



CHAMBER OF
COMMERCE AND
INDUSTRY OF SERBIA

ASSOCIATION OF FINANCIAL INSTITUTIONS





Bulletin of the Chamber of Commerce and Industry of Serbia

Publisher:

Chamber of Commerce and Industry of Serbia (CCIS)

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CCIS quarterly (only in Serbian) and annual bulletins (in Serbian and English)
are distributed to all CCIS members.

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FOREWORD

The Chamber of Commerce and Industry of Serbia publishes sectoral publications (CCIS bulletins) on the business of agriculture, industry and services, which, for the seventh year in a row, show indicators and information for 18 economic activities, according to the organizational structure of the CCIS associations. These quarterly and annual analyses of economic trends and indicators of the development of the domestic economy inform the members of the chamber system, representatives of the business community and the professional public about leading branches, sectoral and macroeconomic topics, as well as business indicators.

The bulletins present the activities and services of the Chamber of Commerce and Industry of Serbia, as well as economic initiatives launched with the aim of improving the business environment, creating stable and sustainable business conditions and strengthening of the potential for the domestic economy to perform on domestic and foreign markets.

All information, news and analyses published in the bulletins are the result of the activities of the single chamber system and the domestic economy. The analyses use official data from domestic and foreign institutions, chamber research results and information available through the data exchange system on business platforms. In addition to quarterly CCIS Bulletins, annual editions are also published in Serbian and English.

All previously published Bulletins are available on the website of the [Chamber of Commerce and Industry of Serbia](#).

Jelena Vasić,
Editor



The Association of Financial Institutions of the CCIS is the central association of financial service providers in the Republic of Serbia. Bankers, insurers, financial leasing providers, open-end investment fund management companies with a public offering, voluntary pension fund management companies, insurance intermediaries and agents, payment institutions, broker-dealer companies and other financial institutions pursue their interests within the Association. The Association's activities are aimed at creating business conditions in which both providers and users of financial services will best realize their business potential through twelve bodies and organs within the Association of Financial Institutions of the Chamber of Commerce and Industry of Serbia.

Direct supervision of the Serbian financial system is entrusted to the National Bank of Serbia, the Ministry of Finance and the Securities and Exchange Commission. These state bodies represent the most important interlocutors of the Association in the process of improving the regulatory framework and adapting it to the European acquis. The Association represents the agreed positions of its members before all ministries and competent authorities.

The Serbian financial system is fully prepared to support the new investment cycle of the economy. This would best valorize the financial consolidation from the previous period through economic recovery. The positive assessment of the arrangement with the IMF, the recent increases in Serbia's credit rating, as well as the reduction in the level of non-performing loans further strengthen optimism.

Katarina Ocokoljić,
Secretary





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CCIS ASSOCIATION OF FINANCIAL INSTITUTIONS

INFORMATION FOR ECONOMY

CCIS Business Info Service

The Chamber of Commerce and Industry of Serbia (CCIS) has activated Info Service with the aim of informing the business community about all key issues related to business in country and abroad, official recommendations and measures. Professional services of the CCIS are in constant contact with representatives of the Government of Serbia, competent line ministries institutions, as well as international business associations and organizations, and therefore all regular activities are coordinated to ensure support to the economy in overcoming problems in business.



CCIS Business Info Service
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CBAM – New EU Mechanism for Reducing Greenhouse Gas Emissions

Carbon Border Adjustment Mechanism (CBAM) is a mechanism for cross-border adjustment (price) of carbon as an instrument of European environmental protection policy of the Union, in order to reduce the risk of the EU's climate goals being threatened by moving production to countries with a less ambitious decarbonization policy (the so-called "leakage of carbon").



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Service Center RBH

Responsible Business Hub (RBH) is a service center launched by the Chamber of Commerce and Industry of Serbia together with the German Organization for International Cooperation (GIZ), with the aim of providing support for suppliers based in Serbia in adapting to and complying with new laws on corporate sustainability – Due Diligence.



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INNO-VERSE Digital Platform

Inno-Verse is a new digital service of the Chamber of Commerce and Industry of Serbia based on artificial intelligence, established with the aim of easier and faster connection of the economy with the latest IT solutions. This digital platform is intended to connect companies and scientific research institutions, in the creation of new projects, exchange of ideas and innovation.



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The Open Balkan: A Path Leading to Four Freedoms

The Open Balkan is an economic zone established by three countries in the Balkan region: Albania, North Macedonia and Serbia. By establishing this economic zone, Albania, North Macedonia and Serbia aim to increase trade and cooperation and improve mutual bilateral relations. The Open Balkan is a support to the current regional initiatives, their implementation, and a response to the requirements of the economy, companies and real life. The Initiative launched under the name Mini Schengen has been renamed to the Open Balkan Initiative, and all the economies in the region can join it.



For more information, please, visit the website of Chamber of Commerce and Industry of Serbia.

Chamber Investment Forum Activities

The latest reports and information regarding the Western Balkan Chamber Investment Forum (WBCIF) are available on the following websites:

[General Information](#)

[The Western Balkan Suppliers Database](#)



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Joint Meeting of the Group of Voluntary Pension Fund Management Companies and the Group of Management Companies of Investment Funds Subject to Public Offering

At the joint meeting of the Group of Voluntary Pension Fund Management Companies (DPF) and the Group of Management Companies of Investment Funds Subject to Public Offering (DUIF), held on 17 March 2023, the Methodology of the valuation method of government bonds of the Republic of Serbia, its application so far and further steps was presented. Taking into account the development and changes in the capital market, the Group of DUIF adopted the Decision on changes to the relevant Methodology and agreed to send it to the Securities Commission for consideration and prior approval of the proposed changes.

The Group of DPF adopted the position that the application of this Methodology by management companies of voluntary pension funds would ensure a more realistic determination of the fair value of debt securities, which are in the assets of voluntary pension funds, and thus a more realistic valuation of assets and investment units of voluntary pension funds. The application of a single Methodology by DUIF and DPF would represent a step forward in the direction of unifying the approach of market participants in determining the fair value of government securities.

Meeting of the Group of Broker-Dealer Companies

The meeting of the Group of Broker-Dealer Companies was held on 20 March 2023, with the aim of harmonizing internal acts with the Capital Market Law ("Official Gazette of the RS", No. 129/21) and their implementation. The meeting discussed the need to intensify the previously initiated activity to resolve the issue of inactive client accounts, in cooperation with the Central Registry of Securities, the Securities Commission and the Ministry of Finance of the Republic of Serbia.

Meeting of the Section of Factoring Development

At the meeting of the Section of Factoring Development, on 24 April 2023, it was discussed with the Chamber of Commerce and Industry of Serbia about the Draft Agreement on the use of software for the detection of duplicate invoices in the DDF factoring business. The report on factoring turnover in 2022 was adopted, as the only source of data on factoring business in Serbia; also, a proposal was adopted to organize educational workshops for businesspeople on alternative sources of financing in cooperation with regional chambers of commerce and industry. At the meeting, a deadline was set for the implementation and start of the application of the software for detecting fraud of duplicate invoice financing for factoring companies and banks.

At the meeting of the Section, held on 19 May 2023, the Initiative to the Ministry of Finance was adopted for the purpose of obtaining a position on the implementation of the Law on Electronic Invoicing ("Official Gazette of the RS", Nos. 44/21, 129/21, 138/22) in the part of the method of delivery and identification of invoices from the System of Electronic Invoices (SEF) in factoring business. A conclusion was adopted on the replacement of the representative of AIK banka a.d. Beograd in the Section of Factoring Development.



Meeting of the Group of Voluntary Pension Fund Management Companies

At the meeting of the Group of Voluntary Pension Fund Management Companies, held on 31 July 2023, a conclusion was adopted on the positive effects of the application of the new Methodology on the valuation method of government bonds of the Republic of Serbia on the value of DPF assets and investments. It was agreed that the conclusion, with individual DPF analyses, should be submitted to the National Bank of Serbia for further consideration.

The meeting of the Group of Voluntary Pension Fund Management Companies, was held on 21 and 22 September 2023, with the following topic: the Methodology of fair valuation of state securities and the effects of application on DPF assets and investment units. The Group's position is that the application of the new methodology contributes to a more realistic valuation of the total DPF assets and investment units.

Meetings of the Forum for Payment Card Abuse Prevention

At the meeting of the Forum for Payment Card Abuse Prevention, on 28 August 2023, an analysis of possible ways of compensating users of *Apple and Google Wallets* in case of reported abuses, carried out with payment card tokenization, was performed.

At the next meeting of the Forum for Payment Card Abuse Prevention, on 12 September 2023, it was discussed about the current affairs in connecting domestic bank payment cards with global applications for contactless payments based on payment cards. In addition, the Report on activities in the banking sector within the campaign for protection against internet fraud was presented.

The third meeting of the Forum for Payment Card Abuse Prevention in 2023 was held on 27 November, where the members of the Forum were informed about current events on the topic of connecting payment cards of domestic banks with global applications for contactless payments based on payment cards.

Meetings of the Board of the Association of Financial Institutions

In November 2023, two meetings of the Board of the Association of Financial Institutions were held. At the first meeting, on 8 November, the Decision on the Establishment of the Factoring Development Forum was adopted and also the Report on the Work of the Section of Factoring Development was adopted.

At the second one, on 21 November, a Decision was made on the election of members of the Parliament of Businesspeople of the Regional Chambers of Commerce and Industry of Sremska Mitrovica, Kikinda, Subotica and Zaječar.

At the meeting held on 15 December 2023, the Proposal of the initiative of broker-dealer companies and authorised banks was adopted as given, for the purpose of its submission to the Central Registry for consideration.



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Reference Interest Rate Increase

At the first meeting in the first quarter of 2023, held on 12 January 2023, the NBS Executive Board increased the reference interest rate by 25 basis points, to the level of 5.25%. At the same time, the interest rate on deposit facilities was increased to 4.25%, and the interest rate on credit facilities was increased to 6.25%. By making such a decision, the National Bank of Serbia continues to tighten monetary conditions and influence the limitation of the secondary effects of cost pressures on price growth through inflationary expectations, which contributes to inflation in Serbia being on a downward path and returning to the limits of permissible deviation from the target.

At the second meeting, held on 19 February 2023, the NBS Executive Board increased the reference interest rate by 25 basis points, i.e., to the level of 5.5%. To the same extent, the rate on deposit facilities increased to 4.5%, as well as the rate on credit facilities to 6.5%.

At the third meeting, held on 9 March 2023, the reference interest rate was increased by additional 25 basis points, to the level of 5.75%. The rate on deposit facilities was kept on the level of 4.5%, while the rate on credit facilities was increased to 7.0%. Global cost pressures are still high and it is necessary to limit their indirect effects on price growth in the domestic market.

At the first meeting in the second quarter of 2023, on 10th of April, the NBS Executive Board increased the reference interest rate by an additional 25 basis points, i.e. to the level of 6.0 percent. The rate on deposit facilities was kept at the level of 4.75%, while the rate on credit facilities was increased to 7.25%. This is the thirteenth consecutive increase in the reference interest rate starting from April 2022, ending with which it was increased by a total of 500 basis points.

At the second meeting, held on 11 May 2023, it was decided to keep the reference interest rate at the level of 6.00%. Interest rates on deposit (4.75%) and credit facilities (7.25%) were kept at unchanged levels.

At the third meeting in the second quarter of 2023, on 8 June 2023, the NBS Executive Board increased the reference interest rate by 25 basis points, to the level of 6.25%. The rate on deposit facilities was also increased – to 5.0%, as well as the rate on credit facilities – to 7.5%. When making this decision, the Executive Board estimated that it is necessary to continue with a moderate tightening of monetary conditions, so that inflationary expectations do not grow.

At the meeting held on 13 July 2023, the NBS Executive Board increased the reference interest rate by 25 basis points, to the level of 6.5%. The rate on deposit facilities was also increased – to 5.25%, as well as the rate on credit facilities – to 7.75%.

National Bank of Serbia Admitted to Full Membership of the International Financial Consumer Protection Organization

On 14 March 2023, the National Bank of Serbia was admitted to full membership of the International Financial Consumer Protection Organization (FinCoNet). This international organization aims to promote the effective protection of users of financial services, the establishment of international cooperation in this area, and the implementation of various researches and exchange of experiences among members.

The First Tobacconist's Shops in Belgrade to Enable Instant Payment Via a Mobile Banking Application

Blok Shop tobacconist's shops are the first tobacconists in Belgrade to enable instant payment via a mobile banking application, and their customers can make purchases via mobile phone in the future. These tobacconists use a trading application provided by *Banka Intesa a.d. Beograd*.

Erste Bank Introduced the eFactoring Service Via the ePismonoša Application

With the entry into force of the Law on Electronic Invoicing, management of electronic invoices has become the basis of business for all legal entities. Recognizing the extreme importance of fast and efficient solutions in this area, Erste Bank introduced the eFactoring service via the ePismonoša application. From now on, all legal entities – clients of the Bank can use this financial service, which enables the purchase of receivables through the electronic exchange of documents, providing efficiency and security in this key business process.

OTP banka Srbija Renewed the Employer Partner Certificate

"OTP banka Srbija" renewed the *Employer Partner Certificate*, a prestigious HR award of the Consulting Company *Selectio*, which guarantees excellence of HR processes within companies and confirms continuous investment, and modernization and improvement of employee experience.

Ekspobanka Changed its Name to Adriatik banka a. d. Beograd

After *Adriatik banka a. d. Podgorica* acquired 100 percent of the shares of *Ekspobanka a.d. Beograd*, the bank changed its name, and from 1 September 2023, it operates under the name *Adriatik banka a. d. Beograd*. The focus will be directed towards highly personalized services for clients, providing financial support to the economy and the sector of small and medium-sized enterprises.

AIK banka Became a Sole Owner of Eurobank Direktna a. d. Beograd

In accordance with the previously granted consent of the National Bank of Serbia, *Agro-industrial commercial bank – AIK banka a.d. Beograd* officially became the sole owner of *Eurobank Direktna a.d. Beograd*, making this bank a member of the domestic banking group. The joint share of both banks in the banking market in Serbia is more than 13%. The aforementioned change of owner does not change the status of clients of Eurobank Direktna.

Direct Payment Transactions Between the Republic of Serbia and Montenegro Established

Direct payment transactions between the Republic of Serbia and Montenegro were established on 11 December 2023, as a result of long-term cooperation between the central banks of the two countries. Transactions between the citizens and the economies of these two countries can now be carried out directly – in a faster, cheaper and direct way.

Central Banks of Serbia and China Signed a Memorandum of Understanding

The Governor of the National Bank of Serbia and the Governor of the National Bank of China signed a Memorandum of Understanding on the establishment of a clearing arrangement and the designation of a clearing bank in Serbia for Chinese yuan. The Memorandum provides for intensive cooperation between the two central banks in performing transactions in Chinese yuan by banks in Serbia. By establishing a clearing arrangement in Serbia, the performance of cross-border transactions in Chinese yuan by companies and institutions in China and Serbia is promoted, and trade and investments will be further facilitated.

150 Years Since the Introduction of the Serbian Dinar as the National Currency

In December 2023, the Republic of Serbia celebrated 150 years of the Serbian dinar as a national currency. The dinar became the official Serbian currency on 12 December 1873, with the passing of the Law on the Minting of the Serbian Silver Coin of the Principality of Serbia. On the occasion of the anniversary, the National Bank of Serbia organized the exhibition "150 Years of the Serbian Dinar".



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REGIONAL INFORMATION

RSD 600 Million for Women Entrepreneurship

Belgrade Chamber of Commerce and Industry

The Government of the Republic of Serbia adopted the Decree on establishing the Program for the entrepreneurship development through financial support for female entrepreneurship in 2023. The funds determined by the Program are intended for financial support to newly founded and existing female entrepreneurs, as well as micro and small companies, which are registered with the Business Registers Agency, and whose founder and legal representative is a woman.

Introduction to Lean Six Sigma

Belgrade Chamber of Commerce and Industry

The successful operation of a company is reflected in the constant improvement of its quality of products and services and can be achieved by combining two management concepts: Lean Management and Six Sigma. Due to the great interest in learning about these methods, the Day - o - Introduction to Lean Six Sigma workshop was held in the CCIS - Belgrade Chamber of Commerce and Industry, on 5 October 2023, where, through interactive work and concrete examples, the participants were shown on how the sigma level is defined, using a special set of tools and methods for identifying, proving and removing the causes of insufficient quality.

Workshop Family-Owned Companies – Whether to Transfer the Management to the Next Generation or Sell It

Belgrade Chamber of Commerce and Industry

The workshop on the topic of Family Companies - whether to Transfer It to the next Generation or Sell It was held on 24 October 2023. The aim of the workshop was to present the advantages and disadvantages of the sale or continuation of the companies and to show the process of conducting the transaction. The best practices in transferring ownership and management to the next generation were presented, as well as the alternative of selling the company to a strategic or financial investor.

37 New Projects in Vojvodina

RCCI of the South Bačka Administrative District
Novi Sad

In order to initiate significant investments in Vojvodina, in 2023, the implementation of projects in the areas of traffic infrastructure, water supply, water protection, local and regional economic development, health care and sports development continued. The Provincial Government provided enough funds for the implementation of new 37 projects and financing of ten multi-year projects.

Subotica Gets a Scientific and Technology Park

RCCI of the North Bačka Administrative District
Subotica

In October 2023, the company D.O.O. for the management of the Subotica Free Zone launched a project aimed at establishing a Science and Technology Park. The Free Zone signed the cooperation agreements with 70 business entities from various fields: from school institutions to business representatives. The primary intention of establishing the Science and Technology Park is the integration and expanded cooperation of science and business, but also the determination of sports and entertainment content for the users of the Free Zone.

An Airport Planned To Be Build in Kikinda

RCCI of the North Banat Administrative District
Kikinda

The City of Kikinda announced the construction of an airport right next to the state road IB-13, in the direction of the Bašaid settlement, southwest of Kikinda. It is planned to equip a modern air terminal, on a total area of about 54.24 hectares. Technical documentation at the conceptual and main project level was prepared for the airport complex.

Development of the Municipality of Opovo

RCCI of the South Banat Administrative District
Pančevo

The most significant project of the Provincial Government in the Municipality of Opovo is the construction of the local Opovo-Debeljača road. It was invested in agriculture, then in the construction and rehabilitation of sewerage system, the construction of new fishponds and land consolidation procedures. Investments were made in culture, the reconstruction of the water supply network, as well as in the development of tourist potential.

Second Stage of Infrastructural Works in the Sever Industrial Zone in Vršac

RCCI of the South Banat Administrative District
Pančevo

The second stage of infrastructural equipping of the Sever Industrial Zone began with works on the construction of access roads, which is partly financed by the Provincial Government and partly from the city budget. The first industrial zone called Technology Park is completely inhabited by industrial plants, so it was necessary to build a new one that will cover an area of 220 hectares.

