15.11.2018.

Coalition in 2016 started realization of three-year project "BASE" supported by European Commission and USAID. NGO "DON" within this project is responsible for monitoring of pre election, election and post election period.

For local elections 2016, regional office NGO "DON" was responsible for monitoring of election in 16 municipalities and cities of Prijedor region and Una-sana Canton.

Elections were observed by 320 short term observers, 5 observers of pre-election observers, 5 long term observers and 7 mobile teams (14 observers).

All observers attended education about monitoring of elections, long term observers

attended special training for trainers and monitoring of elections.



There was excellent cooperation with all 16 local election commissions. Observed were at least 75 pre-election events. There were five street events in five municipalities through which citizens were informed about election irregularities and how to apply for observers of the Election Day. Certain violations of electoral laws during the election campaign and the Election Day, are reported together with the reports of other regional offices Central Election Commission. In all 16 municipalities and cities authority was constituted within deadline.



Annual report 2016. NGO "Democracy-Organizing-Progress"



STRENGTHENING OF CIVIL SOCIETY IN 2016

A large number of civil society organizations in Bosnia and Herzegovina operate at the local level. These are mostly small organizations, volunteer with limited technical and organizational capacities. Although there is no database of all registered organizations in BiH, the assumption is that it currently has around 12,000 most of whom are associations, with a small number of employees (up to 5 employees).

Area of activity of our Association refers to the contribution to the process of strengthening the capacity of civil society in promoting human rights and democratic reforms in BiH. Our goal is to achieve that civil society organizations will be recognized for its contribution to the community and beyond as a serious and unavoidable factor of society.

Through a program of strengthening the capacities of CSOs we improve knowledge and skills of representatives of civil society for their active participation in public policy, advocacy of policies, and contribute to the active participation of associations in programming and monitoring the use of public funds.

In Prijedor, in the field of strengthening civil society, our association is emerging as an essential factor. We recognize it as a leader in the promotion and implementation of important social values: peace and non-violence, human rights, strengthening the capacity of civil society organizations, rights of vulnerable groups and the fight against corruption. From the authorities we are recognized as a relevant partner in the establishment of true and real dialogue through which can be mobilized all capacities of local communities to address the many problems of the citizens.

PROJECT: Smart Start

DONOR: Center for promotion of civil society

DURATION: till end of activities

Within project Smart Start: "Support impact of civil society through social entrepreneurship and innovation in Bosnia and Herzegovina, Macedonia, Montenegro, Serbia and Turkey".

Center for promotion of civil society (CPCD) in cooperation with "DON" implement following



activities: strengthening the long-term financial stability of civil society through start-up financial software, using socially and environmentally responsible strategies for self-financing, social innovation and social-model legs entrepreneurship; Improving social favorable climate for social entrepreneurship through networking CSOs and other stakeholders, with the implementation of five national promotional campaigns; Promoting social entrepreneurship NGOs and encourage its replication within the civil sector in the region.

First phase:

- After signing of MoS with 100 selected organizations, members of Smart Start project will start organizational preparation for valuation of entrepreneur capacities among target organizations
- Organization will gain support for capacity building with aim for development of skills necessary for development of social entrepreneurship SCOs.

Second phase:

Choice of grantees will be based on the business plans submitted by 100 organizations, participants in the program to develop capacity in the first phase



Selection of 50 organizations, 10 per country that will receive financial and technical report for implementation of their idea will be based on the evaluation of business plans that were developed during the program and submitted project to project partner in mother country. Commission for selection of business plans will consist of members of 5 countries, EU delegation, business sector, local governments and academics. Financial support will be used as start-up fund for 50 selected organizations that will use to purchase needed equipment, services, education of staff, material, etc.

COMMUNITY BUILDING IN 2016

Almost 18 years, through a strategic program Work on building communities, we improve the quality of life within local communities, responding to citizens' needs and offering new solutions for problems in the local community.

Engagement of human resources and other sources of support in the community, as well as raising awareness of the citizens, we contributed to build lasting cooperation between representatives of local communities, local authorities, businesses and other stakeholders, and thus ensure long-term sustainability of local civic initiatives, through the active participation of citizens the development of local communities.

