







YEARBOOK 2018

AmCham Am



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Willis **Towers** Watson





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IMPRESSUM

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Embassy of the United States of America Office of the Ambassador

December 20, 2018

Dear AmCham Members,

I greatly enjoyed meeting many of you this past year, visiting your companies, and discussing ways to expand the United States-Croatia economic partnership. As I reflect on what we've accomplished together, there are a series of events that stand out in my mind. From the gala celebrating AmCham's 20th Anniversary, to the U.S. study visit AmCham sponsored on the digital transformation, to the tax reforms AmCham lobbied for which now allow employers to make stock options a more attractive part of compensation packages, AmCham has done a lot.

The U.S. Embassy has been busy, too. I've heard in almost every meeting that a bilateral tax treaty with the United States is one of your top priorities, and I've made this one of my top priorities as well. This year we launched a technical assistance program with the Croatian government to bring the Krk Island LNG project closer to completion, assisted U.S. companies like KKR in concluding big deals in Croatia, and announced the U.S. donation of two new Blackhawk helicopters to the Croatian military. We hosted visits by the U.S. Attorney General, Secretary of Defense, and senior Senators this year - raising Croatia's profile not just as a strong security partner, but as an exciting investment destination.

As I look to the coming year, I anticipate more partnership

opportunities ahead. I look forward to working with all of you to advocate for additional economic, judicial, and tax reforms so that Croatia becomes an even more attractive destination for investors and businesses. The United States will pursue streamlined cooperation on law enforcement and extradition. And we will continue to advocate for a resolution to Croatia's border dispute with Slovenia, for improved relations between Croatia and Serbia, for electoral reform in Bosnia-Herzegovina, and for full restitution of Holocaust-era seized property.

My team at the Embassy is constantly looking at ways we can advance the U.S.-Croatia relationship. In 2019, we will launch **MeetUS**, a program that brings U.S. Embassy employees from every office and section to communities across the country. In the coming year I will also launch a program which will bring U.S. and Croatian business leaders and entrepreneurs together, provide how-to training for those seeking investment, and support companies seeking investors into Croatia from the United States. This initiative will only succeed with help from AmCham and all of you. I look forward to inviting you to the launch and seeing how far we can get to an improved business and investment climate together. Let's get to work.

Sincerely,

W. Robert Kohorst, U.S. Ambassador to Croatia



Dear AmCham Members and Friends,

It is my pleasure to introduce AmCham's 2018 Year-book, which reflects on our activities and accomplishments over the past year.

This year, AmCham celebrated its 20th anniversary of operating in Croatia. From a small association of 20 companies and individuals, AmCham in Croatia has grown to become a leading international business association with more than 230 member companies, whose interests and objectives AmCham is devotedly representing.

For the past 20 years, AmCham has been a partner to many private companies and public institutions, providing a platform for connecting and sharing ideas, all with the aim of improving the business climate in Croatia and strengthening Transatlantic cooperation.

2018 has been a fruitful year. We hosted over 60 events which touched upon various business issues, such as the General Data Protection Regulation (GDPR). Through several events dealing with the GDPR, our members could learn more about its legal and technological aspects, exchange experiences, and discuss compliance challenges. As the grand finale of the 'Boardroom Discussions: Digital Transformation', the event series launched last year, we organized a business delegation to New York and San Francisco/Silicon Valley, allowing the Management Board members of AmCham member companies to see digital transformation at its source. We were actively involved in discussions on tax issues, especially taxation of stock options, whose reduction would significantly improve business environment for start-ups, while also increasing competitiveness for regional centers. We will continue our efforts in this area and towards improving Croatian competitiveness.

With 15 position papers issued in the past year, Am-Cham continued to represent the business interests of American, international, as well as Croatian companies, and publicly advocate on their positions at all levels, including government, state institutions, and the general public.

As the 20th year of AmCham in Croatia and my third year of mandate as President of the Board of Governors passes, I am pleased with what we have accomplished, but also highly motivated to continue delivering value to our members and business community.

I would like to thank you all for your collaborative efforts and contribution to AmCham's activities which led to even greater performance and visibility. I look forward to our continued cooperation in 2019!

Sincerely,

Berislav Horvat, President

BOARD OF GOVERNORS

The AmCham Board of Governors is responsible for the strategic management and policy decisions of the American Chamber of Commerce in Croatia, donating their time, experience and connections for furthering the Chamber's goals. It is comprised of seven members coming from the senior management level of AmCham member companies. Board members are elected by the General Assembly, which meets annually and includes all AmCham Croatia members.

Board members' main duties are to hold regular meetings once a month, attend AmCham events, actively participate in the work being undertaken, and oversee at least one AmCham Committee. Also, Board members have the opportunity to occasionally participate in meetings with government officials regarding AmCham initiatives.



Berislav Horvat
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Ernst & Young d.o.o.



Davor Tremac
Second Vice-President
Uber Croatia d.o.o.



Anita Letica
Untitled Governor
Philip Morris Zagreb d.o.o.



Rina Musić Untitled Governor Merck Sharp & Dohme d.o.o.



Ljubiša Mitof-Višurski First Vice-President AbbVie d.o.o.



Mihael Furjan Secretary-Treasurer Pliva Hrvatska d.o.o.



Natko Vlahović Untitled Governor Vlahović Grupa d.o.o.



Nicole Warin
Advisor to the Board
Economic Officer - U.S. Embassy



Dear AmCham Members and Friends,

Thank you for yet another wonderful and productive year, with which AmCham marked its 20th anniversary. The year 2018 could not have been possible without the endless energy, skills, and devotion of our 232 members. Special thanks to our committees and task forces who, as usual, went above and beyond the call of duty to provide whatever was necessary to create well-reasoned position papers, which enabled successful advocacy not just for our members, but for the entire Croatian economy. We can count numerous policy successes in 2018, like the card payment initiative which will enable Croatian companies and citizens to pay public services by credit cards, the significant decrease of stock options tax burden which will enable companies to retain their key personnel, or the VAT on OTC medicines, which has finally been made equal to other prescribed medicines. These many successes mean that we have opened doors and initiated a dialogue with our partners in the Croatian government. I would like to thank Ambassador Kohorst and his team, who have been very supportive of AmCham's initiatives, with their deep understanding of how administrative impediments reflect on companies and national competitiveness.

Our members will also remember 2018 through two of Am-Cham's flagship events: the Delegation to New York and San Francisco/Silicon Valley and the 20th anniversary celebration. Even though the delegation gathered a little over 20 people, we believe it inspired the right individuals – the decision makers and owners of Croatian heavy weight companies, people with significant influence on the economy. Such leaders can initiate the badly needed digitalization in Croatia. The new Boardroom Discussions program has been successfully launched and AmCham is already planning a new delegation for 2019, with exciting new digitalization showcases in the States.

We strive to be an organization focused on our members' success. AmCham does not offer too many opportunities for just socializing and having fun. Our anniversary celebration demonstrated that we should offer more in this respect. Companies, their leaders, and employees are working hard in an environment which is anything but simple, so any occasion to slow down with relaxed mingling, fine food and drink as well as great entertainment provided by our members is not only welcome, but necessary.

As we have done in the past, we recently sent out our traditional business climate survey, supplemented with a short satisfaction survey, in the hope that you would share with us your thoughts on how we could work together even more successfully.

Thank you for partnering with AmCham throughout the past year. It has been a pleasure helping you reach your goals, and we look forward to contributing to your success in 2019. I wish you a prosperous and happy new year!

Sincerely,

Andrea Doko Jelušić, Executive Director

Dello Jelusić

OFFICE OF THE EXECUTIVE DIRECTOR

The Office is responsible for the day-to-day management of all AmCham operations (events, committees' work, advocacy efforts), internal organization, and all other issues related to the management of AmCham. The Executive Director participates in all the Board of Governors' meetings and the AmChams in Europe Board, connecting AmCham Croatia's activities with other European AmChams as well as U.S. Chamber of Commerce.



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ABOUT AMCHAM CROATIA



VISION

We aspire to be the leading business association contributing to a strong and competitive business environment in Croatia and growing transatlantic cooperation.

MISSION

AmCham provides to members a forum for developing business opportunities, through promoting high standards of business practices, pursuing policy advocacy and offering high level networking.

GOALS

- Foster ties between Croatia and the United States through trade and investment
- Strengthen partnership between the business community and the Croatian government at all levels
- Facilitate cooperation among members
- Promote regional trade and pan-European cooperation

AmCham is an independent, non-profit, non-governmental organization with more than 230 members and an accredited affiliate of the U.S. Chamber of Commerce in Washington and AmChams in Europe (ACE) network.

Members are provided the opportunity to expand their busi-

ness and government contacts by attending numerous networking and business events we organize, exchange useful information and advocate issues important for doing business through committee work and also promote their company by using various AmCham communication channels (News&Views magazine, Yearbook, e-Newsletter, AmCham website).

Each year, AmCham organizes more than 45 various events, the majority of which include attractive sponsorship packages. By linking their brand to AmCham, members companies can increase their visibility and network of prospective clients and associates strengthening the competitive edge. AmCham events are attended by the top management of leading companies in Croatia, as well as government representatives and the diplomatic corps and regularly receive substantial media attention.

Chamber's positions on policy issues relevant to members' business operations (covering areas like environment, health care, IPR, tourism, public procurement, judiciary, data protection and trade and investment) are discussed and defined within Committees' work and formalized into official position papers. These official positions are communicated to the highest Government levels as well to the public, and often discussed with Government representatives.





POLICY INITIATIVES

POLICY OVERVIEW

Meeting with Agency for Investments and Competitiveness

January 10

Representatives of the American Chamber of Commerce met with Mr. Zdenko Lucić, Managing Director of the Agency for Investments and Competitiveness, and Ms. Božica Lapić, Director, Sector for Investments, to further discuss joint activities that will contribute to promoting Croatia as an investment destination. Am-Cham and the Agency for Investments and Competitiveness will sign the Cooperation Agreement on joint activities in 2018.

Meeting with Ms. Zrinka Bulić, Assistant Minister at the Ministry of Public Administration January 15

AmCham held a second coordination meeting with Ms. Zrinka Bulić, Assistant Minister at the Ministry of Public Administration, and representatives of the Directorate for e-Croatia to finalize details for the second workshop on the introduction of card payments into public administration, planned for January 31.

The second workshop will gather representatives from a number of public administration institutions interested in offering the possibility of card payments to citizens.

Following the first workshop held on October 5, 2017, representatives of AmCham and the Ministry of Public Administration are organizing a second workshop to further discuss and find solutions for the introduction of card payments as a service offered by as many state institutions as possible.

Meeting with the State Prosecutor's Office January 18

Representatives of the American Chamber of Commerce in Croatia met on Thursday, January 18, 2018, with representatives of the State Prosecutor's Office, Ms. Željka Šaškor, Deputy Head State Prosecutor, as well as Mr. Ivan Glavić and Mr. Hrvoje Božić.

The main topic discussed at the meeting was AmCham's posi-

tion paper "Recommendations for Improving the Enforcement of Intellectual Property Protection in Croatia".

Representatives of AmCham and the State Prosecutor's Office discussed challenges related to intellectual property rights protection in Croatia and the necessary changes to the current system, as well as opportunities for cooperation, with the joint aim of improving practices in Croatia.

Second Workshop with the Ministry of Public Administration January 31



The Ministry of Public Administration in cooperation with AmCham organized a workshop focused on the introduction of card payments into public administration.

The workshop was opened by speeches from Ms. Zrinka Bulić, Assistant Minister, Ministry of Public Administration and Ms. Kata Prpić, State Secretary, Ministry of Public Administration.

Speeches were followed by AmCham's presentation on card payments and possibilities for its introduction into government institutions



in Croatia. Mr. Antun Matejčić, Splitska banka, presented the Card payments ecosystem, Mr. Edin Sarač, MasterCard, presented examples of good practice of using card payments in public administration in the EU, Ms. Marija Bauer, Addiko banka, presented the benefits of using card payments, and Ms. Rozana Grgorinić, Zagrebačka banka, presented an illustration of the possible introduction of card payments into public administration institutions. Ms. Doko Jelušić, AmCham, presented possible next steps for cooperation between the Ministry of Public Administration and AmCham in an effort to fully implement the option of using credit cards along traditional cash payments for Croatian citizens when paying for public services.

Ms. Bulić invited representatives of public administration institutions present at the workshop to submit a list of all services and charges in their jurisdiction which they would like to see included in the project of of card payment introduction.

There were an estimated 65 participants at the workshop representing a number of public administration institutions as well as representatives of major credit card companies and banks.

Meeting with Mr. Orsat Miljenić February 1

AmCham representatives met with Mr. Orsat Miljenić, Chair of the Judiciary Committee of the Croatian Parliament.

The main topic discussed at the meeting was the state of Croatian judiciary. AmCham representatives presented the position paper "Recommendations for Fast-track Procedures for Small Claims", which provides specific recommendations for resolving small claims procedures with the aim of unburdening courts and strengthening the public's confidence in the judicial system.

AmCham Board of Governors Breakfast with the US Ambassador H.E. Robert Kohorst February 1



The AmCham Board of Governors met with the new US ambassador in Croatia, H.E. Robert Kohorst. Members of the AmCham Board of Governors used this opportunity to present to ambassador Kohorst topics that are in the focus of AmCham, also inquiring about his priorities in his work with the business community in Croatia.

Meeting with Representatives of the Tax Administration February 9

Representatives of the American Chamber of Commerce in Croatia met on Friday, February 9, with representatives of the Tax Administration, among them Mrs. Renata Kalčić, Assistant Director.

The meeting covered a wide range of issues and AmCham position papers, including issues related to the legislative and strategic framework for the development of direct selling activities, the issue of unification of the VAT rate applicable on medicines, the possibility of introducing card payments into public administration, and the taxation of stock options for employees in Croatia.

AmCham Meets with Representatives of the Supreme Court

February 13

AmCham representatives met with the President of the Supreme Court, Mr. Đuro Sessa, and Mr. Damir Kontrec, Head of the Civil Law Department.

The topics discussed were AmCham's position papers "Recommendations for Fast-track Procedures for Small Claims", "Mediation as a Way of Achieving a More Efficient Judiciary", and "Recommendations for Strengthening the Use of Mediation in Croatia". Representatives of AmCham presented the position papers and this was followed by a discussion with representatives of the Supreme Court on the possibilities for implementation of AmCham's proposals, with the aim of improving the efficiency of the Croatian judiciary.

The "Recommendations for Fast-track Procedures for Small Claims" position paper brings together a number of recommendations for resolving small claims that aim to unburden the court system and strengthen public confidence in the judiciary and legislation, and consequently improve Croatia's competitiveness.

The position papers "Mediation as a Way of Achieving a More Efficient Judiciary" and "Recommendations for Strengthening the Use of Mediation in Croatia" outline specific recommendations for the development of mediation in Croatia.

Meeting Regarding the Project "Analysis of the Registry System in the Republic of Croatia"

February 16

AmCham representatives participated in a meeting on the occasion of the World Bank Mission related to the project "Analysis of the Registry System in the Republic of Croatia".

The meeting was organized by the World Bank, the Investment and Competitiveness Agency, and the Croatian Chamber of Commerce.

Along with representatives from AmCham, other business community representatives were also present at the meeting. The aim of the meeting was to present the project to identified relevant stakeholders and collect their input and opinions.

Meeting with the Minister of Justice February 16

AmCham representatives met with the Minister of Justice, Mr. Dražen Bošnjaković. Other representatives of the Ministry of Justice were also present at the meeting, including Mr. Josip Salapić, State Secretary.

The topic of the meeting was the state of the Croatian judiciary. AmCham representatives presented AmCham's position papers on this topic - "Recommendations for Fast-track Procedures for Small Claims", "Mediation as a Way of Achieving a More Efficient Judiciary", and "Recommendations for Strengthening the Use of Mediation in Croatia" – as well as the position paper "Recommendations for Improving the Enforcement of Intellectual Property Protection in Croatia".



Recommendations from the position papers served as a basis for discussion and exchange of ideas for improving the efficiency of the justice system in Croatia.

AmCham Representatives Participate in a Meeting of a Working Group of the Ministry of Justice

March 12

Representatives of the American Chamber of Commerce in Croatia participated in a meeting of the Working Group of the Ministry of Justice drafting the new Draft Act on Amendments to the Civil Procedure Act.

AmCham was invited by Mr. Dražen Bošnjaković, Minister of Justice, to present its proposals from the position paper "Mediation as a Way of Achieving a More Efficient Judiciary", describing changes that would enable strengthening of the use of mediation in Croatia.

The position paper highlights the economic benefits of mediation, proposes specific amendments to the Civil Procedure Act, and offers recommendations for further development of the mediation system.

Meeting with Majda Burić the State Secretary at the Ministry of Labor and Pension System

March 28



Representatives of American Chamber of Commerce met with Ms. Majda Burić, State Secretary at the Ministry Labor and Pension System and advisors at the Cabinet of the Minister including Mr. Miroslav Smetiško, Chief Advisor.

The topic of the meeting was AmCham's Position Paper "Human Capital Map as a Basis for Attracting Investments and Boosting Employment". AmCham representatives emphasized the importance of developing a national database that would include all relevant information on candidate profiles available for employment. In addition to basic information on candidate profiles, it is also important for employers to have insight into candidate skills, including knowledge of foreign languages, in a particular region or a city. A transparent and easily accessible database of available candidate profiles would greatly help potential investors to make a decision on investing in Croatia.

In addition to the Human Capital Map a number of other topics were discussed including the current measures of the Ministry for employment incentives, the Croatian labor market and possible ways of future cooperation between the Ministry and AmCham.

AmCham Presented Results of the Survey of the Business Environment in Croatia

March 28

AmCham organized a press conference and presented the results of the Survey of the Business Environment in Croatia.

The survey was carried out in the period from December 20, 2017

until January 31, 2018 on a sample of 140 members of management boards of domestic and international companies in Croatia and it encompasses following areas:

- Business results in 2017
- · Business environment
- · Impact of institutions on the business environment
- Comparison with the region
- · Business expectations
- Impact of EU membership on doing business in Croatia.

The majority of participants (65%) assessed their business results in 2017 as better than in the previous year and an increase in the number of employees was stated by 64% of participants.

As the main limiting factors for their business (in the last five years), the participants pointed out regulatory framework, administrative procedures and taxation of labor. The worst deterioration of business conditions in the past five years are attributed to the enforcement of laws and regulations, the judiciary and the quality of legislation.

The biggest improvements in the five-year period are seen in increased demand for goods and services, better financing conditions and better conditions for trade.

The majority of participants perceive the impact of government institutions on business conditions as negative or without effect. There is a similar perception with regard to the impact of local institutions.

For the upcoming three-year period, 79% of AmCham member companies plan to expand the scope of their business operations in Croatia, while only 3% plan to reduce it. As many as 71% of companies are planning to hire new employees in the next three years, 20% of them more than 20 new employees.

EU membership which has enabled easier access to financing and new markets is rated positively by all survey participants (78%), who however find that Croatia is lagging behind comparable countries of Central and Eastern Europe. It is necessary to invest additional efforts for Croatia to make full benefit of EU membership and to catch-up with comparable Central and Eastern European countries, as well as retain the leading position in relation to non-EU member countries in the region, as a desirable location for investment.

.AmCham Presented a New Position Paper in Washington

On April 16, 2018, AmCham presented its new position paper "Arguments in Favor of a Double Taxation Treaty between Croatia and the United States of America".

AmCham presented the paper to Ms. Marjorie Chorlins, Vice President for European Affairs at the U.S. Chamber of Commerce in Washington, of which AmCham Croatia is an affiliate organization. AmCham also requested support in advocating for the launch of a negotiating procedure for the conclusion of a double taxation treaty between Croatia and the US.

Double taxation treaties are international contracts entered into by states with the principal purpose of reducing or eliminating the double taxation of income earned by residents of each country from sources within the other country. Tax treaties are intended to prevent avoidance or evasion of taxes, but their actual influence exceeds this purpose – they also help promote and foster closer economic cooperation by helping to eliminate possible barriers to trade and investment caused by overlapping taxing jurisdictions.

Despite a number of attempts to date to initiate the negotiating process for signing a tax treaty with the US coming from Croatia, no such treaty is currently in place.

Nonexistence of such a treaty, among other things, reduces transparency in doing business, puts a significant tax and administrative



AmCham Croatia Participated in Transatlantic Week 2018 in Brussels March 7–9



From March 7 – 9, 2018 AmCham Croatia participated in Transatlantic Week 2018 in Brussels, in the organization of AmCham EU. On behalf of AmCham Croatia, Ms. Andrea Doko Jelušić, Ms. Barbara Kolarić, and Mr. Dražen Malbašić participated in the program.

On the first day, AmChams' representatives from around 20 countries had a series of meetings and workshops where participants had the opportunity to discuss specific country policy priorities and exchange best policy practices in their work and in their outreach towards different stakeholders, including governmental institutions. The first day was concluded with the Transatlantic Reception, organized in the European Parliament, where the annual report on Transatlantic Economy 2018 was launched.

On the second day, participants had the opportunity to partake in a series of policy specific sessions that included Transatlantic Relations – State of Play, Looking Ahead to the 2019 European Parliamentary Elections, and Digital Tax Finishing with a presentation on The Case for Investing in Europe 2017 report.