Serbia's Business Environment Improvement

RCCI of the Kolubara and Mačva Administrative
District Valjevo

Given that the Government of the Republic of Serbia, together with the World Bank, continues to improve and simplify the business environment in order to identify obstacles to business, on 31 January 2023, an interactive workshop was held with representatives of companies from the Kolubara and Mačva Administrative Districts. In addition to the identification of problems, proposals for solutions were presented, which were sent to the Government of the Republic of Serbia for further consideration and implementation.

Workshop on prevention of money laundering and financing of terrorism in Serbia held in RCCI Kragujevac

RCCI of the Pomoravlje and Šumadija
Administrative District Kragujevac

In the premises of the RCCI Kragujevac, on 26 April 2023, a Workshop was held on the topic "Prevention of money laundering and financing of terrorism in Serbia", for agents in the sale and lease of real estate – the obligors based on the Law on prevention of money laundering and financing of terrorism. The present representatives of real estate agents were informed about the obligations of agents in monitoring the inspection of the implementation of the Law on prevention of money laundering and financing of terrorism, with the aim of clarifying ambiguities in the way of keeping records, the form and format of the records which they are obliged to keep, and improving operational knowledge about implementation of the Law.



200th Anniversary of Guilds in Kragujevac

RCCI of the Pomoravlje and Šumadija
Administrative District Kragujevac

On 6 December 2023, the Regional Chamber of Commerce and Industry of the Šumadija and Pomoravlje Administrative Districts celebrated the Chamber's Day and the 200th Anniversary of Guilds in Kragujevac with the award ceremony for the business year 2023. Prince Miloš issued the Order on establishing guilds in Kragujevac in 1823, the first of its kind in Serbia, which represents the beginning of organizing and regulating the work of business associations and the economic environment in Serbia.

An Airport on Zlatibor Soon

RCCI of the Zlatibor Administrative District Užice

The idea of building an airport for sports airplanes in Zlatibor was born thirty years ago. In October 2023, the local self-government of Čajetina submitted a request for determining the public interest in the selected location. The construction of this airport is important for improving the tourist offer, and represents a necessity in the intensive development of tourism on this mountain.

Initiative for Constructing a Bridge between Serbia and Romania Signed

RCCI of the Braničevo and Podunavlje
Administrative District Požarevac

In Golubac, an initiative was signed for the construction of a bridge between Serbia and Romania at the entrance to the Đerdap gorge, which will undoubtedly contribute to the faster development of the Danube region. The initiative with the Municipality of Golubac was signed by six border municipalities from Romania, which they will send to the competent ministries and governments of the two countries. The bridge should span 370 meters of the Danube and would be the only one from Smederevo to Kladovo.

Draft Law on Amendments to the Law on Citizenship of the Republic of Serbia

RCCI of the Nišava, Pirot and Toplica
Administrative District Niš

On 18 April 2023, the wording of a Draft Law on Amendments to the Law on Citizenship of the Republic of Serbia was presented in the CCIS-RCCI Niš. Following the completion of the public hearing, it was agreed that the Ministry of the Interior, based on the proposals and suggestions, will prepare a report on the conducted public hearing and publish it on the website of the Ministry of the Interior and on the e-Konsultacije portal.

IPA Bulgaria-Serbia Programme, 2021-2027

RCCI of the Nišava, Pirot and Toplica
Administrative District Niš

In the organization of representatives of the Local Office of the Joint Secretariat for the Implementation of the Interreg VI-A IPA Bulgaria-Serbia Program, members of the Strategic Board in full session participated in the meeting, which was held in Pirot, on 17 and 18 October 2023. During these two days, training on the process of identifying project ideas, integrated territorial development (ITD), as well as the assessment of cross-border effects and justification in the assessment process were carried out. After the administrative review of the project ideas, members of the Strategic Board evaluated the contribution of individual ideas to the territorial strategy and, accordingly, decided on those projects that have the greatest contribution.

Training on Enforcement of the Rulebook on the Safety of Children's Playgrounds

RCCI of the Nišava, Pirot and Toplica
Administrative District Niš

In cooperation with the Ministry of Economy of the Republic of Serbia, on 13 June 2023, a training was held on the enforcement of the Rulebook on the Safety of Children's Playgrounds. The main topic of the training was the obligations of business entities taken over in the part of the Rulebook that deals with conformity assessment, drafting and content of the Declaration of Conformity. One of the reasons for launching the campaign is the planned market inspection activities of the Ministry of Domestic and Foreign Trade in the field of safety equipment and surfaces for children's playgrounds.

Promotion of the Digital Europe Project

RCCI of the Nišava, Pirot and Toplica
Administrative District Niš

A presentation of the Digital Europe Program was held in the Science and Technology Park Niš, on 11 August 2023, the aim of which is to improve the digital transformation in the European Union, and it is also open to candidate countries. Through this program, which lasts until 2027, Serbia focuses on the areas of supercomputing, artificial intelligence, data and computing in the cloud (Cloud Computing), as well as on the areas of advanced digital skills and advanced use of technologies.



ECONOMIC ACTIVITY

in the Financial Sector

Relative Importance of the Activity – Gross Value Added

According to the data of the Statistical Office of the Republic of Serbia, the gross value added (GVA) of the financial and insurance activities, in 2022, amounted to EUR 2.0 billion, which accounts for 3.9% of the total realized GVA of the Republic of Serbia, with the year-on-year real growth rate of 0.4%.

In the structure of the gross value added of the section of financial and insurance activities, the share of the financial service activities, except insurance and pension funding amounts to

83.9% (EUR 1.6 billion). The realized GVA in the insurance, reinsurance and pension funding, except compulsory social security amounts to EUR 219.6 million (11.2% GVA of the mentioned section), and the lowest share is recorded with the activities auxiliary to financial services and insurance activities, and amounts to 4.9% (EUR 95.6 million).

The highest year-on-year real growth of the gross value added was recorded with financial service activities, except insurance and pension funding (1.8%), whereas the biggest drop was recorded in activities auxiliary to financial services and insurance activities (-6.2%).

Gross value added (GVA) in financial and insurance activities, 2022

Code of section and activity divisions	GVA, by sections and activity divisions of CA (2010)	Share in GVA, in %		Real growth rates (2021 = 100, %)
		in total	by section	
	Republic of Serbia	100.0	-	2.5
Section K	Financial and insurance activities	3.9	100.0	0.4
Division 64	Financial service activities, except insurance and pension funding	3.2	83.9	1.8
Division 65	Insurance, reinsurance and pension funding, except compulsory social security	0.4	11.2	-4.2
Division 66	Activities auxiliary to financial services and insurance activities	0.2	4.9	-6.2

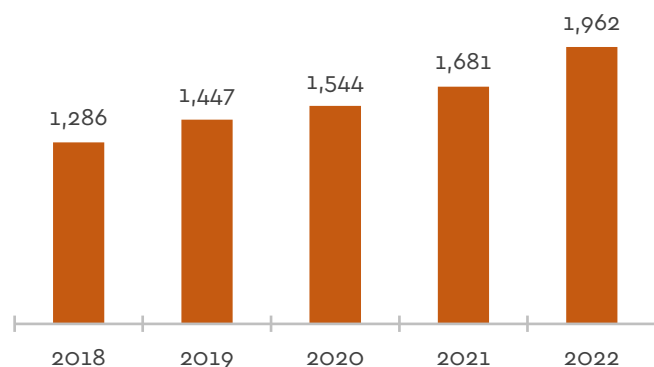
Source: SORS, precalculation by Centre for SAAPP (CCIS).

Note:

in total = the share of activity sections and divisions of CA(2010) in the recorded GVA of the Republic of Serbia

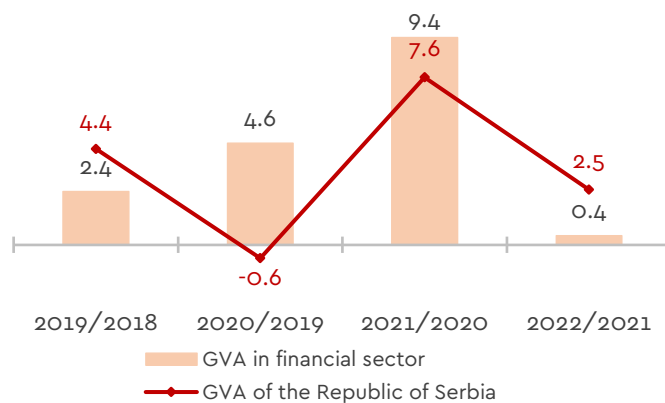
by section = the share of activity division of CA (2010) in the GVA of the activity section of CA (2010) it belongs to

**GVA, current prices,
in financial sector
(in EUR million)**



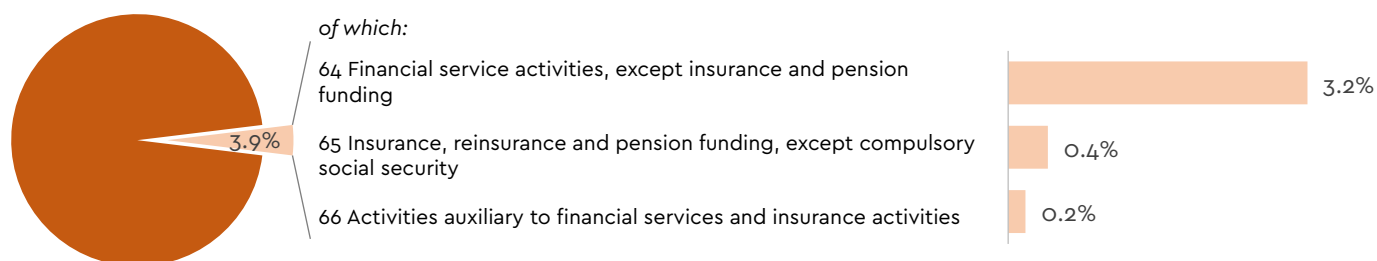
Source: SORS, precalculation by Centre for SAAPP (CCIS).

**GVA, real growth,
in constant prices of the previous year,
in financial sector (in %)**



Source: SORS, precalculation by Centre for SAAPP (CCIS).

**Share of GVA in financial sector in GVA of the Republic of Serbia, 2022
(in %)**



Source: SORS, precalculation by Centre for SAAPP (CCIS).

Note: For the calculation of GVA in financial sector, the following areas of activity are included according to CA(2010): 65–Financial service activities, except insurance and pension funding, 66–Insurance, reinsurance and pension funding, except compulsory social security, 67–Activities auxiliary to financial services and insurance activities.



Companies and Entrepreneurs

According to the calculations of the Chamber of Commerce and Industry of Serbia, and based on the Business Registers Agency, in 2023, the total of 1,118 companies operated in the financial and insurance activities, which accounts for 0.8% of the total registered companies in the Republic of Serbia. Out of that number, the majority of companies are registered for the activities auxiliary

to financial services and insurance activities (51.6%) and for the financial service activities, except insurance and pension funding (46.4%). The lowest number of companies is registered in the insurance, reinsurance and pension funding, except compulsory social security (2.0%).

In addition to companies, around 1,765 entrepreneurs were engaged in the financial and insurance activities.

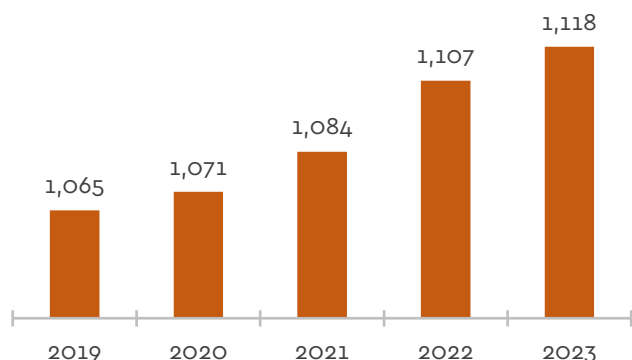
Active companies and entrepreneurs engaged in financial and insurance activities, 2023

Code of section and activity divisions	Active companies and active entrepreneurs	Active companies		Active entrepreneurs	
		number	year-on-year change, in %	number	year-on-year change, in %
	Republic of Serbia	137,308	0.8	330,150	7.4
Section K	Financial and insurance activities	1,118	1.0	1,765	1.1
Division 64	Financial service activities, except insurance and pension funding	519	2.6	1	0.0
Division 65	Insurance, reinsurance and pension funding, except compulsory social security	22	-8.3	1	0.0
Division 66	Activities auxiliary to financial services and insurance activities	577	0.0	1,763	1.1
TOTAL		1,118	1.0	1,765	1.1

Source: Serbian Business Registers Agency (SBRA), precalculation by CCIS.

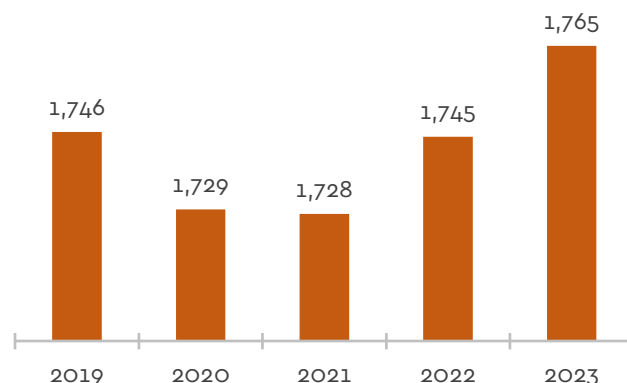


Number of companies in financial sector



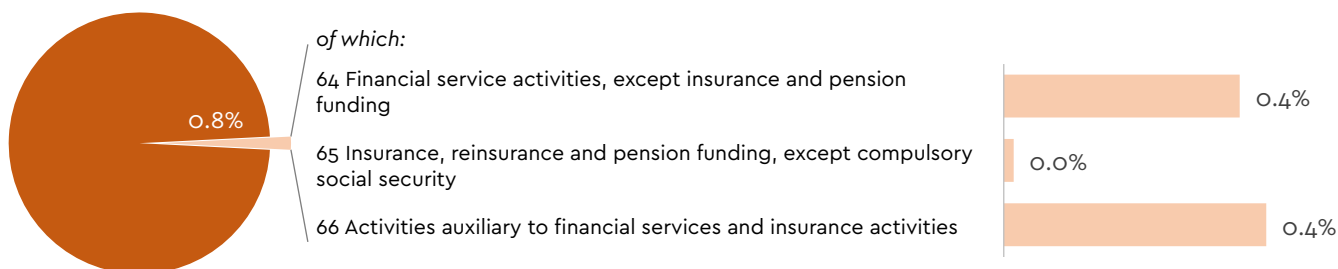
Source: Serbian Business Registers Agency (SBRA), precalculation by CCIS.

Number of entrepreneurs in financial sector



Source: Serbian Business Registers Agency (SBRA), precalculation by CCIS.

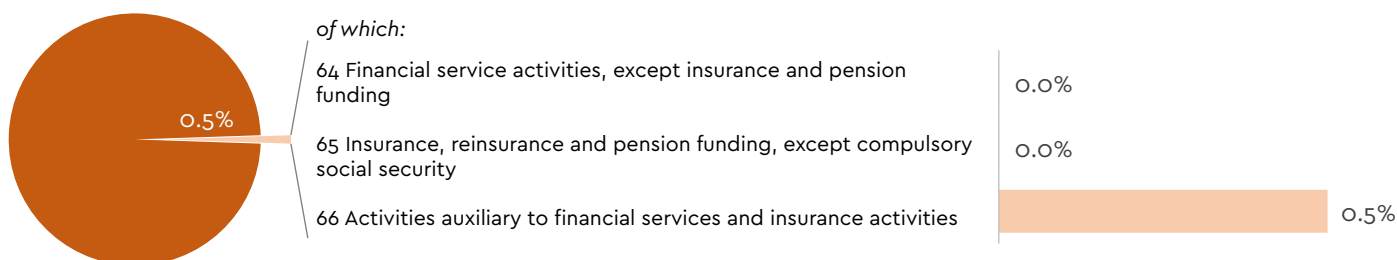
Share of the number of companies in financial sector in the total number in the Republic of Serbia, 2023 (in %)



Source: Serbian Business Registers Agency (SBRA), precalculation by CCIS.

Note: For the calculation of the number of companies in financial sector, the following areas of activity are included according to CA(2010): 65–Financial service activities, except insurance and pension funding, 66–Insurance, reinsurance and pension funding, except compulsory social security, 67–Activities auxiliary to financial services and insurance activities.

Share of the number of entrepreneurs in financial sector in the total number in the Republic of Serbia, 2023 (in %)



Source: Serbian Business Registers Agency (SBRA), precalculation by CCIS.

Note: For the calculation of the number of entrepreneurs in financial sector, the following areas of activity are included according to CA(2010): 65–Financial service activities, except insurance and pension funding, 66–Insurance, reinsurance and pension funding, except compulsory social security, 67–Activities auxiliary to financial services and insurance activities.

Employment

According to the data of the Statistical Office of the Republic of Serbia, in 2023, the total of 2.3 million employees were registered in the Republic of Serbia at legal entities and with entrepreneurs. In the financial and insurance activities, the number of employees at legal entities and entrepreneurs in 2023 reached 43,681, which is higher by 3.3%, as compared with 2022.

The majority of employees are in the financial service activities, except insurance and pension

funding, 26,538 (year-on-year increase of 3.9%) and in the insurance, reinsurance and pension funding, except compulsory social security, 10,970 (year-on-year growth of 1.2%), while the lowest number of employees is noted in the activities auxiliary to financial services and insurance activities, specifically 6,173 (year-on-year increase of 4.5%).

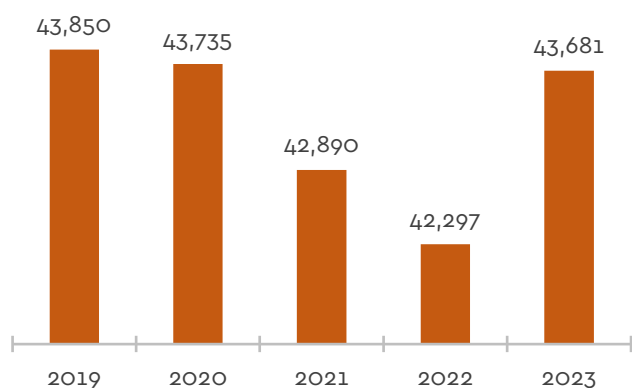
In the total number of employees in the Republic of Serbia, the share of employees in the financial and insurance activities is 1.9%. The five-year (2019–2023) average drop in the number of employees in the mentioned activities amounts to 0.1%.

