

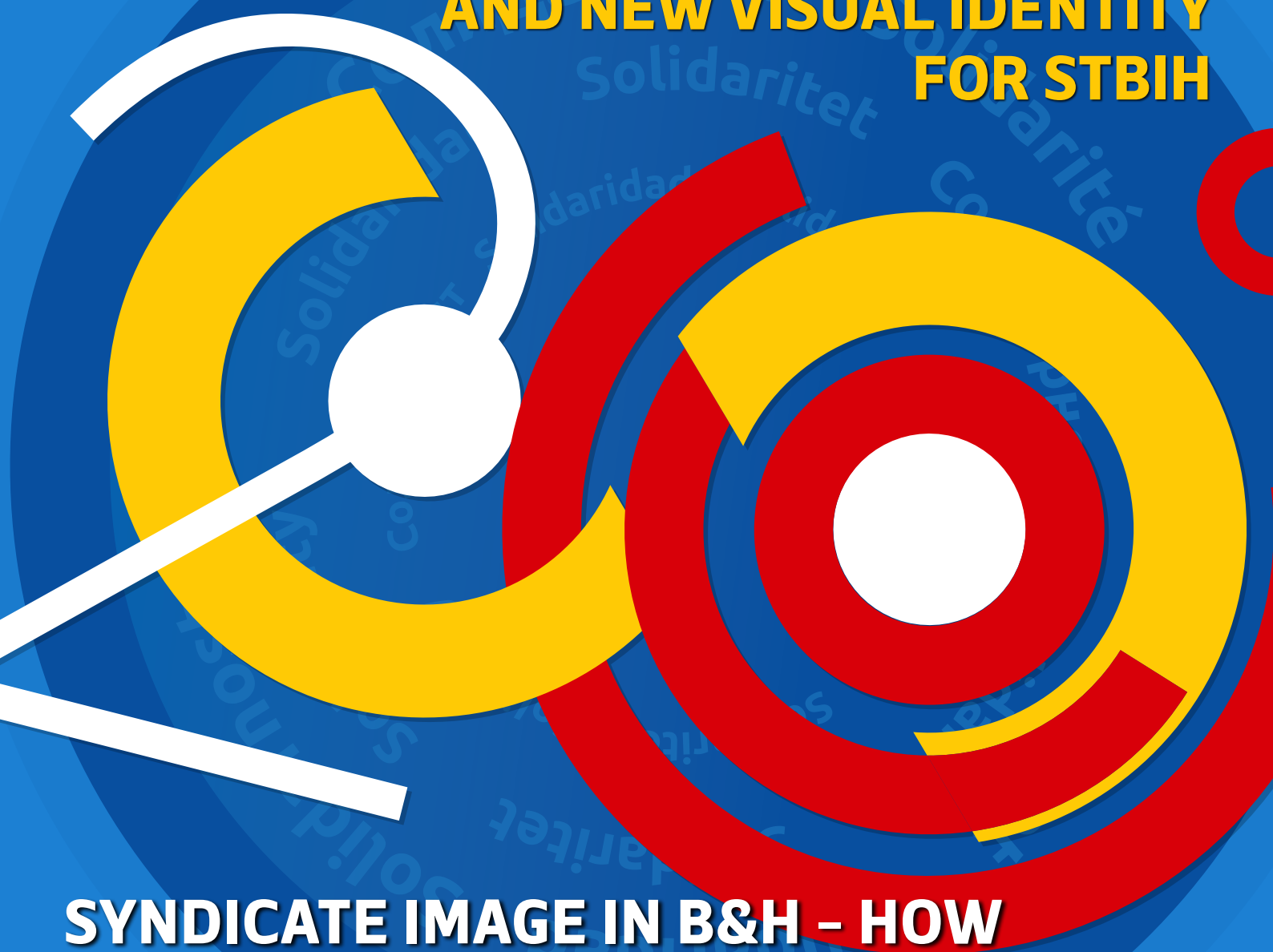
SuGlas

20  STBIH
20 godina

Public informative newsletter of STBIH

September 2017, Number 11, free copy

6th STBIH CONGRESS – NEW STRATEGY AND NEW VISUAL IDENTITY FOR STBIH



**SYNDICATE IMAGE IN B&H – HOW
TO DEFFEND STBIH'S REPUTATION
FROM DAMAGING LOSS OF
TRUST IN SYNDICATE**

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newsletter of STBIH**

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CONTENT

THE TOPIC OF THE SUGLAS: The image of Union in B&H – How to defend the reputation of STBIH from the damage of lost trust in syndicates? 3

Feire 20 års Begynnelsen HK prosjektet i BiH:7

WE PRESENT: The new strategy and new visual identity of STBIH10

A word from a member16

WE PRESENT: Ju Srednja poslovno- komercijalna i trgovačka škola Sarajevo*18

WE SINGLE OUT FROM OUR ACTIVITIES: Solidarity at work22

WE ARE PROUD TO ANNOUNCE: Historical success of stbih – first collective agreement to be ever signed for private sector of commerce in federation of Bosnia and Herzegovina28

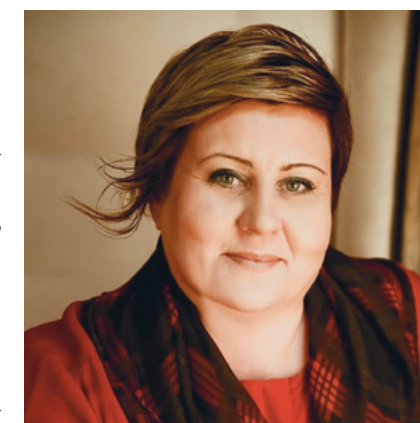
In memoriam 30

THE TOPIC OF THE SUGLAS:

The image of Syndicate in B&H – How to defend the reputation of STBIH from the damage of lost trust in syndicates?

The process of organising workers in a syndicate has always been the biggest challenge and the toughest task for STBIH .First goes a group of activities with the goal of opening doors into the company through exchanging messages with company's management, and that from the circular letter, to the ignoring of that very letter, to looking for someone who knows “people at the top” to “push” us, to the arranging of meetings months ahead. Then follows a series of persuasion that we would not be the stumbling stone, but rather the support to our social partners, that we are modern and have a modern view of leading a business and allocating profit, and similar mottos, all for the purpose of giving incentive to our social partner to take us seriously and in the end says:” Alright, I have nothing against syndicates”. And of course, that the archaic tale about international standards and the freedom of organising that is guaranteed by Laws and the Constitution, Dayton, or something else, is absolutely useless. Out of 20 tries like this, only one succeeded, and according to our experiences this entire process lasts approximately 2 years. It is about at this point when this so deeply desired green light finally means that we can actually enter a shop and start that real union work, and that is engaging into conversation with the workers. It is quite clear that the battle for this member doesn't end there, because the essential task still remains- convincing the worker that you have something to offer them and that it is truly useful for them to be a member of the syndicate. In our case, the stage is overtaken by syndicates that, as the old joke about the son, a father and the seeds at the game, come and “take the credit” with, quite often, stories about how workers from the Republic of Srpska should be members of a “Serbian syndicate”, or by offering college degrees from private universities with which they cooperate which can be assessed within 24 hours.