On the last day, the Transatlantic Conference 2018 gathered nearly 300 attendees where stakeholders from both sides of the Atlantic discussed current and future relations between businesses and governments in Europe and the United States. The program included speeches by distinguished guests, which included Mr. Jyrki Katainen, Vice-President for Jobs, Growth, Investment and Competiveness, European Commission and Jean-Baptiste Lemoyne, Secretary of State, Ministry of Europe and Foreign Affairs, French Government. The Conference included panel discussions on business-relevant issues. Among the speakers were Ms. Edita Hrda, Managing Director, Americas, European External Action Service, and Ms. Manisha Singh, Assistant Secretary of State for Economic and Business Affairs, US Government. Ms. Vera Jourova, Commissioner for Justice, Consumers and Gender Equality, European Commission, was awarded the Transatlantic Award 2018

burden on companies from Croatia wanting to do business in the US and vice-versa, and hinders and thus decreases the scope of knowledge transfer between the two countries. In addition, the absence of a treaty directly puts Croatia at a disadvantage in comparison to other European union member states, which have such treaties in place.

Therefore, with its position paper, AmCham calls for opening of the negotiation procedure for putting a double taxation treaty between Croatia and the US in place.

AmCham's Initiative on Card Payments Gathered Representatives of the Business Community and Public Sector



Representatives of AmCham's initiative on card payments in the public administration from Addiko Bank, Card Club, MasterCard, PBZ Card, Raiffeisenbank, Splitska Banka, VISA, Zagrebačka Banka, and Hrvatska poštanska banka, met with the representatives of several state institutions in the organization of the Ministry of Administration. Besides the Ministry of Administration, present institutions included the Ministry of the Interior, the Ministry of Finance, and the Financial Agency.

The topic of the meeting included the beginning of the project on "e-Pristojbe" (or e-fees in Croatian) and ways in which card payments could be introduced in public administration offices in regards to the project. Representatives of the business community and public sector exchanged views on how the project can be implemented.

Meeting with the International Monetary Fund Delegation

AmCham representatives met with the International Monetary Fund delegation. Ms. Andrea Doko Jelušić, Mr. Boris Bauk, Mr. Hrvoje Jelić, Mr. Hrvoje Stojić, and Mr. Dražen Malbašić met with the IMF delegation led by Mr. Khaled Sakr, Ms. Svetlana Vtyurina, and Mr. Tonny Lybek.





Executive Director Participated at AmCham Meeting in Washington, D.C.

April 16-20

Executive Director Andrea Doko Jelušić participated in the annual AmChams in Europe USA Conference held in Washington, D.C. and Chicago from April 16-20.

The delegation attended a conference hosted by the U.S. Chamber and Business Europe - "Transatlantic Business Works", which brought together leading EU and U.S. officials and business representatives to emphasize the value of transatlantic trade and investment to Europe and the U.S. The Transatlantic Economy Report 2018, presented by Dan Hamilton, Executive Director, Center for Transatlantic Relations, Johns Hopkins University, was also launched at the event. Ms. Doko Jelušić handed over AmCham's position paper "Arguments in Favor of a Double Taxation Treaty Between Croatia and the United States of America" to U.S. Chamber's Marjorie Chorlins, Vice President for European Affairs, and spoke with John Murphy, Senior Vice President for Trade Policy. She also met with the Croatian Ambassador to the U.S. Mr. Pjer Šimunović, and held a meeting with representatives of the National Federation of Croatian Americans (NFCA).



The group attended a series of briefings at the U.S. Chamber, as well as participated in select meetings with key administration officials at the Department of Commerce and at the Hill.

The AmChams in Europe delegation held a meeting at the CBS Corporation and then continued to Chicago for a series of outreach meetings and site visits to various member companies like Abbvie, Underwriters Laboratories, Northern Trust, Motorola Solutions, visited the 1871: Chicago's Technology & Entrepreneurship Center, and met with the Mayor, Rahm Emanuel.

Topics covered at the meeting included the results of Am-Cham's Survey of the Business Environment in Croatia, improvements in the business environment, foreign direct investment, the tax system, and the functioning of public administration in Croatia.

Meeting with HALMED Representatives June 19

AmCham representatives met on Tuesday, June 19, with representatives of the Agency for Medicinal Products and Medical Devices (HALMED), Ms. Zrinka Šimundža Perojević, Deputy Head for Operations, and Ms. Goranka Marušić Kontent, European Affairs Advisor.

The main topic of the meeting was AmCham's position paper "Recommendations for Improving the Medicinal Product Pricing Process".

The current Draft Act on Changes to the Act on Medicinal Products foresees the establishment of a new medicinal product pricing system pursuant to which HALMED would establish the highest permitted price of a medicinal product at which a marketing authorization holder could sell the medicinal product on the Croatian market, which is a task currently performed by the Croatian Health Insurance Fund. In light of these changes, AmCham has issued the position paper, thus providing clear recommendations for improving the efficiency of the pricing system.

AmCham and HALMED representatives discussed the position paper and AmCham's recommendations, as well as opportunities for cooperation.

The Heritage Foundation Delegation Visits AmCham July 20

Mr. James Carafano (Vice President and the E.W. Richardson Fellow) and Mr. Anthony Kim (Research Manager and Editor of the Index of Economic Freedom) of the Heritage Foundation visited AmCham on July 20 to discuss AmCham Croatia's views on the importance of the visa waiver program and the double taxation treaty between Croatia and the U.S. AmCham's Executive Director presented arguments in favor of a Double Taxation Treaty. It was agreed to cooperate on these topics and guests invited AmCham Croatia's future business delegation to visit them while in Washington D.C. After the delegation visited Croatia, The Daily Signal, a news/commentary outlet of the Heritage Foundation, issued an article. The news website is widely read by, among others, policy making circles in the U.S.

Meeting with Representatives of the Tax Administration

September 20

Representatives of the American Chamber of Commerce met with the Director of the Tax Administration Mr. Božidar Kutleša and Assistant Director Ms. Renata Kalčić.

The purpose of the meeting was to present in more detail AmCham's proposals regarding the ongoing tax system reform. These proposals are contained in AmCham's earlier position papers on the unburdening of labor and the treatment of receipts from employee share plans, and they were also recently communicated through the e-Savjetovanja platform.

AmCham's main proposals include:

- more favorable treatment of receipts from employee share plans
- tax unburdening of allowances for workers' health (allowance for workers' meals, sports activities, supplementary health in-



Recommendations for Improving the Business Environment and Encouraging Investment Growth in Croatia

May 28

On May 28, 2018, AmCham presented the results of the Survey of the Business Environment in Croatia. The survey was conducted on a sample of 140 members of domestic and international company management boards in Croatia. Its purpose was to determine participants' attitudes towards the business environment in Croatia and identify what representatives of the business community have planned for the upcoming period.

Taking into account the results of the Survey, as well as input from business community representatives, through the work of AmCham's Committees and Working Groups, AmCham prepared the position paper "Recommendations for Improving the Business Environment and Encouraging Investment Growth in Croatia", which included 6 measures for boosting the Croatian economy, and its investment and business environment.

A strategic approach to attracting foreign direct investments

It is necessary to prepare and implement a long-term investment strategy based on political consensus, one that must exceed the mandate of a particular government. Furthermore, it is important to promote the advantages of foreign direct investments and improve promotion of incentives for attracting investment.

2. A digitalized and optimized public service system

AmCham sees the digitalization of public administration as a program of optimizing processes supported by technology, in order to achieve faster and more transparent public services for citizens and businesses. The process of digitalization would ensure the much needed clarity, predictability of outcomes, foreseeable timeliness, speed, and transparency of public administration. The optimization of public services could additionally be enforced through a sustainable and cost efficient healthcare system, as well as consistent implementation of the Most Economically Advantageous Tender Criterion in public procurement.

3. A stimulating tax system

A good tax system is certain, clear, and predictable. Clarity of specific tax provisions, but also the overall tax system, is important for both potential investors and investors already doing business in Croatia. In order to achieve a more competitive tax system, further unburdening of labor and doing business, as well as better cooperation of the Tax Administration and the business community is necessary.

4. An effective legislative and judicial system

Legal security and trust in the justice system are an important segment that investors consider when making a decision on an investment. It is therefore necessary to ensure a quality and efficient judicial system and a consistent legislative framework as a precondition for strengthening Croatia's competitiveness. It is necessary to strengthen the principle of better regulation in the process of adopting laws and policies and to increase the efficiency of the judiciary.

5. Strategic management of human potentials

The labor market is becoming more mobile and less bound by state borders, partly as a result of Croatia's accession to the European Union. In order for the labor market to function and contribute to economic growth, it is necessary to harmonize the demand and supply of skills. A workforce with skills and qualifications that meet the needs of investors is a basic prerequisite for attracting investment and creating new jobs. In order to successfully cope with competitive pressures, further modernization of the Croatian labor market is inevitable, in line with the practices of comparable member states.

6. An energy efficient and "green" economy

Energy and resource efficiency encourages the replacement of fossil fuels with "clean" energy characterized by a low level of the greenhouse gas emissions that cause climate change, thus stimulating the development of green jobs and reducing energy dependence. The green economy is defined by the sustainable use of renewable resources, as well as the wise use of non-renewable resources.

surance, and team building activities) and for accommodation and food for temporarily posted workers

• widening the tax bracket that is taxed at a rate of 24% (in line with the current proposal of the Income Tax Act).

Meeting with Ms. Grozdana Perić, Croatian Parliament September 26

On September 26, 2018, AmCham representatives Ms. Andrea Doko Jelušić, Ms. Petra Megla, and Mr. Dražen Malbašić met with Ms. Grozdana Perić, Chairwoman of the Finance and Central Budget Committee in the Croatian Parliament.

The topics of the meeting included issues covered by AmCham's position papers "Employee Share Plans Taxation in Croatia" and "Recommendations for Reform of the Tax System with Emphasis on the Unburdening of Labor".

At the meeting, AmCham representatives stressed the importance of further unburdening of tax system for businesses and lowering the cost of labor in Croatia.

More favorable tax treatment of employee share plans would certainly boost the use of this measure, aimed to retain highly skilled employees in companies. At the moment, very few companies use the measure because the current tax treatment discourages them from doing so. AmCham believes that an employee share plan, treated as gross capital income taxable at the personal income tax rate of 12%, would contribute to better budgetary revenues.

Ms. Perić agreed with the argumentation laid out by AmCham representatives and also agreed to discuss further with her decision-making colleagues if it would be fiscally possible to realize such unburdening. Furthermore, Ms. Perić welcomed the initiative to reduce the tax burden on some employee income, such as allowances for workers'





health (allowance for workers' meals, allowance for sports activities, supplementary health insurance, and organization of team building activities), allowance for accommodation and food for temporarily posted workers, and the use of taxi services during a business trip.

Meeting with Representatives of the Ministry of Justice October 2

On October 2, 2018, AmCham representatives met with representatives of the Ministry of Justice, including State Secretary Juro Martinović, and Assistant Minister Vedrana Šimundža Nikolić. The topic of the meeting was AmCham's position paper "Proposal for Amendments to the Criminal Code".

The biggest challenge for intellectual property right holders in Croatia, from AmCham's point of view, lies in strengthening the enforcement of legislation that prescribes intellectual property rights and the lack of specialized courts to deal with the above-mentioned procedures. In this position paper, AmCham provides proposals for specific amendments to the current Criminal Code that would enable precise determination of damage caused and material gain realized in cases of infringements of intellectual property rights that belong to the domain of criminal law. Furthermore, AmCham proposes reducing the threshold for the criminal prosecution of infringements of intellectual property rights (the category of "considerable damage" caused in accordance with the Criminal Code) from HRK 60,000 to HRK 30,000, with the aim of actively discouraging this type of behavior.

These recommendations served as a basis for the discussion and exchange of ideas between representatives of AmCham and the Ministry, on ways to improve the efficiency of the IPR protection system in Croatia.

AmCham Participated in Stakeholder Consultations of the Ministry of Justice October 24



AmCham representatives participated in stakeholder consultations on the "Justice and Home Affairs" program under the Norwegian Financial Mechanism 2014-2021. The event was organized on October 24 by the Ministry of Justice.

The Memorandum of Understanding on the Implementation of the Norwegian Financial Mechanism (NFM) for the period 2014-2021 between the Kingdom of Norway and the Republic of Croatia was signed on July 3, 2018. The total amount of financial support available to the Republic of Croatia for the seven-year period amounts to EUR 46.6 million. Allocated funding for the Judiciary program area is EUR 15.3 million, including national co-financing.

The aim of the consultations was to involve stakeholders from various sectors in discussing key challenges in the judiciary to prepare for the conceptual summaries, which will serve as a framework for future projects.

Launch of the Bilateral Chambers Initiative in Croatia November 15



Following the 2013 and 2016 initiatives for the improvement of Croatia's business environment, six bilateral Chambers launched their third Business Environment Improvement Initiative by organizing a press event on November 15, 2018.

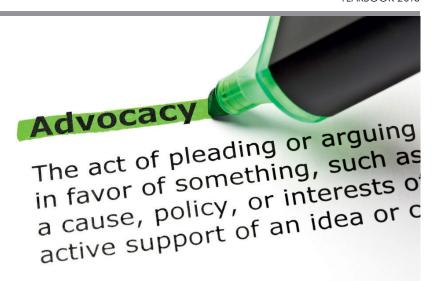
The American Chamber of Commerce in Croatia, the Association of Italian Entrepreneurs in Croatia, the Austrian Trade Commission, the Canadian-Croatian Business Network, the German-Croatian Chamber of Industry and Commerce, and the Nordic Chamber of Commerce in Croatia have been working together closely on identifying key obstacles to doing business, as reported by their member companies.

The Six Chambers conducted business environment satisfaction surveys among 473 member companies in the period from October 2017 – May 2018. Companies identified the following key obstacles: availability of skilled workforce, taxation, ineffective public administration, legal security, and government performance.

Based on the results of the survey, the Chambers prepared three recommendations that would significantly improve the overall business environment in Croatia. Recommendations include:

- improving the public service system
- · reducing tax burden on labor
- linking the education system with labor market needs





POSITION PAPERS PUBLISHED IN 2018

- Comments on the Draft proposal of the Act for the implementation of the General Data Protection Regulation Prepared by Data Protection Task Force March 22
- Survey of the Business Environment in Croatia March 28
- Arguments in Favor Of a Double Taxation Treaty between Croatia and the United States of America April 16
- Recommendations for Improving the Business Environment and Encouraging Investment Growth in Croatia May 15
- 5) Comments on the Final Draft of the Territories and Seats of Courts Act Prepared by Judicial Committee and the IPR Task Force May 25
- 6) Comments on the Final Draft of the Act on Amendments to the Judiciary Act Prepared by Judicial Committee May 25
- Recommendations for Improving the Medicinal Product Pricing Process
 Prepared by Health Care Committee
 June 4
- 8) Proposal for Amendments to the Criminal Code Prepared by the IPR Task Force June 14
- Recommendations for Reform of the Tax System with Emphasis on the Unburdening of Labor Prepared by the Trade and Investment Committee May 14

- 10) Proposal for Amendments to the Income Tax Act and the Ordinance on Income Tax Pursuant to AmCham's Proposal for Treatment of Employee Share Plans August 13
- 11) Business Environment Improvement Initiative Proposed by Bilateral Chambers of Commerce in Croatia November 15

Proposed by American Chamber of Commerce in Croatia, Association of Italian Entrepreneurs in Croatia, Austrian Trade Commission, Canadian-Croatian Business Network, German-Croatian Chamber of Industry and Commerce and Nordic Chamber of Commerce in Croatia

12)State of Play of Digitization in Croatia and Development of Artificial Intelligence

The Digitalization and Artificial Intelligence Initiative November 28

13) Recommendations for Sustainability of Healthcare System Financing

Prepared by Health Care Committee November 27

14) Recommendations for Increasing the Efficiency of the Court Register

Prepared by Judicial Committee December 10

15) Recommendations for the Development of Medical Tourism in Croatia

Prepared by Tourism Task Force December





OF THE TAX SYSTEM AS PART OF A COUNTRY'S JUDICIAL SYSTEM – A BRIEF OVERVIEW FOR CROATIA

By Hrvoje Jelić
Tax Partner, PwC Croatia

In modern democratic countries (especially within the European Union), a stable and quality judicial system falls under 'common sense'. A part of the broader judicial system in people's particular interest seems to be the tax system – both the quality of regulations and their implementation in practice. The less people talk about the tax system, the better that system seems to be. What is the situation in Croatia in that respect?

In my view, in the previous years, the tax system in Croatia has been constantly developing and improving (albeit with a few downsides from time to time). Despite the fact that the business community and investors prefer a tax system that is as stable as possible and without frequent changes, we should nevertheless welcome the changes aimed at improving the system.

In November 2018, the Parliament of Croatia passed a new corpus of tax law amendments as part of a broader tax reform. It is debatable whether 'reform' is the right notion, but this is how it was referred to. The present Government wishes to implement the reform during its term; it started with changes to the tax system in 2017, followed by another group of amendments effective as of 1 January 2018, and then with this one, which is to be implemented as of 2019.

Generally speaking, these were not substantial changes, rather a 'polishing' of the existing tax system. Their aim is to further improve the system, make it more suitable for the particular needs of the Croatian economy and society in general, and continue achieving higher standards immanent to modern tax systems. The main goal, however, is to lower the overall tax burden for entrepreneurs and citizens, including a reduction in the standard VAT rate from 25% to 24% in 2020.

The main focus of changes to our tax system was on three 'main' taxes – VAT, personal income tax, and corporate income tax, but some changes are also envisaged in certain other aspects of the tax system. For example, the real estate transfer tax rate is reduced from 4% to 3%. There are also some changes in the excise duties system.

While there is generally not much to change in the VAT system, as it is harmonized with EU VAT directives, in these particular amendments the major change is broadening the group of supplies subject to lower tax rates of 5% and 13%. The Government estimates this measure will result in a reduction of the State Budget revenues by 1.5 billion HRK, while the prices of those supplies are expected to be reduced due to the tax rate reduction. Whether it will actually impact reduction of prices for affected supplies is left to

be tested in the market. One may expect that the basic economic rule of 'supply and demand' will always retain the main impact on a change in prices, rather than the applicable tax rate being reduced. Unfortunately, in the past, the same exercise did not achieve the desired goal, i.e. the respective prices did not go down. We hope for a more positive outcome this time.

In the Personal Income Tax Act, the major change is reflected in the extension of the lower tax bracket of 24%. It will now include 360,000 HRK of taxable income on annual basis, compared to 210,000 HRK in 2018, thus making an additional 12,500 HRK subject to the tax rate of 24% instead of 36% (increased for local surtax, if applicable) on a monthly basis. In circumstances where a significant number of higher educated and skilled employees are leaving Croatia for better-paid jobs across the EU, this is indeed a positive and valuable measure. It will enable employees to obtain higher net salaries within the same gross salary, i.e. with the same cost for their employers. We should salute this measure, despite some comments implying that this is again a rule aimed solely at helping 'already rich' citizens (where we could debate whether earning up to 360,000 HRK in annual taxable income makes someone 'rich').

Within the area of the corporate income tax, this time changes are not substantially important. There are just a few new or amended rules, of a character of minor changes, being aligned with respective EU directives. A few minor amendments relate to withholding tax and rules on limits for tax deduction of the interest expense on loans received from related persons.

Some amendments are also made to the General Tax Act. Unfortunately, one of the negative ones is the introduction of the permanent standstill of the statute of limitations while a court procedure is in progress.

For the sake of the predictability and stability of the system, it is reasonable that many members of the business community support the present Minister of Finance's approach to changing and/or amending tax regulations only in effect as of the beginning of a particular calendar year - and not within a year, as it sometimes used to be the case in the past. It is also positive that a formal public debate on proposed changes in the tax system now takes place every year. It would, however, be good if more tax professionals were included in the working groups for the amendments' preparation.

Generally speaking, the direction in which our tax system goes and the improvements made can be considered positive. Of course, we should not stop there – as in other fields, we can still find room for improvement of our tax system.

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DIGITAL TRANSFORMATION: FROM TESLA'S AI TO CONNECTED HEALTHCARE

Digital transformation is more than just hype but its effects can only really be fully understood by looking in detail at the impact on specific industries.

By Igor Grdić
Vertiv Croatia d.o.o.

Digital transformation is a widely used (and some might say – abused) term right now, especially in the technology industry.

Related terms such as Internet of Things (IoT), 5G, edge computing, Machine Learning, and Artificial Intelligence (AI) are also being thrown around – sometimes with little actual explanation or context.

So, what does digital transformation really mean and is it a definable process, or just marketing jargon?

TESLA VERSUS THE CAR INDUSTRY

The first thing that might spring to mind when the topic of digital transformation is raised is new 'digital businesses' eliminating less technically sophisticated rivals.

But the reality is that while being 'digitally transformed' can help a company to compete more effectively, it's not a magic bullet.

For example, the Tesla car company – famously named after Croatian-born inventor and futurist Nikola Tesla – is highly evolved when it comes to digital transformation, from its Autopilot technology to its over-the-air firmware updates. But the company has faced its share of issues – more established rivals are also investing heavily in Al and other forms of digital transformation, and can combine those technologies with decades of experience and brand presence.

Similarly, cryptocurrencies and blockchain – delivered by specialist suppliers such as Romania-based Vertiv customer EvoBits – are trying to disrupt financial models, but face considerable opposition from regulators and established institutions.

As we will see, digital transformation isn't a clear-cut process, and succeeding at it is not straightforward either.

WHAT IS DIGITAL TRANSFORMATION?

Digging deeper, digital transformation is really the culmination of two processes which have arguably been underway for decades:

- Digitization converting paper or analogue content, devices, and information into digital formats. For example, converting music from physical records to digital MP3 files
- Digitalization the process of change resulting from digitization
 Digital transformation is essentially the economic and social effects of widespread digitization and digitalization. By the end of 2019,
 spending on digital transformation will reach \$1.7 trillion worldwide –
 up 42% from 2017, according to industry analyst IDC.

And while the term digital transformation gets a lot of attention, it also hides a lot of complexity. To really understand the opportunities (and challenges) around digital transformation, it is necessary to look at the impact on specific industries and verticals in detail.