How important is the process of working with local communities in which the "DON" included shows by the fact that the National Assembly of RS in December 2012. Passed a significantly Instruction about elections in local communities, which is important innovation because citizens will have opportunity to in the transparent way select representatives of the local community Council. Many municipalities already started to select local community representatives according to the Instruction.

Local communities should be a mechanism through which citizens actively involved in decision-making processes at the local level.



Last year NGO "DON" founded the Fund for philanthropy, means collected on this way were invested in building of community. In the beginning of 2016 we started action for setting up the first Botanical garden in front of elementary school "Desanka Maksimović" with support of business from our town.



In addition to environmental awareness, as part of social awareness and basic motives for arranging

such an oasis in the center of the town of Prijedor, our desire is to promote entrepreneurs as participants in the setting up of the Botanical Garden as well as the Fund for philanthropy. Fund means will be used in future for arrangement and development of our community. Botanical Garden is the pride of all of us who participate and give their contribution to preserving the environment.

PROJECT: "Support sustainable integration of displaced persons and refugees in BiH".

DONOR: Catholic Relief Service **DURATION:** 01.04. - 31.12.2016.

Within project support to sustainable integration of displaced persons and refugees in BiH conducted survey of socio-economical situation of displaced persons involved in CEB II project (around 1400 beneficiaries) in 10 municipalities. Developed are local action plans for municipalities Doboj, Sokolac, Prijedor, Zvornik and Brčko district on the two-day trainings for representatives of municipalities.

Organized were 4 focus groups with displaced persons and domestic citizens. Organized workshops for members of national group that work on the development of the act "Recommendations about statutory issues of displaced persons".



ECONOMIC STREETHERING OF CITIZENS

Lifelong learning refers to "any activity of life-long learning in order to improve the knowledge, skills and competences within a personal, civic, social or professional activity of the individual". Lifelong learning is the idea of establishing learning at all stages of life and in all forms in which the (formal, non-formal and informal).

The concept of lifelong learning is most often associated with economic goals, such as improved competitiveness and permanent employment. On the other hand, should not be ignored equally important objectives that contribute to the more active role of the individual in society. These goals are fostering social inclusion, active citizenship and personal development.

Our experience dates back beyond the borders of our country (Italy, Hungary, Sweden, etc.) where we learned about the importance of creating opportunities to acquire new knowledge through informal civic-education, obtaining a certificate that will make it easier to find new jobs, and also the recommendation to employers that the participants obtained very high-quality theoretical and practical training and have gained a high level of knowledge and certification.

During 2016 we implemented the following project dedicated to this strategic objective:

"Self-employment through wickerwork" – Municipalities Šamac and Domaljevac – Šamac



PROJECT: "Self-employment through wickerwork" – Municipalities Šamac and Domaljevac -

Šamac

DONOR: UNDP – LOD IV

DURATION: 22.06.2015. - 21.04.2016.



For years we are working and introducing new practices of informal adult education, through targeted training in various fields for interested unemployed persons. Creating new jobs depends on the different approaches all issues; we are working on innovative ways that can facilitate employment of acquiring new knowledge and skills through training in various topics of informal civic education.

In conversation with representatives of municipalities of Domaljevac Šamac and Šamac, we came to the information that the area of the two municipalities, before the war, was known for the cultivation of industrial willow and making basketwork products of the same and that the current production is very small.

This information led us to work on the self-employment of residents of the two municipalities, so as to provide them with training in the field of wickerwork production and industrial planting willow, as well as seedlings and other materials needed for planting industrial willow on their land.

What we achieved: for 17 beneficiaries organized were set of educations on topics "Wickerwork production" in duration of 13 days and 104 working hours. Beneficiaries gained knowledge about wickerwork and developed products using gained knowledge.

- For 17 users we held education in the field of "Cultivation of industrial willow", for 1 day and 8 hours duration. The users with the skills and prepare the land for planting.
- ➤ 17 beneficiaries planted industrial willow on 5 dunum land each.
- The Fair was organized in Samac, where they presented the developed products in the course of education as well as the results of the informal education and the opportunities offered by nonformal education to the citizens and



representatives of local governments. At the fair products were sold and the income from the sale was spent for the purchase of presents for socially disadvantaged children from both municipalities.