However, a rather new and negative trend has been more and more present lately. Namely, instead of the conversation with



Author:
Mersiha Beširović
President of STBIH



A seemingly easy task turned into an mission impossible. Nobody wants to talk about the Syndicate.



workers starting with laying out the offers of the services of the syndicate, instead of presenting what is it that we can offer to our members, and how we perceive our mutual battle for better rights, the conversation starts with defending from

those who hold the fault for the descending reputation of syndicates in BiH, amongst which a rather significant spot belongs to those who have been rampaging through our sector. Nowadays, more often is the worker's first reaction to the very mentioning of the word syndicate horrendous and repulsive, even threatening, and it is but unbelievable that only we at STBIH perceive this as a hazard and issue. For us, this also seems to be the greatest challenge for the near future. How to defend our reputation and our position in the labour market from the damage done by a justified loss of trust in the overall union movement in BiH?

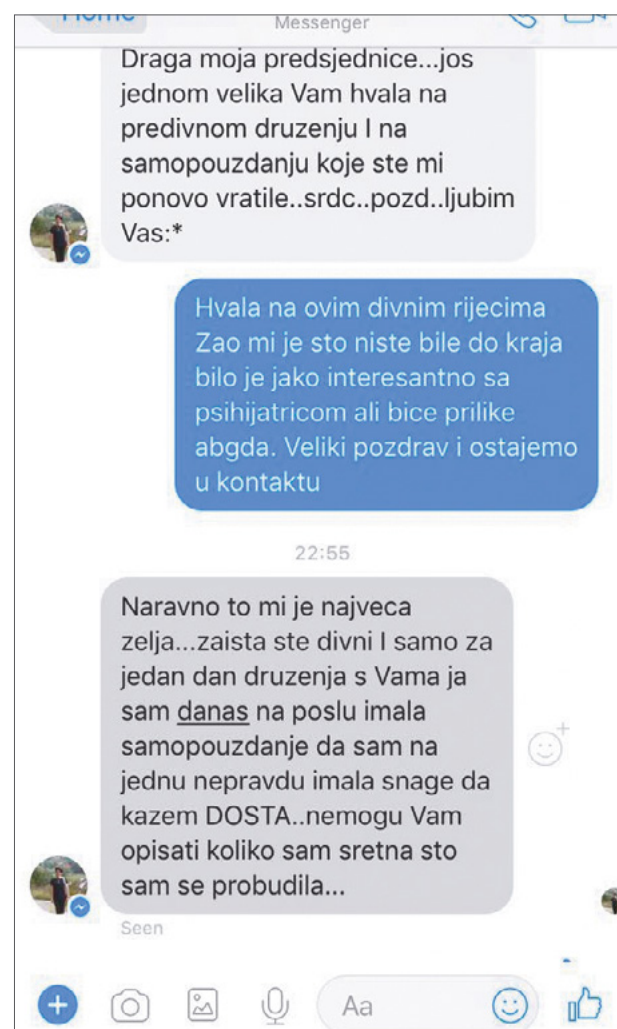
The causes for this are already quite familiar to the public and the workers. Flirting with political parties, alienation from true problems of the workers, an elitist relationship with the members, the absence of transparency, and a complete paralysis of democracy within the Union of syndicates of RS, that but only formally cooperate, most often in times of study

SURVEY „WHAT DO YOU THINK ABOUT UNION?“

THE SURVEY ON “WHAT DO YOU THINK ABOUT THE UNION” WAS CONDUCTED IN THE CENTER OF THE CAPITAL CITY OF BOSNIA AND HERZEGOVINA ON A WORKING DAY FROM 13:00 TO 17:00. IT WAS CONDUCTED BY BERINA BEŠIROVIĆ, COORDINATOR OF STBIH YOUTH REGION SARAJEVO. HERE IS HER PERSPECTIVE ON THE SURVEY.

More than thirty people were surveyed, out of which only nine knew exactly what the union is, what role it has and what the status of the union is today, in relation to the pre-war period. When it comes to respondents, the big problem was that most people did not want to be part of the survey even though they knew and had their opinion on this topic. Several of them, as a reason for their neglect, outlined deep disappointment with the current situation. Most of them have never heard of the union. A group of respondents who have never heard of the union starts at the age of 18-40. Most respondents over the age of 40 knew what the union is. Six of the nine of them agreed to be part of the survey and to comment, but under the condition that no name, family name or other personal information, such as a work place or general status, be published. The original idea included taking photographs along with surveys, but only three out of six agreed to release their photograph. Disappointment in the union is evident, and another reason for alarming result is the fear of having the consequences of publicly expressing their opinion. When it comes to students, all respondents said they never heard of the union.

However, the question of how to survive on the union stage which is all but a legitimate platform for advocating the interests of workers comes up.



*This is also possible.
One of the comments from grateful
member of STBiH.*

trips outside of BiH, when in reality, they have allocated territories and are autonomously ruling over their workers, holding monopoly over their rights, even in instances when most of them are not even members of a syndicate.

All of this is already familiar to members of STBIH, but also to all BiH workers. However, the question of how to survive on the union stage which is all but a legitimate platform for advocating the interests of workers comes up. How to be a good enough syndicate for our activities to be above all those foul

moves made by others? And lastly, can all our transparency, honesty, and fight be sufficient to single us out from the taint the union movement had put on itself in the previous eight years of the mandates of Bajramović, Šatorović, Avdagić, and others?

This is one of the key questions which will be discussed by delegates at the 6th Congress of STBIH. This is as well the toughest task STBIH is putting upon itself for the upcoming mandate period. We enter it with a new strategy, mission, and vision. We are also armed with patience, and have strengthened our communication channels, as well as tightened connections with the membership across entire BiH via our regional structure. The damage that has been done to the idea of syndicalism and its value thus far is perhaps the greatest burden which we have to carry in the upcoming period. And regardless of how much effort we had put into showing our incoherence to all that, that we are not a part of that shameful degrading of BiH syndicates, that we have given our organisational and human maximums just to justify the trust of the workers, the consequences of someone else's mistakes and undefined strategies are immensely felt in the field.