Registered employment in financial and insurance activities, 2023

Code of section and activity divisions	Registered employment	Number of employees		Share in employment, in %	
		number of employees	year-on-year change, in %	in total	by section CA(2010)
	Republic of Serbia	2,306,955	2.4	100.0	-
Section K	Financial and insurance activities	43,680	3.3	1.9	100.0
Division 64	Financial service activities, except insurance and pension funding	26,538	3.9	1.2	60.8
Division 65	Insurance, reinsurance and pension funding, except compulsory social security	10,970	1.2	0.5	25.1
Division 66	Activities auxiliary to financial services and insurance activities	6,173	4.5	0.3	14.1
TOTAL		43,681	3.3	1.9	

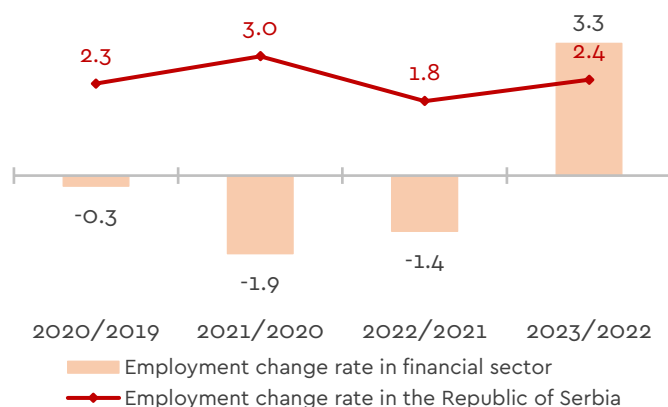
Source: SORS, precalculation by Centre for SAAPP (CCIS).

Number of employees in financial sector



Source: SORS, precalculation by Centre for SAAPP (CCIS).

Year-on-year employment rate in financial sector (in %)



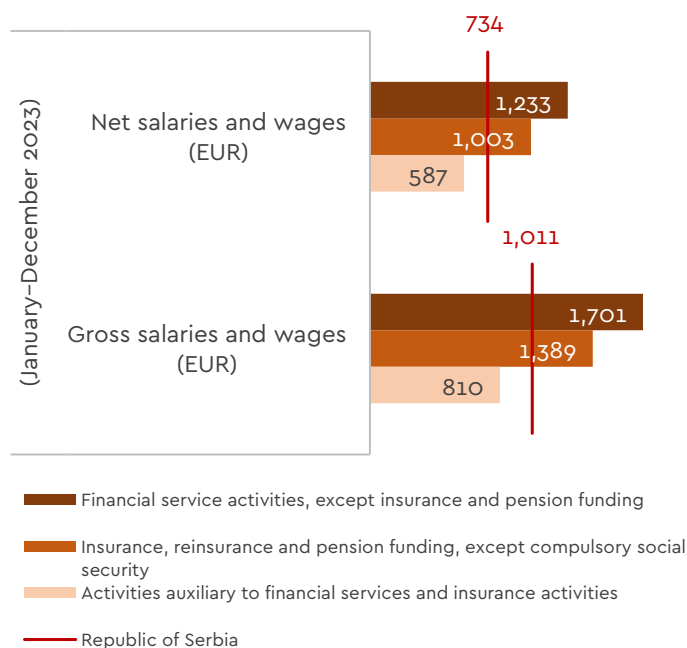
Source: SORS, precalculation by Centre for SAAPP (CCIS).

Salaries and Wages

In the period January–December 2023, the average salaries and wages paid out in the Republic of Serbia amounted to EUR 1,011, whereas the average salaries and wages without taxes and contributions (net) stood at EUR 733. The growth in gross and net salaries and wages, in the period January–December 2023, as compared with the same period in 2022, amounted to 14.8% nominally, i.e. 2.4% in real terms.

In 2023, the highest average salaries and wages were paid out in the financial service activities, except insurance and pension funding (EUR 1,701) and they were higher by 68.2% than the average salaries and wages in the Republic of Serbia. In the insurance, reinsurance and pension funding, except compulsory social security, the average salaries and wages are higher, in comparison to the Republic average, by 37.3% (EUR 1,389), while the lowest salaries and wages are recorded with the activities auxiliary to financial services and insurance activities, and amount to EUR 810 (19.9% below the Republic average).

Salaries and wages, January–December 2023 (in EUR)



Source: SORS, precalculation by Centre for SAAPP (CCIS).

Average gross salaries and wages in financial and insurance activities, 2023

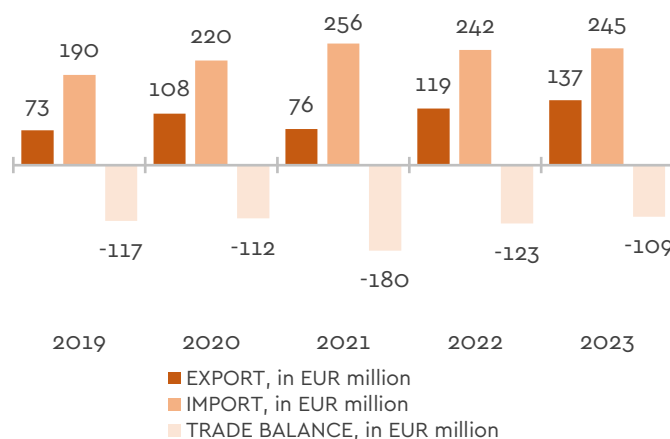
Code of section and activity divisions	Average gross and net salaries and wages	Average gross salaries and wages			Average net salaries and wages		
		EUR	year-on-year change, in %		EUR	year-on-year change, in %	
			nominal	real		nominal	real
	Republic of Serbia	1,011	14.8	2.4	734	14.8	2.4
Section K	Financial and insurance activities	1,505	10.9	-1.1	1,090	10.7	-1.2
Division 64	Financial service activities, except insurance and pension funding	1,701	11.4	-0.6	1,233	11.2	-0.8
Division 65	Insurance, reinsurance and pension funding, except compulsory social security	1,389	10.1	-1.8	1,003	10.0	-1.9
Division 66	Activities auxiliary to financial services and insurance activities	810	11.5	-0.5	587	11.5	-0.5

Source: SORS, precalculation by Centre for SAAPP (CCIS).

Foreign Trade

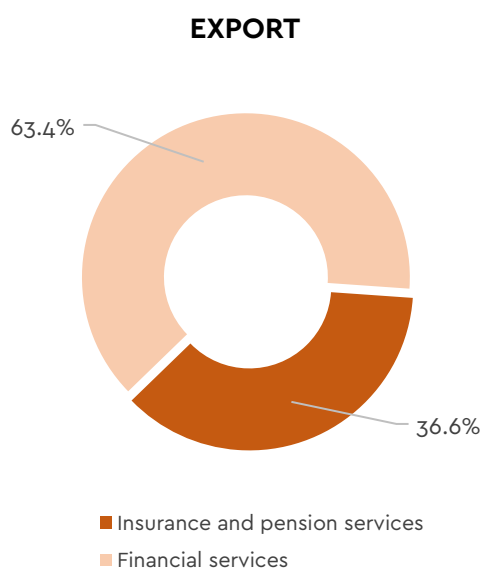
According to the data of the National Bank of Serbia, in 2023, the export revenue of the financial service activities, except insurance and pension funding reached EUR 136.7 million (14.5% higher in relation to 2022), out of which 36.6% were realized from the insurance, reinsurance and pension funding (EUR 50.1 million), and 63.4% from the export of financial service activities, except insurance (EUR 86.6 million). The average annual growth rate of exports in the five-year period (2019–2023) amounts to 17.0%. The total import value of the financial services, insurance and pension insurance services amounted to EUR 245.4 million (year-on-year growth of 1.3%). The largest import is from the insurance and pension insurance services, EUR 115.9 million (47.2%), and from the financial service activities, except insurance, EUR 129.5 million (52.8%). The average annual growth rate of imports in the five-year period (2019–2023) amounts to 6.6%. In the mentioned period, the coverage of imports by exports amounted to 55.7%.

Foreign trade in financial and insurance services

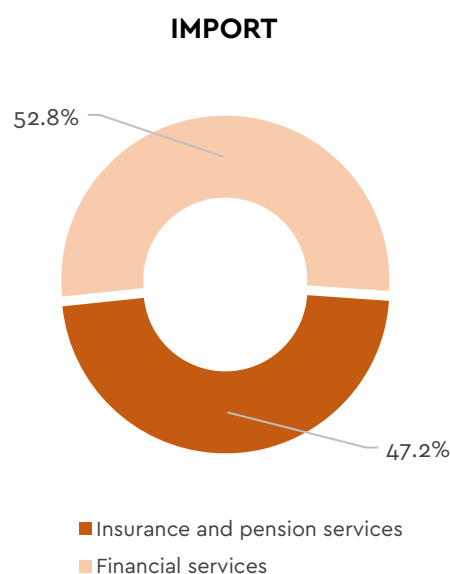


Source: NBS, precalculation by Centre for SAAPP (CCIS).

Export and import structure of financial services, insurance and pension services, 2023 (in %)



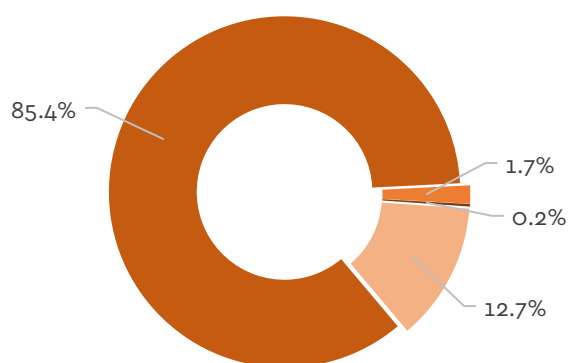
Source: NBS, precalculation by Centre for SAAPP (CCIS).



Source: NBS, precalculation by Centre for SAAPP (CCIS).

Export and import structure of insurance and pension services, 2023 (in %)

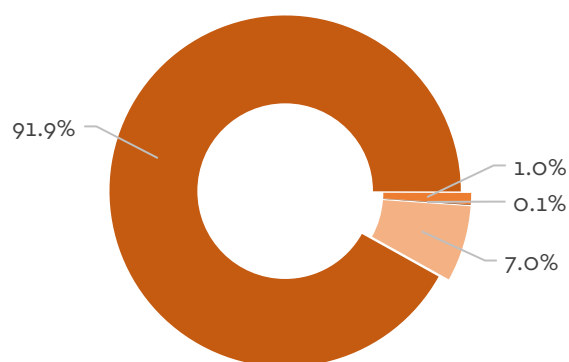
EXPORT



- Direct insurance
- Reinsurance
- Auxiliary insurance services
- Pension and standardized guaranteed services

Source: NBS, precalculation by Centre for SAAPP (CCIS).

IMPORT



- Direct insurance
- Reinsurance
- Auxiliary insurance services
- Pension and standardized guaranteed services

Source: NBS, precalculation by Centre for SAAPP (CCIS).

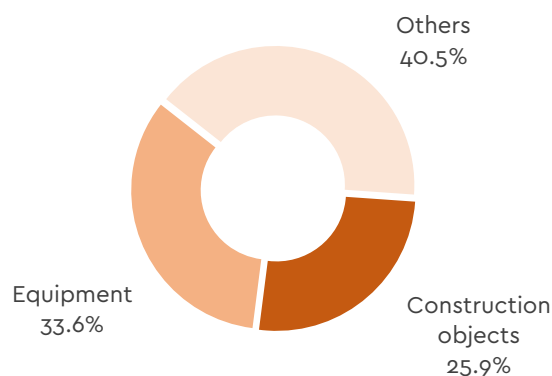


Total Realized Investments

The total realized investments in fixed assets in the financial and insurance activities in 2022 amounted to EUR 140.3 million, out of which 82.9% were realized in the financial service activities, except insurance and pension funding (EUR 116.3 million), 14.7% in the insurance, reinsurance and pension funding (EUR 20.6 million) and 2.4% in the activities auxiliary to financial services and insurance activities (EUR 3.3 million).

In the structure of these investments, the investments in domestic and imported equipment had the largest share (33.6%). Higher investments were made in buildings and civil engineering (25.9%), while the remaining 40.5% account for intellectual property – research and development, software, databases and other.

Structure of realized investments in fixed assets in financial sector, 2022



Source: SORS, precalculation by Centre for SAAPP (CCIS).

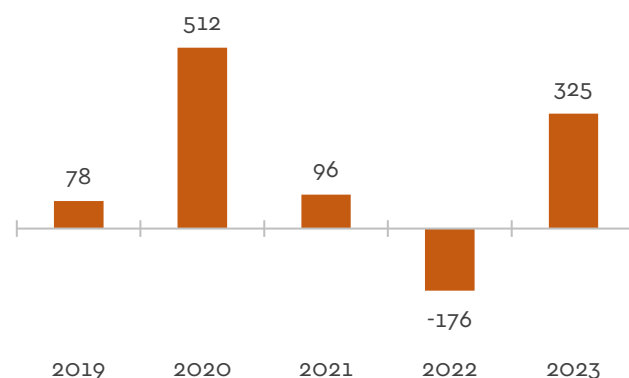
Foreign Direct Investments

According to the preliminary data of the National bank of Serbia, in 2023, the total net inflow of FDIs in the Republic of Serbia, on ground of investments of non-residents, amounted to EUR 4.5 billion.

In the financial and insurance activities and holding companies, the net outflow of FDIs on ground of investments of residents of EUR 325.1 million was realized. The largest investment activity of residents was registered with the financial service activities, except insurance and pension funding (EUR 170.6 million), whereas the largest investment of non residents was registered in the activities auxiliary to financial services and insurance activities (EUR 60.7 million). In other activities of the financial sector, a significantly lower inflow of FDI was recorded in activity of holding companies (EUR 51.3 million) and in the insurance, reinsurance and pension funding (EUR 42.4 million).

In the five-year period (2019–2023), the total net inflow of FDIs in the financial and insurance activities amounted to EUR 834.7 million, and the highest inflow was noted in 2020 (EUR 512.1 million).

Net FDI inflow, based on non-residents' investments (in EUR million)



Source: NBS, precalculation by Centre for SAAPP (CCIS).

Note: In accordance with the "Manual for the preparation of the balance of payments and international investment position no. 6, IMF", the mentioned economic branch includes: **Financial intermediation, except insurance and pension funding; Activities of holding companies; Insurance, reinsurance and pension funding, except compulsory social security; Other financial activities.** Industries are classified according to the statistical classification of economic activities of the European Community (NACE Rev. 2, 2008).



Annual Assessment of Business Activity

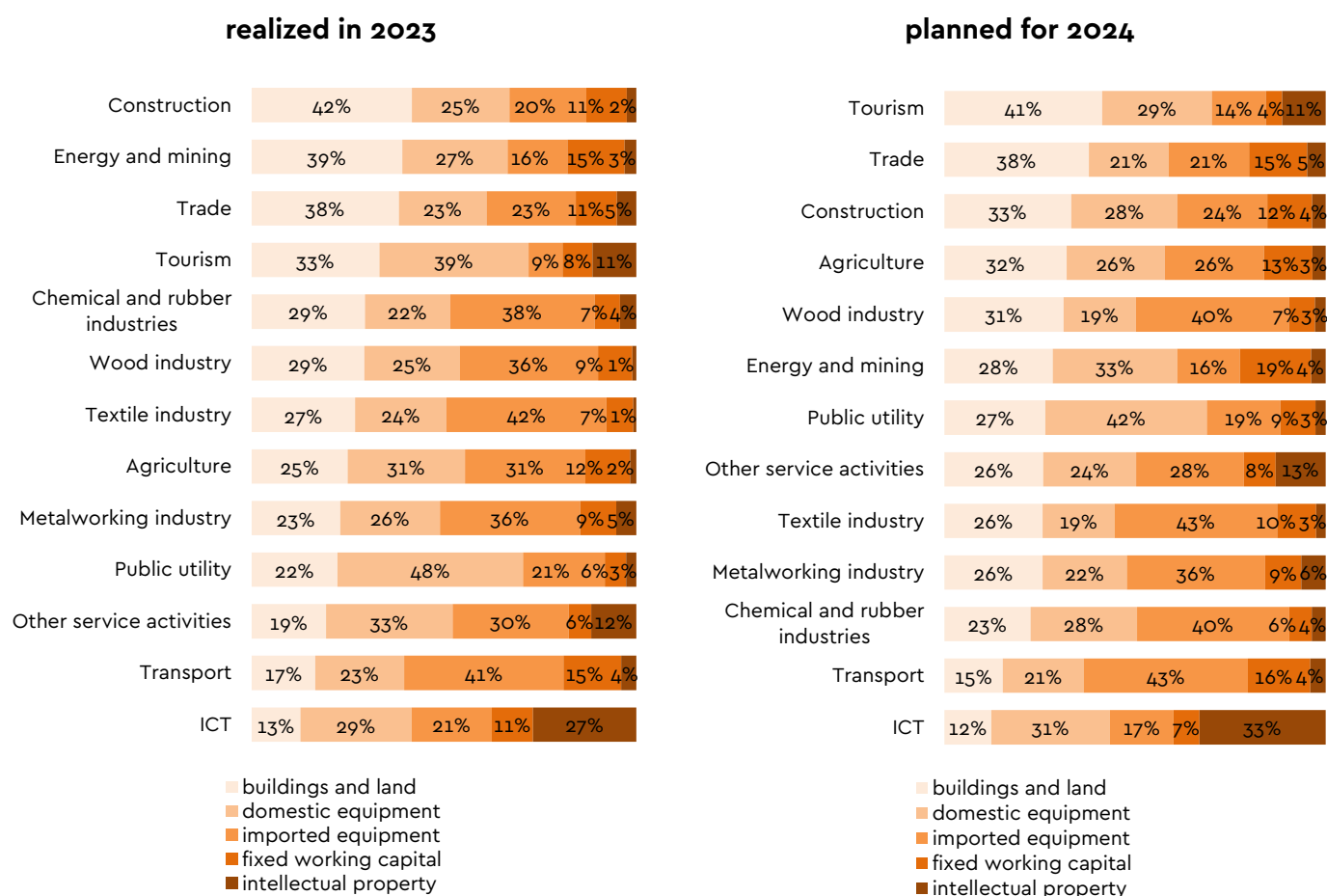
Investments

According to the results of the [CCIS Survey on Business Activity of the Domestic Economy](#), in 2023, about 50% of the surveyed companies realized the planned investments, and compared to the previous year, 2022, 83% of the surveyed companies that invested in 2023 achieved an increased or the same volume of turnover. When it comes to the structure of investments according to the size of the company, 84% of large companies realized their investments, and only 29% of those surveyed from the category of micro enterprises invested in 2023.

