



**Annual report 2017.**

**NGO**

**“Democracy Organizing Progress”**

**Prijedor, December 2017.**

Annual report 2017, NGO “Democracy-Organizing-Progress”





*„I  
love my town  
and  
build  
my  
Community“*



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## ***Introduction***

The DON Association in 2017 was marked by the work on improving civil society, humanitarian, volunteer and educational goals, and economic empowerment of citizens, community building, consumer protection, philanthropy development and monitoring of the electoral process. This report presents the most important challenges facing civil society in BiH over the past year, and which have been an impetus for some of the key initiatives launched by the Association, including organizing citizens to solve problems at the local level, cooperation between the business and non-profit sector, active inclusion youth in volunteer work, community building, consumer protection, care for elderly persons in social need, monitoring the election process and the realization of socially useful activities.

The key to the realization of many activities were people who recognized our qualities and our work, and on this occasion I express my gratitude to all our donors, domestic, foreign and international government and private agencies and foundations that financially supported our activities in 2017.

In the next year, we will continue to implement our set goals, which we have defined on the basis of achievements and lessons learned from previous years. For this purpose, we are developing projects and other activities whose main goal is to respond adequately, with a creative and innovative approach, to the most important contemporary challenges of building democracy and civil society in our country.

In addition, we hope that this report will help you to better understand our work and efforts that we are investing in democratizing society, protecting human rights and promoting the process of EU integration in BiH. We are open to cooperation with various social actors and in the past we have worked with a large number of NGOs, public institutions and business representatives.

On this occasion, I would like to thank our volunteers, associates and partner organizations for their support, dedication and enthusiasm for the initiatives that we undertake together, hoping to continue and expand cooperation in the future. Be free to contact us, if you want to work together and build a partnership.

*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 28<sup>th</sup> 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 29<sup>th</sup> of April 2002 under the number: F-1-71/02. Statute amendments were registered on the 5<sup>th</sup> 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

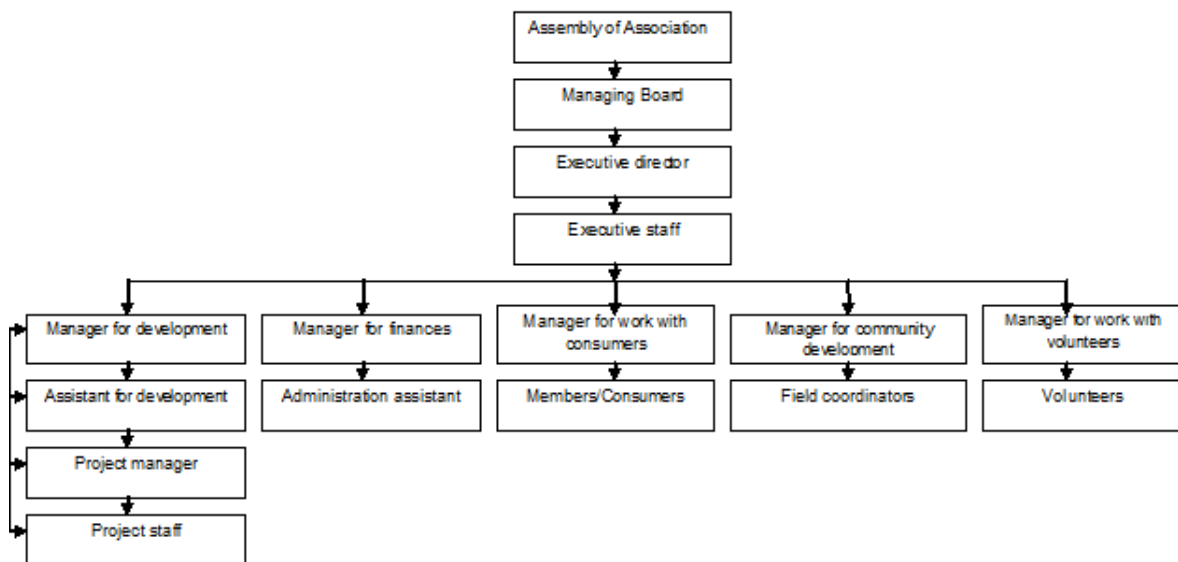
- Citizens through Local communities
- Volunteers
- Consumers
- Employed
- Activists
- Local governments
- Associations-potential partners
- State
- Donors
- Business sector

**VALUES:** 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**



## HUMANITARIAN, VOLUNTARY AND EDUCATIONAL GOALS

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 (7) were members of organizational board and team that helped police in organizational activities on the 28<sup>th</sup> and 29<sup>th</sup> of January 2017.

Thank you to our dear volunteers for yet another well-deserved US Embassy Award in BiH for contributing to the successful promotion of an inclusive, multicultural and democratic society in BiH "Challenge: Choose a task, be a change".

Cooperation with the Company Arcelor Mittal also continued last year with organization of the "Children Smiles' Camp 2017" which is traditional Camp of NGO "DON" and Company "Arcelor Mittal".





On the occasion of the International Day of Volunteers, Local Volunteer Service DON "with the support of the Volunteer Service of Republika Srpska, as part of the voluntary action "Formiraj lanac" organized donation of wood and food packages, bedding, furniture, footwear and clothing for elderly persons from Prijedor (Brezičani, Ljubija, Busnovi). Also local firm "Metro Holz" donated wood for another 2 beneficiaries.



Association "DON" has organized a workshop with members of the association of mentally-under-developed persons "Neven". The workshop was attended by 9 volunteers, and the workshop was organized on the topic "Making souvenirs, ornaments and handicrafts on glass and wood decoupage technique". Nine volunteers had 45 volunteer hours. Working with this population means a lot to members of the association and their parents.

In elementary school „Desanka Maksimović“ in Prijedor, volunteers of NGO „DON“ organized education for the third grade students „How to protect in traffic?“ 6 volunteers had 12 voluntary hours. At this age, children start herself to go to school and it is very important that they can take care of their own safety and security of other participants in the traffic.