VIRTUAL REALITY RETAIL

Like other industries, retailers are also under pressure to transform their digital and operations capabilities to meet evolv-

ing customer demands. Vertiv recently worked with global media company DatacenterDynamics on a new report, "Into Uncharted Territory: Retail Transformation and Its Impact on Digital Infrastructure," based on conversations with leaders from 50 of the world's largest retailers. The industry's transformation is stunning in both scope and intensity.

For example, some forward-thinking brands are rolling out augmented reality to increase store traffic and provide a richer, more interactive experience. One cosmetics brand, for example, has deployed "magic mirrors" that scan the shopper's face and virtually present multiple makeup options using the company's products. Another retailer is experimenting with "virtual fitting rooms" as window displays. Using kinetic technology, they allow passers-by to see themselves in the store's featured items before they even enter the store.

However, the pace of transformation at the store level is so fast that large retailers are increasingly turning to strategic technology partners, such as Vertiv, for help. Digital transformation delivers new opportunities, but not all retailers have the in-house skills to capitalize on those openings.

CONNECTED HEALTHCARE

Healthcare is another sector where the impact of digital transformation is being acutely felt. The advent of low-cost wearable technologies, like Fitbit, Apple Watch, Garmin, and others, combined with near medical-grade precision and cloud-based applications, are well positioned to change the way we interact with the healthcare industry.

But as this data becomes more valuable, it will need to be better protected. It is very likely that all this connected data will increasingly need to reside within the kind of robust, secure data center environments that Vertiv helps its customers to develop.

THE DIGITAL FUTURE

It is clear that digital transformation presents massive opportunities, but also obstacles to overcome. On average, most industries are still less than 40 percent digitized, according to management consultants McKinsey.

It is also not as simple as saying that the 'digitally transformed' will always automatically supersede established processes and business models.

The more likely reality is that new digital institutions and businesses will co-exist alongside established organizations, which will eventually be forced to transform themselves to keep up.

Digital transformation is certainly more than just hype, but the sheer complexity ultimately means every organization will likely have its own experience of what it really means now and, more importantly, for the future.





FORGOTTEN (OR IGNORED?) ASPECTS OF LEGAL FEE NEGOTIATIONS

By Josip Martinić, Attorney-at-Law in cooperation with Wolf Theiss Zagreb Branch

"Could you please provide us with a new fee estimate for a swift and general overview of this document, just looking for really major issues?"

"Could you send us a new offer, but this time only for the services listed under points 3 and 4 below, without the first two?"

These are just some examples of questions lawyers receive from their clients on a daily basis. Based on some indications, revising the lawyer's fee estimate for a requested scope of work might have even become a standard in the industry. This certainly does not come as a surprise, since the most oft-heard advice on hiring a lawyer is to ask lawyers about the costs in advance or to negotiate legal fees. However, it seems that proper consideration of all aspects of these negotiations is not always made.

When discussing fees, especially if a new or unfamiliar matter is on the table, clients might not have clear expectations of what lawyers will charge. In such situations, clients request a fee estimate from their lawyers. The lawyer should then review the matter, calculate the time and effort needed for adequate service performance, and provide the client with a fee estimate, or at least with a fee range. While it is rarely considered that a lawyer plans to invest too much effort or spend too much time working on the matter, it is the end fee estimate that is more often discussed between the client and the lawyer.

Lawyers, aiming to meet their clients' expectations, might even agree to lower fees for the service, contrary to their knowledge about the time and effort that needs to be invested for the service. But what may lie beneath such a renegotiated deal is a disparity of interests: the lawyer's motive may be to keep or build up a relationship with the client, while the client's expectation may be to set a precedent for a fee calculation for any future work.

Whatever the interests might be, such a deal may come at a price. A concern that might burden the client is whether the lawyer will invest the same effort that is expected by the client, or how the work will be distributed among junior lawyers (with lower rates) and senior lawyers (with higher rates). Lawyers, on the other hand, do not always know what the clients really need.

The client's concern is often addressed with a proposal modifying the initially required or lawyer-recommended scope of work. In such cases, the client either decides to take over a segment of the work required (e.g. drafting of simple documents or conducting negotiations) or to assume certain risks that the client deems acceptable. This usually means that the lawyer is instructed to skip a part of the service which the client initially requested, or which the lawyer initially recommended.

In practice, such arrangements can lead to a point in which the lawyer and the client have to spend additional time and effort communicating and coordinating all necessary information and steps to properly execute the required work. A part of the service the lawyer was initially instructed to skip may bounce back to the lawyer's side of the table. Neither clients nor lawyers prefer such turning of the tables, especially if additional effort (and subsequently additional costs) will be required for such partial processing of information or completion of the service.

The general impression is that concerns on both sides of the table are often not communicated well enough. Open discussion about the needs and concerns should become a norm in fee discussions. Law firms have always tried to be conscious of their clients' expectations regarding the financial part of the service and have aimed to adapt to their clients' needs and provide for alternative fee arrangements. Aside from the lawyer's tariff, the lawyer's traditional tool for measuring a legal service, the billable hour, still proves to be the best indicator for the lawyer's expectations in terms of its service value as a starting point. Other tools and alternative fee arrangements may subsequently be used to fine-tune an arrangement. But the discussions should not start from the fee estimate as a final result

The legal market is constantly fluctuating and there will always be different financial opportunities out there. However, the common and general goal in client-lawyer fee negotiations should be to aim for a win-win situation. Or, in other words, to find a balance between client satisfaction with lawyer fees and an adequate alignment of financial incentives for the lawyer.





IS THE LOW-INTEREST ERA COMING TO AN END?

By Reno Budić Managing Partner, Crowe Hrvatska

For more than 20 years, interest rates have been falling, and they are now lower than ever before in peacetime. Meanwhile, the real interest rates, that is after deduction of inflation, are below zero (see graph). And although there is a broad consensus that almost no change will take place in the foreseeable future, this could turn out to be an illusion. The new wave of protectionism could change that quickly.

Calculations by the Bank for International Settlements (BIS) show just how extraordinary the current constellation is. Real interest rates were previously so low only as a result of the two World Wars. There has never been a long-term decline, as seen since the mid-90s. So there are two fundamental questions – why have interest rates fallen so much? and, is it possible that they will rise again abruptly, as has happened repeatedly in the past? The question of 'why' has been hotly contested among economists for years. Two factors, however, obviously play a prominent role – demographics and globalization.

Ultimately, the real interest rate is the price that aligns population savings with demand for capital. Therefore, changing the demographic structure has an impact on saving. Now, something has happened in recent decades that did not exist on this scale before. Namely, the decline in the number of births ensured that those who had fewer children and elderly to care for, could put a lot of money back. Accordingly, savings, that

is, the supply of capital, rose – which in itself speaks for falling interest rates.

On the other hand, there is the Globalization. The opening up of capital markets allowed excess savings to be made globally. That, too, depressed interest rates. In the 1990s, for instance, Germany was able to finance the immensely expensive construction in the new federal states by importing savings on relatively favorable terms. Striving for predictability, central banks of established economies also supported the low interest rate trend. Big monetary surprises, comparable with the inflation phase of the 1970s and 1980s, have also not materialized. Consequently, a sense of security spread, lowering risk premiums on interest rates. Whether there will be a real turnaround towards higher real interest rates depends, therefore, above all on the fundamental factors of demography and globalization. Central banks, which have recently returned to cautious tightening, have only limited influence.

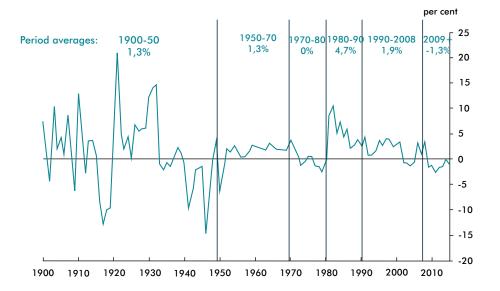
The demographic development on its own does not represent a real threat at first – it speaks at best for a very gradual rising of interest rates. In the West, the big baby-boomer generation is gradually retiring and shutting down their savings. Other countries, including China, are likely to undergo a similar development in the coming decades. So far, it all together seems rather foreseeable.

Real disruptions, on the other hand, hide behind globalization. Should the current wave of protectionism spill over into capital mar-

kets, we could face a completely changed situation - similar to the 1930s, when the trade war was accompanied by a period of high real interest rates. The focus is on the U.S. So far, it could have easily met its immense capital needs on the world market. However, should countries slapped with tariffs and sanctions by Donald Trump curb their demand for dollars, it would have serious consequences. The first signs are already there. For example, Russia's central bank has largely knocked off its dollar reserves. If Asian countries follow with large dollar holdings, such as China, it could lead to abrupt interest rate reactions - not only in the U.S. itself, but globally.

This could result in a major surprise for all those who have so far relied on permanently low real interest rates, shoving correspondingly high debts ahead of them.

Chart: US 1-Year Real Interest Rates since 1900







SHARING ECONOMY AS AN EXAMPLE OF DIGITAL TRANSFORMATION

By Doc.dr.sc. Martin Žagar

RIT Croatia, Senior Research Associate and Web and Mobile Computing Program Lecturer

A growing number of platform cooperatives are making their presence known on a global scale. Sharing or collaborative platforms are two-sided networks that enable transactions between people or companies providing and using a service. They can be used for a wide range of services, from renting accommodation and car sharing to small household jobs.

New technology platforms and social tools have enabled more citizens to find new ways of monetising their underutilised assets, providing employment, housing, transportation, food, and improved lifestyles for themselves. Many new sharing economy companies have operations in Europe, making the continent an incubator for new business models that create jobs, empower citizens, improve resource efficiency, and create a more sustainable economic development. However, the emergence of the sharing economy is not happening without challenges. Innovations face substantial financial constraints and lack institutional support and scale, facing several regulatory obstacles that may jeopardise their long-term development.

The sharing economy is an extremely diverse phenomenon, from the operation of digital platforms managed by global for-profit companies (such as Uber or Airbnb), to the development of sharing and collaboration activities carried out within small communities in which the main purpose is to meet the socialization needs of its members and in which money is not present. Many of these new forms of collaboration, much like old ones such as hitchhiking, have not been subject to legal regulation. This lack of interference from the law has left the regulation of certain personal relations to morals or social uses. However, since some of the activities previously developed in this area have acquired a substantially different dimension as a result of social and technological changes, the question that arises is whether they should now be legally regulated.

In any case, before regulating collaborative economy platforms, it is necessary to establish to what extent they are the cause or manifestation of a problem, especially in relation to liberalization, city gentrification, and underground economy. Regarding the liberalization sector, the EU has seen how the emergence of the collaborative economy has brought into question the existence of entry barriers in certain hyper-regulated sectors affected by these platforms. Despite these possible regulatory violations, the emergence of certain platforms, and the disruptive effects of this phenomenon in general, bring back to the table a series of debates around the (un)justified existence in many European countries of strict regulations and great entry barriers that hinder the activities of new suppliers, hyper-protecting the existing ones and harming, at least in theory, the quality and choice of service available to consumers and users.

The European Commission is currently assessing the regulatory framework in which collaborative platforms operate. Some key findings of this assessment are:

- More than half of the respondents have heard of collaborative platforms and around two in ten respondents say that they have used them.
- Younger and more highly educated respondents who live in more urban areas and who are self-employed or employees are much more likely than the average citizen to be aware of collaborative platforms (63%) and to have used the services of these platforms at least once (32%).
- Over a third of the respondents who have visited collaborative platforms say that they have provided services on these platforms.
- 9% respondents who have visited collaborative platforms have provided services on these platforms once, while 18% of these respondents offer services via this type of platform occasionally - once every few months. Finally, 5% say that they offer services via these platforms regularly - every month.
- At least four in ten respondents who have heard of or have visited collaborative platforms say that more conveniently organized access to services is one of the main benefits of collaborative platforms for users.
- More than four in ten respondents who have heard of or have visited collaborative platforms say that not knowing who is responsible in the event of a problem is one of the main disadvantages for people using the services offered on collaborative platforms.

The central characteristic of sharing economy is that groups of individuals successfully collaborate on large-scale projects, following a diverse cluster of motivational drivers and social signals, rather than market prices or managerial commands. With the arrival of the economic crisis in 2008, the inequality among individuals' income increased, and this highlighted the need for savings and a stringent rethinking to find new allocation of resources. The reduction of these available resources contributed to an emergent necessity to reinvent ourselves. The unemployment rate had a steep increase and many people found themselves without a job practically overnight. People had to reverse the entire economic system: buy less, save more, and share their things with others. The optimization was achieved through the sharing of assets and their utilization, rather than ownership. Thanks to the Internet, this new economic movement grew so rapidly and, in few years, affected the way of doing business.





EUROPEAN UNION TRADE MARKS AND REGISTERED COMMUNITY DESIGNS IN THE CONTEXT OF BREXIT

By Dina SlunjskiOdvjetničko društvo KALLAY & PARTNERI d.o.o.

On 29 March 2017, for the first time in the history of the European Union (EU), one Member State invoked Article 50 of the Treaty of the Functioning of the European Union (TFEU) and formally started the process of the UK's withdrawal from the EU, commonly known as Brexit. Thereby a two-year time negotiation period on withdrawal terms between the UK and EU governments formally began.

The consequences of Brexit will be far-reaching and will impact over 1.7 million EU trade marks and registered designs granted by the EU Intellectual Property Office (EUIPO).

There are two possible outcomes of the Brexit negotiations. If the Withdrawal Agreement is ratified before 30 March 2019, the intention of the UK and EU governments is the continuation of protection of all existing registered European Union Trade Marks, Registered Community Designs, and Unregistered Community Designs, automatically and free-of-charge.¹²³⁴

If the Withdrawal Agreement is not ratified before 30 March 2019, which situation is referred to as a "no deal" scenario, the EU law will cease to apply in the UK as of 30 March 2019. In the scenario where the UK leaves the EU without an agreement, the government of the UK will ensure that the right holders of an existing EU trade mark or registered Community design will have a new UK equivalent right granted, which protection will come into force at the point of the UK's exit from the EU, with minimal administrative burden.⁵ Right holders will be notified that a new UK right has been granted and, if should they not want to receive a new comparable UK registered trade mark or design, they will be able to opt out. Applicants with a pending application for an EU trade mark or a registered Community design will not be notified, while in a period of nine months from the date of exit they will be able to refile for a UK equivalent right retaining the EU application date for priority purposes. Taking this step will require a fee to be paid, in accordance with the UK application fee structure.

The UK will create a new unregistered design right in UK law as the supplementary unregistered design right. Through the new unregistered design right, designs which are disclosed in the UK after the UK exits the EU will be protected in the UK under the current terms of the unregistered Community design. The protection of existing unregistered Community designs in the UK will continue through a new equivalent right, which arises automatically and with no action required by the right holder. Post Brexit, companies interested in EU and UK unregistered designs will have to ensure first disclosure in both the UK and EU.

Consequently, over 1.7 million EU trade marks and registered designs will be added to the UK register without any examination.

There are no details on many important questions in the "no deal" scenario, for instance pending proceedings before the EUIPO relying only on UK registration or UK court disputes involving EU rights, leaving right holders in expectation.

While approaching the withdrawal date on 30 March 2019 at 00:00 (Brussels time)⁶ or on 29 March 2019 at 11:00 p.m. (UK time)⁷, on 14 November 2018 the European Union (EU) and the United Kingdom (UK) agreed on a draft deal on the withdrawal agreement ⁴.

The draft agreement in Title IV (article 54 to 61) covers "intellectual property rights" retaining principle of continuation of protection of rights which have been registered or granted before the end of the transition period without any re-examination.⁴ The registration will be carried out free of charge using the data available in the registries of the EU. The renewal date of the corresponding trade mark or registered design right in the UK will be the renewal date of the EU trade mark or registered Community design, especially important for right holders whose corresponding right in the UK would be due for renewal immediately.⁴

Subject to the agreement of the draft agreement, applicants who filed an application for the EU trade mark or a Community design before the end of the transition period, within 9 months from the end of the transition period, will have a right to file an application in the UK with the same filing date and date of priority as the EU right.⁴ The holder of a right in relation to an unregistered Community design which arose before the end of the transition period will become the holder of an enforceable intellectual property right in the UK.⁴

Regarding pending proceedings, if an intellectual property right is declared invalid or revoked in the EU as the result of a procedure which was on-going on the last day of the transition period, the corresponding right in the UK shall also be declared invalid or revoked. The date of effect of the declaration or revocation in the UK shall be the same as in the EU.4 Only if grounds for the invalidity or revocation of the EU trade mark or registered Community design do not apply in the UK, the UK shall not be obliged to declare invalid or to revoke the corresponding right in the UK.

In any scenario, the UK and the EU aim to ensure continuity of protection and avoid the loss of intellectual property rights. For right holders, the most important differences is the relevant date for the deadlines, namely is it the date of exit on 30 March 2019 (the "no deal" scenario) or the date of the end of the transition period on 31 December 2020 or an extended one (in the "withdrawal agreement" scenario).

The future of intellectual property rights following the decision that the UK will leave the EU should be much clearer after the draft agreement is put to the vote in the UK Parliament and the EU.

¹ on 6.9.2017, the European Commission (EC) published its position paper on intellectual property; ² on 19.3.2018, the EC published a draft Agreement on the withdrawal of the UK from the European Union (EU) and the European Atomic Energy Community (EAEC); ³ https://www.gov.uk/government/news/ip-and-brexit-the-facts; ⁴ on 14.11.2018, the EU and the UK published a Draft Agreement on the withdrawal of the UK from the EU and the EAEC; ⁵ on 24.9.2018, the UK Government published the Guidance Notes related to intellectual property rights in case of a "No Deal" Brexit related to trade marks and designs (https://www.gov.uk/government/publications/trade-marks-and-designs-if-theres-no-brexit-deal); ⁶ Recommendation for a COUNCIL DECISION authorising the Commission to open negotiations on an agreement with the UK setting out the arrangements for its withdrawal from the EU COM/2017/0218; ⁷ The EU (Withdrawal) Act 2018, section 20(1).





PROVISIONAL AND PRECAUTIONARY MEASURES IN IPR PROCEEDINGS

By Mirna Pavletić Župić, PhD, Attorney at Law, Župić & Partneri Zagreb

1. INTRODUCTION

The relevance of provisional and precautionary measures in proceedings for the protection of intellectual property rights (or abbreviated IPR), lies in the necessity to combat the increased number of infringements of IPR, which cause extreme harm to the economy, competitiveness of the original IPR holder, as well as harming them and preventing them from dedicating resources to developing innovative technologies.

Provisional and precautionary measures in proceedings for the protection of IPRs were introduced into Croatian legislation in the 2007 amendments of the Act on Copyright and Related Rights (hereinafter: ACRR, or Act), envisaged to reflect the provisions of EU Directive 2004/48/EC on the enforcement of intellectual property rights.

2. THE LIST OF IPR

Protected IPR include, but are not limited to, the following kinds of IPR:

- copyright;
- rights related to copyright;
- sui generis right of a database maker;
- rights of the creator of the topographies of a semiconductor product;
- · trademark rights;
- · design rights;
- patent rights, including rights derived from supplementary protection certificates;
- geographical indications;
- · utility model rights;
- · plant variety rights;
- trade names, in so far as these are protected as exclusive property rights in the national law concerned.

3. THE MEASURES AND PROCEDURES TO BE UNDERTAKEN BEFORE THE COURT

The measures and procedures that have been incorporated by the Act ensure for the efficient enforcement of intellectual property rights, by enabling the taking of appropriate actions against those responsible for infringements of IPRs, and other counterfeiting and piracy.

Namely, the holders of IPRs are entitled to maximum protection of their intellectual property, even including protection through means of criminal prosecution, as it provided for in Articles 284-290 of the Criminal Code, which contain the provisions on criminal sanctions and other sanctions against fraudsters, as well as the methods to prosecute the offenders.

Upon the request of an IPR right who makes it probable that his right has been violated or threatened with a violation, the court may impose any provisional measure aimed at terminating or preventing the violation, and in particular it may order the cessation or abandoning of the actions that violate the holder's IPRs, and decide on seizing or excluding from traffic the products that are unlawfully violating IPRs.

Furthermore, in certain cases, the court may order the precautionary blocking of bank accounts and other assets of the infringers, as well as the seizure of movable property of the infringers, that was not directly related to the infringement of IPRs.

4. THE RIGHT TO INFORMATION

The right to information has been incorporated into the ACRR for the purpose of determining and implementing provisional measures, which particularly means that at the request of the IPR holder, the court may require the infringer or other persons who have access to such information, to disclose to the court the banking, financial and other economic data, such as the origin of the goods or services that are suspected of infringing an IPR, and the networks their distribution or provision, and particularly if such a person was found in possession of or in using the infringing goods for commercial purposes, or was in another way implied as being involved in the production, manufacture, or distribution of the infringing goods and services.

5. PROVISIONAL AND PRECAUTIONARY MEASURES

The provisional and precautionary measures imposed by the court are ordered for the purpose of preventing any impending infringement of an IPR, as well as to ban, on a provisional basis, the continuation of the infringements, and consequently to make such continuation subject to the lodging of guarantees intended to ensure compensations to the IPR holders for the damage endured.

The other measures imposed by the court, resulting from a decision on the merits of the case, concern the recalling of goods that have been found to infringe an IPR, whereas such goods, and materials and other implements used for their creation, may also be removed from channels of commerce. Finally, the court may order the destruction of counterfeit or pirated goods, and at the same time order pecuniary compensation to be paid to the injured party.

6. COMPENSATION OF DAMAGE

The IPR holder, acting as an injured party, is entitled to seek in the proceedings before the court the compensation of damage incurred by the infringer, as well as the reparation of the loss incurred. On top of that, the IPR holder is entitled to recover the court's fees and other fees and costs in connection to the proceedings before the court, such as attorney's fees and other expenses.