Businessmen's expectations for 2024 are positive: of the 56% of respondents who plan investments in 2024, 88% of them plan to have an increased or the same volume of investments, compared to 2023.

The structure of the investments realized in 2023 and investments planned for 2024 is similar. The companies surveyed state that in the structure of investments the following items have almost equal share: imported equipment (29% of realized investments, i.e. 28% of planned investments in 2024), investments into construction buildings and land (28% of realized investments, i.e. 29% of total planned investments) and domestic equipment (28% of realized investments, i.e. 26% of planned investments).

Structure of the realized and planned investments (% of respondents)

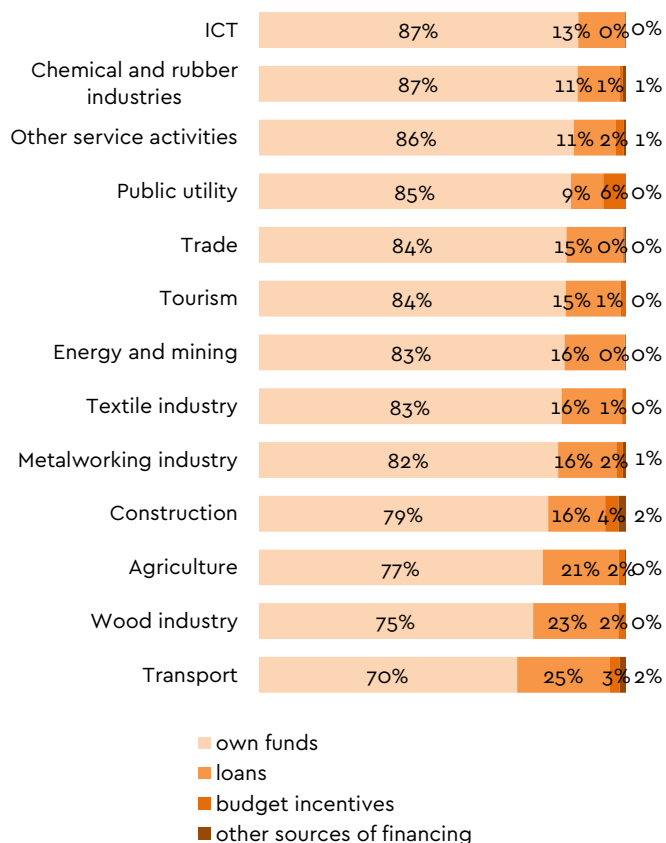


Source: CCIS Survey on Business Activity of the Domestic Economy (n realized = 793, n planned = 886).

Financing

In 2023, the companies surveyed mainly used their own assets in business operations (81.0%) and loans (16.0%). Budget incentives and other sources of financing have a negligible share in the structure of sources of financing. The companies stating to use loans get indebted mostly in the country, and far less abroad. This ratio of domestic and cross-border loans is typical of all economic activities covered by the survey.

Structure of the sources of financing in 2023
(% of respondents)

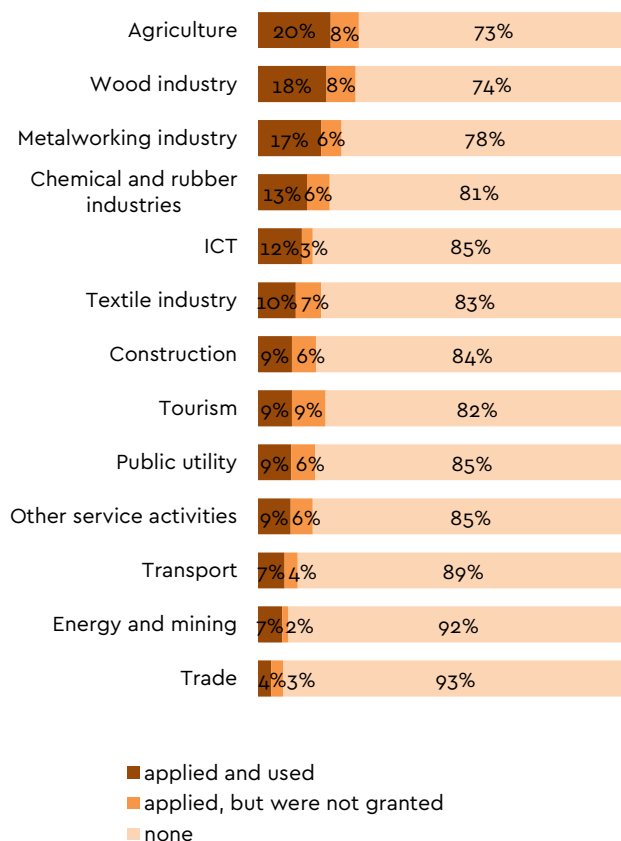


Source: CCIS Survey on Business Activity of the Domestic Economy (n=1,582).

Incentives

The incentives of state institutions and local self-governments were used by 11.0% of the companies surveyed, whereas 83.0% of the respondents stated that they did not apply for these funds.

Did you apply for any subsidies granted by state institutions or local self-governments in 2023?
(% of respondents)



Source: CCIS Survey on Business Activity of the Domestic Economy (n=1,582).

The number of surveyed active companies operating in the territory of the Republic of Serbia (the Survey does not include business entities from sections K – financial and insurance activities and O – public administration and defense, compulsory social security) is indicated by the letter "n" (sample size).

Factoring Turnover

The annual turnover of factoring records a continuous growth, which indicates the increasingly significant positioning of factoring as an alternative financing instrument for the economy. According to the data submitted by **21** factors, turnover in 2023 amounted to **EUR 1,826,397,139**, which is 10.0% more, compared to the previous year, and twice the amount compared to the pre-pandemic year 2019. A growth in turnover is still generated by a growth in the domestic market.

Domestic factoring amounts to **EUR 1,712,279,899** and accounts for 93.8% of total turnover, with a growth of 12.2% compared to 2022, with a slightly higher nominal growth recorded in the banking sector, whose share in domestic turnover reached 93.8%. In the structure of domestic turnover, reverse factoring still has the largest share (61.9%) with a nominal growth of 16.9%, in relation to the previous year. Recourse factoring increased by 8.6%, but its share in the structure of domestic turnover decreased slightly from 25.9% to 25.1%, while non-recourse factoring recorded a nominal decline of 0.2% and a drop in share from 14.6% in 2022 to 13.0% in 2023.

International factoring amounts to **EUR 114,117,240**, and recorded a decrease of 15.1% compared to the previous year, with the decrease being more evident in the banking sector (17.5%). The share of banks in international turnover decreased slightly from 62% to 60%, if compared to last year. Companies and AOFI recorded a decrease in international turnover by 11.1% compared to the previous year, with a slight increase in the share of total turnover (40%).

One-factor turnover is lower by 16.2%, and the decline is evident in both banks and companies. Despite some growth in the banking sector (4.4%), **two-factor turnover** recorded a nominal decrease of the total amount of 2.4%.

Export factoring recorded a drop of 15.2% and amounted to EUR 81.9 million, which accounts for 71.8% of the realized international turnover. In the total value of export factoring, the share of banks is 46.2%, and AOFI and companies 53.8%. **Import factoring** accounts for 28.2% of international turnover and is lower by 14.7% compared to the previous year, with banks recording a 17% drop, while companies and AOFIs achieved a growth of 49% (due to the low base in the previous year). In the structure of international factoring, an increase in the recourse factoring was observed in 2023, from 64.5% to 85.3%, with a nominal increase in turnover of 28.3% (for banks, an increase was 100%). Non-recourse factoring recorded a drop of 88.0%, and the drop is evident in both banks and companies. Export factoring was implemented by 8 factors (3 banks, AOFI and 4 companies), and import factoring by 2 banks and 1 company. Two-factor turnover was realized by 1 bank and AOFI.

Year	2021	2022	2023	Index 2022/2021	Index 2023/2022
Number of survey	18	18	21		
NATIONAL FACTORING, in EUR	991,774,713	1,525,561,443	1,712,279,899	153.8	112.2
recourse factoring	338,133,450	395,278,530	429,249,326	116.9	108.6
non-recourse factoring	184,274,947	222,838,054	222,333,076	120.9	99.8
reverse factoring	469,366,316	907,444,859	1,060,697,497	193.3	116.9
invoice discounting	0	0	0	0	0
payment	0	0	0	0	0
INTERNATIONAL FACTORING, in EUR	92,534,197	134,367,506	114,117,240	145.2	84.9
single factor	80,733,028	123,001,345	103,022,734	152.4	83.8
non-recourse export factoring	3,656,063	10,612,106	5,641,401	290.3	53.2
non-recourse import factoring	16,699,781	36,494,218	0	218.5	0
recourse export factoring	59,384,124	74,622,087	65,150,127	125.7	87.3
recourse import factoring	703,060	1,272,934	32,231,207	181.1	2.532.0
two-factor factoring	11,801,169	11,366,161	11,094,506	96.3	97.6
two-factor export factoring	11,801,169	11,366,161	11,094,506	96.3	97.6
two-factor import factoring	0	0	0	0.0	0
two-factor factoring collection	0	0	0	0.0	0
TOTAL FACTORING TURNOVER, in EUR	1,084,308,910	1,659,928,949	1,826,397,139	153.1	110.0

Source: Association of Financial institutions CCIS – Factoring Development Section („Report on factoring turnover in 2023“).

Realized Premiums and Losses (Settled Claims, Reserves and Costs)

According to the survey carried out among insurance companies, the Association of Financial Institutions processed the preliminary data on the results of business operations in the insurance market in 2023.

These are the data on the **realized premium** divided into natural persons and legal entities from the aspect of policy holder (own premium, inwards coinsurance premium and outwards coinsurance premiums) and **losses** (settled claims, reserves incurred reported and reserves, incurred but not reported and loss assessment costs).



**Realized premiums,
in the period 1 January – 31 December 2023 (in 000 RSD)**

No.	Type of insurance	Own premium			Inwards coinsurance premium	Total premium			Outwards coinsurance premium
		Natural persons	Legal entities	TOTAL		Natural persons	Legal entities	TOTAL	
01	Accident	327,303	3,316,127	3,643,430	163,354	327,303	3,479,481	3,806,784	145,042
02	Voluntary health	911,759	12,472,171	13,383,930	1,202,908	911,759	13,675,079	14,586,838	1,243,770
03	Motor	4,408,219	12,082,274	16,490,493	191,965	4,408,219	12,274,239	16,682,458	175,377
04	Rail vehicle	0	177,137	177,137	32,882	0	210,019	210,019	49,335
05	Aircraft	2,105	535,532	537,637	43,405	2,105	578,937	581,042	43,405
06	Vessels	9,713	256,744	266,457	20,826	9,713	277,570	287,283	18,351
07	Goods-in-transit (cargo)	210	1,124,259	1,124,469	28,686	210	1,152,945	1,153,155	29,180
08	Property insurance against fire and other perils	908,690	7,473,753	8,382,443	939,331	908,690	8,413,084	9,321,774	906,614
09	Other property	5,415,384	12,315,474	17,730,858	2,358,972	5,415,384	14,674,446	20,089,830	2,223,792
10	Motor vehicle liability	31,645,642	14,570,342	46,215,984	17,682	31,645,642	14,588,024	46,233,666	11,846
11	Aircraft liability	3,333	282,655	285,988	4,676	3,333	287,331	290,664	4,676
12	Vessels liability	21,751	94,832	116,583	0	21,751	94,832	116,583	0
13	General liability	58,974	3,145,770	3,204,744	211,788	58,974	3,357,558	3,416,532	208,656
14	Credit	834,226	972,300	1,806,526	0	834,226	972,300	1,806,526	0
15	Warranty	38,883	229,477	268,360	33,485	38,883	262,962	301,845	20,454
16	Financial loss	181,867	1,455,595	1,637,462	122,161	181,867	1,577,756	1,759,623	129,771
17	Legal expenses	3,167	3,212	6,379	0	3,167	3,212	6,379	0
18	Travel assistance	2,895,274	1,196,555	4,091,829	1,134	2,895,274	1,197,689	4,092,963	1,267
20	Life insurance	21,762,493	5,075,955	26,838,448	386,296	21,762,493	5,462,251	27,224,744	394,901
21	Annuity insurance	474,361	694	475,055	0	474,361	694	475,055	0
22	Supplementary insurance along with life insurance	1,886,727	155,581	2,042,308	0	1,886,727	155,581	2,042,308	0
24	Marriage and birth insurance	1,608	0	1,608	0	1,608	0	1,608	0
25	Life insurance linked with units of investment funds	736,173	30,183	766,356	0	736,173	30,183	766,356	0
TOTAL NON-LIFE INSURANCE (01 – 18)		47,666,500	71,704,209	119,370,709	5,373,255	47,666,500	77,077,464	124,743,964	5,211,536
TOTAL LIFE INSURANCE (20 – 25)		24,861,362	5,262,413	30,123,775	386,296	24,861,362	5,648,709	30,510,071	394,901
TOTAL		72,527,862	76,966,622	149,494,484	5,759,551	72,527,862	82,726,173	155,254,035	5,606,437

Source: CCIS.

Note: Preliminary data.

**Losses (settled claims, reserves and costs)
in the period 1 January – 31 December 2023 (in 000 RSD)**

No.	Type of insurance	Settled claims	Reserves, incurred reported	Reserves, incurred but not reported	Loss assessment costs
01	Accident	1,367,248	271,901	841,348	118,958
02	Voluntary health	8,469,997	369,243	1,695,038	812,423
03	Motor	10,675,948	2,026,613	2,225,068	575,341
04	Rail vehicle	18,015	28,751	21,458	1,396
05	Aircraft	20,999	64,323	29,840	1,269
06	Vessels	107,473	33,853	21,044	2,835
07	Goods-in-transit (cargo)	208,352	767,378	115,424	10,522
08	Property insurance against fire and other perils	5,222,347	3,929,432	1,017,059	176,007
09	Other property	10,632,197	3,875,620	2,081,422	474,269
10	Motor vehicle liability	17,551,953	11,307,186	14,381,273	1,479,615
11	Aircraft liability	0	1,784	234	28
12	Vessels liability	9,401	1,942	3,401	249
13	General liability	665,691	943,015	749,113	82,276
14	Credit	589,392	179,188	310,062	22,701
15	Warranty	323,267	117,325	171,155	10,043
16	Financial loss	367,557	242,443	180,782	26,901
17	Legal expenses	0	1,000	333	220
18	Travel assistance	1,045,726	143,857	352,623	283,241
20	Life insurance	19,971,461	1,611,888	818,665	196,718
21	Annuity insurance	618,402	8,477	0	4,335
22	Supplementary insurance along with life insurance	478,175	192,663	189,730	25,018
24	Marriage and birth insurance	23,330	386	0	400
25	Life insurance linked with units of investment funds	42,278	3,239	0	1,259
TOTAL NON-LIFE INSURANCE (01 – 18)		57,275,565	24,304,856	24,196,677	4,078,292
TOTAL LIFE INSURANCE (20 – 25)		21,133,645	1,816,653	1,008,395	227,729
TOTAL		78,409,210	26,121,509	25,205,072	4,306,021

Source: CCIS.

Note: Preliminary data.

The report is made according to the preliminary data of all insurance companies that had permits and were active in the insurance market in 2023. The same methodological note also refers to the reports on the amount of settled claims.

Total Premium by Types and Tariffs of Insurance

**Total premium by types and tariffs of insurance,
in the period 1 January – 31 December 2023**

Code NBS	TYPE OF INSURANCE AND TARIFFS	Total insurance premium (in 000 RSD)
01.01	Insurance of persons against consequences of accidents occurring in the course of their regular professional activity or outside of it	2,267,023
01.02	Insurance of persons against consequences of accidents in motor vehicles and in the course of performing special activities	174,806
01.03	Accident insurance of students and pupils	391,161
01.04	Special accident insurance of youth	752
01.05	Accident insurance of guests, visitors to performances, excursionists and tourists	75,720
01.06	Accident insurance of consumers, subscribers etc	88,836
01.07	Other special accident insurances	591,173
01.08	Compulsory accident insurance of passengers in public transport	173,554
01.09	Ensuring service users from teaching skiing accident	263
01.99	All other accident insurances	43,495
01	ACCIDENT INSURANCE	3,806,784
02.01	Additional health insurance	23,138
02.02	Supplementary health insurance	1,856,903
02.03	Private health insurance	444,660
02.04	Combination of types of voluntary health insurance	10,734,044
02.05	Health insurance while travelling abroad	33,048
02.99	All other voluntary health insurances	1,495,046
02	VOLUNTARY HEALTH INSURANCE	14,586,839
03.01	KASKO Full-coverage insurance of motor vehicles driven by their own engine power, except rail vehicles	16,174,311
03.02	KASKO Full-coverage insurance of motor vehicles not driven by their own engine power	330,901
03.99	All other motor vehicle insurances	177,249
03	MOTOR INSURANCE	16,682,460
04.01	KASKO Full-coverage rail vehicles insurance	183,813
04.99	All other rail vehicles insurances	26,206
04	RAIL VEHICLE INSURANCE	210,019
05.01	KASKO Full-coverage aircraft insurance	581,041
05	AIRCRAFT INSURANCE	581,041
06.01	KASKO Full-coverage vessels insurance of marine vessels	0
06.02	KASKO Full-coverage vessels insurance of river and lake vessels	283,915
06.03	KASKO Full-coverage vessels insurance of under construction vessels	0
06.99	All other vessels insurances	3,368
06	VESSELS INSURANCE	287,283

07.01	Insurance of goods in international transit	822,155
07.02	Insurance of goods in domestic transit	246,739
07.03	Insurance of goods during storage	222
07.99	All other goods-in-transit insurances	84,036
07	GOODS-IN-TRANSIT INSURANCE	1,153,152
08.01	Insurance against fire and other perils outside industry and crafts	3,980,328
08.02	Insurance against fire and other perils in industry and crafts	3,478,472
08.03	Insurance of electric supply companys property against fire	1,002,182
08.99	All other property insurances against fire and other perils	860,793
08	PROPERTY INSURANCE AGAINST FIRE AND OTHER PERILS	9,321,775
09.01	Insurance against burglary and vandalism	879,427
09.02	Insurance against glass breaking	377,121
09.03	Combined insurance of household items	1,307,628
09.04	Insurance of machines against breakdown	3,649,364
09.05	Insurance of electric supply plants equipment against breakdown	1,765,006
09.06	Insurance of buildings under construction	1,395,021
09.07	Insurance of buildings under installation	443,451
09.08	Film companies insurance	518
09.09	Crop and yield insurance	4,440,831
09.10	Animal insurance	1,777,454
09.11	Combined computer insurance	218,346
09.13	Combined mobile equipment insurance	2,030,508
09.14	Insurance of stocks in cold-storage plants	64,323
09.99	All other insurances	1,740,831
09	OTHER PROPERTY INSURANCES	20,089,830
10.01	Compulsory third party liability motor insurance	45,585,909
10.02	Insurance of transporters against liability for goods during transport	643,413
10.99	All other motor vehicle liability insurances	4,343
10	MOTOR VEHICLE LIABILITY INSURANCE	46,233,666
11.01	Compulsory third party liability aircraft insurance	290,662
11.99	All other aircraft liability insurances	0
11	AIRCRAFT LIABILITY INSURANCE	290,662
12.01	Compulsory third party liability marine insurance	18
12.02	Compulsory third party liability insurance of owners of river and lake vessels	31,912
12.03	Liability insurance of repairers of vessels	0
12.04	Liability insurance of marina owners and operators	272
12.05	Insurance of transporters against liability for goods during transport	2,048
12.99	All other vessel liability insurances	82,334
12	VESSELS LIABILITY INSURANCE	116,583