In addition to these activities throughout the year, LVS volunteers from Prijedor participated in numerous info booths through consumer protection projects. On the occasion of the 15th World Consumer Protection Day, volunteers UG "DON" shared information leaflets and brochures to citizens, informing them of their consumer rights.

Representatives of DON, visited the municipality of Šenčur in Slovenia. To local major we handed gifts and greetings from mayor of Prijedor and scheduled the visit to Prijedor. Beside the mayor our hosts were members of the local cycling club Opštinskom Bam.Bi. We arranged and agreed to organize the race "Kilometri prijateljstva" in July 2017.



The race "Kilometri prijateljstva" was organized with the support of the local voluntary service Prijedor, and volunteers in Slovenia „Bam.Bi“ were participating together with the local cycling club "Kozara". The manifestation was supported by local government of Prijedor and Tourist organization of Prijedor.

On the occasion of the 5th of December, the International Day of Volunteers, we have organized an info both in our town in order to promote volunteering and animation of young people to apply for volunteering. Volunteers of the Local Volunteer Service "DON" have shared info leaflets near the high school center, as well as questionnaires that young people can complete if they want to apply for volunteering.

Towards the end of this year, we organized a series of volunteer actions called "Good to be good" where volunteers assisted old people, social cases to help them have more enjoyable winter days.

In October, the International Day of the Elderly was mentioned with voluntary action and donation of the wood for heating.

With support of the colleagues from Coalition "Pod Lupom", we ensured rich meals for few our beneficiaries in 2017.

Donation of The factory of cookies and wafers „Mira“ and "East Code", Association „Neven“, company „Cromex“, Avon, Limes, "Metro Holz", and numerous of physical persons we donated packages of cookies, clothes, means for hygiene for socially endangered persons and New Year presents for socially endangered children in Prijedor.





When we sum up all the joint actions that we have accomplished in 2017, we can say that we have been extremely successful and that **232 volunteers** have achieved over **9511 volunteer hours**.

Thanks to the effort this year, we received the Plaque for the best volunteer organizer in Republika Srpska in 2017, awarded by the Ministry of family, youth and sport of the Government of Republika Srpska.



After receiving the award for the best organizer of volunteering we were invited by the mayor of Prijedor to present our successful stories.



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**PROJECT:** „Challenge youth to change“

**DONOR:** US Embassy in BiH

**DURATION:** 01.09.2016. - 01.03.2018.

In period of 10 months we gathered 20 youth from Prijedor, Ključ, Doboj and Mostar to mutually participate in educational, voluntary activities and develop self-esteem, self respect, tolerance, trust and understanding between youth from different ethnical backgrounds.

iz različitih etničkih pozadina.

The general goal is to increase the participation of young people in building peace, trust and tolerance in BiH through informal education and civic activism.

The specific objectives of the project are: built capacities of 20 young people from 4 local communities, reduction of ethnic inequality and mutual cooperation between young activists from different ethnic backgrounds, raised attention of the public on the problem of lack of tolerance and importance of reconciliation, promoted volunteerism and environmental protection among young people, improved conditions life for the Roma population in Prijedor and Mostar.



The project envisages joint visits to Prijedor and Mostar, volunteer actions and educational workshops as well as visits to natural and cultural-historical values.

Youth from Prijedor, Ključ and Doboj from 23-27 March 2017. spend in Mostar where they arranged a children's playground and a basketball court and participated in the training: "Non-violent communication" and "making souvenirs and use items" and visited Mostar majorettes, socializing and learning together. 42 volunteers participated in the volunteer action.

In the period from 18.04. till 22.04.2017. young people from Mostar, Kljuc and Doboj visited their peers in Prijedor. During the visit they learned a lot and left behind positive results. They built a playground in "Gašića naselja", socialized with users of the day center in the association "Neven", visited the Scout Department "Doctor Mladen Stojanović" and dance studio "Top Dance", made three high gardens next to the public kitchen in Ljubija for their users, socializing with women from the Women's Association "Rudar", saw the play in local theatre, participated in education on "Culture of Peace and Tolerance".

Volunteer action to build a children's playground in Gašić's village brought together 41 volunteers. Emotionally touched, young people have expressed the desire to participate in similar projects and continue to socialize.

**PROJECT:** „Children Smile's Camp 2017“

**DONOR:** “ ArcelorMittal d.o.o. Prijedor”

**DURATION:** 01.02.2017.- 30.06.2017.

„Children Smiles' Camp“ is traditional children camp organized on the Mountain Kozara.

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

The Camp was organized in period 02.05. - 07.05.2017, aiming to develop new ways and methods of learning in direct contact with nature, interacton in different activities and contribute to tourist offer of Kozara

This year we had 79 participants (74 pupils, 6 teachers) from elementary schools from Prijedor ( „Kozarac“ Kozarac, „Vuk Karadžić“ Omarska, „Petar Kočić“ Prijedor, „Mladen Stojanović“ Ljubija and „Jovan Cvijić“ Brezičani). Taken through the positive reactions of all camp participants from the past five years (children, teachers and school directors), we wish to continue to promote school in nature through interactive approaches and staying children in nature.

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New friendships, inclusion in the traffic with bicycle, sports competitions, visit and presentation of mountaineering society "Klekovača" and Scouts from "Doktor Mladen Stojanović", visit of firefighters, visit of EUFOR and traffic police, disco party, creative workshops for developing jewelry, souvenirs, masks for masquerade, attracted attention of children and teachers during their stay in the Camp.



Care about children were taking 5 workshop coordinators, 6 volunteers, project coordinator, total 12 persons.

## CONSUMER PROTECTION

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 2017 received 715 consumer complaints and 687 were successfully resolved, 28 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:** „Consumers in student's benches“

**DONOR:** Government of Republic of Srpska, Ministry of Trade and Tourism

**DURATION:** 31.01.2017-31.05.2017.

With the approval of the Ministry, we started lecturing in 11 primary schools from Prijedor, Kozarska Dubica, Novi Grad, Oštra Luka and Kostajnica on the topic "Consumer rights and carriers of consumer protection in the Republic of Srpska".