ENERGIZING INNOVATIONAL POTENTIAL AND ENERGY EFFICIENCY

By Tea Markotić CMO and CSO, Tiko Pro d.o.o.

One of the richest men in the world, Bill Gates, recently held a lecture at Columbia University in front of thousands of students. It is well known that Gates quit his studies to develop the Windows system, and one of the students asked him what he would do this time around, if he were to drop out of college again. His answer was energy innovation. No wonder – the energy sector holds a lot of potential that has to be fulfilled in the foreseeable future to preserve our natural resources and wellbeing.

STRATEGIES SPEAK, THE BUSINESS WORLD LISTENS

The EU is believed to be the worldwide leader in the promotion and development of renewable energy. Recent research by the EESI showed that since 2000, most EU countries have reduced their greenhouse gas emissions by more than 10%. The United States lowered its emission by about 8%, while the winner by far, Denmark, reduced its CO2 emissions by more than 30%.

Although the year 2050 seems very far in the future, it represents the main milestone when it comes to the energy strategies of the Old and New Continent. In its 2050 Energy Strategy, the EU set itself a long-term goal of cutting greenhouse gas emissions by 80-95% below 1990 levels. Under Obama's presidency, the USA's goal is quite comparable – a planned reduction of 83%. To meet these targets, the pattern of energy production and use has to be reshaped. And there is no better way to do it than with innovative solutions.

The scientific community as well as business people have embraced the idea of investing their time and money into developing disruptive solutions for improving energy efficiency and increasing the usage of renewable energy resources. The financial push for their collaboration comes from project funding. Various funding schemes and programs (Horizon 2020 being the most prominent) support transferring knowledge to the industry, prototyping, as well as the demonstration and verification of innovations.

Another interesting movement for a greener business future is the concept of sustainable growth and development. The majority of top-managers realized that in order to be interesting for investors and attract the best future employees, they have to start living the culture of sustainability. Ground-breaking sustainable solutions with a major positive impact on humanity are in high demand, and they are soon to become a standard. For example – in the production industry, smart factories will soon be spread worldwide. New industrial production lines are sold because they are more energy efficient than the old ones. New cars are

launched only if their carbon footprint has been reduced. The usage of recycled plastic is increasing, and by 2021 all production of single-use plastic (such as plastic straws and cutlery) will be banned.

To conclude, the expected trendy sales technique is selling goodies that not only make profit, but create a pleasant society, all while shifting the economy to a low-carbon one. These kind of products will radically change the current state-of-the-art. They will matter. It is expected that in the future, all innovative solutions will have a positive impact on making all industries greener, which will definitely result in worldwide de-carbonization and higher energy efficiency.

ICT AS A GAME CHANGER

ICT is a vital part of our everyday life. It is no longer a "wish list item", but a "must have". ICT has an impact on everybody and everything. The energy sector is no exception, and most energy-efficient innovations are based on ICT. For instance, simple energy monitoring applications are accessible and can be used by everybody, irrespective of the age of the user. They track energy consumption and the costs of homes by using progressive 4.0 industry technologies, such as the Internet of Things, real-time monitoring, blockchain inscriptions, etc.

Although encouraging individuals to think twice when using energy consuming devices is great for raising awareness about the importance of rational energy use, bigger steps toward the energy efficiency of buildings have to be made. And again, ICT is the one doing them. When it comes to smart buildings, dynamic building skins are expected to become the main source of energy savings. They have become a trend in contemporary façade architecture, and due to their simplicity and aesthetic effect, the possibilities of their implementation on buildings are endless. Dynamic building skins can reduce our reliance on heating and cooling systems, and artificial lightning.

INDUSTRY 5.0 IS THE WAY TO GO

Industry 4.0 is at a glance. If its main objective is automatization and digitalization, the upcoming industry 5.0 focuses on connecting people with machines and returning humans to production floors. The greatest predicted advantage of industry 5.0 is the interaction of human intelligence and cognitive computing, which will assure new levels of speed, quality, energy efficiency, and will help to combat climate changes. We are as excited about the journey, as we are curious about the destination.



TOTAL INVESTMENT VOLUME IN COMMERCIAL REAL ESTATE IN THE FIRST SIX MONTHS OF 2018 SURPASSED TOTAL AMOUNT FROM 2017

Retail and hotel sectors recorded the highest investment volumes in the Croatian commercial property market in the first six months of 2018. The first half of the year brought more than € 600 million.

By Colliers Advisory d.o.o.

The Croatian market has become a very dynamic market. Transactions and investments are happening on a daily basis, from buying and selling apartments, to transactions and investments in large projects such as hotels or office buildings. Beside traditional investors, new players from the Middle and Far East (Chinese, Arabs, Japanese...) have also appeared on the market.

The major credit ratings for Croatia stand at: Fitch BB+ (positive outlook), Standard & Poor's BB+ (positive outlook), and Moody's Ba2 (stable outlook). Standard & Poor's was the last of the three major credit rating agencies to upgrade Croatia's outlook from stable to positive, on the grounds of a budget surplus and steady economic growth. Although investor interest is growing, administrative and bureaucratic barriers as well as a lack of structural reforms continue to prevent the realisation of full investment potential in Croatia's commercial real estate sector.

ZAGREB WILL GAIN THREE NEW MODERN OFFICE BUILDINGS

The total competitive office stock in Zagreb amounts to approximately 1.33 million m2. A class stock accounts for 44%, while B class accounts for 56% of the total supply. Second-tier cities with significant office stock in Croatia are Split and Rijeka. A significant office scheme delivered to the market in 2018 in Zagreb was TRIUS' completion of the CENTAR ŽITNJAK business building, located in Radnička Street, Zagreb. Three major projects are also currently under construction in Slavonska Avenija, Paromlinska, and Radnička Street.

The demand for office spaces was strongest for A class buildings. The majority of lease transactions took place in the city centre, central business district, and business district east, where the concentration of office buildings is the most prominent. Transactions were driven by the tenants' needs for relocation and lease renewal. There is an expectation that take-up will further strengthen in 2019.

ECONOMIC GROWTH, HIGH CONSUMER SPENDING, AND BOOMING TOURISM HAVE A POSITIVE IMPACT ON THE RETAIL MARKET

The most significant retail scheme delivered to the market in 2018 was the Designer Outlet Croatia, Zagreb, which opened its doors in June. The outlet features a 15,000 m2 NLA and more than 100 fashion and lifestyle brands. Designer Outlet Croatia is a project delivered by IKEA Centres, MUTSCHLER Outlet Holding Group, and ROS Retail Outlet Shopping. The latter is also engaged in the outlet's property management. Market newcomer Mömax, Austrian furniture store chain, opened its first big-box on Slavonska Avenue, in the east part of Zagreb.

Zagreb and Split, the biggest cities in Croatia, have the most mature and saturated retail markets. Development opportunities can still be found in secondary and tertiary cities, while there is still room for offer improvement on the high street, as well as through the reposi-

tioning of older shopping centres and department stores and convenience shopping schemes.

THE HTL MARKET IS STILL THE MOST ACTIVE IN CROATIA

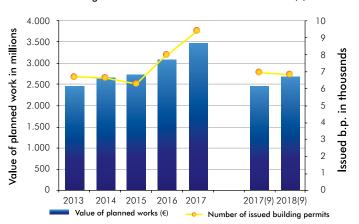
In the first six months of 2018, tourists realised 6 million arrivals and 22 million overnight stays in commercial accommodation establishments, which is an increase of 12% in tourist arrivals and 9% in tourist overnight stays, as compared to the same period in 2017.

There is a strong demand for hotels in Croatia from existing investors, market newcomers, and brands and operators. The investors often face a lack of projects with necessary quality standard. Value-add/distressed properties and brownfield opportunities are also in the focus of investors.

Large investments in the hotel sector, predominantly in 4* and 5* hotels, are expected to continue in the coming years. Investors and owners of 2* and 3* hotels are expected to continue upgrading their hotels to higher categories. Croatia is lagging behind other Mediterranean countries in number of large-scale mixed-use tourist resorts, but there is substantial interest from investors and developers for HTL projects across the whole coast and in the two largest cities, Zagreb and Split. However, administrative barriers, one of the highest rates of VAT in the Mediterranean, a lack of (skilled) work force, and uncertainty over the introduction of new taxes can limit the HTL sector's potential for further investment.

Investors' interest is primarily oriented towards coast and urban tourism, office buildings in Zagreb, and logistics centres. Banks are willing to keep track of new projects, as well as to credit the purchase of existing ones. Hotel brands are very interested in entering the Croatian market. On several hotel transactions, there are ongoing negotiations with investors from Korea, China, the Emirates, and Singapore. New market investors and developers become people whose primary businesses are not real estate. The hotel sector is expected to have the largest share in total investment volumes in 2018. Demand is strongest for income-producing hotels across the coast, followed by office buildings in Zagreb.

Building Permits Issued & Planned Value of Works (€)







DIGITAL MARKETING, TOURISM AND TRANSLATION: A FUNKY COMBO

By Zana Čizmin Ciklopea d.o.o.

The contemporary business climate encourages you to enrich your portfolio with a few extra services. But the question is what should these added services be? I guess it's true for any business, but when we are talking about the language solutions and processes, listening closely to your customer's need might show you the right direction and be mutually beneficial. Being able to offer the solutions that actually help your client grow and that were not available just a few months before is the recipe for success on both sides.

In the tourism and hospitality industry, a close cooperation with the client on the localization projects for new markets is simply inevitable. While understanding the industry trends and challenges will surely help, determining the right approach, tailoring the localized message for the target audience, as well as the style, the tone and the message the client wants communicated on a new market is crucial - and these can be only achieved through an honest and open communication with the client before the project even starts - but even before that, you need to know a few things.

In most cases, the person in charge of localization will be digital marketing managers with strong sales skills, specific marketing channel expertise and strong creative and analytical abilities. They are responsible for the digital content with the purpose of attracting the new customers and maintaining the relationships with the existing ones. Translation services that they might need will almost certainly include SEO keywords research, content production, development of meta descriptions and title tags, backlink building or the use of technology i.e. the adequate software. The final goal would be to perform the onsite content optimization. Services of a team with highly specialized positions such as a transcreator, an SEO specialist, an IT specialist, a Digital Marketing Specialist, a Content Producer and a Wordpress Specialist might be required.

In addition, a step which is not to be forgotten is engaging an in-country reviewer of the localized and transcreated materials, i.e. the one who will check the content against the target market's cultural, linguistic and legal environment. You do not want to accidently confuse or offend your foreign clients and in-country review by a third party native reviewer is the quality control step to prevent this.

With the increased content production, automation through a translation management system is a must. It optimizes the process and ensures that the newly produced content will be localized and published on time. When it comes to website localization, a CMS plugin is a next logical step forward which saves time and preserves the code and the design integrity.

Speed of delivery, adequate style and the regular use of SEO

and digital marketing services might help you take your company straight to the digital throne.

TRENDS AND CHALLENGES

Influx of international travellers will definitely make hoteliers provide services in a variety of languages with the emphasis on the unique needs of the international visitors. Real time damage control i.e. the constant feedback or translation evaluation might help maintain positive guest relations and drive the future bookings.

Having a differentiation point will be more than necessary as the hotels are trying to offer unique services and to be tech savvy as we speak, i.e. offering of additional customized services and technologies is a must.

The tech explosion brings the modern travelers that are self-aware, tech-savvy and comfortable with using apps or mobile websites. Hotels need to make sure their services are up-to-date and user-friendly. At business meetings and conferences, travelers expect hotels and conference centers to have high quality tech equipment and a knowledgeable support staff.

WHERE DO THE LANGUAGE SERVICES FIT IN HERE?

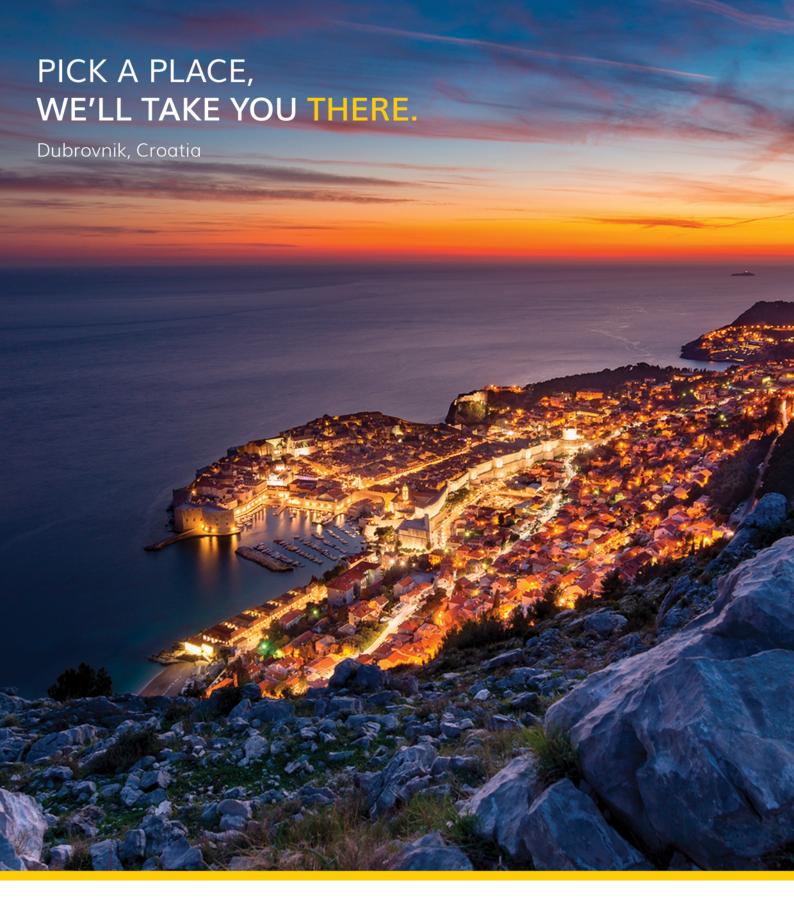
The main goal of every localization effort is customization of the product/services, while keeping up with the trends and industrial developments is the main obligation of the language industry.

Therefore, in addition to providing fully customized experience to the foreign clients, the language services need to be adaptable and compliant with the latest technologies. For example, it might be necessary to localize chatbots, which might provide faster basic online booking services than an agent in certain cases, or provide a quick info on the sleeping arrangement or vacancies.

In other words, digital transformation in visible everywhere and the language services providers need to stay on this road as well, from the way the projects are negotiated and executed, to the way the service and support are delivered to the client.

Translation industry has not been limited to the paperwork and mere communication from one language to another for decades - it is a heavily digitized industry with an important role in the contemporary globalized world and it is here to help the other industries grow on the multilingual markets through combination of professional human knowledge, technology and processes.

All of this makes an LSP an ideal partner in the global business operations who can help you adapt your message in accordance with the target market's language, culture, and the target audience's preferences - in any form and for all media.



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AMCHAM EVENTS 2018

AMCHAM LUNCHES

AmCham Lunches are trademark events featuring keynote speakers from business and government, addressing timely issues of importance to our members.

EXECUTIVE LUNCH WITH MR. GORDAN JANDROKOVIĆ February 13

AmCham had the pleasure of hosting Mr. Gordan Jandroković, Speaker of the Croatian Parliament, as keynote speaker at the Executive Lunch that gathered over 100 distinguished AmCham members and guests. Attendees had the opportunity to hear about the legislative framework, with an emphasis on the economy and business environment in Croatia, as well as the possibility of stronger cooperation between the Croatian Parliament and representatives of the business community.

EXECUTIVE LUNCH: FOREIGN DIRECT INVESTMENTS – ECONOMIC POLICY FOR ATTRACTING INVESTMENTS

May 15

The opening speeches were given by Mr. Tomislav Čorak (Boston Consulting Group) and Mr. Berislav Horvat (AmCham Board President), while the participants in the panel discussion were Ms. Jasminka Barić (Ministry of Economy, Entrepreneurship and Crafts), Mr. Zdenko Lucić (Agency for Investments and Competitiveness), Mr. Hrvoje Jelić (PricewaterhouseCoopers), Mr. Stanko Kršlović (Philip Morris Zagreb), and Mr. Mike Klyszeiko (AmCham Finland, Launchpad USA program). The panel discussion raised a series of questions about the positioning of Croatia as an attractive destination for direct foreign investment.

Mr. Čorak spoke about the importance of direct foreign investment as well as global trends. Direct foreign investments for the domestic economy may bring a series of advantages such as an inflow of capital, access to new markets, innovation and increased productivity.

Mr. Horvat presented AmCham's "Recommendations for Improving the Business Environment and Encouraging Investment Growth in Croatia" and stressed that AmCham recognizes the following as key prerequisites for further economic growth: a strategic approach to attracting direct foreign investment, a digitalized and optimized system of public service provision, a stimulating tax system, efficient legislation and judiciary, and strategic management of human potential.

Mr. Jelić presented AmCham's "Recommendations for Reform of the Tax System with Emphasis on the Unburdening of Labor", and emphasized the importance of a clear, predictable, and stable tax system and partnership between the tax authorities and

business community representatives. The recommendations set out a series of measures for the relief of the administrative burden as well as proposals regarding the treatment of profit tax and further reduction of charges on the income of individual employees.

EXECUTIVE LUNCH WITH U.S. AMBASSADOR W. ROBERT KOHORST

June 6

The American Chamber of Commerce had the pleasure to host H.E. W. Robert Kohorst, Ambassador of the United States of America, as the keynote speaker at the Executive Lunch that gathered over 80 distinguished AmCham members and guests as well as media representatives who had the opportunity to hear Ambassador Kohorst's perspective on opportunities for improving the Croatian business environment.

AMCHAM CHRISTMAS LUNCH

December 4

At the AmCham Christmas Lunch, Mr. Tomislav Brezinščak, Director - McKinsey & Company Croatia, presented the results of the "Digitization as the New Growth Engine for Croatia" survey.

Digital economy could be the new growth driver and contribute up to 8.3 EUR billion in GDP by 2025. It is still not exploited by Croatia: it accounts for ca. 5% of GDP. Most Croatian sectors have significant digitization gaps that need to be filled in order to unlock full digitization potential. To drive digitization, Croatia needs to build on existing strengths and address identified pain points.

BUSINESS BREAKFAST

AMCHAM POWER BREAKFAST IMPLEMENTATION OF THE E-APPEAL SYSTEM IN PUBLIC PROCUREMENT

March 2

Starting from January 1, 2018, there is possibility to lodge an appeal with the State Commission for the Supervision of Public Procurement Procedures, through the interconnected IT systems of the State Commission for the Supervision of Public Procurement Procedures and TED (e-Appeal System). The possibility of lodging the electronic appeal is envisaged by the Public Procurement Act 2016, while the form and manner of lodging the appeal by electronic means of communication is regulated in more detail under the Rulebook on Electronic Appeals in Public Procurement (Official Gazette of the Republic of Croatia, Number 101/17).













1 Executive Lunch with Mr. Gordan Jandroković
 2 Executive Lunch: Foreign Direct Investments – Economic Policy for Attracting Investments
 3 Executive Lunch with U.S. Ambassador W. Robert Kohorst
 4 AmCham Power Breakfast Implementation of the E-Appeal System in Public Procurement
 5 AmCham Christmas Lunch



After the public notification of the tender and submission of bids through electronic communication means, the electronic appeal represents a further step towards complete digitization of the public procurement procedure.

Considering the possibility of lodging the electronic appeal, the State Commission is faced with the challenges and tasks that a completely paperless appeal procedure implies.

Taking into account the importance of introducing the electronic appeal to economic operators involved in public procurement procedures, the aim of this event was to better inform economic operators of the possibility and manner of submitting the e-Appeal.

Speakers:

Goran Matešić, President of the State Commission

Anđelko Rukelj, Deputy President of the State Commission

Ostap Graljuk, Multimedia Editorial Manager, Official Gazette of the Republic of Croatia

All members of the State Commission for the Supervision of Public Procurement Procedures were present at the event and available for other members' inquiries.

AMCHAM POWER BREAKFAST THE NEED FOR DIGITAL MARKETING TRANSFORMATION - EMBRACE IT OR GET LEFT BEHIND

April 10

AmCham had the pleasure to host Ms. Katie Axam, Chief Marketing Officer, IBM Central and Eastern Europe, as the keynote speaker at the Power Breakfast "The Need for Digital Marketing Transformation - Embrace It or Get Left Behind".

In her speech, Ms. Axam reflected on the changing role of the CMO and how organizations need to adapt to fit into today's modern marketing world by truly understanding their customers. Ms. Axam also talked about the possibilities to transform a marketing team to be client-centric and data-driven. This Power Breakfast was a hands-on session that provided insights into the future of marketing and how to better understand clients in this digital world.

AMCHAM POWER BREAKFAST WITH MINISTER MARKO PAVIĆ

September 11

Keynote speaker Marko Pavić, Minister of Labor and Pension System, presented the Government's presented the Government's Active Employment Policy Measures, as well as upcoming projects and plans of the Ministry of Labor and Pension System. In addition, the Minister reflected on the Croatian labor market as well as on the pension system reform.

The Minister emphasized that cooperation between Croatia and the United States is very good. The United States is known for its strong entrepreneurial spirit as well as a good business environment, and in that sense Croatia could adopt some good practices while AmCham would serve as a knowledge-sharing platform. The signing of a Double Taxation Treaty would help further strengthen good relations between the two countries, and it is important to recognize AmCham's efforts that advocate the signing of the Treaty.

The Croatian labor market is facing a shortage of qualified workforce. This is a pressing issue for not only Croatia, but also other European countries. In the long run, the solution for workforce shortage can be solved through better linkage of the labor market and the educational system. In this regard, inputs from representatives of the business community are very important.

It is important that significant funds are allocated through the Multiannual Financial Framework 2021-2027 for lifelong learning projects and the development of digital skills.