Annual report 2016. NGO "Democracy-Organizing-Progress"



PARTICIPATION ON CONFERENCES, NETWORK MEETINGS, TRAININGS, EDUCATIONS, DEVELOPMENT AND IMPLEMENTATION OF STATEGIES:

- NGO "DON" is member of commission and working group for social inclusion in Prijedor within project "Support durable solutions of revised strategy for implementation of Annex VII of the Dayton Peace Agreement". As part of this project we have attended sessions and meetings as well as the seminar "Media images of children with disabilities" on Jahorina and presentation of project results in Teslic.
- NGO "DON" is member of 1st Tolerance where we attended meetings about multiethnic tolerance in our town, suggestions for improvement of overall safety situation with OSCE and caffe with citizens.



- Roundtable: "Establishment of cadastre of real estate role of women as the role of women as holders of property rights", Prijedor, 22.06.2016. Roundtable was organized by Republican Administration for Geodetic and Property Affairs of the RS in cooperation with CILAP project-1paticipant.
- Regular monitoring of work of local parliament 1 participant.
- Seminar "Strategy of market communication and positioning" organized by chamber of Commerce - 1 participant.
- ➤ 16.-17-01. 2016. Jahorina, Conference "Media images of children with disabilities" within project "Support durable solutions of revised strategy for implementation of Annex VII of the Dayton Peace Agreement".

- ➤ 23.- 25. 01. 2016. Teslić Conference "Presentation of project results" social welfare and inclusion in Prijedor within project "Support durable solutions of revised strategy for implementation of Annex VII of the Dayton Peace Agreement"-1 participant.
- 18.02.2016 Banja Luka EIDHR EU projects 2 participants.
- > 17.03.2016. Sarajevo Conference "Pod Lupom" 2 participants
- > 06.08.2016. Ljubija SONVO International conference of youth organizations LDA Prijedor 4 participants.
- > 27.09.2016. Sarajevo Meeting of network NEVAC presentation of project 2 participants.
- 28.10.2016. Banja Luka ICV workshop "How to read financial report" 2 participants.
- > 03.-05. 11.2016 Sarajevo, I modul Smart Start project CPCD 1 participant.
- > 02.11.2016 Prijedor Hotel Prijedor Peace conference 1st tolerance 1 participant.
- 10. 11.11.2016. Banja Luka II network meeting, social entrepreneurship NGO "MOST" – 1 participant.
- > 28. 30.11.2016. Tuzla II Module Smart Start project CPCD 1 participant.
- > 05.11.2016. Banja Luka awards for best volunteer 4 participants.
- 13. 15. 11.2016. Study visit to Zagreb social entrepreneurship CPCD 1 participant.

> Strategic planning of Association

Members of the Management Board, staff and volunteers DON prepared a three-year development plan of action of the Association for the coming period on the Strategic Planning Workshop, which was held in the period 15-17 January 2016, at the Hotel Monument to Mrakovica.



"DON" VISIBILITY IN 2016

Activity	Statistics
Number of published news on internet site www.donprijedor.com;	93
Number of visits www.donprijedor.com ;	Over 200 000
Number of published articles in electronic and printed media, TV	Over 250

FACEBOOK AND TWITTER PAGES IN 2016

Activity	Statistics
Facebook page Udruženje DON	1848 fans
	176 posts
Facebook page Kamp dječijih osmjeha	948 fans
Facebook page Udruženje za zaštitu potrošača	641 fans
Facebook page Lokalni volonterski servis "DON"	345 fans
Twitter @UGDON1	151 tweets
	53 followers



PROJECT AND SOURCES OF FUNDING IN 2016, PLAN FOR 2017.

Humanitarian, volunteeri	ng and educational goals		
Donor	Project	Spent in 2016 /KM	Plan for 2017
Phylantropy	Phylantropy	4.354,71	718,09
LVS	Kad se ruke slože	500,00	-
US Embassy	"Challenge youth for change"	5.439,44	29350,12
Arcelor Mittal Foundation	Children Smiles' Camp 2016	22.250,00	22.500,00
		32.544,15	52.568,21
		14,93%	69,86%
Consumer protection			
Donor	Project	Spent in 2016 /KM	Plan for 2017
	Regular activities for consumer		
MTT Government RS	protection	6.000,00	-
MTT Government RS	Consumers in students' benches		11.000,00
		6.000,00	11.000,00
		2,75%	14,62%
Monitoring of electoral pr	ocess		
Donor	Project	Spent in 2016 /KM	Plan for 2017
EU	Coalition "Pod lupom", "BASE" project	104.276,92	4.791,78
		104.276,92	4.791,78
		47,84%	6,37%
Strengthening of civil soc	iety		
Donor	Project	Spent in 2016 /KM	Plan for 2017
USAID	BRANA	3.486,13	-
		3.486,13	0,00
		1,60%	0,00%
Community building			
Donor	Project	Spent in 2016 /KM	Plan for 2017
	Cooperation to reconciliation and		
USAID, Mozaik	development of community	2.810,30	-
	Support to sustainable reintegration of		
CRS	returnees	41.022,83	6.884,03
		43.833,13	6.884,03
		20,11%	9,15%