Feire 20 års
Begynnelsen HK prosjektet i BiH:

HK's prosjektet i BiH

Prosjektets start

HK's tidligere internasjonale organisasjon, FIET, (Funksjonærinternasjonalen), var representert i en europeiske faglig delegasjon som besøkte BiH i oktober 1996. De tre fra FIET var Jan Fürstenborg (Finland), Kent Petterson (Sverige) og Sture Arntzen (Norge). Under dette besøket besluttet de at de skulle arbeide for å etablere et samarbeidprosjekt med "Handelsforbundet" (STBiH) i BiH.

Prosjektet startet som et FIET-prosjekt og Sture Arntzen (HK i Norge) ble valgt som leder av prosjektorganisasjonen. Fra starten deltok HK i Norge, Handels Sverige, HK Danmark, PAM Finland og forbund fra Tyskland, Hellas og Italia.

Målsettingen var å bidra til å bygge en fri og uavhengig fagbevegelse med vekt på servicesektoren som var den sektoren som ble ansett som viktig i gjenreisnings- og privatiseringsprosessen. Det var enighet om at det måtte satses på ungdom og kvinner for å lykkes i målsettingen.

Allerede i januar 1997 ble den første konferansen for tillitsvalgte gjennomført. Her deltok tillitsvalgte fra Kroatia, BiH, Slovenia, Montenegro og Makedonia. Det var ingen deltagere fra Serbia eller RS. Konferansen ble arrangert i Zagreb og viktige temaer var "veien videre", "privatiseringsprosesser", "medlemsverving", "organisasjonssaker" og "økonomi".

I samme tid ble det også arbeidet med å etablere en prosjektadministrasjon. I tillegg til en forbundsleder på full tid, ble en prosjektmedarbeider ansatt. Mersiha Besirovic ble ansatt og startet sitt virke i prosjektet i 1997.

Det ble gjennomført en rekke rundebordskonferanser knyttet til privatiseringsprosesser og organisering. Det ble også etablert et samarbeid med "Swiss-house" i Mostar, hvor vi skulle bygge opp et klasserom for dataopplæring. Med god hjelp fra LO i Norge, flere bedrifter i Norge og det norske forsvaret klarte vi oppgaven. Med forsvarets bistand ble datautstyr fraktet til BiH, og Norsk Fol-



Skriftlig:
Sture Arntzen, leder av HK i
Norge) fra 1. juli 1994 fram
til 1. juli 2013



Handel og Kontor i Norge

Målsettingen var å bidra til å bygge en fri og uavhengig fagbevegelse med vekt på servicesektoren som var den sektoren som ble ansett som viktig i gjenreisnings- og privatiseringsprosessen. Det var enighet om at det måtte satses på ungdom og kvinner for å lykkes i målsettingen. Det var enighet om at det måtte satses på ungdom og kvinner for å lykkes i målsettingen.

kehjelp påtok seg oppgaven med alt av administrative oppgaver. Det ble også tidlig etablert samarbeid med Norsk Folkehjelp i BiH og den norske ambassaden i Sarajevo.

I de første årene fikk prosjektet økonomisk støtte fra NORAD og norske UD. Likeledes også fra den nordiske samarbeidskomiteen for HK/Handels-forbundene.

I samarbeid med det Ungarske Serviseforbundet og tyske VERDI ble det arrangert en kvinnekonferanse i Ungarn. Her deltok kvinner fra alle etnisiteter. Dette bidro til at en lyktes med å etablere et sterkt nettverk for/og av kvinner.

I samarbeid med det greske finansforbundet ble det arrangert en ungdomskonferanse i Tessaloniki i Hellas. Her deltok ungdom fra hele landet og alle etnisiteter, og dette bidro til at en lyktes med å etablere et nettverk for ungdom. Dette har senere utviklet seg til at det ble dannet en egen ungdomsseksjon i forbundet. Det er ungdomsgrupper i alle regioner med høy aktivitet og god oppslutning.

I 1998 ble ideen om å sponse to guttelag fra Mostar til Norway Cup lansert. Og allerede samme år reiste Velez (Øst-Mostar) og Zrinizki (Vest-Mostar) til Norge for å delta i Norway Cup. Først ble det arrangert treningsleir og to turneringer i Tønsberg og på Geilo med god bistand fra Adelsten, Gan Grafisk, Coop og Highland Hotell på Geilo. Dette fikk stor mediedekning både i Norge og i Bosnia. "De reiste til Norge som gutter og kom hjem som verdensborgere", sto det å lese i aviser i Bosnia.

På HK-Landsmøtet i 2000 var det gjester fra Bosnia. En bosulak, en serber og en kroat. Dette viste at HK's engasjement om å bidra til å bygge et multietnisk forbund ville lykkes.

Gjennom 2000- tallet så langt har det vært lagt vekt på vervear-

beid, skoling av tillitsvalgte og ungdomsvirksomhet. Medlemsstallet er økt jevnt og godt, tillitsvalgte skoler og det er meget god aktivitet i ungdomsgruppene i alle regioner og kvinnenettverket har sin årlige konferanse.

Men med skyhøy arbeidsledighet er utfordringene mange og store. Vold og trakassering i arbeidslivet, svart økonomi og korrupsjon er problemer de møter daglig og som må bekjempes. Det er derfor med nødvendig med bred støtte til dette arbeidet skal de lykkes. Fra 2015 er HK enige om å fordele oppgaver i prosjektet slik at hver HK-region har "ansvar" for sin region i Bosnia. Forbundet sentralt koordinere virksomheten som HK finansierer.

Det har vært et godt samarbeid gjennom 20 år, og som vi ser gode resultatet av.

Vi ønsker til lykke med jubileet og ser frem til fortsatt godt samarbeid.

Fra 2015 er HK enige om å fordele oppgaver i prosjektet slik at hver HK-region har "ansvar" for sin region i Bosnia.

WE PRESENT:

The new strategy and new visual identity of STBIH



Autor:
Alma Bajramović Zukić

As a part of the preparation for the 6th Congress, STBIH started a project of building a new vision and mission for a new period until 2025. Actively included in this project were all members of GO STBIH, and the project was led by Alma Bajramović Zukić. During this process, a detailed field analysis in all 5 STBIH regions, but also amongst workers via social media was conducted. Based on the results, a scheme was created which was after that disseminated within all STBIH regions, and after done consultations, a final suggestion was made which goes as it is for its adoption to the delegates of the 6th Congress.