The participants were representatives of the seventh and eighth grades of elementary schools in each of the municipalities.



We shared pupils with educational brochures, manuals from which they were preparing for the competition and educational leaflets that were distributed to other students. Lectures consisted of two parts, the first one that talked about the Consumer Protection Law, which served as a preparation for the competition, and another that warned the pupils about the dangers that reach them through advertisements, the Internet, mobile phones, video games, etc.

At all lectures, the young people showed great interest and they were delighted with the way of teaching with lots of photos and practical examples from everyday life.

There were 11 educations, 11 school competitions, 5 municipal / city competitions, educated in total 198 pupils.

Our goal was for the best class and school representatives to participate in the competition and show their knowledge of consumer rights and legal regulations in this field. But our goal was primarily to keep this knowledge in everyday use so that they could exercise their consumer rights.

## MONITORING OF ELECTORAL PROCESS

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 educate 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.

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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) and 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 review about electoral regulations and segments of electoral process in 40 countries members of OSCE.

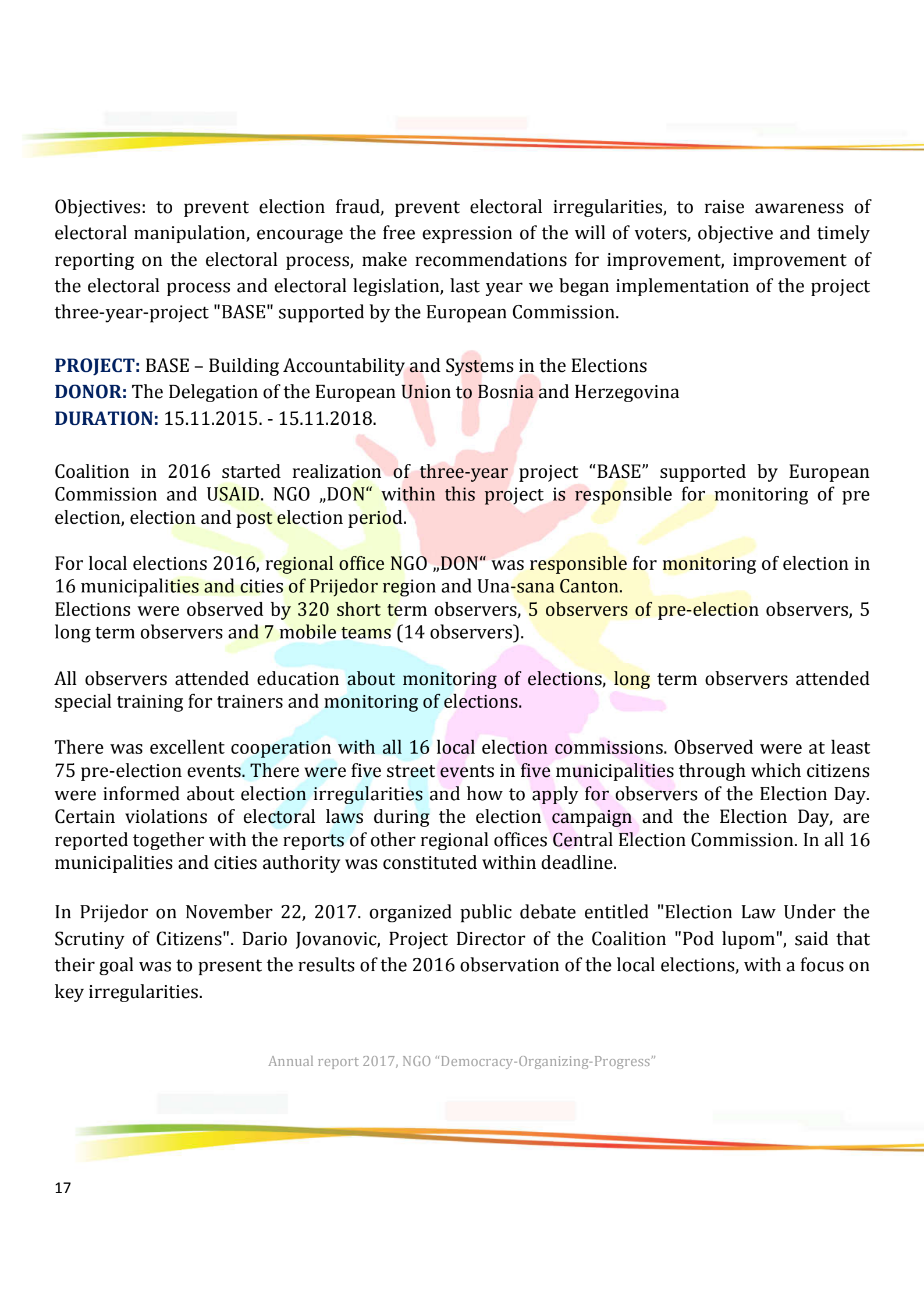


Monitoring of the Central Election Commission, organizing of roundtables and conferences, gathering of representatives of government, election administration, international and academic community, media and civil society organization, Coalition advocate for improvement of electoral process in all its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

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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.

In Prijedor on November 22, 2017. organized public debate entitled "Election Law Under the Scrutiny of Citizens". Dario Jovanovic, Project Director of the Coalition "Pod lupom", said that their goal was to present the results of the 2016 observation of the local elections, with a focus on key irregularities.



The aim of the public forum was to discuss the key issues in the electoral process, to present recommendations for solving the problem, and to advocate as soon as possible with the decision makers.

Citizens of the City of Prijedor, observers of the Coalition "Pod lupom" from Prijedor and neighboring cities/municipalities, representatives of political subjects, non-governmental sector, academia, civil society and the media attended the public tribune.

The participants had the opportunity to look at the exhibition of photographs of electoral irregularities that took place during the Local elections in 2016, as well as the opportunity to directly address decision makers by sending postcards with requests for improvement of the electoral process. This public panel is a continuation of activities to improve electoral legislation in BiH, and the twelfth is in a series of 13 public events organized by the Coalition "Pod lupom" across Bosnia and Herzegovina, in 13 different cities/municipalities.