Economic empowering of citizens								
Donor	Project	Project Spent in 2016 /KM Plan for 2017						
	Development of wickerwork to							
UNDP	employment	27.848,37	-					
		27.848,37	0,00					
		12,78%	0,00%					
	TOTAL:	217.988,70	75.244,02					

PROJECTS AND SOURCES OF FUNDING IN 2015

Donator	Project	Spent in 2015. KM
DFF	Active youth for better future	35.969,94
US Embassy	Bringing youth together to foster understanding and tolerance	17.678,92
Arcelo <mark>r Mittal</mark> Foundation	Children Smiles' Camp 2015	29.000,00
Ministry of Trade and Tourism (MTT) - RS	Informing and educating consumers from Prijedor region about consumer rights	7.758,00
MTT - RS	Regular activities on consumer protection	6.000,00
MTT - RS	Educated trader-protected consumer	761,60
USAID	Coalition "Under magnifier"	2.902,61
EU	Coalition "Under magnifier"	311,27
USAID	BRANA	9.193,13
USAID, Mozaik	Cooperating to reconciliation and community development	7.162,19
CRS	Support sustainable integration of displaced persons and refugees in BiH	25.739,93
UNDP	Let's preserve tradition and help others	60.564,27
UNDP	Self-employment through wickerwork	55.761,37
TOTAL:		258.803,23

PROJECTS AND SOURCES OF FUNDING IN 2014

Donor	Project	Spent in 2014 u KM
IPA, European Commission	"Community Centre"	45,441.38
Višegrad fund	"Community media +"	10,918.53
UNDP	"Leadership to employment II " "Educated yourself to help others II"	31,622.21
CRS	"Development of st <mark>rat</mark> egy a <mark>nd a</mark> ction plan for BP Canton, Goražde and Prijedor"	31,016.10
CRS	"Development of stra <mark>te</mark> gy of <mark>so</mark> cial <mark>no</mark> nprofit housing in Banja Luka"	14,400.00
Helsinki Citizens' Assembly, Banja Luka	"Citizen Solidarity for peace"	500,00
UNDP	" Help flood <mark>ed a</mark> rea <mark>s in Šamac"</mark>	31 376,00
UNDP	"Help flooded areas in Domaljevac"	39,127.60
Government of RS, Ministry of Trade and Tourism	"Education of consumers from Prijedor region"	12,600.00
Arcelor Mittal Foundation	"Children Smile's Camp 2014"	29,000.00
UNICEF, Save the Children	"Child Friendly Space"	18,852.00
UNESCO	"Dialogue for future-Kozara 2014"	50,502.90
USAID, The Kingdom of Norway	"Free and fair elections in 2014: the answer of citizens. Because we care," coalition under the magnifier;	80,866.07
The Kingdom of Norway	Street actions within project "Free and fair elections 2014: answer of citizens: Because we care", Coalition under the magnifier	3,335.26
Government of RS, Ministry of Trade and Tourism	Regular activities on consumer protection	4,800.00
Social Development institute Kft, CCI	The campaign "No excuses - Europe now"	400,00
Government of RS, Ministry of Trade and Tourism	"Informing and educating consumers about consumer rights in Prijedor region"	10,242.00
USA Embassy in BiH	"Bringing youth together to foster understanding and tolerance"	8,312.60
TOTAL:		422.912,65



