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JOINT PLATFORM OF SMALL AND MEDIUM ENTERPRISES  
REQUESTS AND RECOMMENDATIONS FOR IMPROVEMENT OF THE BUSINESS ENVIRONMENT  
IN BOSNIA AND HERZEGOVINA

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Partners:



Requests and recommendations for improvement of the business environment in  
Bosnia and Herzegovina

Author:

Meliha Gekić Lerić, dipl. oec.

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Bosnia and Herzegovina

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## List of abbreviations

COSPE	Cooperazione per lo Sviluppo dei paezzi Emergenti
EU	European Union
FBiH	Federation of Bosnia and Herzegovina
FMDEC	Federal Ministry of Development, Entrepreneurship and Crafts
GEM	Global Entrepreneurship Monitor
HNC	Herzegovina-Neretva Canton
LA	Local Administrations
PE	Public Enterprise
LEDNet	Network of local economic development organizations
LiNK	Association for Entrepreneurship and Business LiNK, Mostar
SME	Small and medium enterprises
NBR	Independent Development Bureau Modriča/Nezavisni biro za razvoj Modriča
VAT	Value Added Tax
PLOD	Centre for Promotion of Local Development Bihać
PREDA	Agency for Economic Development of the City of Prijedor
RAF	Register of Agricultural Farms
RS	Republic of Srpska
UPIP	Association of Entrepreneurs and Employers Žepče
ZDC	Zenica-Doboj Canton
LEP	Law on Enforcement Proceedings
USP	Association of Independent Entrepreneurs Olovo
CLUSTER	Cluster in Wood-processing and furniture industry “Drvo” Prijedor

## Introduction

This Platform presents requests and recommendations for improvement of the business environment for small and medium enterprises, associations related to small and medium enterprises and all other actors supporting mentioned requests and recommendations. The Platform is a document which will be regularly updated. Our requests are categorised and presented in three groups.

The first group contains requests and recommendations relating to the launch and termination of business operations and most important elements making up business environment, or rather the most important obstacles to business operations of SMEs – taxes, parafiscal duties, finances, business infrastructure (physical and all services including various permits and certificates), laws and regulations, export and labour market. The requests concretely and precisely define problems, proposed solutions and responsible institutions. Recommendations relate to certain problems that could not be precisely defined due to its complexity. An objective of the LEDnet is to analyse these recommendations and “transform” them into concrete requests in the future.

Second group is composed of requests and recommendations relating to politics and programs at all administration levels in Bosnia and Herzegovina.

Third group of requests relates to proposals for creation of policies and guidelines for development of certain instruments of support to SMEs or for resolutions of detected problems (e.g. problems relating to corruption). Based on its own experiences and scientific researches, previously conducted in cooperation with the academic community, the LEDnet has proposed these policies/guidelines for development and offered them to the authorities. We consider these proposals appropriate since they represent a combination of examples of good practices and recommendations offered by the academic community.

All requests and recommendations are listed in a chronological order as they have been recorded on not according to its importance. The Platform was created and updated in the following manner:

- First draft was created based on the work experiences of LiNK, NBR, PLOD, UPIP, PREDA, COSPE, Oxfam Italia, LEDnet Project and the SeeNet Program<sup>1</sup>
- Second draft was created by experts who took into account results of surveys that had been conducted with SMEs by the LEDnet members
- Draft was presented at 5 focus groups sessions and finalized.

The Platform will be updated as the business environment is being analysed and during the work with entrepreneurial associations within a project “Coalition for Higher Voice of Small Businesses”. This document will be updated also following your own initiatives. Anyone who faces or notices a concrete problem relating to development of the business environment will be able to propose it for inclusion in this Platform. If you don’t know how to present your problem in a concrete way, The Coalition will offer support to anyone requiring assistance in presenting their problems in a concrete manner.

Every improvement of the business environment done by the relevant institutions and based on our requests will be recorded in an updated version of this document. We believe that this Platform will raise our voice (the voice of small business) and make it more comprehensible. Our success will be measured by the number of resolved identified problems (or the number of initiated procedures for their resolution).