In creating values, STBIH started from its former work. Analysing its actions in the past 20 years, we have found essential moments which are the guarantee that STBIH truly operates according to chosen values, and that the strategy for the upcoming period is an excellent opportunity for its representation and further growth. The importance of recognising values that is defining in what the STBIH believes is multiple, for they are the way in which we successfully realise our everyday battles and achieve our goals.

“The creation of a unified and strong syndicate in the trade and service sector, which would with its authority, recognition, and number, enable its members a high level of protection of their rights, and be a legitimate and worthy representative of their interests.”

This is the proposal of the new VISSION OF STBIH for the period from 2017-2025.

Dignified work is the right of every individual who is an employee of a public or private company, which is that dignified work is the basis which enables economic, social, and psychological development of a society in the direction in which that society wishes to head. Work that is that a motivated worker is the primary initiator of socio-economic growth, thus the fight for dignified work in all sectors represents a constant investment in social development and prosperity, especially if we speak about the most dynamic sector- the trade and service sector. With the goal of creating and reaching a new strategy, while following measures and guidelines of the countries that achieved, and fight every day to preserve dignified work, it is necessary to continuously work on the creation and preservation of a system which would offer equal and adequate care, protection, and attention to all regions of STBIH across entire BIH.

Having in mind that the work-capable population, that is, the employed in the real sector, are the initiators of economic development, it is only logical for them to be the priority to a state, and in return, the state through its organs, processes, and procedures, would be obliged to assure the workers in this sector, along with the syndicate and employer, dignified work.

Addition and change of the former Strategy of STBIH is mandatory, because in comparison to the earlier period, the living conditions in BIH have become even more complex, economically, socially, and politically. In comparison to new trends in the BH society, with the focus on changes in the trade and services sector, a programme of activities exists so that general questions and

Dignified work is the basis which enables economic, social, and psychological development of a society in the direction in which that society wishes to head



Strategic directions are primarily focused on the promotion of dignified work and the protection of workers' rights in the trade and services sector

activities which are most important for achieving of rights and interests of the ones employed in the trade and services sector could be confirmed. Depending on the overall surrounding and conditions, the goals themselves, as well as the activities used to achieve those goals, will be filled out depending on the importance and need to most efficiently, syndically, address and solve all issues. That includes the methods and ways of union acts to be adjusted with the purpose of achieving as better results as possible in real time.

Strategic directions are primarily focused on the promotion of dignified work and the protection of workers' rights in the trade and services sector, and of building and fighting for STBIH to become a legitimate representative of workers of this sector.

Part of the strategy is focused on the organisation of activities through two activity groups, the Youth activity group, and the Women's activity group, in which through special and innovative projects on a local level with special attention and care, we tend to assure a more favourable surrounding for empowering and growth of women and young people.

Thanks to the problems of poverty, unemployment, education and the current political situation in BIH, the workers in the real sector are not provided with equal rights and opportunities, so we have decided to, for our further work, stay with the same organisation- based on regions, which have in their work thus far shown to be a successful model of organisation which provides results. With the purpose of more successful act, each region will

on a local level create and suggest individual activities and goals, which would be tracked and if necessary, adjusted implemented in other regions.

Strategy plays an important role in enhancing rights and freedom, and is channelled towards securing an equal access to justice, improving work standards in the trade and services sector. The implementation of this strategy will help for each region to show the improvement made in contrast to the goal we made, that is improving and promoting dignified work in the sector represented by STBIH.

This strategy is based on four key components of work of STBIH in communities:

1. Local approach to work: STBIH will do its job responsibly and with full responsibility for its activities on a local level, adjusting itself to the field conditions and solving problems which face all members of STBIH, with their (the members') active inclusion, voluntary access and engagement. This component for STBIH means to be absent every day in a local community, to communicate every day, and work with all members and potential members, and through project activities and offer, STBIH will increase trust and lead to new members, out of which would a stronger local community in whole emerge.

2. Preventive approach to work: STBIH must be capable of responding to the needs and wishes of the members in an adequate manner, primarily advocating for their interests with key decision makers, and those being the government and the employer. One of the goals of STBIH's work is to advocate for workers' rights protection and to eliminate factors which disable dignified work, which means that STBIH's work must be proactive, and not just in regard to emerging issues. This component, STBIH achieves through capable and committed management which at the local level finds, analyses, and prevents the emergence of issues, by aiming on removing and preventing the causes of workers' rights violations. As a functional tool in its preventative acting, STBIH has recognised the potential of young people and women, who are also the most jeopardised categories in the BIH society, and has thus for the purpose of acting preventatively, formed the Association of Youth and the Association of Women, which directly through preventative and project approach by a number of self-dependently created activities, form a better BH society which is aware of its rights and possibilities.

**1.
Local
approach
to work**

**2.
Preventive
approach to
work**

3. Aimed approach to work

3. Aimed approach to work: all activities need to be based on reliable sources of information and analysis. Based on that information, STBIH can concentrate on the causes of a particular occurring, or problem, and by that can start implementing preventative measures, and not just reacting to symptoms.

4. Communal approach to work: STBIH's representatives, members, employers, authority, and community have to work together on identifying problems, prioritising them, and solving them by handling both causes and consequences of issues. Without such a communal approach, STBIH acts in isolation and can only react to problems after they happen. In its work, STBIH advocates for the communal approach to all interest groups, but its primary focus is on the interests and rights of workers which would be legitimately defended and provided for, by using all allowed means.

The mission of STBIH describes the values by which STBIH is guided, through it we have described our aspirations and reasons for existing in the first place. That established mission of STBIH is the foundation for reaching goals and plans. While creating this mission, as well as all other STBIH missions, together with our members, we have defined three important elements by the BOTTOM UP principle:

- THE PURPOSE OF STBIH - Why does STBIH even exist?
- VALUE- What does STBIH believe in?
- STBIH'S STRATEGY

New proposal of STBIH'S MISSION for the period 2017-2025:

"The workers' union for trade and services BIH represents and advocates for workers in the upmost dynamic and progressive sector, and in accordance with that define its primary goal, and that is the assurance of work worthy of a person in the trade and services sector in BIH. In accomplishing its mission, STBIH has chosen work based on the trust of its members and community, a transparent and opened approach.

At the Congress, a new visual identity of STBIH will be suggested, and it would within itself include parts of the Strategy itself, and an answer to some of the great challenges STBIH poses itself for the upcoming mandate period as well.