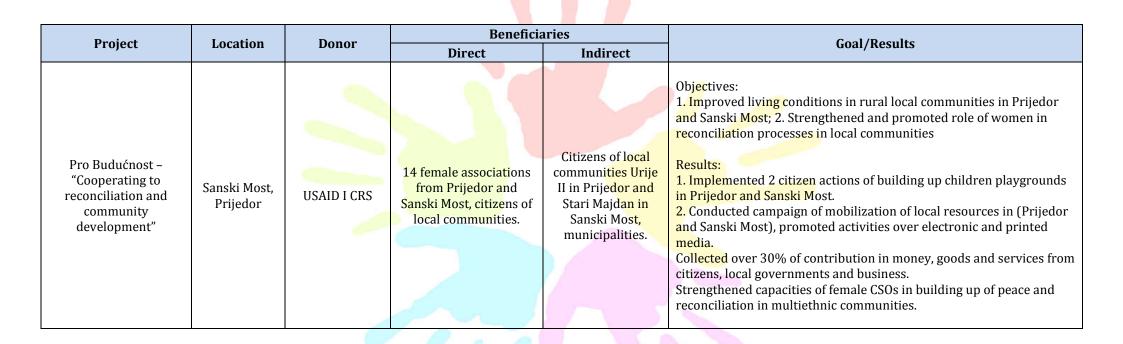
THE MOST IMPORTANT ACHIEMENTS IN 2016

Project	Location	Donor	Beneficia	aries	- Goal/Results
rioject	Location	Donoi	Direct	Indirect	dvai/ Results
"BASE" – Building Accountability and Systems in the Elections	16 municipalities of Prijedor region and Una-sana canton	The Delegation of the European Union to Bosnia and Herzegovina	14 members of mobile teams, 320 short-term observers, 5 observers of election campaigns, 5 long term observers	Citizens of 16 municipalities and towns of Prijedor region and Una- sana canton	Objectives: improve the quality of the electoral process in BiH in accordance with international standards and best practices, facilitating active citizen participation in advocacy and election monitoring. Results: Reduced possibility of electoral fraud in the local elections in 2016, the objective media coverage of the elections and the increased interest of citizens to monitor elections, drafted to improve the electoral legislation and the legal framework, monitoring the activities of political parties, NGOs, citizens, young voters, motivated by a strong campaign and increased knowledge about elections and the importance of citizen participation in the electoral process, efficient organizational model and strong partnership between networked NGOs creates a favorable environment for strengthening the civil sector in the country and participation in democratic processes, encouraging citizen participation in the elections according to the principles of the Venice Convention.

Description	I a satism	D	Benefi	ciaries	Cool/Downley
Project	Location	Donor	Direct	Indirect	Goal/Results
"Self- employment through wickerwork"	Municipalities Šamac and Domaljevac Šamac	UNDP	17 unemployed persons	17 families and 2 local communities	Objectives: 1. Stimulate the development of self-employment and informal - civic education; 2. Increase the level of training and acquisition of skills for the working population; 3. Promotion of non-formal education and lifelong learning. Results: Identified and educated 17 persons through informal education (wickerwork production, cultivation of industrial willow, setting up 17 plantation of industrial willows, development of business plan and basics of marketing, organization of Fair). Developed data base available to all relevant institutions about attendees of in formal education program. Promoted importance of traditional values and informal civic education.
"Educated trader-protected consumer"	Municipalities, Prijedor, Novi Grad, Kostajnica, Kozarska Dubica	Ministry of Trade and Tourism RS	135 citizens, 60 traders	2500 citizens	Objectives: raised public awareness of consumer rights, educated consumers and dealers on the rights and obligations under the Consumer Protection Act in RS, encouraged citizens / consumers to recognize and use their rights. Results: Increased awareness of citizens about the law on consumer protection and consumer rights, reduced violation of consumer rights by retailers, 2,500 citizens improve knowledge in the field of consumer protection, an increased number of successfully resolved cases of violation of consumer rights.
"Children Smiles Camp 2016"	Prijedor	Arcelor Mittal Fondacija	75 students from 4 ES from Prijedor, 8 workshop leaders, 5 teachers, 8 domestic, 10 foreign volunteers	Local community port 2016. NGO "Do	Objectives: To contribute to the development of tourism in Kozara application of new forms and methods of learning that students come in direct contact with nature and the interaction of different activities; Results: Conditions for realization School in nature and successful realization of educational tasks; emocracy-Organizing-Progress"