Activity of the Coalition "Pod lupom" entitled "I Choose For the First Time" means educating young voters who are citizens of Bosnia and Herzegovina who have just completed or will be 18 years of age, which will get the conditions for voting in the elections.

Workshops were held in the second half of 2017. The main goal of such education was to contribute to the improvement of the quality of the electoral process in BiH in accordance with international standards and best practices, encouraging the active participation of citizens in observing elections and advocating the improvement of electoral legislation.

Educated were 371 student of 3<sup>rd</sup> and 4<sup>th</sup> grade of high school from Prijedor (Music School „Savo Balaban“ and School of Electrical Engineering), from Novi Grad (Public Institution „Đuro Radmanović“).



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## STRENGTHENING OF CIVIL SOCIETY

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

**TRAJANJE:** till completion 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.

NGO "DON" within the project, participated in the 4<sup>th</sup> modul of education on the topic "Management of social enterprise through key points".

➤ Selection of 50 organizations, 10 per country that will received financial and technical report for implementation of their idea was 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 consisted of members of 5 countries, EU delegation, business sector, local governments and academics. Financial support was used as start-up fund for 50 selected organizations that will use to purchase needed equipment, services, education of staff, material, etc.



**PROJECT:** „Capacity building of the members of the network "NEVAC" for monitoring violence against children in BiH“.

**DONOR:** UNHCR

**DURATION:** (April - November 2017)

The NEVAC network brings together organizations that deal with the fight against child violence in BiH in different ways. The project is being implemented under the support of UNICEF and the coordination for 11 organizations

involved in the project was realized by the organization "Zdravo da ste" from Banja Luka.

During the five months in the city of Prijedor, data were collected on what the situation is in terms of risk and protection of children against violence. Data collection was carried out on the basis of a set of indicators developed by an expert group within the same project. Also, through focus groups, direct consultations with children and adults were organized.

A total of three focus groups were held, two with high school children and one with children from elementary schools, involving 41 pupils, 26 girls and 15 boys aged eight from the elementary school to the fourth grade of secondary school.

Focus groups were held outside the school premises and the main features were:

- Students are introduced to the existence of child protection mechanisms,
- To actively participate in their application, especially through the Council of Students,
- It is a low level of reported violence by the teaching staff.

There are certain areas in which monitoring will be carried out: education, children's leisure, health care, special measures for the protection of children and protection against sexual exploitation. The system's weakness and closeness, low level of readiness to change and the lack of work of the NGO sector in all areas have been noted.

After the analysis, a presentation was held and a press conference was held where the representatives of the interdepartmental group as a child protection guard did not participate..

The result of the monitor is the presentation of the current situation with the suggestions and recommendations for its overcoming.

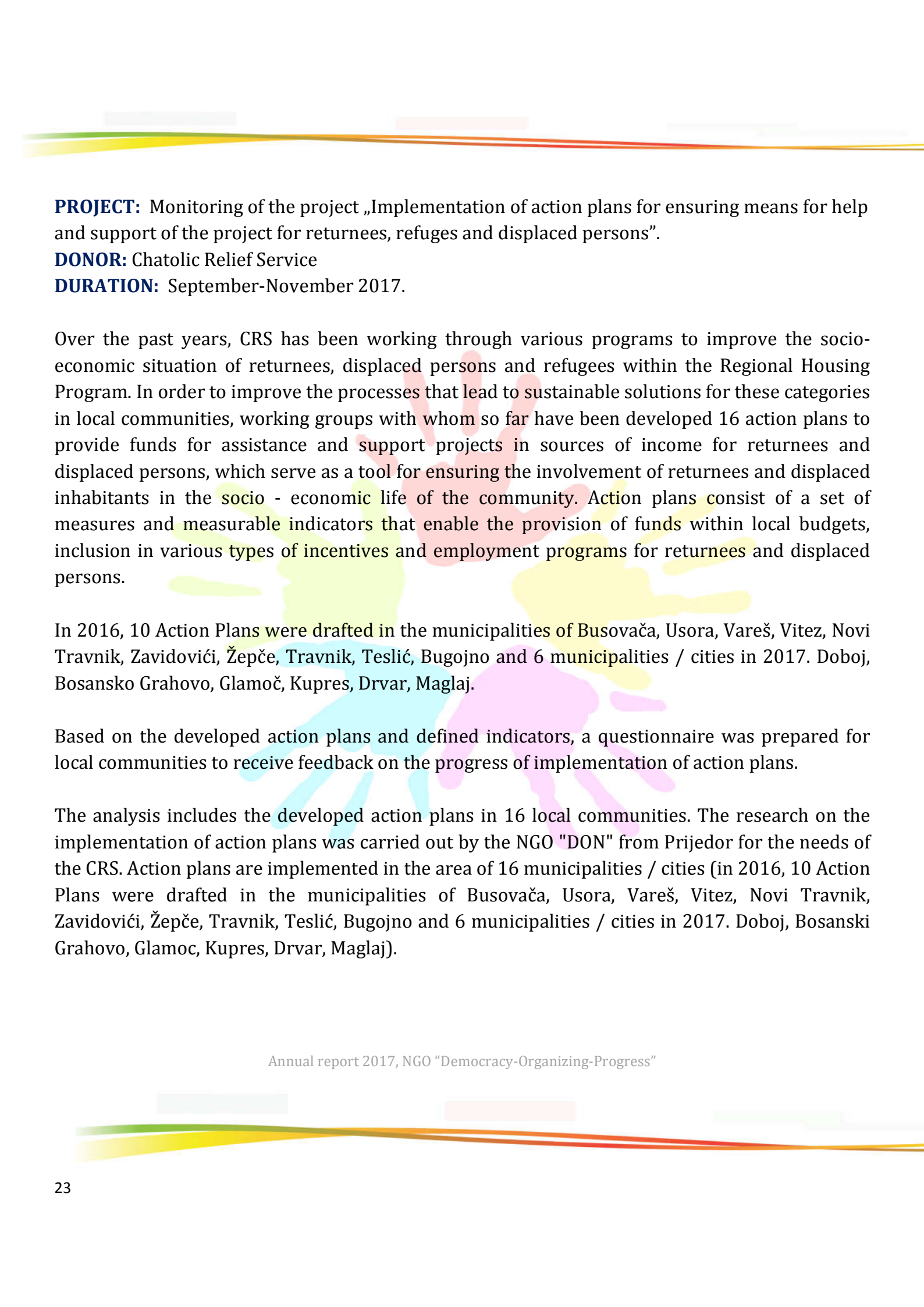
## COMMUNITY BUILDING

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.