Minister Pavić explained that the details of the pension system reform will be published shortly. The reform aims to ensure the financial sustainability of the pension system, but also just conditions for those already retired as well as those that are yet to retire.

Minister Pavić expressed support for AmCham as a partner in strengthening Croatian competitiveness, as well as in transatlantic cooperation

SEMINARS

AmCham gathers wide range of expertize from various industries. Seminars are great opportunity for members to benefit from expert speakers on specific business-related topics. Seminars' sponsors and presenters are in a position to share their knowledge with top business audience and promote their services.

CO-ORGANIZED EVENT - TRENDS AND PERSPECTIVES OF E-MOBILITY

April 24

AmCham had the pleasure to co-organize yet another event that gathered numerous members, guests, and experts who engaged in interesting and inspiring discussions. The impact on the environment and a striving for a more economic management of limited resources has put focus of the efforts to modernize mobility and traffic in Europe on e-mobility more than ever before. The number of charging stations as well as electrical vehicles is continuously growing and is a clear indicator of the future of mobility. Following European trends and the need to connect Croatia with the rest of Europe, it is important to build charging station infrastructures and find ways that would enable a higher number of plug-in hybrid and electric vehicles in Croatia.

Mr. Ivo Milatić, State Secretary, Ministry of Environment and Energy, held a keynote speech that was followed by two panel discussions.

Panel Discussion E-mobility Infrastructure in Croatia and European Best Practices:

- Alen Gospočić, Assistant Minister, Ministry of the Sea, Transport and Infrastructure
- Quentin Ducreux Lerebours, Business Development Manager, PlugSurfing GmbH
- Lasse Anbuhl, Market Development Manager, Hubject GmbH (joint venture of BMW Group, Bosch, Daimler, EnBW, innogy, Siemens and Volkswagen Group), Berlin
- Arthur Walt, Business Development Manager, Comfortcharge GmbH
- Dino Novosel, Head of E-mobility, Hrvatski Telekom
- Moderator: Marko Biočina, Editor-in-Chief (Magazin), Jutarnji list

Panel Discussion The Future of the Automotive Industry and the Importance of Incentives for the Development of E-mobility:

- Ivo Milatić, State Secretary, Ministry of Environment and Energy
- Mario Mihetec, Acting Head of Energy Efficiency and Renewable Energy Sources Department, Environmental Protection and Energy Efficiency Fund
- Branko Kondić, Executive Director, LMG Autokuća
- Robert Gogić, Head of Homologation and Environment Protection, Porsche Croatia
- Moderator: Ana Plišić, Editorial Director, Native Ad Studo Hanza Media and Design Thinking Studio Hanza Media











1 AmCham Power Breakfast The Need for Digital Marketing Transformation - Embrace It or Get Left Behind 2 AmCham Power Breakfast with Minister Marko Pavić 3,4 Co-organized Event - Trends and Perspectives of E-mobility



COMPLIANCE WITH THE GDPR – EXCHANGE OF MEMBER EXPERIENCES

May 25

The majority of AmCham member companies underwent the final stages with the General Data Protection Regulation (GDPR). AmCham organized a meeting between AmCham members so they could exchange experiences and discuss the challenges they are faced with. The GDPR was fully enforced as of May 25, in order to ensure the protection of individuals with regard to personal data processing at EU level.

WORKSHOPS IN PUBLIC PROCUREMENT

July 5 & October 2

AmCham in cooperation with the Ministry of economy, entrepreneurship and crafts organized two public procurement workshops.

The topic of the first workshop was "Most Economically Advantageous Tender for the procurement of goods, services and works - examples of good practice". Additional topics that were covered at the workshop included green public procurement, consultancy services for complex projects, elements of corporate social responsibility as a MEAT criterion, references as a bid selection criterion, delivery deadline as a bid selection criterion.

Lecturers from the Ministry of economy, entrepreneurship and crafts included Ms. Nina Čulina and Mr. Ivan Palčić.

The topic of the second workshop was "The Most Common Mistakes Contracting Authorities Make in Preparation of Procurement Documentation and Appeals from the Practice of the State Commission for Control of Public Procurement Processes". Additional topics that were covered at the workshop included the need to prove the legal link between the bidders' community at the delivery stage in the procurement, reliance on the ability and need to prove the execution of a part of the contract at the bidding stage, determining penalties in cases where the delivery deadline is one of the bidding criteria, the link between certificates (including ISO standards) and the subject of procurement, the discretion limit of the contracting authority in seeking confirmation of "good standings", and the difference between proof of ability and selection criteria.

Lecturers from the Ministry of Economy, Entrepreneurship and Crafts included Mr. Anton Tomljanović and Mr. Zoran Vuić.

Workshops' attendees with a valid certificate in public procurement received points for the process of certificate renewal.

AMCHAM CO-ORGANIZED EVENT "INVESTMENT ENVIRONMENT AND PERSPECTIVES OF PRIVATE EQUITY IN CROATIA"

September 27

The American Chamber of Commerce in Croatia and the leading CEE-focused private equity fund Enterprise Investors (member of AmCham in Poland) organized an executive event on investment environment and perspectives of private equity in Croatia. Michał Kędzia, Partner, Enterprise Investors, held a presentation entitled "Recent Investments and Prospects for Private Equity in Croatia". The presentation was followed by a panel discussion in which Mr. Kędzia was joined by Michał Seńczuk (CEO, Studenac), Gordan Kolak (Director, COMITIUM), Daniel Radić (Partner, Advisory Services, KPMG), Boris Šavorić (Managing Partner, Šavorić & Partners), and Hrvoje Dolenec (Chief Economist, Zagrebačka Banka). The experts discussed the investment climate in Croatia as well as expectations for 2019.

Enterprise Investors is one of the largest private equity companies in Central and Eastern Europe. Active since 1990, the company has raised nine funds with total capital exceeding EUR 2.5

billion. These funds have invested EUR 1.8 billion in 142 companies across a range of sectors and exited 127 companies with total gross proceeds of EUR 3.7 billion.

MEMBERS' SEMINARS

AmCham's educational program of seminars/workshops held by AmCham member companies, with free of charge participation for our members. This is a great opportunity for companies to promote expertize in their respective field and connect with fellow members.

MEMBER SEMINAR: NEWS IN TRANSFER PRICING February 15-16

The Seminar on Transfer Pricing was held by KPMG. Since transfer pricing became a topical issue, we are seeing an increasing number of tax audits on transfer pricing aspects, and it is expected that the interest of Croatian tax authorities for transfer pricing will be increased even more in the future.

This seminar provided information on the latest developments in the field of transfer pricing:

- News in the year 2017 practice, frequent questions, and issues
- PD-IPO form practice, frequent questions, and issues
- APA (Advance Pricing Agreement) legal framework, procedure
- Interest rate on loans between related parties two approaches to determine market interest rate, practice
- Country by Country Report (CbyCR), CbyC Notification legal framework, practice
- OECD Transfer Pricing Guidelines for Multinational Enterprises and Tax Administrations 2017 - latest developments

MEMBER SEMINAR IN SPLIT: TAX NEWS

February 20

The seminar, held by KPMG, gave an overview of the most important tax law changes effective as of 2018. Given the frequent changes in the tax legislation over the last few years, it is essential to stay upto-date with any changes. In that regard, the aim of this seminar was to provide information about the most important tax news in Croatia regarding Corporate Profit Tax, VAT and Personal income tax.

MEMBER SEMINAR – GDPR LEGAL AND TECHNOLOGICAL ASPECTS

May 9

Seminar was held by Olena Manuilenko, Head of IP&TMT Department, Divjak, Topić & Bahtijarević Law Firm, and Miro Višić, General Manager, Info Novitas. The seminar helped address major risks and avoid rigorous fines. The target audiences were DPOs and mid-level management, particularly in departments such as HR, IT, CRM, marketing, finances and accounting, and legal.

Ms. Manuilenko gave an introductory presentation on the impending GDPR. It comprised an overview of the key GDPR definitions, principles, rights, and obligations, as well as a sneak peek into the recommended management of a GDPR implementation project.

The presentation by Mr. Višić focused on technical IT solutions and the methods and tools that can help with alignment with the GDPR regulation. The main focus was placed on the necessary architecture and key components of process IT GDPR Management solutions that are crucial to the alignment and implementation of GDPR regulations in practice. Also represented were the proposed implementation steps and a few examples of the specific GDPR Management Technical Solution.











1,2 Workshops in Public Procurement 3 Member Seminar: News in Transfer Pricing 4 AmCham Co-Organized Event "Investment Environment and Perspectives of Private Equity in Croatia"



MEMBER SEMINAR: TAX - EU UPDATE

November 29

AmCham organized a Member Seminar on Tax - EU Update, in cooperation with KPMG.

This seminar provided information on the latest developments in the area of:

- Anti-Tax Avoidance Directive (ATAD) 1 & 2 (already partially implemented in Croatia as of 1 January 2019)
- OECD Multi-Lateral Instrument (MLI) (Croatia is a signatory and this will result in significant changes in the interpretation of double tax treaties concluded by Croatia)
- Mandatory Disclosure Requirements Directive (which will have an impact on cross-border transactions, which will need to be reported to the Croatian Tax Authorities)
- Other Tax updates (Digital Tax, VAT developments, etc.)

SPEED NETWORKING

November 7

Popular networking events, where AmCham members, mostly sales and procurement managers, have an opportunity to exchange business cards in a moderated concept of 2 minute conversations with each person. More than 20 companies participated at the event and we received positive comments, as it proved to be a great way to enhance networking opportunities among our members. In order to increase the business network for its members, AmCham hold joint 'speed networking' event with Franco-Croatian Chamber of Commerce.

GM BREAKFASTS

GM Breakfasts are small informal gatherings of members' general managers (with 10 participants on average) that give attendees an opportunity to discuss common business issues and learn about AmCham projects. GM Breakfasts are held on a monthly basis with different participants each time. This is an invitation-only event, not limited to a single member category and free of charge. In 2018 GM breakfasts were sponsored by DoubleTree by Hilton Zagreb and Sheraton Zagreb Hotel.

PATRON EVENTS

AMCHAM PATRON RECEPTION WITH THE U.S. AMBASSADOR, H.E. W. R. KOHORST

February 16

The American Chamber of Commerce had the honor of organizing its traditional Patron Cocktail, hosted by H.E. W. Robert Kohorst, Ambassador of the United States of America.

This now traditional event was a good opportunity to discuss Croatia's business climate with the Ambassador and executives of the AmCham Patron members.

AMCHAM PROGRAMS



AmCham Talents is program focused on developing leadership skills of the promising young professionals. Young professionals recognized as high potential employees within their companies usually have opportunities for postgraduate education and training, but lack practical experience and opportunities to develop their soft skills by learning directly from leaders in different industries. This program hopes to bridge this gap and contribute to the personal & career development of such employees through a series of interactive sessions by prominent leaders and networking opportunities with their peers.

AmCham Talents program was initiated in 2013 and so far more than 350 young talents have participated in the program and have gained valuable knowledge from 50 distinguished speakers.

AMCHAM TALENTS 2018

AmCham is pleased to announce that the sixth generation of the AmCham Talents program was another success. This year 83 young professionals participated in 10 lectures by the most prominent leaders.

April 10 - Mr. Ivan Vidaković, Digital Transformation Director, CEE Multi-Country Europe, Microsoft Croatia - The Future Shaped by Technology

May 3 - Mr. Damir Zec, Country Leader, IBM Hrvatska - The Role of Managers in Attracting Major Investments

May 24 - Mr. Hrvoje Badovinac, Consultant, Former Regional Director Adriatic Region West, Medtronic - Succession Planning

June 12 - Mr. Petar Thür, General Manager, Zagrebačke pekarne "Klara" - Transformation of Industry

June 28 - Mr. Davor Tremac, General Manager SEE, Uber Croatia - Pioneering in Business

September 18 - Mr. Branko Roglić, President of the Supervisory Board, Orbico - Internationalization of Business

October 16 - H.E. W. Robert Kohorst, US Ambassador to Croatia - Diplomacy from a Businessman's Perspective

November 8 - Ms. Andrijana Bergant, Director, European Institute of Compliance and Ethics - Ethical Challenges of Doing Business

FINAL EVENT

November 27

On November 27, AmCham Talents 2018 program had its final event. This year's competition was fierce and the contest for the Talent of the Year title was close till the very end. After interesting presentations and panel questions Marko Bohaček from Batarelo Dvojković Vuchetich odvjetničko društvo took this year's title of AmCham Talent of the Year. Vladimir Perić, Raiffeisen Invest, came in second, and Bruna Jakšić, EY, came in third.

AmCham would like to thank all the sponsors and the Evaluation Committee members: Ms. Liana Keserić, Board Member, Raiffeisenbank Austria, Ms. Monika Friščić, HR Manager, Poliklinika Bagatin, Ms. Lota Horvatek Ivezić, Business Unit Manager Humira, AbbVie, Mr. Hrvoje Bardek, Partner, CMS Reich-Rohrwig Hainz Rechtsanwälte GmbH, Mr. Tomislav Matija Varga, President of the Board, Atlas, Mr. Zvonimir Madunić, Partner, EY, Mr. Ivica Krizmanić, General Manager, Esplanade Zagreb Hotel, as well as members of AmCham's Board of Governors who participated in the Evaluation Committee: Mr. Mihael Furjan, President of the Management Board, Pliva Hrvatska and Ms. Anita Letica, General Manager Croatia, Philip Morris Zagreb.

We would also like to congratulate all the participants and thank them for being a part of this year's AmCham Talents program.











1 Speed networking 2 AmCham Patron Reception with the U.S. Ambassador, H.E. W. R. Kohorst 3 AmCham Talents 2018 participants 3 Talent of the Year 2018



BOARDROOM DISCUSSIONS: DIGITAL TRANSFORMATION FROM CEO PERSPECTIVE

GOLD SPONSOR



SILVER SPONSORS











September 2017 - June 2018

In 2017 AmCham started a new series of events targeting CEOs, board members, and general managers of AmCham member companies interested to hear about digital transformation trends and operational steps from IT leaders and top management consulting companies as well as peers from different industries.

Digital transformation will soon underline every strategic decision and become one of the prerequisites for further growth and development of every company. While the topic encompasses a number of business areas, senior managers facing this challenge lack examples to learn from. With the series of Boardroom Discussions focused on companies' digital agendas, we are hoping to bridge this gap.

AmCham designed this program to best accommodate small groups and enable open and interactive sessions. The sessions are free of charge and are held on a monthly basis at the AmCham Office.

September 28, 2017 - Digital Age of Today

Enrico Benni, Senior Partner, McKinsey & Company

October 19, 2017 - Transforming Business Models

Ivan Vidaković, Digital Transformation Director, CEE Multi-Country Europe, Microsoft

Davor Tremac, General Manager SEE, UBER

November 29, 2017 - Create Value from Data

Dražen Oreščanin, President of the Board, Poslovna inteligencija

December 14, 2017 - Digital Data Enabled Customer Experience

Damir Zec, Country Leader, IBM Croatia

January 30, 2018 - Data Security & Data Privacy

Tomislav Tucibat, Major Accounts Manager - Adriatic, Fortinet

February 22, 2018 - Future of Labor

Bojan Poljičak, Director, Adecco Leo Mršić, Director, AlgebraLab

March 15, 2018 - Digital Enterprise Strategy

Mario Žižek, CEO, Addiko Bank Croatia Miroslav Šaban, Head of Government/Public Affairs, Philips Central and Eastern Europe

April 12, 2018 - Creating Digital Organization

Tomislav Čorak, Principal, The Boston Consulting Group

May 18, 2018 - Digital Future

Jurica Novak, Managing Partner Central Europe, McKinsey & Company

BUSINESS DELEGATION TO NEW YORK AND SAN FRANCISCO/SILICON VALLEY

June 10-15

As the grand finale of the Boardroom Discussions: Digital Transformation from CEO Perspective program, AmCham organized a business delegation to New York and San Francisco/Silicon Valley for the Management Board members of AmCham member companies to see digital transformation at its source.

The business delegation took place from June 10-15, 2018 with the goal of learning from digital champions, traditional companies in transformation, as well as young disruptive companies. When driving your own project, it is always useful to look at how other companies approached the challenge. The delegation offered a closer look at some of the most exciting and successful transformation processes in various industries.

The delegation visited:

- New York New York Stock Exchange, Bank of America, NASDAQ, The Boston Consulting Group, and IBM Watson Center
- Silicon Valley Google and Fortinet
- San Francisco Microsoft, Volans-i, UBER, and Lunar/McKinsey & Company.

BOARDROOM DISCUSSIONS: DIGITAL TRANSFORMATION FROM CEO PERSPECTIVE 2018/2019



SILVER SPONSORS





Due to the great interest and excellent feedback of our previously participating members, the Boardroom Discussions program will continue in 2018/2019.

Program:

- December 13, 2018 Artificial Intelligence in Daily Usage, Damir Zec, Country Leader, IBM Croatia
- Research on the Future of Labor CEE Tomislav Brezinščak, Partner, McKinsey & Company Croatia
- Virtual Reality Tatjana Skoko, Country Manager, Microsoft Croatia
- Getting Bigger without Losing Step Joško Mrndže, Country Manager Adriatics, Google
- Becoming a Data Driven Company Dražen Oreščanin, President of the Board, Poslovna Inteligencija
- Corporate Vitality Tomislav Čorak, Principal, The Boston Consulting Group
- Business Delegation to the USA, Spring 2019

LAUNCHPAD USA - DOING BUSINESS IN THE USA



Launchpad USA is an AmCham service package that supports the sustained business success of member companies breaking into or scaling up their business in the US market. On the Launchpad, companies receive realistic, practical, and tailored support to help them create and recreate a winning business formula. Launchpad USA is











1, 2 Business Delegation to New York and San Francisco/Silicon Valley 3,4 Boardroom Discussions: Digital Transformation from CEO Perspective 2018/2019



targeted primarily at small and medium enterprises, providing them with information and support crucial for starting up their businesses in the US.

In 2017, AmCham Croatia has teamed up with AmCham Finland, which successfully provides these services to Nordic and Baltic companies, in order to also offer this unique opportunity to Croatian companies.

Mr. Mike Klyszeiko, Director of Launchpad USA, AmCham Finland, visited Croatia in May and November this year and held a series of meetings with AmCham member companies that have joined the program.

MICHAEL KLYSZEIKO, DIRECTOR OF LAUNCHPAD USA MET WITH START-UPS IN HUB 385

November 7

On November 7, 2018, Michael Klyszeiko, Director of Launchpad USA, AmCham Finland held an interesting lecture titled "How to Pitch Investors?" to representatives of start-ups at the HUB 385.

The lecture was attended by 40 start-up representatives, who had the opportunity to get insider tips on how to attract investors, identify the most common mistakes made by start-ups, what is important when entering a new market, and what is unique about the US market. A special focus was placed on the financial sustainability of start-ups and the skills needed to attract necessary capital in order to function.

Mr. Klyszeiko has abundant professional experience. After graduating from Berkley he worked in the US Navy and Morgan Stanley. For the past 5 years he has been helping Finnish and Estonian companies in their attempts to expand to the US market. As of 2017, the same service is available to Croatian companies through AmCham Croatia.

ANNUAL GENERAL ASSEMBLY

November 26

At this year's Annual General Assembly, in addition to standard activities and customary financial reports, elections were held for three positions of AmCham Board of Governors that became vacant this year: First Vice President, Second Vice President and one untitled Governor. Assembly also adopted one amendment to the AmCham Constitution.

AMCHAM SUPPORTED EVENTS BORANKA-THE LARGEST VOLUNTARY ACTION OF REFORESTATION OF BURNED AREAS IN DALMATIA

-organized by the Scout Association of Croatia, the Croatian Mountain Rescue Service and Croatian Forests Ltd.

EY ENTREPRENEUR OF THE YEAR 2018

- global award program organized in Croatia by Ernst & Young d.o.o.

BAGATIN ACADEMY

-series of lectures organized by Poliklinika Bagatin

CISCO CONNECT CROATIA 2018 - March 19-21

-organized by Cisco Systems Hrvatska d.o.o.

THE 18TH CROATIAN QUALITY CONFERENCE AND THE 9TH SCIENTIFIC ASSEMBLY OF THE CROATIAN SOCIETY FOR QUALITY – April 11-14

-organized by the Croatian Society for Quality

III. DIGITAL MEDICINE CONFERENCE-"THE FUTURE IS NOW" – April 13

FORTINET SECURITY DAY – April 17

83RD THESSALONIKI INTERNATIONAL FAIR

- September 8-16
- -American Pavilion organized by the American-Hellenic Chamber of Commerce, in cooperation with the U.S. Embassy in Athens

ANNUAL CONFERENCE ON COMPLIANCE AND ETHICS -

October 18-19

-organized by the European Institute of Compliance and Ethics (EICE)

ADRIATIC AWS INNOVATION DAYS 2018 - October 18-19

-organized by iOLAP and Amazon Web Services (AWS)

DIGNETDAYS 2018 - October 25

-organized by DignetSoftware d.o.o.

LEGAL PROTECTION IN PUBLIC PROCUREMENT: 15 YEARS OF THE STATE COMMISSION FOR THE SUPERVISION OF PUBLIC PROCUREMENT PROCEDURES – November 8-9

-organized by the State Commission for the Supervision of Public Procurement Procedures

FUTUR Z CONGRESS - November 16-18

-organized by the Croatian Society for Business Ethics and Health Economics of the Croatian Medical Association

20 YEARS OF AMCHAM CROATIA GOLD SPONSORS OBOVIE WOLF THEISS

October 17

Following the tradition of other European countries, 20 companies and individuals gathered in December of 1998 and founded Am-Cham in Croatia. Since then, AmCham has been a meeting place for leading international companies. American companies doing business in Croatia, international companies coming from more than 20 countries, and Croatian companies engaged in international trade and investments all contribute to a more competitive Croatia.