THE MOST IMPORTANT ACHIEVEMENTS IN 2015

Project	Location	Donor	Beneficia	aries	Goal/Results	
Fioject	Location		Direct Indirect		dual/ Results	
"Dialogue for future – Active youth for better future"	Prijedor, Sanski Most, Bihać, Novi Grad	UNDP	10 representatives of student councils from 4 high schools from Prijedor, Sanski Most, Novi Grad, Bihać (40 in total)	Students of High Schools from 4 local communities (Prijedo <mark>r, Sanski</mark> Most, Novi Grad and Bihać)	Objectives: 1. Developed capacities of student councils. 2. Build reconciliation and trust among youth 3. Promoted volunteering and youth activism in solving priority issues Results: 54 students (30 boys and 24 girls) educated about proposal development, conduction of the survey, mobilization of local resources and implementation of action on local level. Implemented 4 youth voluntary actions in 4 communities. Promoted project activities over facebook pages, to over 12 577 citizens, over web site to over 30 000 citizens monthly.	
"Children Smiles Camp 2015"	Prijedor	Arcelor Mittal Fondacija	100 students, 4 elementary schools from Prijedor, 8 workshop leaders, 5 teachers, 8 domestic and 10 foreign volunteers	Grad Prijedor	Objectives: To contribute to the development of tourism in Kozara application of new forms and methods of learning that students come in direct contact with nature and the interaction of different activities; Results: Created conditions for realization of the program School in nature and successful realization of educational tasks; Create conditions for realization of the program School in nature and successful realization of educational tasks;	



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Project	Location	Donor	Direct	Indirect	- Goal/Results
"Joint youth for tolerance and understanding"	Prijedor, Mostar	US Embassy in BiH	20 youth from Prijedor and Mostar	Citizens of Prijedor and Mostar	Goals: decrease ethnical differences and establish mutual trust and understanding among young activists from different ethnical backgrounds. Results: built reconciliation among youth from different ethnical backgrounds, promoted voluntarism and youth activism.
"Informing and educating consumers of Prijedor region about consumer rights"	Prijedor, Novi Grad, Kozarska Dubica	Ministry of Trade and Tourism RS	200 citizens of local communities and "caffe with consumers"	4000, citizens from Prijedor, Kozarska Dubica and Novi Grad	Goal: citizens of Prijedor region introduced with Consumer protection Act and ways of achieving their rights. Results: increased knowledge of consumers about Consumer protection Act in Prijedor, Novi Grad and Kozarska Dubica. Promoted activities over media.
"Let's preserve tradition and help others"	Municipality Domaljevac- Šamac	UNDP LOD IV	25 unemployed persons	1000 citizens of Domaljevac- Šamac	Objectives: To encourage the development of tourism, informal - civic education and socio-economic advancement of the unemployed, strengthening the voluntary awareness, educating volunteers and their involvement in the work on providing care for elderly persons, creating a system that would allow a more complete care of the elderly, and create conditions for employment of the unemployed. Results: creation of preconditions for job creation; correction of training and acquisition of skills for the working population; promotion of tourism, non-formal education, the concept of life-long learning and voluntary work.

Project	Location	Donor	Beneficiaries		Goal/Results
Troject	Project Location Donor	Donor	Direct	Indirect	doar/ results
Coalition "BRANA"	Municipalities of Prijedor region and	USAID	500 citizens that received donations	10000 citizens from Prijedor, Kozarska Dubica, Novi Grad and Kostajnica	Objectives: Contribute to transparency of the recovery of flooding and strengthening of overall transparency and responsibility in work of public institutions, private sector and donors in BiH. Results: Collected information from local governments about donations/funds for recovery of flooding. Conducted field visits and audit of donations, audit of received complaints. All collected information from field was uploaded to the database of the Coalition and web site. Public from target municipalities were informed about recovery of flooding process. Organized 4 public discussions. Grant beneficiaries are members of the Coalition "Brana" and support it's and contribute its functionality in the process of monitoring of the flooding recovery.