Philanthropy Fund was founded two years ago. The Fund is working on the development and of our community. Last year, the funds were used for procurement of firewood, food packages and Christmas gifts for children and distributed to socially vulnerable citizens in the area of Prijedor.



**PROJECT:** Monitoring of the project „Implementation of action plans for ensuring means for help and support of the project for returnees, refugees and displaced persons”.

**DONOR:** Catholic Relief Service

**DURATION:** September-November 2017.

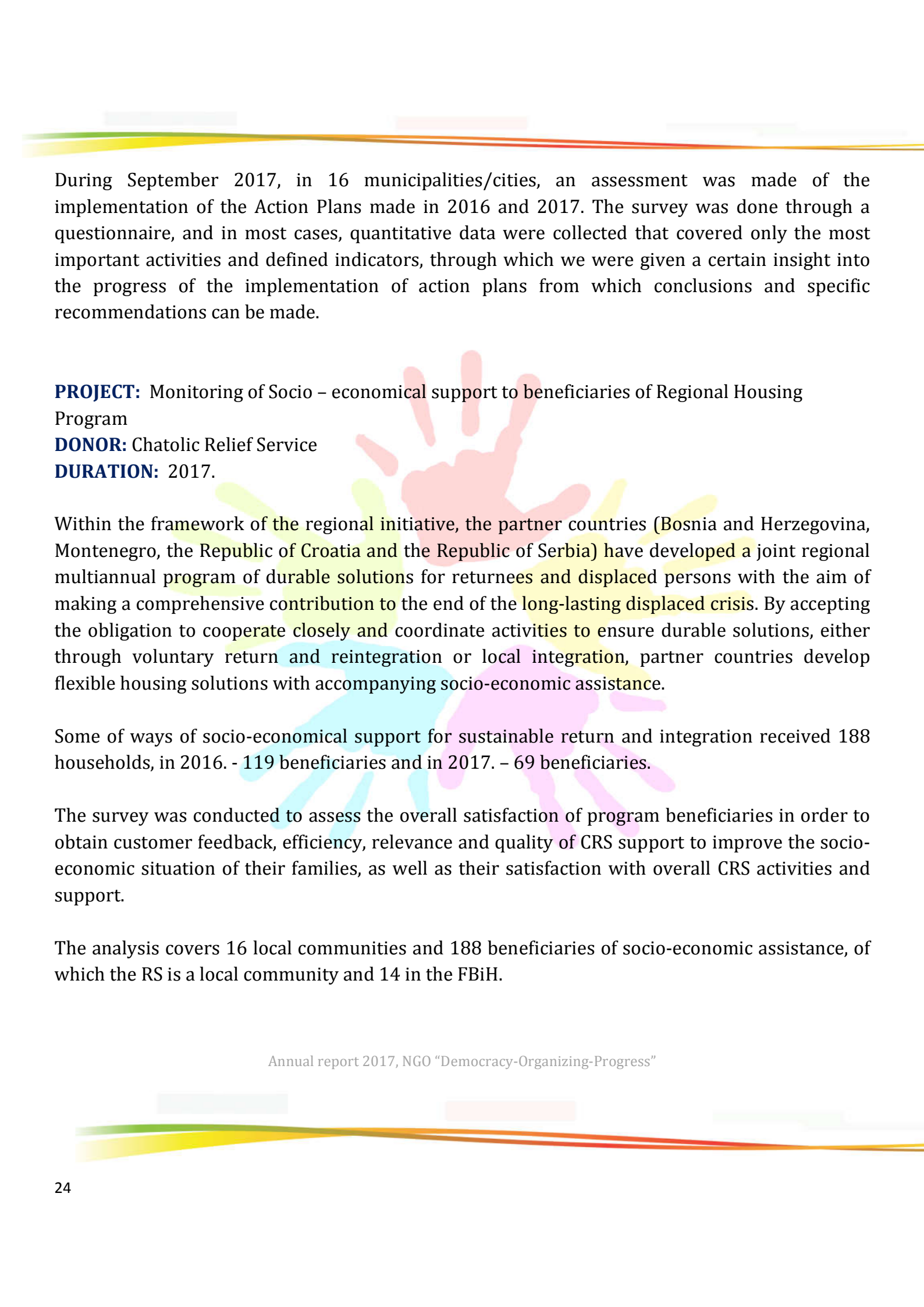
Over the past years, CRS has been working through various programs to improve the socio-economic situation of returnees, displaced persons and refugees within the Regional Housing Program. In order to improve the processes that lead to sustainable solutions for these categories in local communities, working groups with whom so far have been developed 16 action plans to provide funds for assistance and support projects in sources of income for returnees and displaced persons, which serve as a tool for ensuring the involvement of returnees and displaced inhabitants in the socio - economic life of the community. Action plans consist of a set of measures and measurable indicators that enable the provision of funds within local budgets, inclusion in various types of incentives and employment programs for returnees and displaced persons.

In 2016, 10 Action Plans were drafted in the municipalities of Busovača, Usora, Vareš, Vitez, Novi Travnik, Zavidovići, Žepče, Travnik, Teslić, Bugojno and 6 municipalities / cities in 2017. Doboj, Bosansko Grahovo, Glamoč, Kupres, Drvar, Maglaj.

Based on the developed action plans and defined indicators, a questionnaire was prepared for local communities to receive feedback on the progress of implementation of action plans.