Today, AmCham is the leading international business association, representing more than 230 companies which employ more than 79,000 people in Croatia. The gala reception celebrating 20 Years of AmCham Croatia took place on October 17, 2018 at the Croatian National Theater in Zagreb.

At the celebration, we reflected on the past 20 years by watching a film, which gave us the opportunity to listen to the founders as well as some of the past Presidents of the AmCham Board of Governors. We were glad that the film also included statements from representatives of some of the public institutions with which AmCham intensely collaborates.

The celebration gathered seven hundred guests, representatives of the Croatian business community, the Government, international organizations, as well as diplomatic corps, who enjoyed a performance by the Zagreb Philharmonic.

INDEPENDENCE DAY PICNIC

July 1 - Bundek Lake Zagreb

















1 ANNUAL GENERAL ASSEMBLY 2, 3, 4, 5 20 Years of AmCham Croatia 6, 7 Independence Day Picnic



ABOUT CROATIA

GEOGRAPHICAL POSITION

Croatia extends from the foothills of the Julian Alps in the northwest and the Pannonian Plain in the east, over the Dinara mountain range in its central region, to the Adriatic coast in the south.

AREA

56.594 km², with an additional 31.479 km² of territorial sea and interior waters

POPULATION

4.174.000 (2016 mid-year estimate)

CAPITAL

Zagreb - the administrative, cultural, academic and communication centre of the country.

LENGTH OF COAST

6.278 km - including 4.398 km of island, islet and reef coastline

NUMBER OF ISLANDS, ISLETS AND REEFS

1.244. The largest islands are Krk and Cres; there are 47 inhabited islands.

CLIMATE

Northern Croatia has a continental climate; Central Croatia has a semi-highland and highland climate, while the Croatian coast has a Mediterranean climate.

POPULATION

The majority of the population are Croats. National minorities include Serbs, Moslems, Slovenes, Hungarians, Czechs, Slovaks, Italians, and others.

OFFICIAL LANGUAGE AND ALPHABET

Croatian language and Latin alphabet.

CURRENCY

Kuna (1 Kuna = 100 Lipa)

RELIGIONS

The majority of the population are Roman Catholics, and in addition there are a number of those of Orthodox faith, as well as Muslims, and Christians of other denominations.

GOVERNMENT OF THE REPUBLIC OF CROATIA

Trg Sv. Marka 2 10000 Zagreb, Croatia www.vlada.hr Prime Minister: Andrej Plenković















Michael Müller

President of the Management Board, Raiffeisenbank Austria d.d. Zagreb

Given the high rate of emigration due to better employment prospects abroad, there seems to be a market for Croatian talent. In your experience, what do you think it is young people from Croatia have that makes them desirable on the EU market?

I believe it is not only job offers that encourage young people to emigrate. The jobs are there, but the problem is that young people are fed up with waiting for concrete measures to be carried out. Among those who have already left, I am sure there are many people who will succeed in building their careers in other countries. Nonetheless, it seems to me that things are getting better, but I also have to point out that it is all moving along very slowly. Young people and experts in Croatia receive exceptional and relatively cheap education, which is absolutely competitive on the EU market. Therefore, from this perspective, it is not a simple matter, and I would add that there is big challenge ahead for all of us, to keep these talents here, with a stimulating work environment and opportunities that we, as employers, are able and due to provide in Croatia. I believe that everyone is responsible for playing an active part in creating a positive perspective for society. When we joined the AmCham Talents program four years ago, it was immediately clear to us why our young people are very much sought after in other markets. They are ambitious, flexible, and versatile professionals who do not give up on the tasks set before them, but rather find adequate and creative solutions.

The rate of highly educated individuals is growing, but apart from a theoretical foundation, what should one invest in to stand out on the market?

Skills which are in focus during formal education and skills necessary for success in the business environment are often different. As employers, we would really like an education system that puts emphasis on the development of critical thinking and nurtures a multidisciplinary approach to every problem. Additionally useful, even during schooling, is developing young people's awareness of the changes that continually follow the development of every industry. In Croatia, there is room for establishing even stronger links between the education system and the private sector, so that young people are put into real contexts and frameworks as they learn, throughout the entire duration of their education. Practice, rather practical training, is an outstanding tool to connect the academic and business communities, but this practice would need to be significantly different than it is today – simply a pro forma requirement each student has to meet. In addition, universities and companies could work together on their projects, using mutual resources and knowledge, thereby fostering innovation in society.

INTERVIEW

What is the main reason the RBA decides to finance or co-finance the education of its employees?

With the arrival of new technologies and work methods, it is exceptionally important to have competent experts at all positions within the organization, so that we may respond to all challenges and market demands in a timely manner. It is precisely for this reason important that we invest in human capital as our greatest asset. In Raiffeisen, employees develop through a truly broad spectrum of opportunities, and we continually invest in improving digital skills throughout the entire organization. Seeing as we have already stepped into the digital age, our employees are also educated in new work technologies and methodologies. I believe that long-term growth and continuity of knowledge development in the organization is crucial for achieving business strategy and credibility towards clients.

Today, almost everything is placed in the context of international business. Can a program like AmCham Talents encourage young people to develop the skills they need to do business in foreign markets?

The AmCham Talents program certainly offers young professionals what they need to compete in foreign markets. Learning through practical experience and collaboration with different teams, sharing best practices with colleagues who are not necessarily from the same industry, leaving the framework of the workplace, encouraging "outside the box" thinking, and seeking integral solutions are certainly an extraordinary starting point to being competitive and sought after in all markets. This is exactly what the AmCham Talents program offers to young people.

The market is undergoing a gradual transformation, but resistance to digital transformation is still great. How can we bridge the gap between young people who welcome this change, and older generations that are skeptical?

I believe we are no longer in a position to talk about skepticism, especially when most of this is happening precisely via new technologies. Today, most services are available not just online, but even on your mobile phones. From ordering food, to personalized loan offers... you can get all this done with just a few swipes and taps. This was unthinkable just ten years ago. Precisely owing to the fact that we are surrounded by new technologies in our business, as well as private everyday life, the gap between generations has as of late been drastically reduced and there's no more room for resistance.

Social responsibility and business ethics are becoming part of integral business practice. In your experience, to what extent do young people understand these concepts and can a program like the one mentioned help this issue?

Certainly. The AmCham Talents program offers young professionals the opportunity to leave their comfort zone, placing them in a framework that looks at business in a broad context, even beyond their professional fields. They also get the opportunity to get acquainted with colleagues from other systems, even other industries, all experiences which expand horizons and enable understanding of overall business context. Business ethics, and in this case consistently promoting talents and human development potential, is certainly something that this program consistently promotes. Only this type of business can be sustainable, both for the company and business sector, as well as for these young people.



CROATIAN ECONOMIC INDICATORS

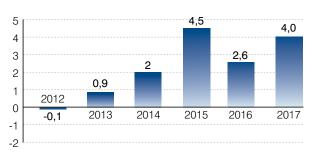
THE REPUBLIC OF CROATIA BASIC INFORMATION FOR 2017

Land area, km ²	56.594
Surface area of territorial sea and interior waters, km ²	31.479
Population, 2016 mid-year estimate, '000	4.174
Population density per km ² , 2016	73,8
City of Zagreb population, 2016 mid-year estimate, '000	802
TERRITORIAL CONSTITUTION, AS ON 31 DECEMBER	2017
Counties	21
Towns	128
Municipalities	428
Settlements	6.757
Gross domestic product per capita (USD), 2017	13.383
Gross domestic product per capita (EUR), 2017	11.880
Average monthly paid off net earning in Kuna	5.985
Average monthly gross earning in Kuna	8.055
Consumer price indeks, 2017/2016	101,1
Import per capita EUR	5.245
Export per capita EUR	3.358
Coverage of import by export, %	64,0

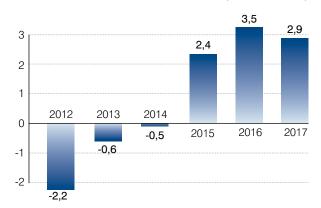
Source: Statistical information, Central Bureau of Statistics



AVERAGE YEAR-ON-YEAR INFLATION RATE



CURRENT ACCOUNT BALANCE (as % of GDP)



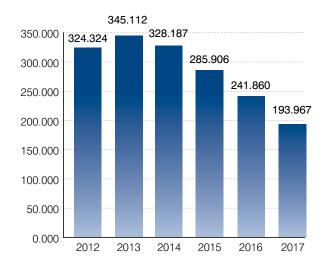
GDP YEAR-ON-YEAR GROWTH RATE (in %, constant prices)

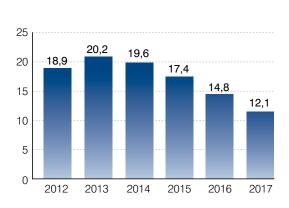
MAIN INDICATORS

	2012	2013	2014	2015	2016	2017
GDP, current prices, mil EUR	44.022	43.808	43.456	44.630	46.664	49.013
GDP per capita (EUR)	10.314	10.293	10.254	10.616	11.180	11.882
GDP year-on-year growth rate (in %)	-2,2	-0,5	-0,1	2,4	3,5	2,9
Average year-on-year inflation rate	3,4	2,2	-0,2	-0,5	-1,1	1,1
Unemployed persons*	324.324	345.112	328.187	285.906	241.860	193.967
Unemployment rate, %	18,9	20,2	19,6	17,4	14,8	12,1
Unemployed rate, ILO comparable, %	15,9	17,3	17,3	16,2	13,1	11,2
HRK/EURO midpoint exchange rates of CNB	7,51	7,57	7,63	7,61	7,53	7,46
HRK/US\$ midpoint exchange rates of CNB	5,85	5,7	5,75	6,86	6,8	6,62
Current account balance (million EUR)	-51,0	414	858	2.018	1.206	1.963
Current account balance (as % of GDP)	-0,1	0,9	2,0	4,5	2,6	4,0
Gross international reserves of CNB (million EUR, end of year)	11.236	12.908	12.688	13.707	13.514	15.706
External debt (million EUR, end of year)	45.297	45.803	46.416	45.384	41.668	40.069
External debt (as % of GDP)	102,9	104,6	106,8	101,7	89,3	81,8
External debt (as % of export of goods and services)	247,3	244,1	235,9	211,4	182,9	159,5

Source: Croatian National Bank (CNB), Central Bureau of Statistics, *Source: the Croatian Employment Service

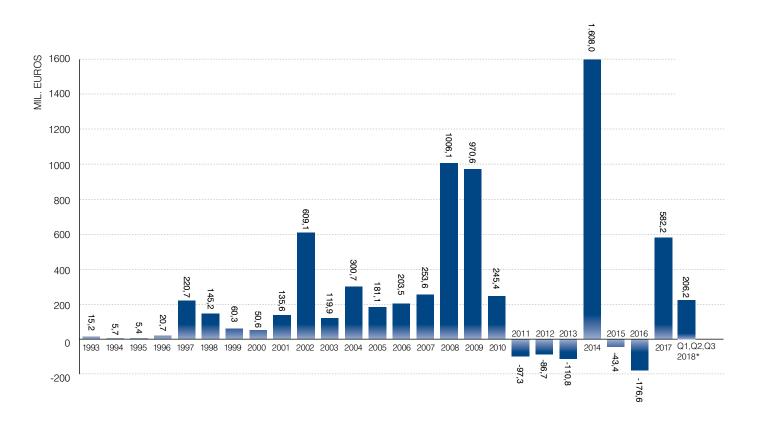






UNEMPLOYED PERSONS

UNEMPLOYMENT RATE, %



DIRECT INVESTMENTS, NET ACQUISITION OF FINANCIAL ASSETS (IN MILLION. EUR) $\,$

net acquisition of financial assets	253,6	1006,1	970,6	245,4	-97,3	-86,7	-110,8	1.608,	o -	-43,4	-176,6	582,2	206,	2	6.431,0
Year	2007	2008	2009	2010	2011	2012	2013	2014	2	2015	2016	2017	Q1,Q2 2	2018*	TOTAL
net acquisition of financial assets	15,2	5,7	5,4	20,7	220,7	145,	,2 60	,3 5	0,6	135,6	609,	1 119,	9 300,7	181,1	203,5
Year	1993	1994	1995	1996	1997	199	8 19	99 20	000	2001	200	2 200	3 2004	2005	2006

^{*}preliminary data; Source: Croatian National Bank



EXPORT AND IMPORT BY ECONOMIC CLASSIFICATION OF COUNTRIES, MIL. EUROS

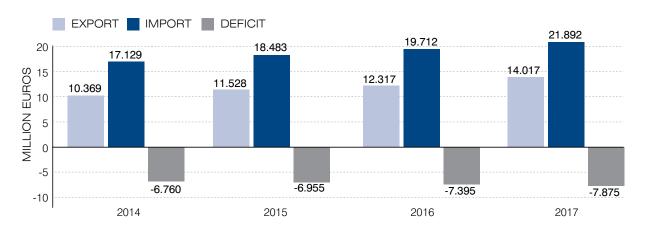
	2014		20	15	2016		2017	
	Export	Import	Export	Import	Export	Import	Export	Import
Total	10.369	17.129	11.528	18.483	12.317	19.712	14.017	21.892
EU-27 countries	6.622	13.082	7.683	14.420	8.183	15.224	9.093	17.088
EFTA countries	178	206	184	182	192	188	228	194
CEFTA countries	2.095	901	2.063	1.015	2.019	1.167	2.445	1.351
Other countries in Europe	428	1.089	349	686	456	584	481	617
OPEC countries	240	251	231	300	307	336	230	513
Main foreign trade partners								
Italy	1.439	2.447	1.543	2.430	1.685	2.487	1.915	2.812
Germany	1.161	2.593	1.303	2.871	1.453	3.177	1.725	3.362
BiH	1.224	460	1.121	495	1.120	573	1.368	685
Slovenia	1.178	1.853	1.417	1.971	1.539	2.153	1.507	2.353
Austria	631	1.486	755	1.689	789	1.571	878	1.656

EXPORT AND IMPORT ACCORDING TO SITC SECTIONS, MIL. EUROS

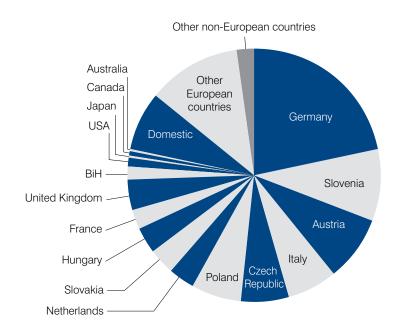
	2014		20	15	2016		2017	
	Export	Import	Export	Import	Export	Import	Export	Import
Total	10.369	17.129	11.528	18.483	12.317	19.712	14.017	21.892
Food and live animals	1.030	1.917	1.215	2.111	1.377	2.195	1.398	2.409
Beverages and tobacco	172	195	176	218	194	233	251	298
Crude materials, except fuels	828	296	896	337	917	334	1.070	393
Mineral fuel and lubricants	1.394	3.179	1.260	2.809	1.165	2.425	1.489	2.897
Animal and vegetables oils and fats	26	97	28	94	50	99	60	99
Chemical products	1.106	2.265	1.362	2.607	1.632	3.012	1.978	3.034
Manufactured goods classified chiefly by material	1.667	3.034	1.812	3.341	1.928	3.512	2.266	3.912
Machinery and transport equipment	2.280	3.853	2.783	4.432	2.897	5.051	3.274	5.623
Miscellaneous manufactured articles	1.697	2.264	1.861	2.522	2.084	2.839	2.173	3.209
Commodities and transactions n.e.s.	106	24	94	7	46	7	33	14
Not classified	64	5	41	5	27	5	26	3

Source: Statistical information, Central Bureau of Statistics

EXPORT, IMPORT AND FOREIGN TRADE DEFICIT (IN MILLION EUROS)







TOURIST NIGHTS 2017, BY COUNTRY OF ORIGIN

Country	no.	%
Germany	19.526	22,7
Slovenia	7.140	8,3
Austria	6.991	8,1
Italy	4.915	5,7
Czech Republic	5.067	5,9
Poland	6.056	7,0
Netherlands	2.904	3,4
Slovakia	2.794	3,2
Hungary	2.770	3,2
France	1.970	2,3
United Kingdom	3.810	4,4
BiH	1.547	1,8
USA	1.178	1,4
Japan	221	0,3
Canada	364	0,4
Australia	488	0,6
Domestic	5.978	6,9
Other European countries	10.317	12,0
Other non-European countries	2.164	2,5
	86.200	100,0



EU-28 ECONOMIC INDICATORS

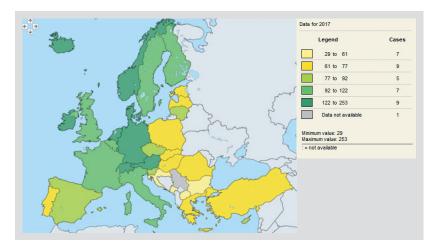
	2012	2013	2014	2015	2016	2017
EU (28 countries)	2.6	1.5	0.5	0.0	0.3	1,7
Austria	2.6	2.1	1.5	0.8	1.0	2,2
Belgium	2.6	1.2	0.5	0.6	1.8	2,2
Bulgaria	2.4	0.4	-1.6	-1.1	-1.3	1,2
Croatia	3.4	2.3	0.2	-0.3	-0.6	1,3
Cyprus	3.1	0.4	-0.3	-1.5	-1.2	0,7
Czechia	3.5	1.4	0.4	0.3	0.6	2,4
Denmark	2.4	0.5	0.4	0.2	0.0	1,1
Estonia	4.2	3.2	0.5	0.1	0.8	3,7
Finland	3.2	2.2	1.2	-0.2	0.4	0,8
France	2.2	1.0	0.6	0.1	0.3	1,2
Germany	2.1	1.6	0.8	0.1	0.4	1,7
Greece	1.0	-0.9	-1.4	-1.1	0.0	1,1
Hungary	5.7	1.7	0.0	0.1	0.4	2,4
Iceland	6.0	4.1	1.0	0.3	0.8	-1,7
Ireland	1.9	0.5	0.3	0.0	-0.2	0,3
Italy	3.3	1.2	0.2	0.1	-0.1	1,3
Latvia	2.3	0.0	0.7	0.2	0.1	2,9
Lithuania	3.2	1.2	0.2	-0.7	0.7	3,7
Luxembourg	2.9	1.7	0.7	0.1	0.0	2,1
Malta	3.2	1.0	0.8	1.2	0.9	1,3
Netherlands	2.8	2.6	0.3	0.2	0.1	1,3
Norway	0.4	2.0	1.9	2.0	3.9	1,9
Poland	3.7	0.8	0.1	-0.7	-0.2	1,6
Portugal	2.8	0.4	-0.2	0.5	0.6	1,6
Romania	3.4	3.2	1.4	-0.4	-1.1	1,1
Slovakia	3.7	1.5	-0.1	-0.3	-0.5	1,4
Slovenia	2.8	1.9	0.4	-0.8	-0.2	1,6
Spain	2.4	1.5	-0.2	-0.6	-0.3	2
Sweden	0.9	0.4	0.2	0.7	1.1	1,9
Switzerland	-0.7	0.1	0.0	-0.8	-0.5	0,6
United Kingdom	2.8	2.6	1.5	0.0	0.7	2,7
United States	2.2	1.3	1.3	-0.8	0.5	1,7

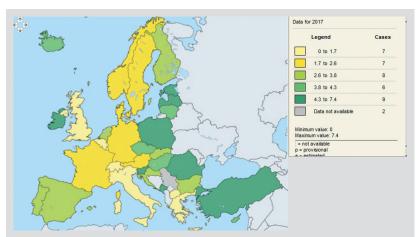
Source of Data: Eurostat

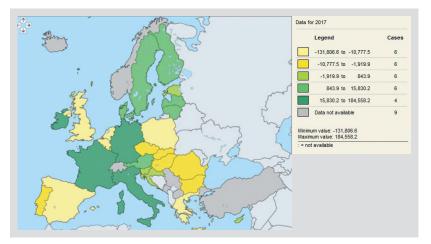
HICP - INFLATION RATE - Annual average rate of change (%)

Harmonised Indices of Consumer Prices (HICPs) are designed for international comparisons of consumer price inflation. HICP is used for example by the European Central Bank for monitoring of inflation in the Economic and Monetary Union and for the assessment of inflation convergence as required under Article 121 of the Treaty of Amsterdam. For the U.S. national consumer price indices are used in the table.









GDP PER CAPITA IN PPS - INDEX (EU28 = 100)

Gross domestic product (GDP) is a measure for the economic activity. It is defined as the value of all goods and services produced less the value of any goods or services used in their creation. The volume index of GDP per capita in Purchasing Power Standards (PPS) is expressed in relation to the European Union (EU28) average set to equal 100. If the index of a country is higher than 100, this country's level of GDP per head is higher than the EU average and vice versa. Basic figures are expressed in PPS, i.e. a common currency that eliminates the differences in price levels between countries allowing meaningful volume comparisons of GDP between countries. Please note that the index, calculated from PPS figures and expressed with respect to EU28 = 100, is intended for cross-country comparisons rather than for temporal comparisons.

REAL GDP GROWTH RATE

The calculation of the annual growth rate of GDP volume is intended to allow comparisons of the dynamics of economic development both over time and between economies of different sizes. For measuring the growth rate of GDP in terms of volumes, the GDP at current prices are valued in the prices of the previous year and the thus computed volume changes are imposed on the level of a reference year; this is called a chain-linked series. Accordingly, price movements will not inflate the growth rate.

INTRA-EU28 TRADE – TRADE BALANCE IN MILLION EUR

Member States' contribution to the intra-EU28 trade of the Union.

EXTRA-EU28 TRADE – TRADE BALANCE IN MILLION EUR

Member States' contribution to the extra-EU28 trade of the Union.