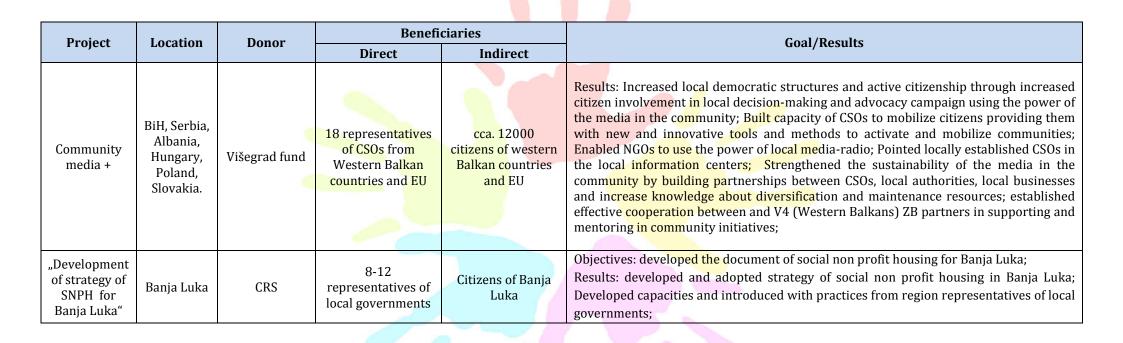
THE MOST IMPORTANT ACHIEMENTS IN 2014

Project	Location	Donor	Benefic	iaries	Goal/Results
Troject	Location	Donor	Direct	Indirect	doar/ Results
"Community Centre"	Municipalities Petrinja and Sisak in Croatia, Prijedor and Ključ in BiH	IPA, European Commission	cca. 1000 (500 RH, 500 BiH) CSOs, Members of marginalized groups	cca. 308 000 citizens of Prijedor, Ključ (123 000) in BiH. Citizens of Sisak and Petrinja (185 000) in Croatia.	Objectives: Improved access to services for all citizens and strengthen the regional identity of the civil society in the border areas; Results: Increased levels of existing services, knowledge and skills of long-term unemployed and other socially vulnerable citizens in Sisak-Moslavina county, Cities Petrinja, Croatia, and Prijedor and Ključ in BIH; Informed citizens and stimulated civic activism; Developed partnerships in border regions and strengthened the influence of CSOs to facilitate faster adoption of EU standards in different sectors and improve service delivery to all citizens;
"Children Smile's Camp 2014"	Prijedor	Arcelor Mittal Foundation	100 students from 4 elementary schools from Prijedor, 18 domestic and foreign volunteers	Wider community	Objectives: Contribute to the development of the tourist offer of Kozara through new forms and methods of learning that students come in direct contact with nature and interaction of different activities; Results: Created conditions for the implementation of programs School in nature and successful realization of educational tasks; Created conditions for the implementation of programs School in nature and successful realization of educational tasks;

Project	Location	Donor	Beneficiaries		Carl Mars Inc
			Direct	Indirect	Goal/Results
"Free and fair elecitons in 2014: the answer of citizens. Because we care., "Coalitio under the magnifier"	16 municipalities Prijedor, Novi Grad, Koz. Dubica, Kostajnica, Bihać, Bos. Petrovac, Cazin, Bužim, Velika Kladuša, Krupa na Uni, Bos Krupa, Ribnik, Ključ, Sanski Most,	USAID, The Kingdom of Norway	349 citizens	Citizens of Prijedor region – 16 municipalities: Prijedor, Novi Grad, Koz. Dubica, Kostajnica, Bihać, Bos. Petrovac, Cazin, Bužim, Velika Kladuša, Krupa na Uni, Bos Krupa, Ribnik, Ključ, Sanski Most, Oštra Luka. Citizens of BiH	Results: Reduced election fraud at 172 polling stations; 344 short-term and 5 long-term observers monitored the elections in 16 municipalities. Held 22 trainings for observers, organized street actions in five municipalities; Raised public awareness about electoral manipulation; Increased awareness among voters about the free expression of the will; Objectively informed about the electoral process in Bosnia and Herzegovina; Developed recommendations for electoral reform in BiH; Coalition of 7 CSOs which operated in Bosnia and Herzegovina and contribute to free and fair elections on the 12th of October 2014. Via telephone lines citizens had the opportunity to reports violations of the electoral law of Bosnia and Herzegovina. We also monitored the work of the election administration, voter registration, and political campaigns.
"Development strategy and action plan of social nonprofit housing for BP Canton, Goražde and Prijedor"	BP Canton, Goražde, Prijedor	CRS	8-12 representatives of local governments	Citizens of BP Canton, Goražde, Prijedor	Objective: development of the document of social non profit housing for BP Canton, Goražde and Prijedor; Results: developed and adopted strategy of social non profit housing in BP Canton, Goražde and Prijedor; Developed capacities and introduced with practices from region representatives of local governments;