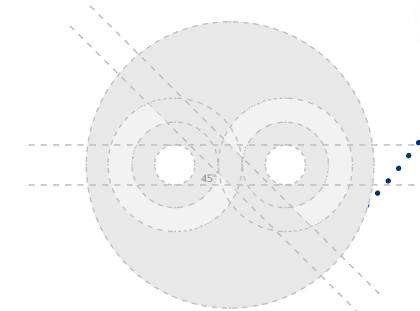
The sign consists of 5 elements. In the circular form, 4 shapes which have a multi-layered symbolic have been put in the visual relationship. They represent the interaction between the buyers



and the cashiers, and also represent cooperation between sellers, and symbolise solidarity and unity of the union organisation of STBIH. She shape is portrayed by the letter S for- syndicate and solidarity. The circular form has been kept from the previous sign to keep the continuity and perception built in the past 20 years. The blue colour of the background is darker and of stronger intensity in comparison to the previous one. The colour blue was kept, but has been made more similar to the colour of the state's flag, and in that way symbolically mirrors the presence and action of STBIH across entire BIH. With the colour blue, a blush yellow is used, as well as white. The book of graphic standards was used as a guide to the future of STBIH's identity, and also to keep its continuity and recognition.

Moreover, a suggestion of additions to the sign was made, with the Association of Youth and Women, as well as a separate anniversary sign with regard to the 20 years of reanimating the work of STBIH.

We hope that the delegates at the Congress will support this suggestion and that by its adoption, a new period of enhancing and developing of STBIH will commence.



A word from a member

MIRNES BALIHODŽIĆ, 1979 KONZUM MOSTAR



What is it that I expect from the Syndicate is just what happened to me, for them to fight for me that is for the worker.

“STBIH is a workers’ union which fights for the worker, for every each one, and gives hope for a better tomorrow. What is it that I expect from the Syndicate is just what happened to me, for them to fight for me that is for the worker. I cannot say I have really high expectations, having in mind the situation in the company and in the state in general, and here one must be realistic, however I expect something like what had happened to me that people try to help, that they try, that STBIH tries and makes an effort. STBIH tries to provide with timely information, whatever it may be, without blind guessing, and someone else’s words. And just that alone is a positive thing and that is one of the things I expect from the workers’ union- timely and accurate information. STBIH takes part in negotiations and the entire process, which gives us workers hope that we are protected and informed. My expectation is for it to stay as it is, transparent and eager to fight,

and on the little man and worker’s side”

(An interview done with our long-year member, who had by fraud been a part of another “Yellow Syndicate”, for, just at the proper moment in his career at Konzum, an issue to occur. The issue that happened to Mirnes was groundless and unduly relocation to another store (Jablanica) which is far from his place of residence (Mostar), about 50 kilometres away.

(Mirnes’ relocation was never provided with any paper about the move, nor was the everyday ride towards the far away store ever refunded, so he turns to the Syndicate, Delveta and Fikret. It was concluded that Mirnes was not a member of our workers’ union at the time, and help was not rejected, although he was advised to come back to us. After a bit over a month of fighting, Mirnes was transferred back to Mostar to the store in which he works today, the shop number 129.)

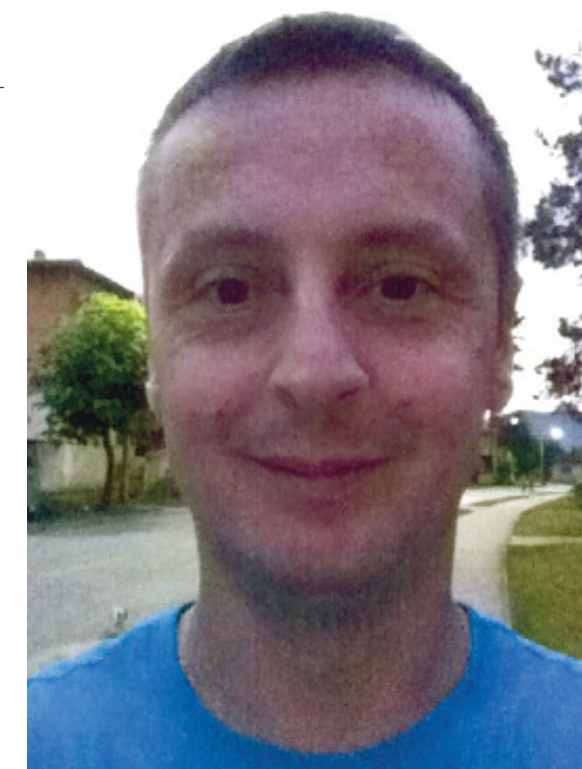
IBRAHIM SMAJLAGIĆ, 1980 KONZUM MAGLAJ

“My name is Ibrahim Smajlagić. I was born on 23.05.1980. I live in Maglaj as a happily married father of one nine year old girl. I am an employee of Konzum’s and a member of the Trade and services workers’ union BIH since 2007.

In the year 2014, when my family and me were going through a tough situation caused by the floods in Maglaj, the trade syndicate was one of the first to help us, and had by financial means helped me to make this tragedy easier.

From the syndicate, I expect the support of workers’ rights, representing the workers in negotiations with the employers, and especially in the organised actions regarding all questions significant to the workers of this sector..

Long love the syndicate!”



In the year 2014, when my family and me were going through a tough situation caused by the floods in Maglaj, the trade syndicate was one of the first to help us

A word from a member

WE PRESENT:

Ju Srednja poslovno-komercijalna i trgovačka škola Sarajevo*



The School of Trade had started operating in 1953 in shacks in Kovači, at Halibašića street, and moved to a, for that time modern, school at Mejtaš in 1957, where it stands even today. Class in this school was not ceased even in the toughest of days from 1992-1995, assembling at stations from Baščaršija to Otoka.

The mission of this school is to with its high quality education and upbringing enable the acquisition of general and expert knowledge necessary for personal growth of every student, and the vision of the school is a school that would be recognised by excellent education as well as an environment ruled by tolerance, responsibility and cooperation. The school today counts 290 students.

Into the new academic year, the school comes in with the realisation of five educational programs:

- Business-law technician/ four year education/
- Commercial technician / four year education /
- Arranger / VISUAL MERCHANDISER/ four year education /
- Business secretary / three year education/
- Trader / three year education /

BUSINESS-LAW TECHNICIAN (IV-degree)

Business-law technicians are office officials who do administrative work. In most instances it is a combination of communication with people and documentation. They usually work in expert organs of administration and local self-government. They possess knowledge in entrepreneurship, management, correspondence, accounting, finance, and banking. They represent a company or institution and contribute to better business success. Those who wish to continue their education do so usually at Law or other social studies universities. Practice classes are held in well-equipped multimedia rooms.