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- access to events and activities organized by other European **AmChams**
- introductory "Country Briefings" when visiting other European countries and an "Executive Referral" to senior managers when relocating to other European countries (these requests must be made through your local AmCham Executive Office).

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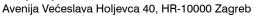


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Number of employees: 78

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info@agroproteinka.hr http://www.agroproteinka.hr Corporate Member since 2004 Number of employees: 133

Industry: Agriculture
CONTACT PERSON
Ivica Grlić Radman, Director



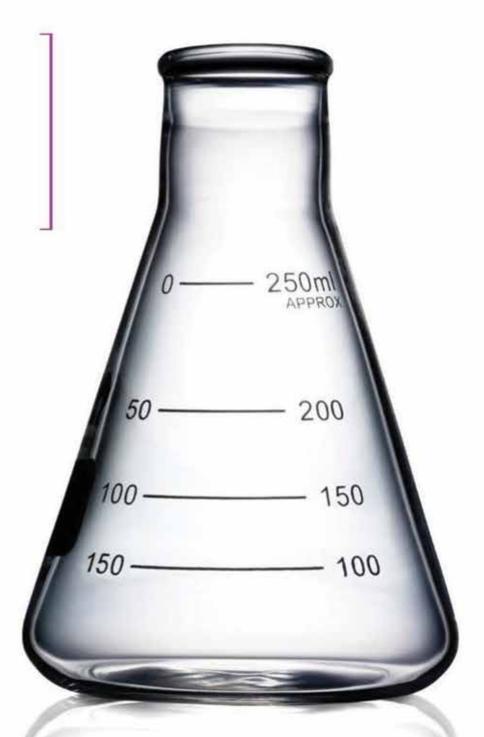
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ALTERA

croatia@agsmovers.com http://www.agsmovers.hr/

Small Business Member since 2007

Number of employees: 12 Industry: Distribution / Logistics

CONTACT PERSON Martin de Survilliers, Director M2M DISCOUNT PROGRAM CONTACT Davor Čordaš, Sales Manager



Perkovčeva 2, HR-10000 Zagreb

Phone: +385 1 4813 057 info@aion.hr

http://www.aion.hr

Small Business Member since 2009

Number of employees: 4 Industry: Translation Services

CONTACT PERSON Nada Burić, Director

M2M DISCOUNT PROGRAM CONTACT

Nada Burić, Director

Allianz Zagreb d.d.

Heinzelova 70, HR-10000 Zagreb

Phone: +385 1 3670 367, Fax: +385 1 3670 416

osiguranje@allianz.hr http://www.allianz.hr

Corporate Member since 2002 Number of employees: 466 Industry: Financial Services

CONTACT PERSON

Boris Galić, President of the Board M2M DISCOUNT PROGRAM CONTACT Krešimir Topić, Director of Corporate Sales

Alpheus d.o.o.

Budmanijeva 5, HR-10000 Zagreb

Phone: +385 1 6408 540 Fax: +385 1 6408 541 info@alpheus.hr http://www.alpheus.hr

Small Business Member since 2010

Number of employees: 2 Industry: Advertising / PR CONTACT PERSON

Mario Aunedi Medek, Managing Director M2M DISCOUNT PROGRAM CONTACT Mario Aunedi Medek, Managing Director

Altera Savjetovanje d.o.o.

Trg Nikole Šubića Zrinskog 9 HR-10000 Zagreb

Phone: +385 98 304 062 bbricelj@alteracf.com http://alteracf.com

Small Business Member since 2017

Number of employees: 3 Industry: Consulting **CONTACT PERSON** Branimir Bricelj, Director



Alternative Invest d.o.o.

Bosanska ulica 7. HR-10000 Zagreb Phone: +385 1 6398 300

Fax: +385 1 6398 291 tmarinac@alternativeinvest.hr

http://www.alternativeinvest.hr Small Business Member since 2016

Number of employees: 7 Industry: Investment **CONTACT PERSON**

Branko Bojanić, Member of the Board

ALTPRO d.o.o.

Velika cesta 41, HR-10020 Zagreb

Phone: +385 1 6011 700 Fax: +385 1 3666 078 altpro@altpro.hr http://www.altpro.com

Small Business Member since 2010

Number of employees: 140 Industry: Manufacturing **CONTACT PERSON** Tin Viduka, Marketing Manager

Amadria Park Hoteli - Solaris d.d.

Hoteli Solaris 86 HR-22000 Šibenik

Phone: +385 99 2045 391 Fax: +385 22 361 801

hrvoje.coric@amadriapark.com http://www.amadriapark.com Corporate Member since 2018 Number of employees: 1183 Industry: Hospitality Industry

CONTACT PERSON

Hrvoje Čorić, Executive Sales Manager

American International School of Zagreb

UI. Damira Tomljanovića-Gavrana 3 HR-10020 Zagreb

Phone: +385 1 7999 300 Fax: +385 1 4680 171

aisz@aisz.hr http://www.aisz.hr

Small Business Member since 2003

Number of employees: 60 Industry: Education CONTACT PERSON Paul Buckley, Director

Amgen d.o.o.

Radnička cesta 80 / 8 HR-10000 Zagreb Phone: +385 1 5625 720

Fax: +385 1 5625 727

dl-reception-croatia@amgen.com http://www.amgen.com

Corporate Member since 2013

Number of employees: 9 Industry: Health Care **CONTACT PERSON**

Sanja Cerovac Vodičar, Country Sr Manager













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HR-10000 Zagreb

Phone: +385 1 6188 500 Fax: +385 1 6188 111

info@hertz.hr http://www.hertz.hr

Small Business Member since 1999

Number of employees: 48 Industry: Travel / Tourism CONTACT PERSON Daniel Drenški, COO

M2M DISCOUNT PROGRAM CONTACT Vjekoslav Gačar, Sales representative

Applied Ceramics d.o.o.

Capraška ulica 10b, HR-44010 Sisak

Phone: +385 44 537 800 Fax: +385 44 537 900 acc@apceramics.net

http://www.appliedceramics.net Corporate Member since 2015

Number of employees: 75 Industry: Manufacturing CONTACT PERSON

Milan Sladojević, General Manager



Hertz

AstraZeneca d.o.o.

Radnička 80, HR-10000 Zagreb

Phone: +385 1 4628 000 Fax: +385 1 4618 228

andrea.custic@astrazeneca.com http://www.astrazeneca.com Corporate Member since 2004

Number of employees: 33 Industry: Health Care CONTACT PERSON Damir Nevjestić

Country Director Croatia, Bosnia&Herzegovina



Atera - ICT d.o.o.

Ulica Đure Sudete 14 HR-42000 Varaždin Phone: +385 98 923 5793

tomislav.juraga@atera.hr http://www.atera.hr

Small Business Member since 2017

Number of employees: 1 Industry: Consulting CONTACT PERSON Tomislav Juraga, Director



Atlantic grupa d.d.

Miramarska 23, HR-10000 Zagreb

Phone: +385 1 2413 900
Fax: +385 1 2413 901
AGGrupa@atlanticgrupa.com
http://www.atlanticgrupa.com
Patron Member since 2000
Number of employees: 4890
Industry: Consumer Goods

CONTACT PERSON

Ivan Mišetić, General Secretary



Kršnjavoga 1 (Westin) HR-10000 Zagreb

Phone: +385 1 2415 601 Fax: +385 1 2415 604 putovanja@atlas.hr http://www.atlas.hr

Corporate Member since 1999

Number of employees: 277 Industry: Travel / Tourism CONTACT PERSON

Tomislav Varga, President of the Board M2M DISCOUNT PROGRAM CONTACT

Željka Zafirovski

Head of Corporate Travel Divisions Department



Froudeova ulica 3, HR-10000 Zagreb

Phone: +385 1 5534 878 Fax: +385 1 5534 878 info@eu-projekti.com http://www.avelant.hr

Small Business Member since 2018

Number of employees: 5 Industry: Consulting CONTACT PERSON Ariana Vela, Director



Batarelo Dvojković Vuchetich odvjetničko društvo d.o.o.

Ulica Milana Amruša 19, HR-10000 Zagreb

Phone: +385 1 5626 001 info@bdvlegal.com http://www.bdvlegal.com

Small Business Member since 2017

Number of employees: 14 Industry: Legal Services CONTACT PERSON Ivan Dvojković, Partner



Bayer d.o.o.

Radnička cesta 80 / VIII HR-10000 Zagreb Phone: +385 1 6599 917

Fax: +385 1 2441 341 maja.draskovic@bayer.com

http://www.bayer.hr

Corporate Member since 2016

Number of employees: 71 Industry: Health Care CONTACT PERSON

Maja Drašković, Market Access Manager



BBDO Zagreb d.o.o.

Šoštarićeva 10, HR-10000 Zagreb

Phone: +385 1 4813 300 Fax: +385 1 4898 789 info@bbdo.hr http://www.bbdo.com

Corporate Member since 2011 Number of employees: 50

Industry: Advertising / PR CONTACT PERSON

Luka Duboković, Managing director



Bisnode



BCG - The Boston Consulting Group

Piarista koz 2, HU-1052 Budapest

Phone: +386 30 701 113 karadza.milka@bcg.com http://www.bcg.com Patron Member since 2017 Number of employees: 0

Industry: Consulting CONTACT PERSON Tomislav Čorak, Principal



Trg J. F. Kennedy 6b, HR-10000 Zagreb Phone: +385 1 4093 391, Fax: +385 1 2303 691

bdo-savjetovanje@bdo.hr

http://www.bdo.hr

Corporate Member since 2016

Number of employees: 17 Industry: Consulting CONTACT PERSON

Hrvoje Stipić, President of the Board

Becton Dickinson Croatia d.o.o.

Radnička cesta 80, HR-10000 Zagreb

http://www.bd.com

Corporate Member since 2014

Number of employees: 3 Industry: Health Care CONTACT PERSON

Roland Pfleger, Vice President/General Manager CE

Benefit Systems d.o.o.

Ožujska 2, HR-10000 Zagreb Phone: +385 1 5544 581 kontakt@benefitsystems.hr http://www.benefitsystems.hr

Corporate Member since 2018 Number of employees: 25

Industry: Sport **CONTACT PERSON**

Saša Jurković, Country Manager

Bioeterica d.o.o.

F. Hermana 17i, HR-10000 Zagreb Phone: +385 91 4900 966

radojka.macan@bioeterica.hr

http://www.bioeterica.hr

Small Business Member since 2017

Number of employees: 3 Industry: Consumer Goods

CONTACT PERSON Radojka Macan, Manager

Biomedica dijagnostika d.o.o.

Strojarska 20, HR-10000 Zagreb

Phone: +385 1 8885 727, Fax: +385 1 8885 728

office@bmgrp.hr http://www.bmgrp.hr

Industry: Health Care **CONTACT PERSON**





"prim.dr.Martin Horvat" Rovini

HR-52210 Rovini Phone: +385 52 811 011 Fax: +385 52 821 172

http://www.bolnica-rovinj.hr

Industry: Health Care CONTACT PERSON Marinko Rade, Principal



Burza d.o.o. - web.burza

Phone: +385 1 4818 408

web@burza.hr

Small Business Member since 2013

Number of employees: 37 Industry: Information Technology



Phone: +385 1 6311 800

Small Business Member since 2002

Number of employees: 10 Industry: Media / Publishing CONTACT PERSON Nenad Žunec, Director

Corporate Member since 2015

Number of employees: 8

Maja Kovač, Country Manager



Bisnode d.o.o.

Fallerovo šetalište 22 HR-10000 Zagreb

Phone: +385 1 3030 500 Fax: +385 1 3030 501

benjamin.cerovac@bisnode.com

http://www.bisnode.hr

Corporate Member since 2015

Number of employees: 38

Industry: Information Technology

CONTACT PERSON Miran Kovač, Director



HMartin 1888

Bolnica za ortopediju i rehabilitaciju

Luigi Monti 2

bolnica-rovinj@pu.t-com.hr

Small Business Member since 2017

Number of employees: 105



4. Luka 11a

HR-10040 Zagreb Fax: +385 1 4818 407

http://web.burza.hr/

CONTACT PERSON

Anja Totić

Business Media Croatia d.o.o.

Savska cesta 182, HR-10000 Zagreb

Fax: +385 1 6311 810 info@bmcroatia.hr www.bmcroatia.hr



Heinzelova ulica 62a HR-10000 Zagreb

Phone: +385 1 6444 150 info@cfm-expert.com http://www.cfm-expert.com Corporate Member since 2018

Number of employees: 16 Industry: Consulting CONTACT PERSON

Marsel Žanpera, President of the Board



Carlsberg Croatia d.o.o.

Ulica Danica 3 HR-48000 Koprivnica Phone: +385 1 6444 805 Fax: +385 1 2404 351 info@carlsberg.hr http://www.carlsberg.hr Corporate Member since 2018

Number of employees: 300 Industry: Consumer Goods

CONTACT PERSON

Jasmina Popović, HR Business Partner



Coca-Cola Adria d.o.o.

Milana Sachsa 1, HR-10000 Zagreb

Phone: +385 1 630 0000

Fax: +385 1 630 0066

asucic@coca-cola.com

http://www.coca-cola.hr

Patron Member since 1999

Number of employees: 11

Industry: Consumer Goods

CONTACT PERSON

Phone: +385 1 2480 222

Antonija Sučić, Team and Office Assistant



Coca-Cola HBC

Hrvatska

Ciklopea d.o.o.

Međimurska 21 HR-10000 Zagreb Phone: +385 1 3751 736 Fax: +385 1 3751 133 info@ciklopea.com http://www.ciklopea.com

Small Business Member since 2011

Number of employees: 24
Industry: Translation Services

CONTACT PERSON

Mladen Stojak, Managing Director



Coca-Cola HBC Hrvatska d.o.o.

Milana Sachsa 1, HR-10000 Zagreb

Fax: +385 1 2480 505 info.hr@cchellenic.com http://www.coca-colahellenic.hr/ Patron Member since 1999 Number of employees: 463 Industry: Consumer Goods

CONTACT PERSON

Boška Trbojević, Public Affairs & Communications Manager for

Slovenia, Croatia and Bosnia and Herzegovina



Hektorovićeva 2/I - Grand Centar

HR-10000 Zagreb

Phone: +385 1 4628 900
Fax: +385 1 4628 909
izunic@cisco.com
http://www.cisco.com/hr
Patron Member since 1999
Number of employees: 17
Industry: Information Technology

CONTACT PERSON

Ivana Žunić, Workplace Resources



Colliers Advisory d.o.o.

Petrinjska ulica 3, HR-10000 Zagreb

Phone: +385 1 4886 280 Fax: +385 1 4886 290 croatia@colliers.com http://www.colliers.com/

Small Business Member since 2005

Number of employees: 13 Industry: Real Estate CONTACT PERSON

Vedrana Likan, Managing Partner M2M DISCOUNT PROGRAM CONTACT Vedrana Likan, Managing Partner



Diplomacy&Commerce

CMS Reich-Rohrwig Hainz Rechtsanwälte GmbH - Podružnica Zagreb

Ilica 1, HR-10000 Zagreb Phone: +385 1 4825 600 Fax: +385 1 4825 601 OfficeZagreb@cms-rrh.com https://cms.law/en/INT/ Corporate Member since 2012

Number of employees: 26 Industry: Legal Services CONTACT PERSON

Anđelina Tica, Office Manager



Color Media Communications d.o.o.

Štrosmajerova 3

RS-21131 Petrovaradin Phone: +381 6430 108

cmc@color.rs

http://www.communications.rs

Small Business Member since 2018

Industry: Advertising / PR CONTACT PERSON

Slobodan Spasojević, Executive Editor



Coadria d.o.o.

Strossmayerova 16 HR-51000 Rijeka Phone: +385 51 334 456 info@coadria.com https://coadria.com/

Corporate Member since 2018 Number of employees: 106 Industry: Information Technology

CONTACT PERSON

Mario Galjanić, Consultant / Technical Sales Manager



Corporate Performance Advisory - Callidus patronus adeptiorum d.o.o.

Ulica Pavla Radića 36 HR-10000 Zagreb Phone: +385 1 4818 127

Fax: +385 1 4921 064 info@cpa.hr

http://www.cpa.hr

Small Business Member since 2017

Number of employees: 2 Industry: Consulting CONTACT PERSON

Krešimir Bračić, Managing Partner



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Deloitte.



Croatia Osiguranje d.d.

Jagićeva 33, HR-10000 Zagreb Phone: 0800 1884, Fax: +385 1 6332 020

info@crosig.hr http://www.crosig.hr

Corporate Member since 2016 Number of employees: 2262 Industry: Financial Services

CONTACT PERSON

Paola Poljak, Deputy Director Corporate Communications Sector

Crowe Hrvatska

- Crowe Horwath d.o.o.

Petra Hektorovića 2, HR-10000 Zagreb Phone: +385 1 4882 555, Fax: +385 1 4822 220 office@crowe.hr, http://www.crowe.hr

Office@crowe.nr, nttp://www.cro

Number of employees: 40 Industry: Consulting CONTACT PERSON

Reno Budić, Managing Partner
M2M DISCOUNT PROGRAM CONTACT

Maja Blažević, Head of Business development and Marketing

Dalekovod d.d.

Ulica Marijana Čavića 4, HR-10000 Zagreb

Phone: +385 1 2459 710, Fax: +385 1 6170 450

glasnogovornik@dalekovod.hr http://www.dalekovod.com Corporate Member since 2015

Number of employees: 1450 Industry: Manufacturing CONTACT PERSON

Ivan Jurković, PR and Communications Manager

Deloitte savjetodavne usluge d.o.o.

Radnička cesta 80/VI, HR-10000 Zagreb

Phone: +385 1 2351 900, Mobile phone: +385 91 3130 091 Fax: +385 1 2351 999 vmatkovic@deloittece.com http://www.deloitte.com/hr

Corporate Member since 2002 Number of employees: 200 Industry: Consulting CONTACT PERSON

Zlatko Bazianec, Country Leader and Consulting Partner

M2M DISCOUNT PROGRAM CONTACT

Dražen Nimčević, Tax Partner

DHL International d.o.o.

Utinjska 40, HR-10020 Zagreb

Phone: +385 1 6651 111

Fax: +385 1 6651 120

info.hr@dhl.com

http://www.dhl.com

Corporate Member since 1999 Number of employees: 112

Industry: Distribution / Logistics CONTACT PERSON

Srebrenka Saks, Country Manager M2M DISCOUNT PROGRAM CONTACT Snježana Poljanek, Sales & Marketing Manager

DignetSoftware d.o.o.

Cebini 28 HR-10010 Zagreb

Phone: +385 1 8890 812

info@dignet.hr http://www.dignet.hr

Small Business Member since 2018

Number of employees: 17

Industry: Information Technology

CONTACT PERSON Milan Komorčec, Partner

Diverto d.o.o.

Vukasovićeva 1 HR-10000 Zagreb Phone: +385 1 2452 002 Fax: +385 1 2452 009 info@diverto.hr

Small Business Member since 2013

Number of employees: 17

http://www.diverto.hr

Industry: Information Technology

CONTACT PERSON Bože Šarić, Director

DNV GL Adriatica d.o.o.

Ružićeva 32 HR-51000 Rijeka

Phone: +385 1 2499 850
Fax: +385 1 2499 860
zagreboffice@dnvgl.com
http://www.dnvgl.hr/assurance
Corporate Member since 2012

Number of employees: 19 Industry: Consulting CONTACT PERSON

Ranko Režek, Market Manager

DOK-ING d.o.o.

Kanalski put 1 HR-10000 Zagreb

Phone: +385 1 2481 300 Fax: +385 1 2481 303 info@dok-ing.hr http://www.dok-ing.hr

Corporate Member since 2008

Number of employees: 100

Number of employees: 100 Industry: Manufacturing CONTACT PERSON

Vjekoslav Majetić, President of the Management Board

Draco d.o.o.

Draškovićeva 4 HR-21210 Solin

Phone: +385 21 240 825 Fax: +385 21 322 729 info@dracopro.com http://www.dracopro.com

Small Business Member since 2017

Number of employees: 31 Industry: Manufacturing CONTACT PERSON

Igor Drašković, President of the Board











Ecolab d.o.o.

Zavrtnica 17 HR-10000 Zagreb

Phone: +385 1 6321 600
Fax: +385 1 6321 633
robert.bosilj@ecolab.com
http://www.hr.ecolab.eu
Corporate Member since 2016

Number of employees: 30 Industry: Manufacturing CONTACT PERSON

Robert Bosili, Company Manager Croatia

Eli Lilly (Suisse) S.A. - Predstavništvo u Hrvatskoj

Ulica grada Vukovara 269 G

Green Gold Centar V2 / 8. kat, HR-10000 Zagreb Phone: +385 1 2350 999, Fax: +385 1 2305 870

milicevic_zeljko@lilly.com http://www.lilly.com

Corporate Member since 2003

Number of employees: 29 Industry: Health Care CONTACT PERSON

Željko Miličević, Country Manager

Energo-data d.o.o.

V. Lisinskog 46

HR-31540 Donji Miholjac Phone: +385 98 955 0360 Fax: +385 31 201 201 info@energo-data.com

Small Business Member since 2016

Number of employees: 4 Industry: Consulting CONTACT PERSON

Domagoj Vidaković, Executive Director

Enikon Aerospace d.o.o.

Jankomir 25 HR-10000 Zagreb Phone: +385 1 6190 785

Fax: +385 1 6190 765
office@enikonaerospace.com

http://www.enikonaerospace.com Small Business Member since 2011

Number of employees: 103 Industry: Manufacturing CONTACT PERSON Marko Andrijanić, Director

EOS Matrix d.o.o.