The analysis includes the developed action plans in 16 local communities. The research on the implementation of action plans was carried out by the NGO "DON" from Prijedor for the needs of the CRS. Action plans are implemented in the area of 16 municipalities / cities (in 2016, 10 Action Plans were drafted in the municipalities of Busovača, Usora, Vareš, Vitez, Novi Travnik, Zavidovići, Žepče, Travnik, Teslić, Bugojno and 6 municipalities / cities in 2017. Doboj, Bosanski Grahovo, Glamoc, Kupres, Drvar, Maglaj).





During September 2017, in 16 municipalities/cities, an assessment was made of the implementation of the Action Plans made in 2016 and 2017. The survey was done through a questionnaire, and in most cases, quantitative data were collected that covered only the most important activities and defined indicators, through which we were given a certain insight into the progress of the implementation of action plans from which conclusions and specific recommendations can be made.

**PROJECT:** Monitoring of Socio – economical support to beneficiaries of Regional Housing Program

**DONOR:** Catholic Relief Service

**DURATION:** 2017.

Within the framework of the regional initiative, the partner countries (Bosnia and Herzegovina, Montenegro, the Republic of Croatia and the Republic of Serbia) have developed a joint regional multiannual program of durable solutions for returnees and displaced persons with the aim of making a comprehensive contribution to the end of the long-lasting displaced crisis. By accepting the obligation to cooperate closely and coordinate activities to ensure durable solutions, either through voluntary return and reintegration or local integration, partner countries develop flexible housing solutions with accompanying socio-economic assistance.

Some of ways of socio-economical support for sustainable return and integration received 188 households, in 2016. - 119 beneficiaries and in 2017. – 69 beneficiaries.

The survey was conducted to assess the overall satisfaction of program beneficiaries in order to obtain customer feedback, efficiency, relevance and quality of CRS support to improve the socio-economic situation of their families, as well as their satisfaction with overall CRS activities and support.

The analysis covers 16 local communities and 188 beneficiaries of socio-economic assistance, of which the RS is a local community and 14 in the FBiH.

In 2016, socio-economic assistance was provided to families in 10 municipalities/cities of Bugojno, Teslic, Travnik. Žepče, Zavidovići, Novi Travnik, Vitez, Vareš, Usora, Busovača, and 2017 Maglaj, Kupres, Grahovo. Glamoc, Drvar and Doboj.

## **ECONOMIC STRENGTHENING 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.

**PROJECT:** „Help to elderly persons in social need“

**DONOR:** local government - Prijedor

**DURATION:** 01.08.- 31.10.2017.

In cooperation with the Center for Social Work Prijedor, in accordance with the "Action Plan for Strengthening the Social Protection and Inclusion System in the City of Prijedor", the Association "DON" with the support of the City of Prijedor, implemented a project "Help to elderly persons in social need".

The basic set of activities the visit and assistance in persons in the state of the Center for Social persons. Visits included household work, other day-to-day needs information about the the beneficiaries, which Center for Social Work Prijedor.

25 beneficiaries of the help services. After the defined plan of visit, visits of 3 users, cleaning their needs, cook perform other tasks

the user. Most users are located in rural local communities and are in the state of need for help in the home. For each user, a diary was kept in which all the user's needs and information were recorded, the health condition, what day was activities were done to the user and users needs (food, wood for heating, blankets, cookers, etc.).



of the project related to the home to the elderly social need, to the users of Work, by a team of trained other than doing organizing meals, meeting of users, and collecting health and social status of are forwarded to the and the Health Center

center accepted home first visit, according to the were followed by daily their homes, depending on something to eat and depending on the needs of

The pilot project was unique on the territory of the Republic of Srpska lasting 3 months, and its continuation, with the approval of the Center for Social Work, would be a systemic solution for

helping the elderly people without any care. In addition to direct help to users, it is necessary to emphasize that women engaged in this project are employed, have a work experience and that this is another benefit of the project that enables the employment of hard-to-employ population categories registered at the Employment Service.



## REVIEW THE MOST IMPORTANT NON-PROJECT ACTIVITIES

- ✓ Consumer Protection Association DON participated in the development of consumer protection programs;
- ✓ Conference on the World Consumer Protection Day, held on March 13, 2017. in Prijedor,
- ✓ Official visit to mayor of municipality Šenčur in Slovenija;
- ✓ Meeting in the Ministry of Health regarding the presentation of the draft Law on Chemicals;
- ✓ Conference "Our is better";
- ✓ Commission and Working Group on Social Protection and Inclusion of the City of Prijedor within the project "Supporting the durable solutions of the revised strategy for the implementation of Annex VII of the Dayton Peace Agreement;
- ✓ Regular participation on local municipal assembly - Prijedor;
- ✓ Conference of the Coalition "Pod Lupom" in Sarajevo on the topic "Amendments of the Election law";
- ✓ Conference of the Coalition "Pod Lupom" in Prijedor on the topic "The most common violation of the electoral law";
- ✓ On the occasion of the World Consumer Rights Day, a conference "The Role of Consumers' Association in the Work of Advisory Bodies and Commissions for Solving Consumer Complaints" was organized in Prijedor;



## “DON” VISIBILITY

Activity	Statistics
Number of published news on internet site <a href="http://www.donprijedor.com">www.donprijedor.com</a> ;	107
Number of visits <a href="http://www.donprijedor.com">www.donprijedor.com</a> ;	over 200 000
Number of published articles in electronic and printed media, TV	over 350

### FACEBOOK AND TWITTER PAGES OF “DON”

Activity	Statistics
Facebook page Udruženje DON	1983 fans 144 posts
Facebook page Kamp dječijih osmjeha	1060 fans
Facebook page Udruženje za zaštitu potrošača	818 fans
Facebook page Lokalni volonterski servis „DON“	348 fans
Twitter @UGDON1	96 tweets 81 followers