**JU SREDNJA POSLOVNO-KOMERCIJALNA I TRGOVAČKA SKOLA SARAJEVO- engl. Public Institution School of Business-Commercial and Trade Sarajevo*



COMMERCIAL TECHNICIAN (IV-degree)

Trade commercial technicians after finishing high school usually get jobs in trade/economy oriented companies where they do commercial works of supply, selling, promotion, management, market research, accounting, calculate costs, and apply acquired knowledge from the area of information technology and use data bases. They often travel and visit existing and new buyers and suppliers. Those who wish to move forward more, continue their education at the Faculty of Economy or other related universities. Practice classes are held in well-equipped rooms.

Arranger / VISUAL MERCHANDISER (IV-degree)

For the occupation ARRANGER, today we use the English name Visual merchandiser, which means, the one who improves sales by visual techniques. The arranger/Visual merchandiser is the expert for inventing ways for the goods to appear more appealing to the buyers. They are in charge for the complete look of the store; they decorate the shop window in creative and attention-grabbing ways, and arrange the goods in such a way to achieve a better aesthetic effect which would improve sales. If they work for big shopping chains, occasional trips are possible for the

LO Nedre Romerike and FLT, Norway supported the suggestion of STBIH for the active participation in projects of supporting Trade school of Sarajevo



Detail from one of the projects

purpose of arranging the shop windows. During their education, the arranger acquires knowledge from two areas: economy and art, so that by the time they finish their high school education, the possibilities for applying to various colleges are proliferated.

CURRICULUM

tt TRADER (III-degree)

Traders are employed in all places where goods are sold. A trader aims to first and foremost gets their buyer interested in what they are selling. Besides serving the customers, traders take over, check, and sort out the goods, independently calculate the prices, do cashier work, interventions, storing, and handle the transportation of the goods, acquire skills from the area of informatics and use MS Office applications.



Mersiha Beširović, STBIH and Kanita Kulo, Trade school of Sarajevo

Getting this profession back its dignity, as well as the desire for this school to be the first choice of students after finishing their primary education, and not an alternative solution for when students don't make it into their desired gymnasium, is the common goal of the School of Trade and STBIH.

STBIH has for a long time cooperated with professors and teachers of this school. Getting this profession back its dignity, as well as the desire for this school to be the first choice of students after finishing their primary education, and not an alternative solution for when students don't make it into their desired gymnasium, is the common goal of the School of Trade and STBIH. For reaching that goal, thus far a large number of mutual projects were implemented, like celebrating the school's establishment day (29.4.), but also helping in printing out the school newspaper, material acquisition, etc. For two years, STBIH has over its brother syndicate HK and Norge managed to ensure support of two big union organisations, LO Nedre Romerike and FLT Norway. The projects Night of arranging and promoting activities of the school have become a touching point and basis for cooperation of this school and LO Neder Romerike, whilst the FLT workers' union has ensured equipment for the multimedia hall for the needs of students.

Thus far, over STBIH and our partners from Norway, over 50 000 BAM was invested into this school. Cooperation with this school will continue in the following period.

WE SINGLE OUT FROM OUR ACTIVITIES:

Solidarity at work



Author: Slađan Tomić
Interviews done in Žepče,
Mostar and Tuzla with
members of STBIH

For 20 years, the Workers' Union for trade and services has managed to independently, apolitically, and ethically help its members. On the road to truth and achieving workers' rights, as well as their dignity, we often encounter walls and attacks on our work. In a country in which ethnic divisions are lawfully made, in a country with 13 premiers, 3 presidents, two entities, and 10 counties, we are the only union organisation on the BH level. Unity is what makes us strong. That we are ready to turn to modern and functional methods in seeking for better solutions for workers, says the fact that we are a workers' union with the youngest cadre in the country. That cadre is ready to respond to all challenges. And challenges always exist, some being difficult to solve, and some just being a matter of technical nature. Nevertheless, we solve the problems of our members with the greatest empathy and sacrifice, whether they are professional, or some other, life, issues.

Safija Fejzić has spent 3 decades working as a trader. As one of the eldest and most experienced workers, she got a job in a newly opened store. A new work place seemed excellent, as well as the human relations. However, she noticed that workers were putting up with the boss' mobbing, whose name will not be included.

Some have gotten fired; some because of stress and abuse quit themselves. Many have been relocated to other stores. She differentiated people only as the suitable and the misfit. The-- being the idlers, and the -- being the diligent people who contributed to the firm, Safija starts her story.

As a union commissioner of STBIH, she tried to protect the workers. Her conversation with the boss went by reaction less.

After a few days she invited me and her colleague to her office. I came in and she started hysterically jumping and verbally attacking me. She started hitting me on the chest and head, and I started screaming. I wanted to leave, but her colleague held the door. Customers were listening and asking what was happening.

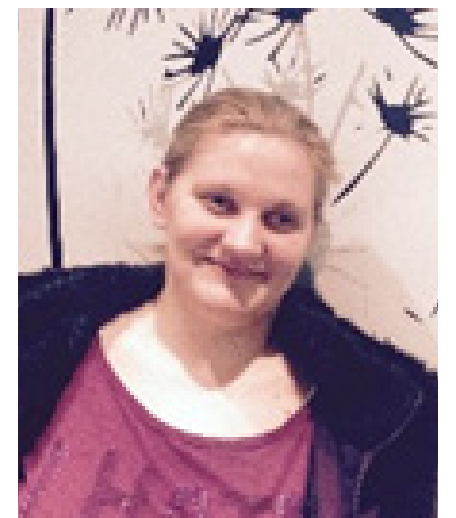
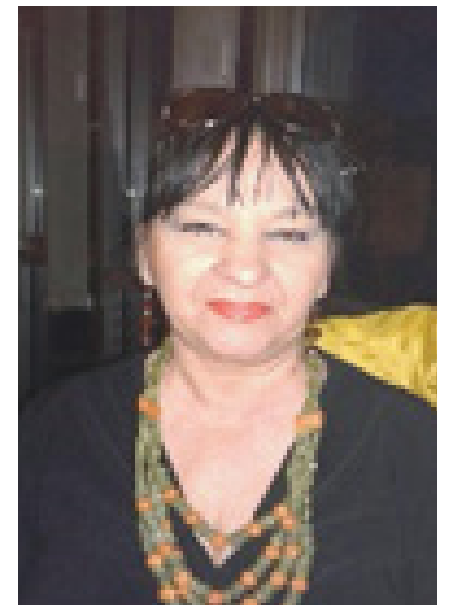
Safija managed to escape the office and with the help of her co-workers made it to the ambulance. Because of extremely high blood pressure, she received two injections, and the doctor informed her that she would not be able to go to work for

a long time and that she would have to report this to the authorities. Before going to the police, she turned to STBIH. The Syndicate immediately held a conversation with the firm's management which promised to solve the problem, but didn't.