13.01	General liability insurance	1,885,796
13.02	Insurance of producers against liability for defective products	231,148
13.03	Contractual liability insurance of building contractors, acting professional supervision and technical inspection	139,332
13.04	Contractual liability insurance of installation contractors	17,994
13.05	Liability insurance of hazardous material owner during transport	25,052
13.06	Audit companies liability insurance	31,774
13.07	Executors liability insurance	9,590
13.08	Lawyers liability insurance	51,722
13.09	Doctors liability insurance	51,824
13.10	Design liability insurance	238,566
13.11	Liability insurance for public notaries	15,682
13.12	Insurance brokerage firms liability insurance	3,822
13.13	International carriers liability insurance	19,646
13.14	Domestic carriers liability insurance	8,688
13.15	Liability insurance in rail traffic	42,013
13.16	Bankruptcy trustee liability insurance	3,631
13.17	Real estate intermediaries liability insurance	11,054
13.18	Liability insurance for clinical trials	82,827
13.20	Tour operators liability insurance	17,173
13.99	All other general liability insurances	529,198
13	GENERAL LIABILITY INSURANCE	3,416,533
14.01	Insurance of insurance holders' money receivables from juridical and other persons	737,481
14.02	Insurance of insurance holders' receivables on the grounds of granted consumer loans	190,759
14.03	Insurance of insurance holders' receivables on the grounds of granted housing loans	273
14.05	Export insurance against commercial risks	60,567
14.06	Insurance of insurance holders' receivables on the grounds of other granted loans	
14.99	All other credit insurances	817,447
14	CREDIT INSURANCE	1,806,527
15.01	Warranty insurance	131,080
15.02	Insolvency travel organizer insurance	69,456
15.99	All other warranty insurances	101,308
15	WARRANTY INSURANCE	301,844
16.01	Insurance against stoppage of work due to fire perils	804,289
16.02	Insurance against stoppage of work due to breakage perils	146,944
16.03	Insurance of various events due to atmospheric precipitation	0
16.04	Insurance against damage arising from the purchase of currency counterfeits	27
16.05	Insurance against damage related to funds on citizens current accounts and payment and credit cards	656
16.06	Insurance against tourist travel cancellation risks	14,691
16.07	Financial loss insurance against the risk of unemployment and sick leave	175,499
16.99	All other various financial loss insurances	617,519
16	FINANCIAL LOSS INSURANCE	1,759,624

17.01	Lawyer expenses and other expenses for legal proceedings	277
17.99	All other legal expenses insurances	6,102
17	LEGAL EXPENSES INSURANCE	6,379
18.01	Road vehicle travel assistance	136,131
18.02	Medical travel insurance including assistance while travelling outside the place of residence	3,951,108
18.99	All other travel assistance insurances	5,720
18	TRAVEL ASSISTANCE INSURANCE	4,092,959
TOTAL NON-LIFE INSURANCE (01-18)		124,743,960

20.01	Life insurance payable in the event of death	8,878,299
20.02	Endowment insurance	5,995,618
20.03	Life insurance payable in the event of death and endowment insurance mixed insurance	11,508,149
20.04	Term life insurance	564,107
20.05	Return of premiums life insurance	1,624
20.99	All other life insurances	276,848
20	LIFE INSURANCE	27,224,643
21.01	Annuity insurance	475,056
21	ANNUITY INSURANCE	475,056
22.01	Accident insurance	1,511,178
22.02	Health insurance	531,227
22	SUPPLEMENTARY INSURANCE ALONG WITH LIFE INSURANCE	2,042,405
24.01	Marriage and birth insurance	1,608
24	MARRIAGE AND BIRTH INSURANCE	1,608
25.03	Life insurance payable in the event of death and endowment insurance - mixed insurance linked with units of investment funds	766,357
25	LIFE INSURANCE LINKED WITH UNITS OF INVESTMENT FUNDS	766,357
TOTAL LIFE INSURANCE (20 - 25)		30,510,070

TOTAL (LIFE INSURANCE + NON-LIFE INSURANCE)		155,254,030
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Source: CCIS.

Note: Preliminary data.

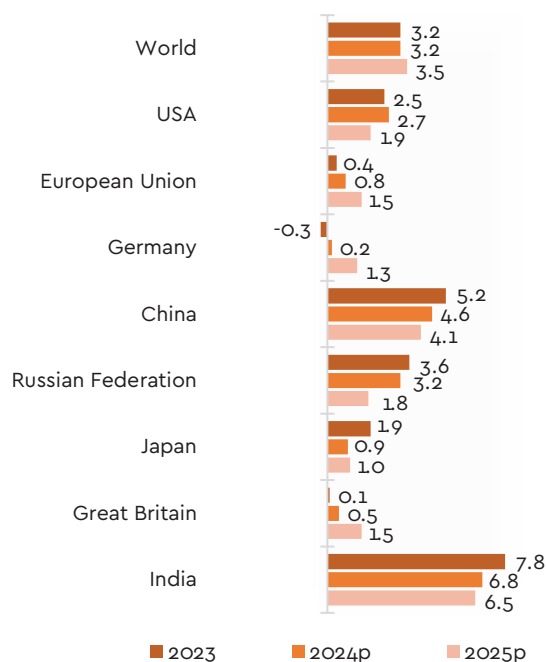
ECONOMIC ACTIVITY

Macroeconomic Overview

According to the latest World Bank Report on Global Economic Prospects, as the middle of the current decade approaches, which was marked as a decade of transformation for the world economy at the beginning of the new economic cycle, given that it was estimated to represent a breakthrough in economic development, the global economy will achieve a negative record by the end of 2024: the slowest GDP growth in the last 30 years. Nevertheless, after the end of another business year, the global economy is definitely in a better place than it was a year ago: the risk of a global recession has receded, primarily due to the strength of the U.S. economy, whereas global inflation is generally stabilized due to an aggressive monetary policy. However, growing geopolitical tensions could create new short-term hazards for the world economy, whereas the medium-term outlook for many advanced economies is not very optimistic, primarily due to the slowdown in growth in most advanced economies, slow global trade and disincentive financial conditions. Global trade growth in 2024 is expected to be only half the average of the decade before the Covid-19 pandemic. The World Bank expects global growth to slow down for the third consecutive year – from 2.6% in 2023 to 2.4% in 2024, nearly 75 basis points below the 2010s average. Advanced economies expect economic activity to grow by 1.2%, whereas developing economies will record growth of 3.9% in the current year, which is about 1 p. p. below the decade average. Meanwhile, borrowing costs for developing economies, especially the ones with poor credit ratings, are likely to remain very high, with global interest rates remaining at their highest levels in four decades in inflation-adjusted terms.

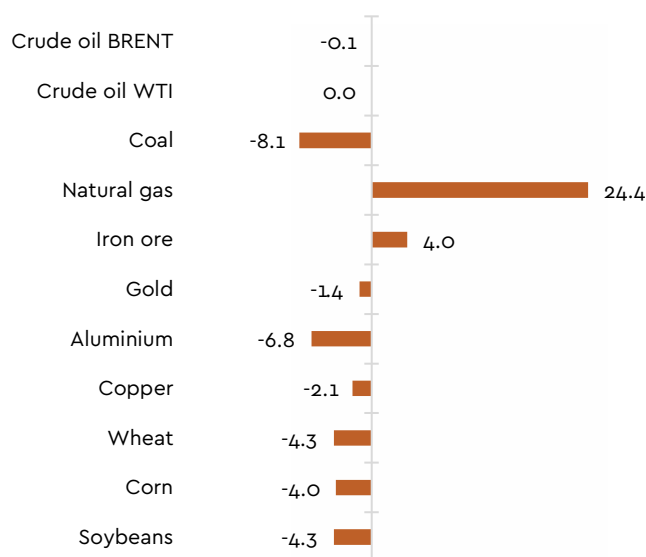
According to the previous data, the global slowdown caused by the Covid-19 pandemic and the Ukrainian crisis had fewer negative consequences for Serbia as compared with the most European countries, primarily due to the economic structure, macroeconomic stability, as well as the previously created fiscal space from which state financial aid to businesspeople originated. The economy of Serbia achieved a growth of 2.5% in 2023 measured by the **real growth rate of gross domestic product**, which can be characterized as a relatively good economic result, bearing in mind all the economic and geopolitical challenges in that year. International financial institutions such

GDP growth/decline projection for the world's largest economy for 2023, 2024 and 2025 (in %)



Source: IMF.
(p – projection)

Change in the price of energy, metals and the most important agricultural products in December 2023 compared to the beginning of the year, in %



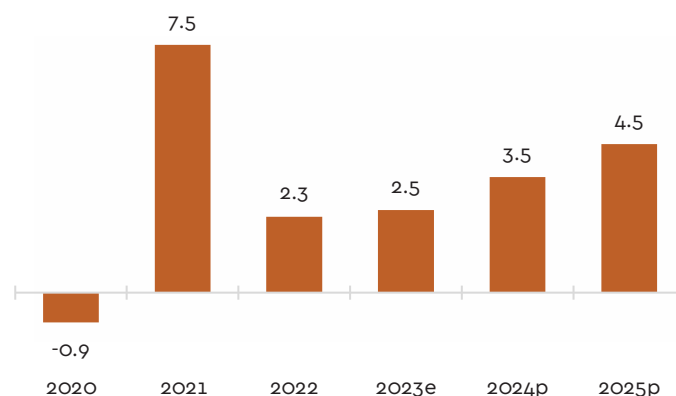
Source: Bloomberg L.P.

as the World Bank and IMF, estimate the growth of the Serbian economy at 3.5% in 2024. According to the latest projection of the National Bank of Serbia, an acceleration of the real GDP growth of Serbia is expected in the range of 3.0% to 4.0%, with the central value of the projection of 3.5%. In 2024, the growth will be driven by growth in domestic demand: higher private consumption will be driven by further growth in employment and salaries and investment growth will be driven by implementation of projects in the field of transport, energy and communal infrastructure. The NBS projects that, due to the expected growth of investments and private consumption, imports will grow faster than exports, which will result in negative net export. The growth projection for 2025 and 2026 was corrected upwards by the leading monetary institution of Serbia, in the range of 4% to 5%, due to the expected realization of the investments planned for implementing the specialized exhibition EXPO 2027.

The major challenges faced by the population in Serbia, in 2024, are disruptions in demand and supply of the staple food making up the main consumer basket of every consumer. It is mitigating that the prices of these products are kept under control, and to a certain extent stabilized. However, it should be taken into account that these are short-term instruments, which can have adverse effects in the long run. On the other hand, this year's target growth rate is affected by high inflation, tight monetary conditions, which slow down the lending activity of corporate and citizens, geopolitical risks (the Ukrainian crisis, the latest situation in the Middle East), rising tensions in Kosovo and Metohija, disruptions in global supply chains, etc.

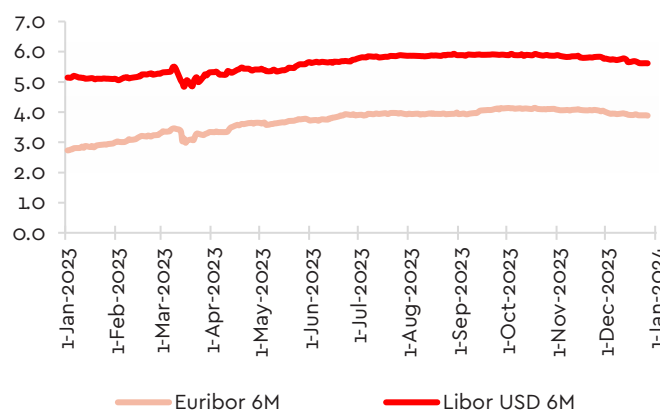
The reference interest rate has been increased six times in 2023 and currently amounts to 6.5% (since July 2023). The trend of maintaining high interest rates is in effect in a large number of economies all over the world, regardless of their level of development, and it represents an effective instrument for curbing high inflation in a situation of increased economic (and geopolitical) risks. Interest rates, inter alia, increased by 25 and 50 basis points so that investment activity would not be jeopardized.

Real GDP growth of the Republic of Serbia (in %)



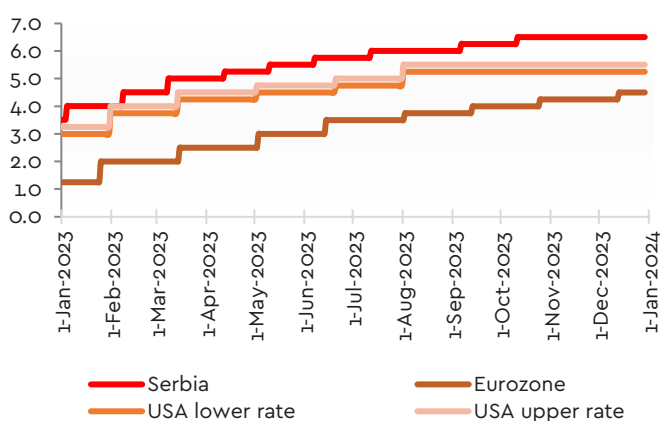
Source: SORS, NBS.
(e – SORS estimate, p – NBS projection)

Interest rates trend in Serbia in 2023



Source: Bloomberg L.P.

Trends in key interest rates in Serbia, Eurozone and USA in 2023



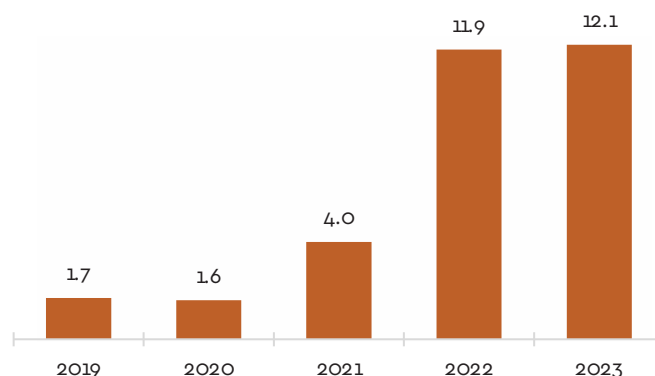
Source: Bloomberg L.P.

In the period January–December 2023, the **inflation** amounted to 12.1%, which is considerably above the NBS target limit (3.0% ± 1.5 percentage points). In December 2023, as compared to the same month in 2022, the inflation amounted to 7.6% which shows that it is gradually approaching the target range, but that the process will be very long and slow. The high inflation in this period of the year was mainly driven by the increase in the prices of food and non-alcoholic beverages, as well as the increase in the prices of energy sources. According to the NBS projection, inflation reached its maximum in the first quarter of 2023 and it has been declining since April returning to a single-digit level in October and slowing to 8.0% YoY in November. Inflation will decline throughout the projection period – its return to the target range is expected in mid-2024, and it is expected to approach the central value of the target at the end of the year. According to the results of the *Ipsos* survey as of August 2023, the inflation expectations of the financial sector one year ahead are on the decline (*Ipsos* November 5.7%, *Bloomberg* December 4.5%), whereas expectations for the next two and three years are lower and are within the NBS target limit.

According to the data of the Ministry of Finance, a **consolidated budget deficit** of about EUR 1.5 billion was recorded in the period January–December 2023. At the end of December 2023, the **share of public debt in the GDP of Serbia** was 52.3%, which is a decrease of about 2.8 percentage points as compared to the level in December 2022. The medium-term fiscal framework envisages a gradual reduction of the general government deficit to 1.5% of GDP by 2024 and maintaining the share of public debt in GDP below the Maastricht limit (60%). On the other hand, the Fiscal Strategy envisages a budget deficit of 2.8% of GDP in 2023.

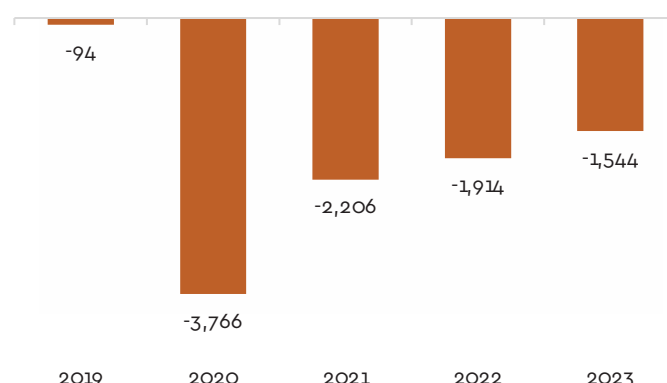
In 2023, all three credit rating agencies (*Fitch Ratings*, *Standard and Poor's*, *Moody's*) confirmed Serbia's credit rating to be by one level below the investment (BB+, BB+, Ba2) with the stable prospects for further improvement in the coming period. S&P states the international business environment is still uncertain, however, Serbia manages to balance external challenges by positive trends and adequate economic policies. The Agency states that the stable Serbia's prospects for further increase of its credit rating take into account the

Consumer prices
(in %, as compared with
the same period previous year)



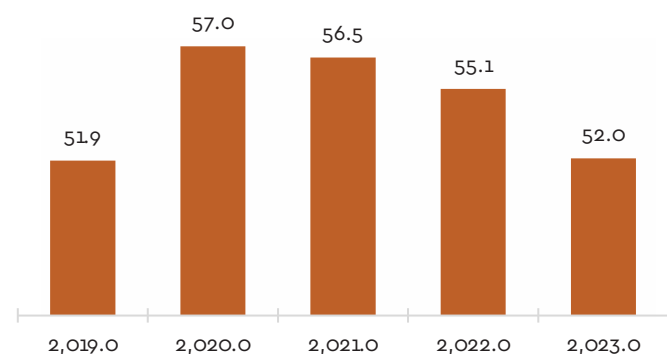
Source: SORS.