**PROJECT AND SOURCES OF FUNDING IN 2017, PLAN FOR 2018.**

<b>Humanitarian, volunteering and educational goals</b>			
<b>Donor</b>	<b>Project</b>	<b>Spent in 2017/ KM</b>	<b>Plan for 2018/KM</b>
Phylantropy	Phylantropy	2.900,00	400,00
Local voluntary center	"Kad se ruke slože"	470,00	470,00
US Embassy	"Challenge youth to change"	28.835,03	-
Arcelor Mittal	"Children Smile's Camp 2017"	22.500,00	-
US Embassy	"Start together for better future"	4.857,08	27.934,72
		<b>59.562,11</b>	<b>28.804,72</b>
		<b>56,45%</b>	<b>14,30%</b>
<b>Consumer protection</b>			
<b>Donor</b>	<b>Project</b>	<b>Spent in 2017/ KM</b>	<b>Plan for 2018/KM</b>
MTT Government RS	Regular activities for consumer protection	6.000,00	6.000,00
MTT Government RS	"Consumers in students' benches"	11.000,00	-
MTT Government RS	"Informing and advising consumers of Prijedor region"	6.347,86	2.851,14
		<b>23.347,86</b>	<b>8.851,14</b>
		<b>23,13%</b>	<b>4,40%</b>
<b>Monitoring electoral process</b>			
<b>Donor</b>	<b>Project</b>	<b>Spent in 2017/ KM</b>	<b>Plan for 2018/KM</b>
EU	Coalition "Pod lupom", "BASE" project	3.254,69	108.646,25
		<b>3.254,69</b>	<b>108.646,25</b>
		<b>3,09%</b>	<b>53,96%</b>
<b>Strengthening of civil society</b>			
<b>Donor</b>	<b>Project</b>	<b>Spent in 2017/ KM</b>	<b>Plan for 2018/KM</b>
CRS	Monitoring of Socio – economical support to beneficiaries of Regional Housing Program and implementation of action plans	8.260,00	-
		<b>8.260,00</b>	<b>-</b>
		<b>7,83%</b>	<b>0,00%</b>
<b>Community building</b>			
<b>Donor</b>	<b>Project</b>	<b>Spent in 2017/ KM</b>	<b>Plan for 2018/KM</b>
UNDP	"Technical assistance to 13 municipalities within Vrbas basin to improve local flood intervention and practice"	1.266,46	55.055,54
		<b>1.266,46</b>	<b>55.055,54</b>
		<b>1,20%</b>	<b>27,34%</b>
<b>Economic strengthening of citizens</b>			

Donor	Project	Spent in 2017/ KM	Plan for 2018/KM
Local government Prijedor	"Help to elderly persons in social need"	9,812.18	-
		<b>9.812,18</b>	<b>0,00</b>
		<b>9.30%</b>	<b>0,00%</b>
<b>TOTAL:</b>		<b>105.503,03</b>	<b>201.357,65</b>

### PROJECTS AND SOURCES OF FUNDING IN 2016.

Donor	Project	Spent in 2016 / KM
Phylantropy	Philanthropy	4.354,71
LVS	Kad se ruke slože	500,00
US Embassy	"Challenge youth for change"	5.439,44
Arcelor Mittal Foundation	Children Smiles' Camp 2016	22.250,00
MTT Government RS	Regular activities for consumer protection	6.000,00
EU	Coalition "Pod lupom", "BASE" project	104.276,92
USAID	BRANA	3.486,13
USAID, Mozaik	Cooperation to reconciliation and development of community	2.810,30
CRS	Support to sustainable reintegration of returnees	41.022,83
UNDP	Development of wickerwork to employment	27.848,37
<b>TOTAL:</b>		<b>217.988,70</b>

## PROJECTS AND SOURCES OF FUNDING IN 2015.

Donor	Project	Spent in 2015/ KM
DFP	Active youth for better future	35.969,94
US Embassy	Bringing youth together to foster understanding and tolerance	17.678,92
Arcelor Mittal 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
<b>TOTAL:</b>		<b>258.803,23</b>

## THE MOST IMPORTANT ACHIEVEMENTS IN 2017

Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
„BASE“ – Building Accountability and Systems in the Elections	Prijedor, Novi Grad	The Delegation of the European Union to Bosnia and Herzegovina	371 students 3 high schools 50 participants on the conference	Citizens of Prijedor and Novi Grad	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.
„Children Smile’s Camp 2017“	Prijedor	Arcelor Mittal Foundation	74 students, 6 teachers 5 workshops coordinators, 6 volunteer and project coordinator	Prijedor-wider community	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;



Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
„Consumers in students' benches “	Prijedor, Kozaska Dubica, Novi Grad, Kostajnica, Oštra Luka	Ministry of Trade and Tourism RS	198 students of 5 elementary schools in Prijedor region	Wider community at least 5000 citizens	Educated students about the RS Consumer Protection Law, consumer rights, practical examples of consumer rights violations and ways of exercising consumer rights and groups they can contact to protect their rights.
„Capacity building of the members of the network “ NEVAC” for monitoring violence against children in BiH-“Monitoring of violence against children in Prijedor“	Prijedor	UNICEF i „Zdravo da ste“	41 students (26 females and 15 males)	Ministry of Internal Affairs, Basic Court, District Public Prosecutor's Office, Center for Social Work, Health Center, (Center for Mental Health) Hospital, Prijedor City Security Forum, 3 high schools, 5 primary schools (3 rural and 2 city), 2 Cultural Art Associations, Two sports associations.	Determined the level of violence in children in the area of Prijedor, the functionality of the child protection mechanism and the proposal for measures to overcome and improve the situation.