I was in an awful state; I was going to a psychiatrist for three months. I even got asthma attacks due to stress.

The Syndicate never gave up on fighting for her rights, and so we took the battle to court, and won. Her boss got two months of prison and one year of probation. In the meantime she made most of the workers transfer to PPDIVUT, or other stores with other jobs. Safija spent three months in the mental illness clinic. Two years after the attack, Safija started to work again. However, she still feels the consequences: second level invalidity, depression disorder, bronchitis, asthma, and high blood pressure. She says that she has STBIH and colleagues who refused to falsely testify to thank for getting out of that situation.

STBIH also managed to help **Danijeli Gušić**, a worker in a large trade chain, whose troubles began when she became a member of our workers' union. Her colleague, the regional representative of PPDIVUT, tried to convince her to come over to that workers' union. First she started with promises of a higher salary, rights, and shorter



Her colleague started threatening her, and she brought her perishable goods every day, putting her into stocktaking minus. That stocktaking minus is paid by us workers, says Danijela.

work hours. Seeing that all of that was a lie, Danijela refused. Then her troubles began. Her colleague started threatening her, and she brought her perishable goods every day, putting her into stocktaking minus.

She asked her boss for help, but workers' rights were not her priority. Daniela was an employee that did not have a contract about full time employment, which made her position in seeking justice even harder.

Unfortunately, I didn't receive her support. The boss said not that I shouldn't worry about the stocktaking minus, that that was not my job. In spite of that, the boss in her report claimed that I had not cared about the minus.

That stocktaking minus is paid by us workers, says Danijela.

Soon she was informed that her contract would not be prolonged. By an emergency intervention by STBIH, she got her job back. However, she did not wish to be a part of a system which didn't care about the rights of their workers, and represents the interests of parallel centres of power, she decided to quit. She soon found a new job, and all that, as she puts it, would not have been made possible without the moral and legal support of STBIH. For her fight and endurance, Danijela was awarded with the title of STBIH heroine.

Disloyal, unethical, and corrupt employers are not the only issue STBIH faces. Our members are a part of our family, so it is our responsibility to take care of them when we are not expected to. When the 2014 floods hit Bosnian and Herzegovina, about a million citizens had to move. More than 42 000 people, after 1600 landslides occurred, had to leave their homes. A newly built house of the son of a an STBIH's member, Rade Đurić, was destroyed, so until they found a new home, he had to live in a school in Tuzla. In those same rooms, Rade Đurić lived as well.

My house was in danger too. My water network was ripped, an additional object, shed. Those days were scary. I couldn't live in my home. I lived in that school too, Rade remembers.

He wasn't connected to the town's water system, but instead he had his own, now ruined. He still doesn't have drinkable water. He faces this issue on a daily basis. The first help he received was from the members of STBIH, financial aid that is. The second time was a donation from the Norwegian syndicate Handel og Kontor i Norge. That aid was useful for emergency interventions to stop the further devastation of his house.

I made a support wall, which I made stronger. I dug out and finalised drainage as well. In this way, having in mind that it's an



underground drainage channel, I stopped on ground waters from coming near my house. I am truly grateful to the Union for the help, says Rade, saying how it's sad that other than the syndicate of trade and services and its partner syndicate, no one else helped.

Rade is one of the 267 members of the Syndicate of trade and services who received help. Members and volunteers of the Syndicate have commenced their mission at the very beginning of the natural disasters and have stayed by their members until the end. Overall 70 000 KM had the Syndicate spent not financial aid, as well as in means of sanitary, medical, and food products. As much as we wish to provide every member with equal rights and positions, our mission

could not be made possible without the help of our brother syndicate Handel og Kontor i Norge. Their help does not only consist in monetary means, but in the exchange of experiences, knowledge, and the best practices. 20 years of work, successful work, of the Syndicate is behind us.

Without our act, thousands of people would have been victims of bad management and unprofessional relationship with employees. We have not gotten tired, our mission continues.

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Is there progress in the protection of workers' rights in the trade and services sector in BiH?

And with all the problems which we face in every day work, STBIH tries with the help and support of its partners in the project OPIC "Together for a stronger civil society and better services from the Syndicate", fight the anarchy in the labour market of this sector,

The trade and services sector in BiH is a sector which has from 1977 carried the "epithet" of a sector ruled by anarchy, in which workers' rights are widely being violated, and in which the organisation of workers in the syndicate is on a very low level. This is a sector in which unlike in any other, disloyal competition amongst workers' unions additionally disables STBIH from committing to the most important task of all syndicates- protecting their membership. And with all the problems which we face in every day work, STBIH tries with the help and support of its partners in the project OPIC "Together for a stronger civil society and better services from the Syndicate", fight the anarchy in the labour market of this sector, and to be of use to both STBIH members and all those who ask for help from very active members of STBIH Para Law network. It was but this exact group of trustees and members of STBIH, which has taken on the protection on workers' rights as its primary task,

that showed that there truly exist however small, significant improvements. The project that has been lead since 2012, which represents providing legal assistance to workers at their work places, is a very innovative and tenable model of offering legal assistance, as the basic service of a workers' union. Cooperation with the NGO Your Rights BiH, was of great importance in this project, because experts from this very organisation advise and help members of this STBIH network on a daily basis, and when necessary, take control over concrete cases for further solving.

The results of this project have shown how much this service is important for workers in BiH today, but also how those very every day accomplishments in rights protection bring back the workers' trust in the syndicate.

STBIH cases in 2016

State overview

320 cases

Od tog broja:

- 193 su žene, 114 muškaraca i 11 grupa radnika
- 132 slučaja su iz sektora trgovine i usluga ali 16 administratora i 3 sekretara iz javnog sektora, 4 farmaceuta, 1 rudar, 9 zaštitara te čak 16 zaposlenika u školama.