Consolidated fiscal balance
of the Republic of Serbia (in EUR million)



Source: Ministry of Finance, precalculation by CCIS.

Public debt of Serbia
(central country level, in GDP %)



Source: Ministry of Finance.

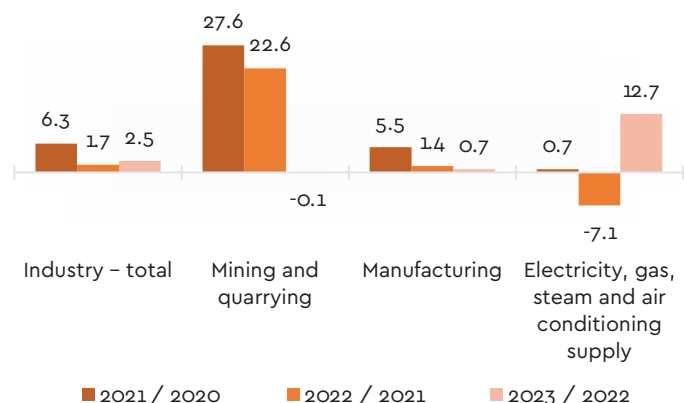
fact that the national economy continues to record a growth, although the economic activity slows down in the Eurozone countries, which are our most important trade partners, such as Germany and Italy.

In the period January–December 2023, the **industrial production** increased by 2.5%, as compared with the same period in 2022. The highest growth in production was recorded in the electricity, gas, steam and air conditioning supply sector (12.7%), whereas the manufacturing industry recorded the lowest rise (0.7%). A 0.1% decrease in the production was recorded in the mining sector in the same period.

The total **foreign commodity trade** of Serbia, in the period January–December 2023, amounted to EUR 65.5 billion, which is a decline of 1.7% as compared with the same interval of 2022. Goods were exported in the value of EUR 28.6 billion, which is an increase of 3.6%, while the imports of goods amounted to EUR 36.9 billion, with the recorded year-on-year drop of 5.4%. The commodity trade deficit amounted to about EUR 8.3 billion, whereas the coverage of imports by exports increased year-on-year by 7 percentage points and amounted to 77.5%. The deficit decreased by 27.2% at the year-on-year level, primarily as a result of a drop in the price of energy sources in the global market, as well as lower supply of raw materials and materials for production such as fertilizers, metal ores, and other products.

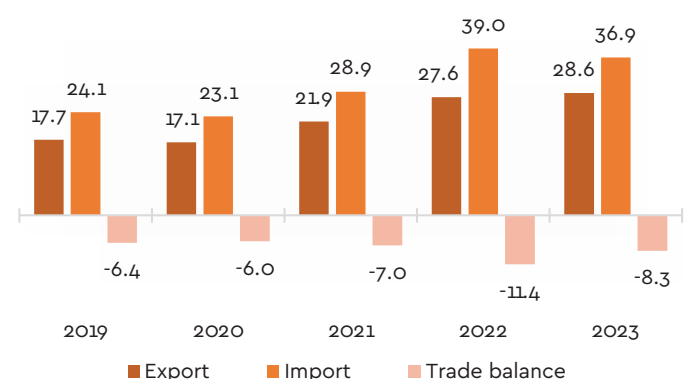
In the period January–December 2023, Serbia reached the **surplus in trade in services** of EUR 3.0 billion, with the year-on-year increase of 30.4%. Taking into account the progressive development of this sector in recent years, it is reasonable to expect the year 2023 to be a new record year when it comes to surplus in trade in services, primarily owing to telecommunication services, computer and information services (ICT sector). ICT sector in Serbia, except for recording excellent export results, increasingly contributes to the total growth in turnover, total number of employees and gross domestic product, i.e. increasing gross domestic product. In addition to them, business services (management counselling, research and development, and other technical services) make the largest contribution to reducing the deficit in trade and payment balance of the country.

Increase/decline in industrial production, in total and according to sectors (in %)



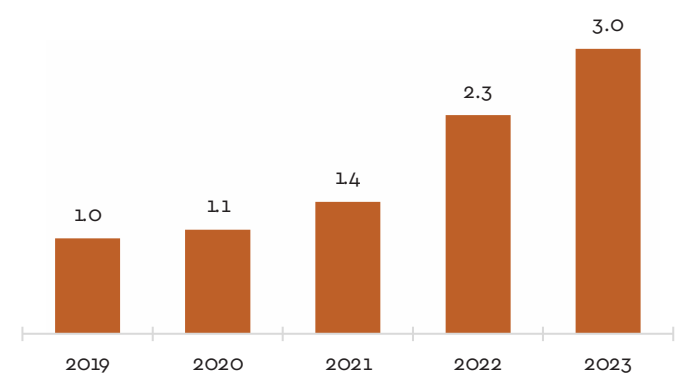
Source: SORS.

Foreign trade (in EUR billion)



Source: SORS.

Surplus in trade in services (in EUR billion)



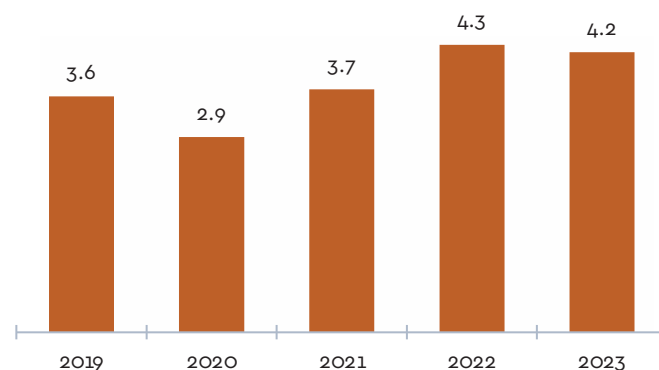
Source: NBS.

In the period January–December 2023, Serbia attracted totally EUR 4.2 billion of **net foreign direct investments**, which is the year-on-year decline of 2.5%. FDI is geographically diversified, as well, with a growing participation of countries from the European Union and the Asia-Pacific region.

According to the data of the NBS, in the period January–December 2023, **the current account balance of payment deficit** amounted to EUR 1.8 billion, which is a significant change having in mind that in 2022 a deficit in the amount of EUR 4.3 billion was recorded. However, the last year's deficit to a large extent has been determined by high price of energy sources in the global market, and has been suffering strong pressures of the current geopolitical risks since the beginning of last year. In 2023, the current account balance of payment deficit is expected to account for about 3.0% of GDP of the Republic of Serbia, which is a significant downward correction of the previous projection (3.3% of GDP) due to lower import prices of energy products and strong export growth. The IMF also agrees with this current account deficit projection in its latest report in October. In 2024, it is expected that the current deficit will be determined by the growth of investments and that it will make up about 2.2% of GDP. The current account balance of payment deficit in Serbia has been fully covered by a net FDI inflows since 2015, which is expected in the following years as well. In 2023, the inflow of remittances from abroad was recorded in the amount of EUR 3.9 billion, mainly from the German speaking countries (Germany, Austria, and Switzerland).

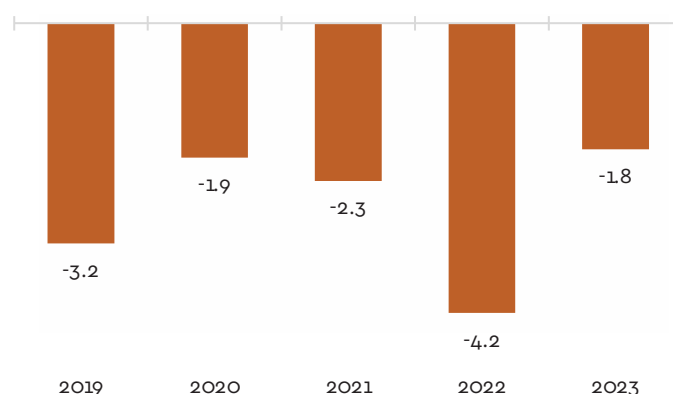
The average gross salary calculated for the period January–December 2023 amounted to RSD 118,599 (EUR 1,011), while **the average net salary** amounted to RSD 86,007 (EUR 733). As compared with the same period of the previous year, the salaries were higher in real terms by 2.4%. At the same time, medial net salary for December 2023 amounted to RSD 69,842 (EUR 596), which means that 50% of employees earned the salary lower than the above amount. With the stabilization of a growth in consumer prices in 2024, higher growth in gross and net salaries in real terms should be expected.

Net FDI
(in EUR billion)



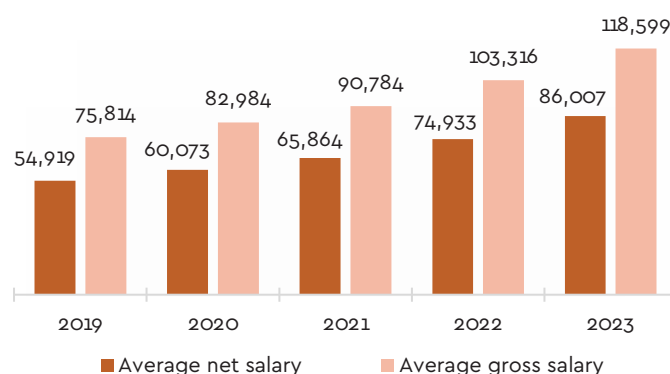
Source: NBS.

Balance of payments of the Republic of Serbia
(in EUR billion)



Source: NBS.

Average net and gross salary
(in EUR)



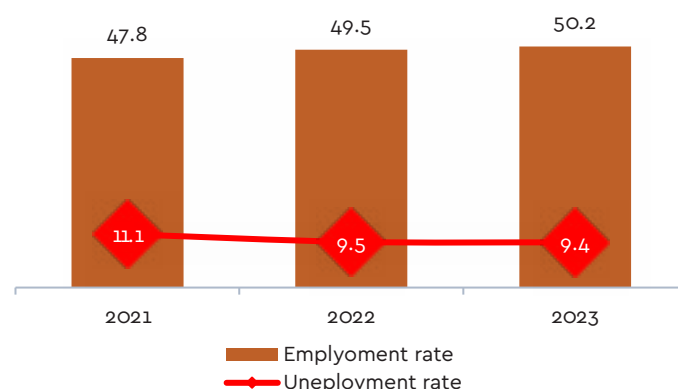
Source: SORS, precalculation by CCIS.

According to the **Labour Force Survey**, in 2023, the number of employees amounted to nearly 2.9 million, whereas 295.8 thousand unemployed persons were registered (a slightly drop of 0.2%, as compared with 2022). The **employment rate** of the population aged 15 and over amounted to 50.2%, whereas the **unemployment rate** was 9.4%. The labour market can be characterized as stable.

According to the data of the NBS, the domestic **lending activity** continued to slow down in accordance with the price growth in lending. The loan structure, in 2023, remained favourable in terms of its contribution to the economic growth led by loans for corporate investments and housing loans with citizens. In December 2023, the total domestic loans recorded a year-on-year growth of 1.1%. Lending activity slowed during 2023, which was influenced by higher interest rates due to the tightening of the monetary policy of the NBS and the ECB, the maturity of loans approved under the Guarantee Scheme, as well as the tightened credit standards of banks. Investment loans increased by 4.4% and in December accounted for 41.9% of total corporate loans, while the share of loans for liquidity and working capital amounted to 46.8% and was reduced due to high maturities of loans from the Guarantee Scheme. The loans granted to MSMEs account for 59.1% of the total corporate loans in December 2023. The stability of the banking sector in Serbia was maintained and additionally reinforced owing to the measures of the NBS, and the share of non-performing loans in total loans amounted to 3.0%.

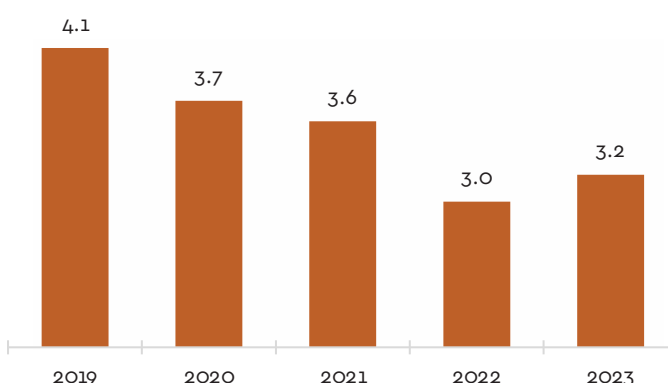
The **average foreign exchange rate**, in the period January–December 2023, amounted to 117.2513 dinars to one euro, as well as 108.4143 dinars to one American dollar. Despite numerous economic and geopolitical challenges in 2023, dinar has shown substantial level of stability against the leading currency of the Eurozone, whereas it has shown certain level of oscillations against American dollar, which has been caused primarily by the current monetary policy in the global level. The National Bank of Serbia states that the stable foreign exchange rate should be expected in the coming period without large oscillations in the value against the leading currencies.

Trends in employment/unemployment rate with the population of age 15 and over, according to the Survey on Labour Force (in %)



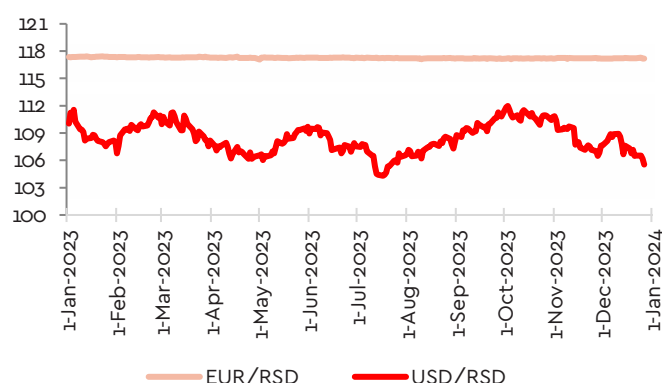
Source: SORS.

Non performing loans (NPL) share in total loans (in %)



Source: NBS.

Trends in foreign exchange rates in the last year



Source: Bloomberg L.P.

REPRESENTING INTERESTS OF THE ECONOMY

Fees and Taxes in the Area of Environmental Protection

In the market economy conditions, environmental protection is achieved by positive preventive actions of polluters, especially in the part of reduction, i.e. prevention of pollution, as well as by responsible behavior of the social community (local and regional). A normative system of revenue capture from the use of natural resources has been built in Serbia in the last few years, by applying the "user pays" principle, as well as measures to discourage negative impacts on the environment, by applying the "polluter pays" principle.

In order to achieve the goals of the environmental protection policy in the Republic of Serbia, the laws and bylaws stipulate, as one of the sources of funding, the funds charged under fees and taxes. As such, they are the revenue of the national budget, the provincial and local budgetary fund for environmental protection and are the dominant source of financing. On the other hand, fees and taxes in the field of environmental protection for business entities, as the payers of the fee, often represent a significant financial burden. However, when taking into account the great importance of prevention and protection of human health, along with the preservation of natural resources and the environment, these funds represent an extremely important investment potential to meet the needs, issues and goals of the environmental protection.

The Law on Fees for the Use of Public Goods, from December 2018, for the field of the environmental protection, defines eight fees as follows:

1. Fee for using fishing areas;
2. Fee for using protected areas;
3. Fee for collecting, using and trading in varieties of wild flora and fauna and mushrooms;
4. Fee for polluting the environment;
5. Fee for protection and improvement of the environment;
6. Fee for products that, after their usage, become special waste flows;
7. Fee for packaging or packaged products;
8. Fee for polluting waters.

Taking into consideration the importance of financing of the environmental protection, as well as the duties of the economy arising from that, an excerpt from the Law on Fees for the Use of Public Goods was developed ("Official Gazette of the RS", Nos. 95/2018, 49/2019, 86/2019 – adjusted amounts in dinars, 156/2020 – adjusted amounts in dinars and 15/2021 – additionally adjusted amounts in dinars), containing an overview of fees and taxes in this area.



Green Agenda for the Western Balkans

By signing the Sofia Declaration on "Green Agenda" for the Western Balkan countries (WB), at the WB Summit within the framework of the Berlin Process Initiative, on 10 November 2020, the countries from the region **have recognized the European green deal as a new strategy of EU growth aimed at having a modern, climatic neutral and competitive economy utilizing resources in an efficient manner.** In this way, the signatory parties to the Declaration have agreed that the elements of the European green deal should be transferred to all mutually connected priority sectors.

Almost a year after the signing of the Sofia Declaration, **the heads of the states and governments of the countries of the Western Balkans, have reached out an agreement with the EU on the implementation of the Action Plan on Green Agenda**, which opens a path to the realization of the Economic and Investment Plan for the region worth nearly EUR 30 billion.

The countries of the region have accepted the Green Agenda for the Western Balkans, thus expressing their **commitment to implementing the actions in the areas classified in five pillars**, as follows:

1. **climate, energy, mobility;**
2. **circular economy;**
3. **pollution reduction;**
4. **sustainable agriculture and food industry;**
5. **biodiversity.**

Legislative Framework of Climate Change in the Republic of Serbia

Serbia belongs to one of the regions that are most vulnerable to climate changes in the world. Estimates show that our country is warming more and faster than the global average. While the eight-hour increase in the global mean temperature is 1.1°C, Serbia is already at 1.8°C, and in summer it is as much as 2.6°C. At the same time, since 2000, the Republic of Serbia has faced several significant extreme climatic and weather episodes, which caused significant material and financial losses, as well as the loss of human lives. The total minimum amount of material damage caused by extreme climatic and weather conditions, in the period from 2000 to 2020, amounts to 6.8 billion euros. More than 70% of the damage was caused by droughts and high temperatures caused by climate change and extreme weather events. Another major cause of heavy losses was flooding.

By adopting the Law on Climate Change ("Official Gazette of the RS", No. 26/2021), the Republic of Serbia has defined one of the main components of the institutional and legal framework needed for the fight against climate change, which is the establishment of a system for reducing greenhouse gas emissions (GHG) and adaptation to altered climatic conditions.

The subject law also provides for the adoption of the Low Carbon Development Strategy of the Republic of Serbia, adoption of which, in June 2023, has given the basis for the revision of the first Nationally Determined Contribution, in relation to which the national goal of reducing greenhouse gas emissions at the level of the entire economy was tripled, and amounts to 33.3% by 2030 (compared to 1990).



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SUPPORT TO THE ECONOMY

Incentives for Investments

Incentives can be awarded for investment projects in the production sector and for projects of shared service centres. Services of shared service centres and support to business operations are services provided by IC technologies mostly to the users outside the Republic of Serbia. Funds can be awarded in the sector of software development if they are in the function of product improvement or production process, or in the function of providing services of shared service centres. In addition, funds can be awarded for the investment projects in the sector of food industry and hotel accommodation in spas.