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Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
Smart Start	BiH	Center for Promotion of Civil Society	CSOs	citizens of BiH	Strengthening long-term financial stability of CSOs through start-up programs, using socially and environmentally responsible strategies for self-financing, social innovations and models of social entrepreneurship. Enhanced social climate for social entrepreneurship through networking of CSOs and other stakeholders in conducting promotional campaigns.
„ Help to elderly persons in social need “	Prijedor	Local government - Prijedor	25 elderly persons, 2 unemployed female persons	wider community, at least 2000 citizens	Assisted home help for 25 elderly and vulnerable people in the area of the City of Prijedor and employment for two women through visits and home help, food preparation, maintenance of hygiene and other daily work, keeping diary and gathering information for the Center for Social Work and the Health Center.
Monitoring of the project „ Implementation of Action Plans for providing funds for assistance and support in sources of income for returnees and refugees and displaced persons “	Busovača, Usora, Vareš, Vitez, Novi Travnik, Zavidovići, Žepče, Travnik, Teslić, Bugojno, Doboј, Bosansko Grahovo, Glamoč, Kupres, Drvar, Maglaj	Catholic Relief Services	returnees, refugees and displaced persons in 16 municipalities in BiH	16 municipalities in BiH	An analysis of the action plans for providing funds for assistance and support in sources of income for returnees and refugees and displaced persons was done by local government questionnaires and the information received was used to provide information on the progress of implementation of action plans in 16 municipalities in BiH.

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Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
Monitoring „Socio-economical support to beneficiaries of SHP program“	Bugojno, Teslić, Travnik, Žepče, Zavidovići, Novi Travnik, Vitez, Vareš, Usora, Busovača, Maglaj, Kupres, Grahovo, Glamoč, Drvar, Doboj.	Catholic Relief Services	188 beneficiaries of socio-economical support	16 cities/municipalities in BiH	User satisfaction analysis of efficiency, relevance, qualification and CRS support for 188 people. Within the framework of the regional initiative, the partner countries of BiH, Montenegro and the Republic of Croatia, the Republic of Serbia, have developed a joint program for durable solutions for returnees and displaced persons.
„Challenge youth to change“	Mostar, Ključ, Prijedor, Doboj	US Embassy in BiH	20 youth	4 municipalities/cities in BiH	Increase youth participation in building peace, trust and tolerance in BiH through informal education and civic activism. Capacities of 20 young people from 4 local communities have been built on, reduced ethnic inequality and established mutual cooperation between young activists from different ethnic backgrounds, public attention to the problem of lack of tolerance and the importance of reconciliation, promoted volunteering and environmental protection, improved living conditions for the Roma population in Prijedor and Mostar by building child playgrounds.

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## THE MOST IMPORTANT ACHIEVEMENTS IN 2016

Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
„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	<p>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.</p> <p>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.</p>
„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	<p>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;</p> <p>Results: Conditions for realization School in nature and successful realization of educational tasks;</p>

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Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
“Self-employment through wickerwork”	Municipalities Šamac and Domaljevac Šamac	UNDP	17 unemployed persons	17 families and 2 local communities	<p>Objectives: 1. Stimulate the development of self-employment and informal - civic education;</p> <p>2. Increase the level of training and acquisition of skills for the working population;</p> <p>3. Promotion of non-formal education and lifelong learning.</p> <p>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.</p>
“Educated trader-protected consumer”	Municipalities, Prijedor, Novi Grad, Kostajnica, Kozarska Dubica	Ministry of Trade and Tourism RS	135 citizens, 60 traders	2500 citizens	<p>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.</p> <p>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.</p>

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## THE MOST IMPORTANT ACHIEVEMENTS IN 2015

Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
“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 (Prijedor, Sanski Most, Novi Grad and Bihać)	<p>Objectives:</p> <ol style="list-style-type: none"> <li>1. Developed capacities of student councils.</li> <li>2. Build reconciliation and trust among youth</li> <li>3. Promoted volunteering and youth activism in solving priority issues</li> </ol> <p>Results:</p> <p>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.</p> <p>Implemented 4 youth voluntary actions in 4 communities.</p> <p>Promoted project activities over facebook pages, to over 12 577 citizens, over web site to over 30 000 citizens monthly.</p>
„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	<p>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;</p> <p>Results: Created conditions for realization of the program School in nature and successful realization of educational tasks;</p> <p>Create conditions for realization of the program School in nature and successful realization of educational tasks;</p>

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Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
Pro Budućnost – “Cooperating to reconciliation and community development”	Sanski Most, Prijedor	USAID I CRS	14 female associations from Prijedor and Sanski Most, citizens of local communities.	Citizens of local communities Urije II in Prijedor and Stari Majdan in Sanski Most, municipalities.	<p>Objectives:</p> <p>1. Improved living conditions in rural local communities in Prijedor and Sanski Most; 2. Strengthened and promoted role of women in reconciliation processes in local communities</p> <p>Results:</p> <p>1. Implemented 2 citizen actions of building up children playgrounds in Prijedor and Sanski Most.</p> <p>2. Conducted campaign of mobilization of local resources in (Prijedor and Sanski Most), promoted activities over electronic and printed media.</p> <p>Collected over 30% of contribution in money, goods and services from citizens, local governments and business.</p> <p>Strengthened capacities of female CSOs in building up of peace and reconciliation in multiethnic communities.</p>

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Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
“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 “caffee 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.

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Project	Location	Donor	Beneficiaries		Goal/Results
			Direct	Indirect	
Coalition "BRANA"	Municipalities of Prijedor region and	USAID	500 citizens that received donations	10000 citizens from Prijedor, Kozarska Dubica, Novi Grad and Kostajnica	<p>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.</p> <p>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.</p> <p>Public from target municipalities were informed about recovery of flooding process. Organized 4 public discussions. Grant beneficiaries are members of the Coalition "Braná" and support it's and contribute its functionality in the process of monitoring of the flooding recovery.</p>

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## Planned activities for upcoming period

- Technical assistance to 13 municipalities within Vrbas basin to improve local flood intervention planning and practice - UNDP
- „Informing and advising consumers of Prijedor region “- Ministry of Trade and Tourism of Republic of Srpska.
- Coalition “Pod lupom”, project „BASE“-Delegation of EU in BiH through IPA program 2014/Support civil society 2014.
- Regular consumer protection activities.
- Implementation of the project „ Start together for better future “ – US Embassy in BiH.
- Participation in organization of „Kilometari prijateljstva“.
- Implementation of other program and projects defined in the Mission and Vision of Association.
- Organizing Annual Association Assembly.

## 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...