Opaska: STBIH prepoznat kao pomoć i podrška

Kind of problem

Ključni problem kojima se bavio STBIH:

- 99 slučajeva mobinga
- 92 slučaja neplaćenog prekovremenog rada
- 38 slučajeva rada na crno
- 37 slučajeva vezano za uslove rada
- 34 slučaja nemogućnosti korištenja slobodnih dana

About Mobingu

Kada je riječ o mobingu, evidentan je napredak u odnosu na prethodne godine

- U 2015. bilo je 27,5% slučajeva mobinga a u 2016. taj procenat je 19%
- 48% radnika i radnica sada ima neki trag o mobingu koji su doživjeli, što do sada nije bio slučaj
- Verbalno nasilje ali i fizički napadi i čak jedan slučaj seksualnog napastvovanja

About unpaid hours

U 2015 . godini je bilo 21,4% slučajeva vezano za ovaj problem a u 2016. taj procenat je 18%

About results

1. U periodu 2012-2014, STBIH je svoj slučaj mobinga i neplaćenih prekovremenih sati povjerilo 12%. U 2015. taj procenat je bio 13%, a u 2016. 21,5%
2. Od 320 slučajeva u 2016. godini, njih 275 je rješavano pregovorima, 6 slučajeva je na dalje postupanje preuzeo STBIH, 10 slučajeva NVO VAŠA PRAVA kao partner. U 4 slučaja reagirala je inspekcija. Uputjena su 3 dopisa top menadžmentu, napravljeno je 9 tužbi, organizovan 1 štrajk i pokrenuto 5 sudskih sporova.
3. Od 320 slučajeva u njih 242 radnik se zastupao sam uz savjetodavnu ulogu STBIH, 66 je preuzeo STBIH a 6 NVO VAŠA PRAVA.
4. Broj riješenih slučajeva je 159 a njih 161 je u procesu. To je 49,6% . U 2015. taj procenat je bio 37,5%

WE ARE PROUD TO ANNOUNCE:

Historical success of STBIH – first collective agreement to be ever signed for private sector of commerce in federation of Bosnia and Herzegovina

This CA is the first step towards the finalization of the rights of workers in this sector, which has so far carried the “epithet” of a sector in which the total legal anarchy is governed by a massive violation of workers’ rights.

The struggle for the legitimacy of the STBiH runs since the first time the PPDIVUT began to abduct the STBIH members even at the end of the nineties or since the very beginning of the new work of STBiH after the war. After the first unsuccessful attempts, this union withdrew from membership theft until the merger of KONZUM and MERKATOR in 2016, when a major campaign of abduction began, but also the taking over of places that were then held by the STBiH in the labor market. All this coincided with the SSSBiH Decree on the exclusion of STBIH from SSSBiH, after which “alternative trade union was made” as a deliberate assault and mission of ultimate destruction of STBIH. We utterly complained about this thug and survived to be by the end of 2016 and most important of all the battles – a solution of representativeness for the trade in FBiH. It is this solution that is the most important and most valuable argument and proof of the legitimacy of STBIH.

Shortly thereafter, STBIH initiated the negotiation of the CA for the trade sector. Of course, this process has again attempted to be blocked by SSSBiH through PPDIVUT. Again, STBIH won the battle by proving that PPDIVUT could be a participant in the negotiation process but not the negotiator or the signatory CA, which was a sufficient motive for the representatives of this so-called union not to appear at the meeting of negotiating teams. The negotiation process began in November 2016. Together with STBIH, the Federation of Petrochemicals of the Federation of Bosnia and Herzegovina (FBiH), which after the first two meetings and after the FBiH Employers’ Association Negotiating Team did not wish to discuss their proposal or to include them as signers, left participation. After a little more than 6 months from the beginning of the negotiations, CA was agreed and finally signed on 11.07.2017. In UPFBiH Negotiation Team were representatives of all the major trading companies led by Mr. Edin Ibrahimovic, Executive Director of BINGO.

STBIH had a major problem in this process because of the provisions of the General CA, which was signed by the SSSBiH and the UPFBi, which were insisted by the Negotiating Team of the UP, which are quite unfavorable to the workers. Still, STBIH has made a number of improvements. A 20-day vacation is increased for one day every five years of employment with that employer. The height of the minimum hot meal increased from 0.5 to 0.7% of the average salary in FBiH. We are especially proud of this because we have already had cases in practice when employers, after adopting the General CA, reduced the height of the hot meal. Remuneration for retirement as well as payment to a worker in the case of death of a



close family member was contracted on three minimum wages in the FBiH. Cooperation between the Union and employers was also agreed in a correct manner.

The thing we are not happy about is that this CA is in force by the end of this year. We have also tried and unfortunately did not manage to match the readiness category and payment methods. This is a new category that has brought the new Labor Law into FBiH. Also the Negotiating Team of the UP has insisted that the quest for rescheduling and transport charges be identical as in the General CA.

This CA is the first step towards the finalization of the rights of workers in this sector, which has so far carried the “epithet” of a sector in which the total legal anarchy is governed by a massive violation of workers’ rights. This is the first CA for the private trade sector in BiH ever and for that it is historical. This is also a confirmation that the only STBIH is a legitimate trade union in this sector in the FBiH. This is a great step for STBIH and the historical success that has come as the crown of STBIH’s twenty-year work.



In the previous mandate period, STBIH had lost its two great heroines, two great fighters for workers' rights and justice, but first and foremost two friends whom many STBIH members had known personally, and with them shared their misfortunes work wise, and from life in general.

LJILJANA SMRIKO

Died August 3rd, 2016.

Our Ljilja had been actively contributing to the up building of STBIH since 1997. She was a regional trustee for the STBIH region of Central Bosnia since 2009. From 1997 onwards, she had been responsible for project activities in the Zenica office, and up until 2016, she was the coordinator of the OPIC project.

ŽELJA GRUBIŠIĆ

Died July 4th, 2013, at the age of 75.

This was a great loss for STBIH, but an immense personal loss for every each one of us who had always received support and understanding in our darling Želja, as well as unconditional love! Želja was one of the founders of the new STBIH, a member of UO STBIH since 1997, and from 2009 onwards, the head regional commissioner of STBIH Herzegovina. Besides that, Želja had actively worked on the gathering on the women of Mostar and the Herzegovina region since 1997. She had coordinated project activities of HK in her region, and had immensely contributed to the establishment of the group of active young members of our syndicate

Želja i Ljilja had always been there for all STBIH members regarding all types of help and support. With their experience and altruism, they had left a great mark for this workers' union for every single one of us.



Rest in peace, our heroines!