Funds cannot be used for financing investment projects in the sector of transportation, software development, accommodation and hospitality services, trade, lottery, production of synthetic

fibres, coal and steel, mining, tobacco and tobacco products, arms and ammunition, ship production of sea ships of more than 100bt, airport, utility sector, energy sector, broadband networks, fishery and aquaculture.

Type and amount of the funds that can be awarded for investments

The user of the funds is obliged to participate with at least 25% of justified costs from personal assets or other sources, which do not contain state aid. The maximum funds that can be awarded for investment projects for:

- LARGE business entities up to 50% of justified costs,
- MEDIUM business entities up to 60% of justified costs,
- SMALL business entities up to 70% of justified costs.

The amount of the funds that can be awarded for investments for large companies

justified costs of
investments
up to 50 mn EUR

the part of justified costs of
investments
between 50 and 100 mn EUR

the part of justified costs of
investments
above 100 mn EUR

up to 50%

up to 25%

up to 17%

Justified costs are investments in a material and nonmaterial asset or justified costs of labour expenses for two year period following the realization of an investment.



Terms of awarding the funds for investment projects in the sector of production and service centres are as follows:

Units of territorial level (NSJ2)	Minimal number of jobs created	Minimal amount of the funds invested (EUR)	Approved incentives	The Council can additionally approve	
			Incentives for justified costs of labour expenses for two year period	Incentives for eligible costs of investment in fixed assets	Additional incentives for labour-intensive investment projects
The region of Belgrade	50	500,000	20%, but no more than 2,000 € for every job created	+10%	more than 100 jobs created + 10% of the amount of justified costs of labour expenses for two year period
The region of Vojvodina	40	400,000	25%, but no more than 3,000 € for every job created	+15%	more than 200 jobs created + 15% of the amount of justified costs of labour expenses for two year period
The region of Sumadija, west, east, south Serbia and Kosovo i Metohija	30	300,000	30%, but no more than 5,000 € for every job created	+30%	more than 500 jobs created + 20% of the amount of justified costs of labour expenses for two year period
Service centers	15	150,000	-	-	

Right to apply for the incentives, regarding the following EXPO BELGRADE 2027 international exhibition, have the investors who want to build hotels of the category of 3 or more stars, with minimum of 50 accommodation units with that begin the construction work until the end of 2024. Minimum value of the investment has to be 5 million euros, or 2 million euros for the reconstruction of the hotel. It is necessary that investment takes place in Belgrade region and remains in the form of the hotel at least for a 5-year period. Investment incentive can be awarded up to the amount of 20% of justified expenses for the investment.





For the investments of no special purpose, additional 10% are awarded for the costs of investment in fixed assets, regardless of the level of development of municipality in which it is invested.

For investments in Food Industry, funds can be awarded only for investments of minimum 2 million euro and 30 new jobs created. The amount of incentives depends on the level of development of the municipality according to the next scale:

Level of the local government development	Approved incentives	Incentives for eligible costs of investment in fixed assets
	Incentives for justified costs of labour expenses for two year period	
I	20% but no more than 3,000 EUR for every job created	For investing up to 20 mn EUR additional 20%
II	25% but no more than 4,000 EUR for every job created	
III	30% but no more than 5,000 EUR for every job created	For investing from 20 – 40 mn EUR additional 10%
IV	35% but no more than 6,000 EUR for every job created	For investing over 40 mn EUR additional 5%
Devastated region	40% but no more than 7,000 EUR for every job created	

For investments in Hotel Industry, funds can be awarded only for investments of minimum 2 million euro and 30 new jobs created. The amount of incentives depends on the level of development of the municipality according to the next scale:

Level of the local government development	Approved incentives	Incentives for eligible costs of investment in fixed assets
	Incentives for justified costs of labour expenses for two year period	
I	20% but no more than 3,000 EUR for every job created	For investing up to 30 mn EUR additional 20%
II	25% but no more than 4,000 EUR for every job created	
III	30% but no more than 5,000 EUR for every job created	
IV	35% but no more than 6,000 EUR for every job created	For investing over 30 mn EUR additional 10%
Devastated region	40% but no more than 7,000 EUR for every job created	

Besides state subsidies there are other types of benefits that investors can acquire like custom benefits for new equipment, various tax incentives, benefits from free trade agreements that Serbia has signed with other countries etc.

Incentives can be awarded to a company from food industry, for the realization of the investments in automatization of the existing capacities if the minimum amount of the funds invested is 1.000.000 euros. The deadline for completing the investment is three years with the possibility of extending it to five years. The investor can get 20% of the justified costs, but only after the public invitation for applications is announced on the web site of the Development Agency of Serbia or Ministry of Economy.

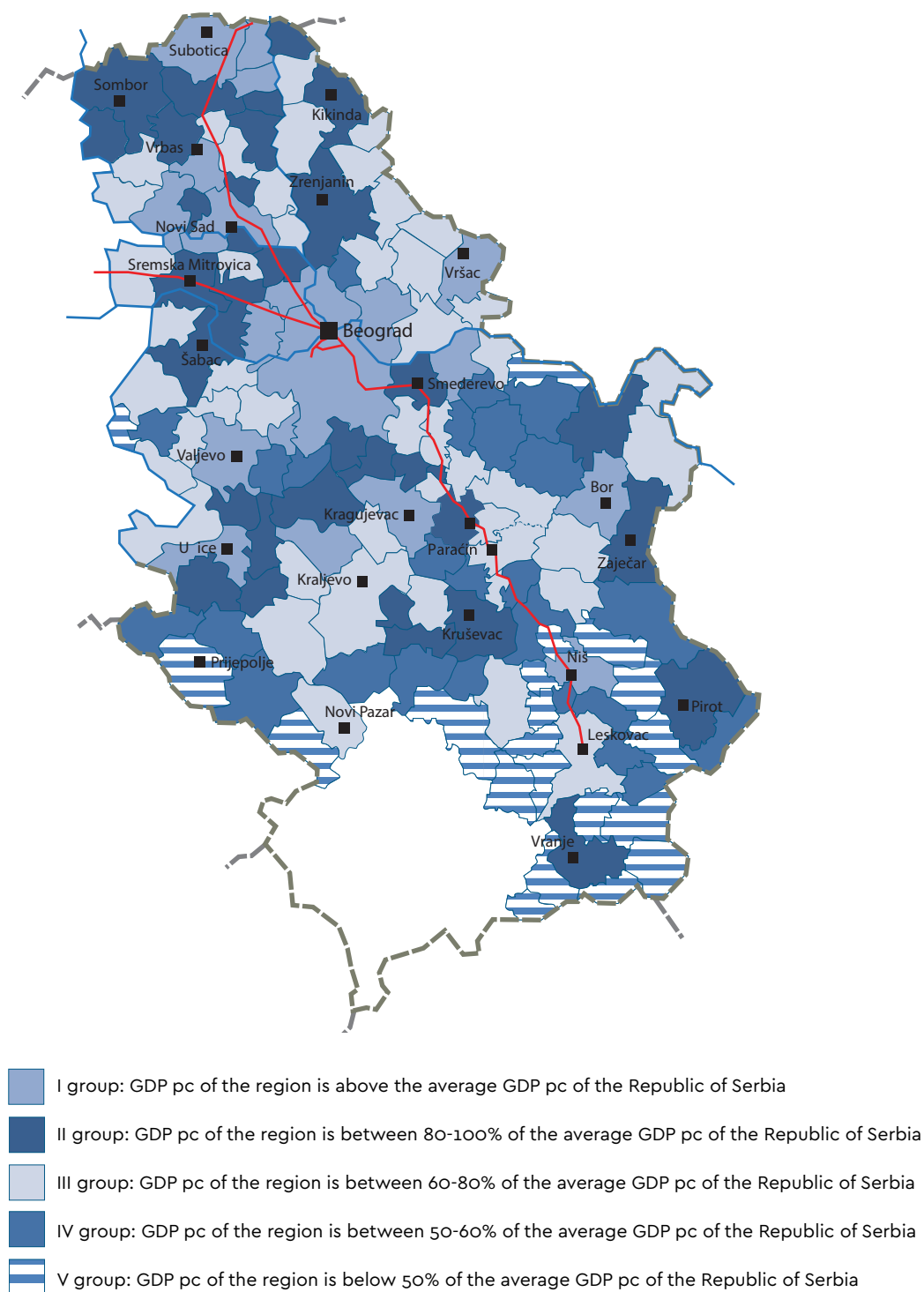
According to Regulation on criteria for awarding incentives in automatization of the existing capacities

and innovations funds can be awarded for investment projects in the field of Industry that create great added value and which include automatization of production process or create innovation. When investing in automatization of the process, user can get 25% of justified expenses for investing in material and non material assets. Condition to be fulfilled is that amount of the investment is over 5 million euros.

More information about this you can find in our publication [Benefits for investors](#).



Level of Development of Local Governments



Source: Regulation on the Determination of the Unique List of Development of Regions and Municipalities in 2014 ("Official Gazette of Republic Serbia", 104/2014).





Center for Digital Transformation of the Chamber of Commerce and Industry of Serbia

As a response to the challenges of the global trend of digitalization, the Chamber of Commerce and Industry of Serbia, with the support of GIZ, established the Centre for Digital Transformation (CDT), as an instrument to support the MSME sector in the process of digital transformation. CDT enables to respond in an efficient and transparent way to all challenges of economy digitalization, through education, consulting, as well as creating strategic partnerships with technology promoters, on the one hand, and companies that would apply these solutions in their business, on the other. The project of establishing and developing the Centre for Digital Transformation is supported by both the GIZ – German Organization for International Cooperation and the Austrian Chamber of Economy – WKO.

For five years of operation, CDT has directly aroused interest of nearly 3,000 companies in the CDT programme, and a significant number have implemented technological solutions developed through consulting with CDT certified consultants (68 consultants trained and certified according to ISO 17024 standard).

The specialized **online Digital Academy** is an interactive platform designed primarily for the education of owners and managers in micro, small and medium enterprises in Serbia, who want to improve their knowledge and skills in the domain of digital transformation. All those interested can apply through the website www.digitalnaakademija.rs.



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Support to Innovation

The Innovation Service of the Chamber of Commerce and Industry of Serbia is engaged in the process of development, promotion and improvement of the institutional framework for the innovative ecosystem in Serbia. It also provides information on available funding sources, seminars, workshops on innovation and intellectual property rights. It actively cooperates with the competent state institutions: Ministry of Education, Science and Technological Development, Cabinet of the Minister without Portfolio in charge of Innovation and Technological Development, Fund for Innovation Activity, Intellectual Property Office and others.

The [Council for Cooperation between Science and Economy](#) was established within the Innovation Service, as an expert consultative body of the Management Board of the Chamber of Commerce and Industry of Serbia. Members of the Council are representatives of the business sector, universities, research organizations, ministries, institutions that fund innovations and infrastructure support companies, which are recognized for their engagement and commitment to creating an innovative ecosystem that stimulates the emergence and development of high-tech and fast-growing companies at the national, regional and local level in Serbia. A platform of the Council for Cooperation between Science and Economy (www.nip.rs) has been created, which promotes cooperation and achieved results of all players in the field of innovation, where all relevant information can be found.

Since 2020, the Innovation Service has established the Open Innovation Club within with the aim of encouraging cooperation between large and medium-sized companies with domestic start-ups and small enterprises, and supporting the development of the domestic market and the development of new solutions. As a partner in the organization of the Competition "Best Technological Innovation", the Service is active in introducing the members to new approaches and technologies in business and raising awareness of the importance of the economy based on knowledge and innovation.



CCIS Innovation Department
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ATA Carnet – Your Passport for Goods – Saves Time and Money

Do you want to conquer new buyers and markets in Serbia, participate at international trade fairs and exhibitions, sports tournaments, exhibit your samples, do a business with your professional equipment, exhibit artwork, or participate in international music festivals?

You need to cross a border quickly and simply, without paying customs duties or giving special guarantees – ATA CARNET ensures you do this!

What is an ATA Carnet? ATA Carnet is the simple international customs document used for temporary importation of goods into a foreign country with the validity period of up to one year.

The advantages of ATA Carnet: one document for all customs transactions (temporary exportation, importation, transit), obtained at your National Guaranteeing Association (NGA) valid for a period of one year, a wide spectrum of goods, no deposits and guarantees, time and money saving, simpler procedure at the customs.

The type of goods that mostly require ATA Carnet: goods for exhibitions and fairs, broadcasting equipment, scenography, hand tools, measuring instruments, samples of clothes and footwear, sport equipment for sport events, music instruments, animals for exhibition, race or training, cultural events, artworks, medical, scientific, educational equipment and many others.



Passport for goods

Under ATA Carnet it is forbidden to export or import consumable and perishable goods, goods intended for processing, finishing or repairing.

Year	Number of issued ATA Carnets (in Serbia to the World)	Value of goods temporary exported	
		in RSD	in USD
2023	4,726	6,688,743,551	61,914,466
2022	4,342	6,142,313,684	57,229,475
2021	3,120	3,986,887,886	38,488,341
2020	2,131	2,336,820,461	24,155,205
2019	4,894	5,986,126,330	56,692,332
2018	4,558	6,094,548,352	58,371,700

By the number of ATA carnets issued, the Chamber of Commerce and Industry of Serbia currently ranks **ninth in the world** out of a total of 78 members of the ATA system. Since 2004, when the Chamber of Commerce and Industry of Serbia joined the ATA system, more than 5,000 legal entities and 3,500 individuals have used the ATA carnet.

As of October 5, 2023, the Chamber of Commerce and Industry of Serbia has been issuing both **paper and digital ATA carnets (e-ATA)**. Users receive and store these documents in digital form on their electronic devices. The complete digitalization of the entire process and the official use of e-ATA will follow the digitalization of most customs offices in the ATA system member countries.

How to obtain an ATA Carnet?

Please find a [National Guaranteeing Association \(NGA\)](#) in your country, and contact your ATA manager.



Contact information for Serbia:
Chamber of Commerce and Industry of Serbia, TIR and ATA Department
Krunska 26, 11000 Belgrade
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Ensure Yourself a Successful Business Worldwide

Do you want to have a fruitful cooperation with the countries abroad? Do you need a legal security? Are you fatigue from excessive documentation?

You need a quick, efficient and simple solution for a fruitful cooperation abroad – it is ensured with the publications of the International Chamber of Commerce Serbia (ICC Serbia)!

What is ICC? ICC is **the oldest and biggest business association** established in 1919. ICC counts 6.5 million members from 130 countries all around the world. ICC operates for the benefit of the open global economy on creation and production of international rules and standards, as well as on adoption of recommendations for solving issues. The ICC rules are recognized worldwide, and represent a successful business standard that substantially reduces business costs and uncertainty. Best experts and practitioners from the entire world gathered by ICC are involved in the elaboration of these rules. The Chamber of Commerce and Industry of Serbia is the founder of the National Committee of the International Chamber of Commerce from Paris. Our country membership in ICC dates back to 1927.

Best-selling ICC Publications

The International Chamber of Commerce Serbia has been facilitating for years now business operations to Serbian businessmen trading abroad. With its exclusive right to publish, the National Committee of the International Chamber of Commerce Serbia has the great pleasure of presenting to you the best-selling bilingual publications (English/Serbian) of the International Chamber of Commerce from Paris:

- **Incoterms 2020** – the official ICC rules for the interpretation of trade terms reflect the business practice recognized all around the world; they have existed since 1936, and have been revised every ten years in compliance with new international trade tendencies; they are a part of the recognized cannon that defines buyers and sellers' obligations.
- **ICC Uniform Rules for Demand Guarantees including model forms – URDG 758** – clear, precise, and comprehensive URDG rules for independent guarantees that represent the international practice of usage of demand guarantees, level legitimate interests of a beneficiary, applicant, and guarantor.
- **ICC Uniform Rules for Bank-to-Bank Reimbursements under Documentary Credits – URR 725** – the rules for reimbursements are to aid banks regarding reimbursement issues or reimbursement undertaking.
- **ICC Uniform Rules for Collections with comments – URC 522** – contains a text of uniform rules for collections and comments of every member; comments are guidelines to practical issues faced by all participants in collection operations, and their role in the international trade;
- **International Standard Banking Practice for the Examination of Documents under Documentary Credits – ISBP 681** – the interpretation of the provisions of the ICC uniform customs and practice for documentary credits; it involves an overview of bills of exchange, insurance documents, certificates of origin, and other documents relating to credits.
- **ICC Uniform Rules for Bank Payment Obligations** – enable banks to reduce risks in international trade for the benefit of buyers and sellers; they are intended for bankers, salesmen, lawyers, and all practitioners.
- **ICC Uniform Customs and Practice for Documentary Credits – UCP 600** – contain significant provisions in the field of transport, insurance, and compliance that make up the base for documentary credit transactions. UCP involves Article "Definitions" for the purpose of explaining the key terms, then changed practice for rejection warning, and other amendments. In addition, it includes eUCP Version 1.1. – 1. 2. of Articles that are supplement to UCP governing the document presentation in an electronic form. The UCP rules are vital components in international trade, and as such they are necessary for bankers, companies engaged in foreign trade, transport, freight forwarding, as well as for lawyers, academicians, and all others operating with documentary credits.

- **ICC Model International Sale Contract** – a flexible and clear contract model that provides buyers and sellers with instructions, and contains the general and specific terms and conditions.
- **ICC Short Form Model Contract** – a short form of contract that covers the essence of contract on representation and distribution. These contract models contain general and specific conditions with comments on specific issues and a test of applicable business needs.
- **ICC Model International Franchising Contract** – a contract model that provides franchising participants with a universal international recognized contract form that protects rights and defines obligations of franchising participants. To that end, the contract includes most used clauses in franchising contracts, proposes possible solutions where individual ones are not possible, enables contract parties to involve special requests in certain points, provides an Annex that parties can amend and supplement without altering the underlying text of the contract, provides a system for resolving issues, and contains the detailed comment for explaining changeable commissions.



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Fastest Way to International Partner – EEN Network

The Chamber of Commerce and Industry of Serbia is a member of the [Enterprise Europe Network](#) and coordinator of the EEN Serbia Consortium. EEN services are primarily intended for small and medium-sized enterprises as a tool in the internationalization of their business. The goal of the Enterprise Europe Network is to help enterprises find more easily and quickly their international partners by searching for free the [Business Cooperation Database](#) and participating at international [business meetings and missions](#).

EU Integration Centre

The EU Integration Centre of the Chamber of Commerce and Industry of Serbia coordinates activities regarding the EU integration, with the aim of representing the interests of the economy of Serbia on its path to the EU membership. The activities implemented by the EU Integration Centre are carried out through three pillars by:

1. Representing the interests of the economy in Serbia's EU accession process,
2. Supporting companies when applying for EU programmes and funds, and assisting them to access the sources of funding, and
3. Providing services of the Enterprise Europe Network.