Project	Location	Donor	Beneficiaries		Cool/Populto
			Direct	Indirect	- Goal/Results
"Leadership to employment II" Kozarska Dubica "Educate yourself to help others II" Novi Grad	Kozarska Dubica and Novi Grad	UNDP	unemployed women from different ethnical backgrounds in Kozarska Dubica and 15 in Novi Grad, 15 representatives of CSOs from Kozarska Dubica.	Families of unemployed women that participated in the project, members of local CSOs and wider community, at least 10 000 people in Kozarska Dubica and Novi Grad	Objectives: Created conditions for new vacancies, improved capacities of working capable population, stregthened capacities of local CSOs; Results: Identified and educated 34 unemployed persons (19 from Kozarska Dubica and 15 from Novi Grad) and 15 representatives of CSOs (15 representatives of Kozarska Dubica) through citizen informal education; Formed database of CSOs and unemployed persons that atended the educaitons within the project; Promoted importance of informal educaiton to wider public.
"Development of strategy of social nonprofit housing (SNPH) for Srebrenica"	Srebrenica	CRS	8-12 representatives of local governments	Citizens of Srebrenice	Objectives: develop strategy of social non profit housing in; Results: developed and adopted strategy of social non profit housing in; Developed capacities and introduced with practices from region representatives of local governments;

Project	Location	Donor	I	Beneficiaries	Goal/Results
			Direct Indirect		Goal/ Results
Child Friendly Space (CFS)	Prijedor, Novi Grad	UNICEF, Save the Children	children, 71 parent, from flooded local communities	Citizens of flooded local communities in Prijedor, Novi Grad, and wider communities	Objectives: Provided psychological support to children who have been directly affected by floods in areas specially equipped for children; Ensured the availability of psychological assistance for children from vulnerable marginalized groups; Developed and taught mechanisms for confronting and overcoming highly stressed situations. Results: Opened two CFSs. Secured adequate spaces for children and provided psychological support; established and educated team to work with children in crisis situations; developed a program of psychosocial support for children in crisis situations (set of workshops for groups and individuals) and created daily and monthly work plan. Established team for field work, the children were informed about the establishment of the CFFS, designed and printed promotional materials. Children are taught relaxation exercises; Adequately treated in stressful situations and learned the skills for concentration and overcoming highly stressed situations.
"Dialogue for future – Kozara 2014"	Prijedor – Kozara	UNESCO	Domaljevac, Šamac, Orašje, Maglaj, Doboj and S. Most (90 students 14- 18 year old, 50% boys 50% girls)	MunicipalitesDomaljevac, Šamac, Orašje, Maglaj, Doboj and Sanski Most affected by floods. 5 high and 1 elementary school and families of children	Objectives: Developed reconciliation and respect for diversity; Increased participation of young people in the dialogue for development and social reform BiH. Results: Improved physical and mental health of children affected by floods in BiH; Developed tolerance and increased social cohesion of young people; Increased confidence-building and established the intercultural dialogue among young people; Developed action plans for volunteer activities in communities.





- "Children Smiles' Camp 2017"- Foundation Arcelor Mittal;
- Educated trader-protected consumer Ministry of Trade and Tourism RS.
- Coalition "Pod lupom", project "BASE"-Delegation EU in BiH through IPA program 2014/Support civil society 2014.
- Regular activities on consumer protection and implementation of the project "Consumers in students' benches ".
- Realization of activities within project "Support to sustainable reintegration of returnees".
- Participation in organization of Manifestation "Kilometri prijateljstva".
- Realization of other programs and projects within mission and vision of our Association;
- Organizing of Annual Assembly of Association.
- Reregistering of Association.
- Introduction of new strategic goals.

Important segment of work of association

- Capacity building of the members of association-trainings, educations;
- Improvement of consumer protection in Prijedor region and wider;
- Development of philanthropy;
- Development of voluntarism;
- Organization of humanitarian actions as "It's good to be good", etc...