CCIS Centre for the EU Integration
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Calendar of Fairs Realized in 2023

6 – 10 February

PRODEXPO

International Fair of Food Products
in Moscow, Russian Federation

8 – 10 February

FRUIT LOGISTICA

International Fair of Fresh Fruit and Vegetable
in Berlin, Germany

14 – 17 February

BIOFACH

International Fair of Organic Food Products
in Nuremberg, Germany

20 – 24 February

GULFOOD

International Fair of Foodstuff
in Dubai, UAE

14 – 16 March

EMBEDDED WORLD

International Fair of Integrated Electronics
in Nuremberg, Germany

19 – 21 March

PROWEIN

International Fair of Wine and Spirits
in Dusseldorf, Germany

2 – 5 April

VINITALY

International Wine and Spirits
In Verona, Italy

17 – 21 April

HANNOVER MESSE

International Fair of Industrial Technology
in Hanover, Germany

2 – 6 May

INTERNATIONAL ECONOMIC FAIR

International Fair in Mostar,
Bosnia and Herzegovina

23 – 24 May

PLMA

International Fair of Private Label
in Amsterdam, the Netherlands

20 – 22 June

THE SAUDI FOOD SHOW

International Fair of Food Industry
in Riyadh, Saudi Arabia

23 – 27 August

GAMESCOM

International Gaming Industry Fair
in Cologne, Germany

3 – 5 October

FRUIT ATTRACTION

International Fair of Fresh Fruit and Vegetable
in Madrid, Spain

7 – 11 October

ANUGA

International Fair of Food Industry
in Cologne, Germany

16 – 20 October

GITEX

International Fair of Technology
in Dubai, UAE

20 – 22 October

OMEK

International Fair of Agriculture and Food Industry
in Budapest, Hungary

24 – 27 October

A+A

International trade fair for personal protection, company safety and occupational health in Düsseldorf, Germany

5 – 10 November

CHINA INTERNATIONAL IMPORT EXPO-CIIE

China International Import Fair, in Shanghai, China

8 – 10 November

PROWINE SHANGHAI

International Wine and Spirits Fair in Shanghai, China

12 – 14 November

U.S. PRIVATE LABEL TRADE SHOW

International Brand Fair in Chicago, USA

12 – 18 November

AGRITECHNICA

International Fair for Agricultural Mechanization and Technology in Hannover, Germany

6 – 9 December

TIRANA INTERNATIONAL FAIR

International Business Fair in Tirana, Albania



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Western Balkan Suppliers Database – Market Access Platform

The Western Balkan 6 Chamber Investment Forum (WB6 CIF) is the joint initiative of six Western Balkan Chambers of Commerce and Industry that, in 2017, established a platform for cooperation aimed at providing a common voice of the business community, and promoting the region as the single investment destination. The mission of WB6 CIF is to open new opportunities for stronger networking of business communities within the region by removing the remaining barriers to the development of the regional economic cooperation.

To support the intraregional and international trade and exports of companies in the Western Balkans, WB6 CIF has developed the unique digital tool called [Market Access](#) that is composed of more modules with different operations and roles. It is designed for businessmen from all industries that are interested in being involved in both regional and global supply chains in the territory of Serbia, the Western Balkan region and worldwide. The Platform has been created with the funds of the EU support projects to the Western Balkan Chamber Investment Forum, whereas the [registration](#) and its usage are **free of charge** for all users.

The Supply Chain Module – regional supply chains is aimed at linking the WB6 companies interested in being involved in global and regional supply chains with multinational corporations (MNC) that are looking for new suppliers from the Western Balkan region. It is an online module through which the companies interested in can promote their products and services. The company profiles are visible on the [Platform](#) upon their registration (companies log in with their credentials and have to fill in all required fields). Following the creation of the company profile, users can browse the profiles of other companies and contact their potential partners.



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Education

Successful companies build their competitiveness on know-how of their employees. The Chamber of Commerce and Industry of Serbia has established the Education Centre with the aim of providing businesspeople with state of the art and continuous business education in order to improve existing and acquire new knowledge and skills. The CCIS Education Centre organizes: **specialized trainings and workshops** for employees on all positions in various business areas, **trainings based on entrusted tasks** intended for candidates for acquiring licenses or permanent professional trainings and *In-house* trainings.



CCIS Education Centre
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CCIS Business Academy

According to best practices in Europe and the world, the Chamber of Commerce and Industry of Serbia has established a Business Academy in order to respond to the increasing needs of employees for shorter education cycles, professional training, as well as obtaining qualifications and knowledge and skills that enable them to start up their own business. The CCIS Business Academy offers areas that, taken individually, fill part of the mosaic of human knowledge, and if taken as a whole, they round off knowledge on a specific field.

Through its education programmes, CCIS Business Academy provides employees with the opportunity to acquire knowledge and skills needed to perform job well, thus reducing the gap between the knowledge acquired through formal education and requirements of professional performance of activities for specific workplace.

There are topics in the field of tax system, business skills, foreign trade, business information system security, as well as many other business areas in the sectors of industry, services and agriculture.



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Dual Education

The lack of qualified experts in crafts and technical occupations that are educated in accordance with the needs of the economy is a great challenge faced by employers. At the initiative of the economy, the Chamber of Commerce and Industry of Serbia has been introducing the dual education elements into the education system of Serbia since 2013, with the aim to solving in the long term the problems with the labour force shortage faced by different industries. The initiative has resulted in the Law on Dual Education, which was adopted in November 2017 and fully implemented as of 1 September 2019.

Upon completion of the secondary vocational school, students do not have practical and applicable knowledge and skills required for the real working environment. The consequence of it is that employers have to take over the costs of training of young people on additional knowledge and skills in order to involve them into work.

The dual education is a model of secondary vocational education based on which students learn in two places: at school and in company. This model in Serbia is implemented at the secondary education level. Depending on educational profile, the students can learn in real working environment already from the first year of schooling. The students spend one, two or three days in a company weekly, which is defined by the curriculum and syllabus. The basic idea of dual education is based on the fact that theoretical knowledge is acquired at school, and the practical part of teaching takes place in companies in a real working environment.



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Project Management Centre

The Project Management Centre was established in the Chamber of Commerce and Industry of Serbia with the aim to ensure the use of the EU funds in the best possible way, as well as other forms of development aid available to the Republic of Serbia, and distributed through various financial instruments. Through the regional initiatives, in the partnership cooperation with international organizations and institutions, and the CCIS Representative Offices abroad, we implement project activities intended for strengthening the capacities of the Serbian economy in both domestic and international markets.

One of the main tasks of the Project Management Centre of the Chamber of Commerce and Industry of Serbia is to provide its members with the information on opened public calls, competition procedures, as well as the possibilities for funding projects from the international development aid. Together with you, we plan and prepare projects and project documentation for participation in EU programmes, donation and other development programmes. We are your support in managing projects, and in preparing reports during the project implementation procedures. We act as your mediator in finding project partners in the country and abroad for participating in funding programmes.



CCIS Project Management Centre
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Centre for Support to Investments and Public Private Partnership

Taking into account the fact that investment activity is one of the most valuable sources of the state economic growth and progress, the Chamber of Commerce and Industry of Serbia has particularly focused on providing support to domestic and foreign investors in the country, and on that occasion, established its Centre for Support to Investments and Public Private Partnership.

Among numerous activities for making decisions on investments and their implementation, the Centre for Support to Investments and Public Private Partnership takes an active role in promoting the business and investment environment of Serbia to business delegations, individual investors at investment conferences and business events organized in both the country and abroad. In addition, this Centre is also engaged in raising awareness of the importance of equal regional development.

The Centre for Support to Investments and Public Private Partnership prepares information on investment opportunities in Serbia, investment incentives, as well as the data on Serbia as an investment destination. Owing to the adopted initiative for amending the Law on Investments and supporting regulations from 2019, the Centre ensured the exemption from customs and other duties on import of equipment for domestic and foreign investors.

Cooperation with the Diaspora – connecting the economy of Serbia with the business and academic Diaspora, the analyses and implementation of priority programmes and projects in this field.

Chamber of Commerce and Industry of Serbia within the Project

Link Up! Srbija II promotes an investment online platform titled Business Atlas of Serbia and the Diaspora aimed at networking the business Diaspora with its native country in an easier and quicker way. The Platform can be utilized by anyone interested in – companies, entrepreneurs, individuals, as well as local self-governments that can offer their investment locations or, through networking, find potential partners for export of their products and services.



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CSR

Corporate Social Responsibility

As one of the leaders in the idea of the corporate social responsibility (CSR) development in Serbia, we have been contributing for years to the promotion of basic CSR principles, which we believe should be an integral part of the business in any sustainable company. We organize events and education in this area, participate in the promotion of business standards related to CSR, and promote transparency in reporting.

We conduct a competition and award the most successful companies with the [National Award for Corporate Social Responsibility – George Weifert](#) and organize meetings of the [Council for Corporate Social Responsibility](#), an advisory body, which was formed in July 2016 and which includes organizations that are recognized for their engagement and commitment to the principles of corporate social responsibility.



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METHODOLOGICAL NOTES

Association of Financial Institutions, according to the CA (2010), includes fields of activity: Financial service activities, except insurance and pension funding, Insurance, reinsurance and pension funding, except compulsory social security, Activities auxiliary to financial services and insurance activities (Financial services and commodity exchange activities, Security and commodity contracts brokerage, Risk and damage evaluation, Activities of insurance agents and brokers, Other activities auxiliary to insurance and pension funding, Fund management activities).

Presentation of data by activity is performed according to the Regulation on Classification of Activities („Official Gazette of the RS", No. 54/10).

From 2018, the Statistical Office of the Republic of Serbia calculates average wages on the basis of data from the records the Tax Administration. The study of wages is based on the data from the Tax Return for withholding tax (form PPP-PD). Average wages are calculated based on the amount of calculated wages for the reporting month, and the number of employees, which is shown in the full-time equivalent – FTE. All categories of employees are included, for whom their employers, i.e. economic entities, submitted to the Tax Administration a completed electronic tax return form PPP-PD, with the calculated wages. Since 1999, the Statistical Office of the Republic of Serbia has not disposed of some specific data for the Autonomous Province of Kosovo and Metohija, and therefore, they are not included in the scope of data for the Republic of Serbia (total).

The term employees implies persons who have a formal and legal employment contract, i.e. the established labour relationship with the employer, for a fixed or indefinite period; persons working outside the labour relationship, based on an engagement contract or a contract on temporary and occasional jobs; persons engaged in self-employment, or founders of companies or sole trade businesses; and persons engaged in agricultural activities, who are in the records of the Central Registry of Compulsory Social Insurance. The study on the registered employment is based on the combination of data of the Central Registry of Compulsory Social Insurance (CROSO) and

the Statistical Business Register (SBR). The data on payers of the compulsory social insurance contribution and the insured, based on the work, are obtained from CROSO. The data on business entities and their main characteristics are obtained from SBR. Distribution of employees by activity, in the context of a business entity, is done according to the structures that are formed on the basis of data on local units.

Some of the values shown in the Bulletin, are rounded up to millions or billions, with one decimal place and, therefore, the total values (summaries) do not always coincide with the sum of individual data, due to the fact that non-rounded up figures were used (which gives more accurate data).

Abbreviations used: GDP – Gross Domestic Product, GVA – Gross Value Added, FDI – Foreign Direct Investment, CA (2010) – Classification of Activities (2010), Ø – Average for Period, LFS – Labour Force Survey, NPL – Non-performing Loan, MSMEs – Micro, Small and Medium Enterprises, p.p. – Percentage Point, RSD – Serbian Dinar, EUR – Euro, USD – American Dollar.

The sources of data: Statistical Office of the Republic of Serbia (SORS), National Bank of Serbia (NBS), Business Registers Agency (BRA), Chamber of Commerce and Industry of Serbia (CCIS), Customs Administration (CA), Ministry of Finance (MF), Central Registry of Compulsory Social Insurance (CROSO), International Monetary Fund (IMF), World Bank, Bloomberg L.P.

Foreign exchange rates: All conversions in the Bulletin were made according to the average medium rates of the National Bank of Serbia:

Time:	2016	2017	2018	2019	2020	2021	2022	2023
EUR/RSD	123.1179	121.3367	118.2716	117.8524	117.5778	117.5733	117.4588	117.2513
USD/RSD	111.2903	107.4987	100.2784	105.2762	103.0272	99.4925	111.8607	108.4143

Source: NBS.



Disclaimer: The information is subject to change in accordance with the changes of the official sources of information. The information given in this report is for the purpose of general information, and cannot be a substitute for the economic advice, nor can any obligation be created for the Chamber of Commerce and Industry of Serbia by its publishing. Reproduction and distribution of the Bulletin or its parts is permitted if the source is stated and a copy of it submitted to the Chamber of Commerce and Industry of Serbia to: analitika@pks.rs.

CCIS ASSOCIATION

of Financial Institutions

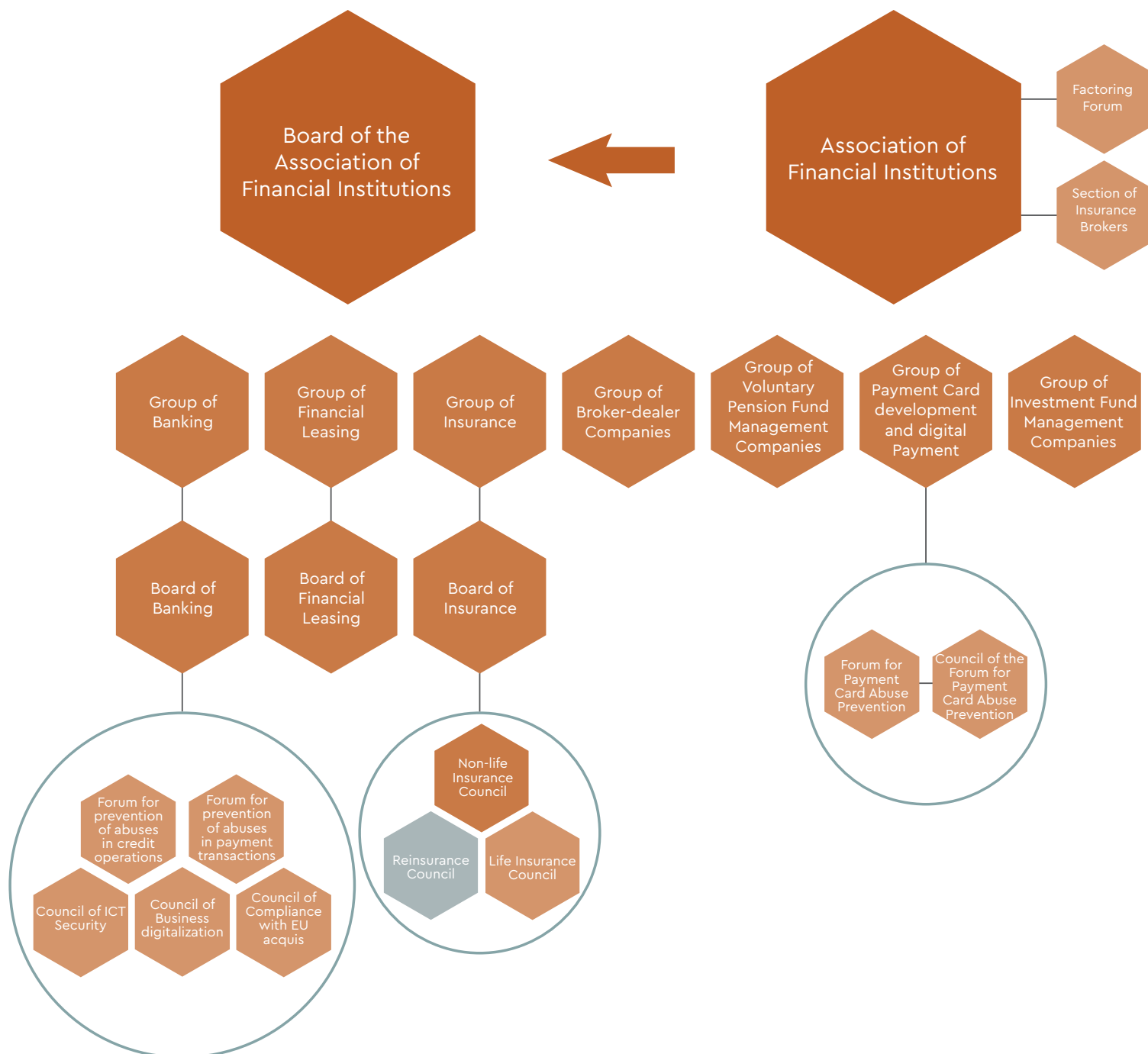
The Chamber's members as participants in the market of financial services are organized in **seven groups/boards and two sections** within the Association of Financial Institutions. It is about the activities of banking, insurance, financial leasing, broker-dealer companies, insurance mediation, investment fund management, voluntary pension fund management and payment card industry, insurance mediation and factoring.

The Association represents and protects interests of its members at the national level through: proposing new laws and bylaws, amendments and supplements to the existing laws and bylaws and analysing effects of the application of laws in practice; participating actively in working groups of the ministries on drafting laws and other regulations, sectoral policies and national plans; organizing public debates on draft laws and monitoring and analysing effects of economic policy measures on business operations of the sectors of financial services.

The Professional and Administrative Service of the Association provides its members with information on financial institutions and offer of financial services. At the initiative of its members, it organizes the elaboration of analyses of current issues and assists in communication with the competent bodies until its acceptance and implementation of the agreed solution. The members of the Group of Payment Cards are issuers of banking and non-banking payment cards, acceptors, producers and representatives of producers of equipment and cards. This Group is specific for its interdisciplinary composition, which enables the involvement of all participants dealing with payment cards and those providing their support to this business. The Group of Payment Card development has established the Forum for Payment Card Abuse Prevention.







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ARJ	HJI	WWE	PLD	EER	QRT	OPY
1.822	20.369	890	6.350	10.985	665	6.800
(-35)	(+580)	(-28)	(-200)	(+580)	(-15)	(-115)
MBC	LJH	MJB	PON	NFR	UGH	OMJ
3.605	9.542	2.609	7.654	6.522	1.632	3.652
(+210)	(-128)	(+35)	(+169)	(+122)	(-54)	(+182)
YBV	OMN	MMJ	IIT	KLM	CCX	EMH
3.204	5.211	7.100	7.150	782	1.901	3.280
(-33)	(+156)	(-60)	(-150)	(+74)	(+101)	(-120)



CHAMBER OF
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