Horvatova 82, HR-10010 Zagreb - Buzin

Phone: +385 1 6407 100
Fax: +385 1 6418 409
b.cerinski@eos-matrix.hr
http://hr.eos-solutions.com/
Corporate Member since 2015
Number of employees: 250

Industry: Financial Services
CONTACT PERSON

Diana Franulić Šarić

Corporate Communication and Marketing Manager



ENERGO-DATA d.o.o.

enikon

Equestris d.o.o.

Radnička cesta 47, HR-10000 Zagreb

Phone: +385 99 2805 817 sandro.baricevic@equestris.hr http://www.equestris.hr

Small Business Member since 2017

Number of employees: 2 Industry: Consulting CONTACT PERSON Sandro Baričević, Director



Ernst & Young d.o.o.

Radnička cesta 50, Green Gold

HR-10000 Zagreb
Phone: +385 1 5800 800
Fax: +385 1 5800 888
ey@hr.ey.com
http://www.ey.com/hr
Patron Member since 1999

Number of employees: 200 Industry: Consulting CONTACT PERSON

Berislav Horvat, Country Managing Partner M2M DISCOUNT PROGRAM CONTACT

Melita Širec, Head of Brand, Marketing & Communications



Erste Card Club d.o.o.

Ulica Frana Folnegovića 6, HR-10000 Zagreb

Phone: +385 1 4929 000
Fax: +385 1 4920 400
info@erstecardclub.hr
http://www.erstecardclub.hr
Patron Member since 1999
Number of employees: 268
Industry: Financial Services
CONTACT PERSON

Sara Zadravec, Public Relations



ESKA d.o.o.

Selska cesta 217, HR-10000 Zagreb

Phone: +385 1 5630 180 Fax: +385 1 5630 199 pitaj@eska.hr http://www.eska.hr

Small Business Member since 2014

Number of employees: 12 Industry: Information Technology

CONTACT PERSON

Renata Pavletić Mužak, General Manager



Esplanade Oleander d.o.o. - Esplanade Zagreb Hotel

Mihanovićeva 1, HR-10000 Zagreb

Phone: +385 1 4566 666
Fax: +385 1 4566 020
info@esplanade.hr
http://www.esplanade.hr
Corporate Member since 1999
Number of employees: 175
Industry: Hospitality Industry

CONTACT PERSON

Ivica Krizmanić, General Manager M2M DISCOUNT PROGRAM CONTACT Ivica Krizmanić, General Manager





Etranet group d.o.o.

Borongajska 81a / 2. kat HR-10000 Zagreb

Phone: +385 1 6402 000 Fax: +385 1 6402 001 etranet@etranet.hr http://www.etranet.hr

Small Business Member since 2009

Number of employees: 35

Industry: Information Technology

CONTACT PERSON

Toni Visković, Key Account Manager M2M DISCOUNT PROGRAM CONTACT Toni Visković, Key Account Manager

European Institute of Compliance and Ethics

Cesta na Brdo 79 SI-1000 Ljubljana

Phone: +386 40 185 481

info@eisep.si http://eisep.si/en/

Non - Profit Member since 2017

Number of employees: 0 Industry: Association **CONTACT PERSON**

Jerica Jančar, Secretary General

Europlakat d.o.o.

Zagorska 2, HR-10000 Zagreb

Phone: +385 1 3031 000 Fax: +385 1 3031 001 v.vucinic@europlakat.hr http://www.europlakat.hr/

Small Business Member since 2015

Number of employees: 31 Industry: Advertising / PR **CONTACT PERSON**

Vedrana Vučinić, CEO Assistant

EX-ALTO d.o.o.

Ostrogovićeva 7 HR-10010 Zagreb - Buzin Phone: +385 1 667 8082

Fax: +385 1 6678 082 info@ex-alto.hr http://www.ex-alto.hr

Small Business Member since 2014

Number of employees: 8 Industry: Travel / Tourism CONTACT PERSON Goran Rihtarić, Director

FORTINET B.V.

Hardwareweg 4 NL-3821BM Amersfoort Phone: +31 33 4546 750 Fax: +31 33 4546 666

http://www.fortinet.com Corporate Member since 2016

Number of employees: 2

Industry: Information Technology

CONTACT PERSON

Silvia Gaspari, Regional Marketing Manager



Fractal d.o.o.

Kupreška 37 HR-21000 Split

Phone: +385 21 600 771 Fax: +385 21 599 894 fractal@fractal.hr http://www.fractal.hr

Small Business Member since 2018

Number of employees: 12

Industry: Information Technology

CONTACT PERSON Ante Tojčić, Director

Fresenius Medical Care Hrvatska d.o.o.

Zagrebačka cesta 145/A HR-10000 Zagreb Phone: +385 1 3040 150

Fax: +385 1 3040 151 nada.radin@fmc-aq.com http://www.fresenius.hr Corporate Member since 2012

Number of employees: 16 Industry: Health Care CONTACT PERSON

Nada Radin, General Manager



eisep ----

Gavrilović d.o.o.

Gavrilovićev trg 1 HR-44250 Petrinja

Fax: +385 44 814 041 uprava@gavrilovic.hr http://www.gavrilovic.hr Patron Member since 2003 Number of employees: 600 Industry: Consumer Goods

CONTACT PERSON



Georg Gavrilović MI., Member of the Board



General Electric Hrvatska d.o.o.

Mala Švarča 197, HR-47000 Karlovac

Phone: +385 47 665 217 Fax: +385 47 434 098

info.croatia@power.alstom.com http://www.gepower.com Corporate Member since 2014

Number of employees: 748 Industry: Energy CONTACT PERSON

Damir Vranić, Managing Director



F#RTINET.

GlaxoSmithKline d.o.o.

Damira Tomljanovića Gavrana 15

HR-10000 Zagreb Phone: +385 1 6051 999 Fax: +385 1 6051 996 http://www.gsk.com

Corporate Member since 2014

Number of employees: 61 Industry: Health Care **CONTACT PERSON** Slaven Šuker

External Affairs and Market Access Lead











Globalna hrana d.o.o.

- nositelj franšize McDonald's za područje RH

Rudeška 87a HR-10000 Zagreb Phone: +385 1 3670 800 Fax: +385 1 3881 199 hr-info@hr.mcd.com http://www.mcdonalds.hr Corporate Member since 1999

Number of employees: 1160 Industry: Hospitality Industry

CONTACT PERSON Ivana Šapina

Marketing & PR Department Head

Globalne nekretnine d.o.o.

Radnička cesta 48 HR-10000 Zagreb Phone: +385 1 4612 121

info@c21.hr

http://www.c21fransiza.hr

Small Business Member since 2017

Number of employees: 2 Industry: Real Estate CONTACT PERSON Mario Debelec, Director



HR-10000 Zagreb Phone: +385 98 9842 856 josko@google.com

Corporate Member since 2017

Number of employees: 4

Industry: Information Technology

CONTACT PERSON Joško Mrndže Country Manager Adriatics

Graml d.o.o.

Savska Cesta 87 HR-10000 Zagreb Phone: +385 91 8848 948 info@graml.eu http://www.bigbellysolar.hr/ Small Business Member since 2018 Industry: Advertising / PR CONTACT PERSON

Grand Dalewest d.o.o.

Marija Graml, Director

Ljubljanska avenija 4 HR-10090 Zagreb Phone: +385 1 3710 500 Fax: +385 1 3496 447 goran.vinovrski@ford.hr http://www.ford.hr

Corporate Member since 2014

Number of employees: 35 Industry: Automotive CONTACT PERSON Goran Vinovrški

Country Manager / Member of the Board



Google

Go Further

Grant Thornton revizija d.o.o.

Ulica grada Vukovara 284 HR-10000 Zagreb Phone: +385 1 2720 640 Fax: +385 1 2720 660 office@ibgroup.hr

http://www.grantthornton.hr Small Business Member since 2016

Number of employees: 14 Industry: Consulting CONTACT PERSON Dalibor Briški, Director



Hanza Media d.o.o.

Koranska 2, HR-10000 Zagreb Phone: +385 1 6173 700 Fax: +385 1 6173 705 igor.cenic@hanzamedia.hr http://www.jutarnji.hr Corporate Member since 2015 Number of employees: 400

Industry: Media / Publishing

CONTACT PERSON

Igor Cenić, Executive director, Marketing, ads sales and subscriptions M2M DISCOUNT PROGRAM CONTACT Ivica Pavišić, Subscription Director



Hattrick-PSK d.o.o.

Sv. Leopolda Mandića 14, HR-21204 Dugopolje

Phone: +385 21 863 520
Fax: +385 21 863 513
kladionica@hattrick.hr
http://www.hattrick.hr
Corporate Member since 2013
Number of employees: 750

Industry: Information Technology

CONTACT PERSON Jerko Šarić, Director



HERBALIFE d.o.o.

Radnička cesta 39, HR-10000 Zagreb

Phone: +385 1 3820 184
Fax: +385 1 3820 885
ninase@herbalife.com
http://www.herbalife.hr
Corporate Member since 2014

Number of employees: 18 Industry: Consumer Goods CONTACT PERSON

Nina Šebečić Crnolatac, Country Director



Hewlett-Packard d.o.o. - Hewlett Packard Enterprise

Radnička cesta 41, HR-10000 Zagreb Phone: +385 1 8880 502

Fax: +385 1 6060 213 darija.narancik@hpe.com http://www.hpe.com/hr

Patron Member since 1999
Number of employees: 60

CONTACT PERSON

Darija Narančik, Country controller

Industry: Information Technology





Hexis d.o.o.

Brajšina 14, HR-51000 Rijeka Phone: +385 91 1517 935 sinisa@hexis.hr

http://hexis.hr

Small Business Member since 2018

Number of employees: 17 Industry: Information Technology

CONTACT PERSON Siniša Valentić, CEO

Horwath HTL Croatia - Horwath i Horwath Consulting Zagreb d.o.o.

Ulica grada Vukovara 269a / 14 HR-10000 Zagreb

Phone: +385 1 4877 205 Fax: +385 1 4877 205

officezagreb@horwathhtl.com

http://www.horwathhtl.hr Small Business Member since 2015

Number of employees: 15 Industry: Consulting CONTACT PERSON

Siniša Topalović, Managing Partner M2M DISCOUNT PROGRAM CONTACT Miroslav Dragičević, Senior Partner

Hotel Dubrovnik d.d.

Ljudevita Gaja 1, HR-10000 Zagreb

Phone: +385 1 4863 555 Fax: +385 1 4863 507

reservations@hotel-dubrovnik.hr http://www.hotel-dubrovnik.hr Corporate Member since 2010

Number of employees: 110 Industry: Hospitality Industry

CONTACT PERSON

Ivana Perković, Sales and Marketing Manager M2M DISCOUNT PROGRAM CONTACT Ivana Perković, Sales and Marketing Manager

Hotel Le Premier d.o.o.

Ulica Kralja Držislava 5 HR-10000 Zagreb

Phone: +385 1 4400 880 info@lepremier.hr

http://www.lepremier.hr

Small Business Member since 2018

Number of employees: 25 Industry: Hospitality Industry

CONTACT PERSON

Nataša Langus, Hotel Manager

HP Computing and Printing d.o.o.

Radnička cesta 41, HR-10000 Zagreb

Phone: +385 1 5790 475 josipa.klepic@hp.com http://www.hp.com.hr

Corporate Member since 2015

Number of employees: 27

Industry: Information Technology

CONTACT PERSON

Josipa Okorare, Country Controller



IICXIS

Horwath HTL.

Hotel, Tourism and Leisure

Bra



HR-10000 Zagreb
Phone: +385 1 4981 217

info@hpprodukcija.hr http://www.evotv.hr

Small Business Member since 2018

Number of employees: 27

Industry: Information Technology

CONTACT PERSON
Domagoj Frank, Director

M2M DISCOUNT PROGRAM CONTACT

Domagoj Frank, Director

HP-Hrvatska pošta d.d.

Jurišićeva 13, HR-10000 Zagreb Phone: +385 072 303 304

Fax: +385 1 4981 397 uprava@posta.hr http://www.posta.hr

Corporate Member since 2010 Number of employees: 10095 Industry: Distribution / Logistics

CONTACT PERSON

Davor Jakovac, Head of Internal Communications



Hrvatska banka za obnovu i razvitak

Strossmayerov trg 9, HR-10000 Zagreb

Phone: +385 1 4591 666
Fax: +385 1 4591 721
ured-uprave@hbor.hr
http://www.hbor.hr
Patron Member since 2000

Number of employees: 282 Industry: Financial Services

CONTACT PERSON Martina Jus



Jurišićeva 4, HR-10000 Zagreb Phone: +385 1 4804 400 Fax: +385 1 4810 773

hpb@hpb.hr http://www.hpb.hr

Corporate Member since 2016

Number of employees: 1124 Industry: Financial Services

CONTACT PERSON Boris Bekavac

Executive Director of Large Companies and Public Sector Division



Hrvatski Telekom d.d.

Roberta Frangeša Mihanovića 9 HR-10000 Zagreb

Phone: +385 1 4911 000 Fax: +385 1 4911 011

pr@t.ht.hr

http://www.t.ht.hr Patron Member since 2013

Number of employees: 4464 Industry: Telecommunications

CONTACT PERSON

Siniša Đuranović, General Counsel









T Hrvatski



Hrvatsko društvo skladatelja

Berislavićeva 9 HR-10000 Zagreb Phone: +385 1 6387 000 Fax: +385 1 6387 001 info@hds.hr http://www.hds.hr

Non - Profit Member since 2017

Industry: Association CONTACT PERSON Davorin Penc, Legal adviser



Berislavićeva 6, HR-10000 Zagreb Phone: +385 99 504 65 99 info@hdkvaliteta.hr http://www.hdkvaliteta.hr Non - Profit Member since 2016 Number of employees: 1 Industry: Association

CONTACT PERSON Jadranka Pavlinić Tomlinson Administrative Secretary

Hrvatsko-američko društvo

Petrova 119, HR-10000 Zagreb Phone: +385 1 2422 343 Fax: +385 1 2422 347 info@cas.hr http://www.cas.hr

Non - Profit Member since 1999 Number of employees: 5 Industry: Association **CONTACT PERSON**

Biserka Lovrečić, Office manager

HS Produkt d.o.o.

Mirka Bogovića 7, HR-47000 Karlovac

Phone: +385 47 666 666 Fax: +385 47 645 594 hs-produkt@hs-produkt.hr http://www.hs-produkt.hr Patron Member since 2009 Number of employees: 1600 Industry: Manufacturing **CONTACT PERSON** Željko Pavlin, Managing Director M2M DISCOUNT PROGRAM CONTACT

HUP-Zagreb d.d.

Trg Krešimira Ćosića 9, HR-10000 Zagreb

Phone: +385 1 3658 333 Fax: +385 1 3092 647

tihana.bazdar.gasljevic@hup-zagreb.hr

http://www.hupzagreb.com Corporate Member since 2005 Number of employees: 618 Industry: Hospitality Industry

Krešimir Sentigar, Sales Manager

CONTACT PERSON

Tihana Baždar Gašljević, Head of Marketing Department

M2M DISCOUNT PROGRAM CONTACT

Tihana Baždar Gašljević, Head of Marketing Department



IBM Hrvatska d.o.o.

Miramarska 23. Eurocenter HR-10000 Zagreb

Phone: +385 1 6308 100 Fax: +385 1 6111 119 info@hr.ibm.com http://www.ibm.com/hr Patron Member since 1999 Number of employees: 174

Industry: Information Technology

CONTACT PERSON Damir Zec, Country Leader



IDEA Studio

Ljudevita Gaja 31, HR-10430 Samobor

Phone: +385 1 3366 979 Fax: +385 1 3324 214 info@idea.hr http://www.idea.hr

Small Business Member since 2017

Number of employees: 12

Industry: Information Technology

CONTACT PERSON Boris Bengez, Owner



IN2 d.o.o.

Josipa Marohnića 1/1 B2/5 HR-10000 Zagreb Phone: +385 1 6386 800

Fax: +385 1 6386 801

in2@in2.hr http://www.in2.hr

Corporate Member since 2014 Number of employees: 307 Industry: Information Technology

CONTACT PERSON

Ante Mandić, Member of the Board



HUPZZACREB

INFINUM d.o.o.

Strojarska cesta 22, HR-10000 Zagreb

Phone: +385 91 606 4062 hello@infinum.co https://infinum.co

Small Business Member since 2015

Number of employees: 177 Industry: Information Technology

CONTACT PERSON

Josip Bišćan, Managing Partner



Bolnička cesta 34/A HR-10090 Zagreb

Phone: +385 1 5587 636 Fax: +385 1 5587 636 info@info-novitas.hr

http://www.info-novitas.hr Small Business Member since 2016

Number of employees: 14

Industry: Information Technology

CONTACT PERSON

M2M DISCOUNT PROGRAM CONTACT

Miro Višić, General Manager









Miro Višić, General Manager



Infokorp d.o.o.

Savska cesta 106/III HR-10000 Zagreb Phone: +385 1 2221 200 Fax: +385 1 6112 574 infokorp@infokorp.hr

http://www.infokorp.hr Small Business Member since 2009

Number of employees: 25 Industry: Consultina CONTACT PERSON Danko Sučević, Partner



Intra Lighting d.o.o.

Moslavačka 28 HR-43240 Čazma Phone: +385 43 227 100

Fax: +35 43 227 111 info@intra-lighting.com http://www.intra-lighting.com Corporate Member since 2018

Number of employees: 85 Industry: Manufacturing CONTACT PERSON

Božidar Kadoić, Executive Director



Infosistem d.d.

Ivana Šibla 15 HR-10020 Zagreb Phone: +385 1 6500 111 Fax: +385 1 6637 899 dmihetec@infosistem.hr http://www.infosistem.hr

Small Business Member since 2015

Number of employees: 58 Industry: Information Technology

CONTACT PERSON Darinka Mihetec, Secretary



IQVIA Adriatic d.o.o.

Radnička 80/17 HR-10000 Zagreb Phone: +385 1 235 3263 Fax: +385 1 235 3299 Vladimir.Bonevski@iqvia.com http://www.iqvia.com

Corporate Member since 2018

Number of employees: 6

Industry: Information Technology

CONTACT PERSON

Vladimir Bonevski, Key Account Manager



INsig2 d.o.o.

Buzinska cesta 58 HR-10010 Zagreb - Buzin Phone: +385 1 6386 600 Fax: +385 1 6386 601 info@insig2.com http://www.insig2.com

Small Business Member since 2011 Number of employees: 35

Industry: Information Technology CONTACT PERSON Goran Oparnica, Director



Johnson & Johnson S.E. d.o.o.

Oreškovićeva 6H HR-10010 Zagreb - Buzin Phone: +385 1 6610 700 Fax: +385 1 6610 730 kstaric1@its.jnj.com http://www.jnjgateway.com Patron Member since 2000 Number of employees: 114 Industry: Health Care

CONTACT PERSON

Damir Detić, Governmental Affairs Manager





Intea d.d.

Avenija Većeslava Holjevca 27 HR-10020 Zagreb Phone: +385 1 3436 200 Fax: +385 1 7898 860 info@intea.hr http://www.intea.hr

Number of employees: 16 Industry: Manufacturing CONTACT PERSON Davor Rotter, Director M2M DISCOUNT PROGRAM CONTACT Aleksandar Tunković, Quality Manager

Small Business Member since 2007



JT International Zagreb d.o.o.

Radnička cesta 34 HR-10000 Zagreb Phone: +385 1 6055 631 Fax: +385 1 6040 328 martina.majacic@jti.com http://www.jti.com Corporate Member since 2010

Number of employees: 27 Industry: Consumer Goods CONTACT PERSON Darija Dretar Janežić

Corporate Affairs and Communications Manager



International Workers Group d.o.o.

Buzinski Prilaz 10, HR-10010 Zagreb

Phone: +385 1 647 0476 Fax: +385 1 6470 477 http://www.iwg.hr

Small Business Member since 2017

Industry: Human Resources

CONTACT PERSON Alenka Korez, Office Manager



Kiara Maria d.o.o.

Ulica Ive Serdara 9 HR-10000 Zagreb Phone: +385 92 1766 772 balen.ana@gmail.com

Small Business Member since 2018

Number of employees: 1 Industry: Advertising / PR CONTACT PERSON Ana Balen Novosel, CEO





Končar Group

info@končar.hr

Fallerovo šetalište 22 HR-10000 Zagreb Phone: +385 1 3655 555 Fax: +385 1 3667 602

http://www.koncar.hr/en/ Patron Member since 2018 Number of employees: 3500 Industry: Manufacturing **CONTACT PERSON**

Ivan Tomšić

Deputy Member of the Management Board

KPMG Croatia d.o.o.

Ivana Lučića 2a / 17 HR-10000 Zagreb Phone: +385 1 5390 000 Fax: +385 1 5390 111 marketing@kpmg.hr http://www.kpmg.hr

Corporate Member since 2009

Number of employees: 157 Industry: Consulting **CONTACT PERSON**

Goran Horvat, Senior Partner for Croatia and BiH M2M DISCOUNT PROGRAM CONTACT

Paul Suchar, Partner

Kulić i Sperk Revizija d.o.o.

Radnička cesta 52, HR-10000 Zagreb

Phone: +385 1 6412 593 Fax: +385 1 6143 594 janja.kulic@kulic-sperk.hr http://www.kulic-sperk.hr

Small Business Member since 2018

Number of employees: 15 Industry: Consulting **CONTACT PERSON** Janja Kulić, Partner

LMG Autokuća d.o.o.

Velikogorička 18a, HR-10419 Vukovina Phone: +385 1 6254 068

racunovodstvo@auto.hr http://www.mitsubishi-motors.hr Corporate Member since 2015

Number of employees: 6 Industry: Automotive CONTACT PERSON

Branko Miošić, Brand Manager

LPT d.o.o.

Hrupine 4, HR-40323 Prelog Phone: +385 40 650 500 Fax: +385 40 645 022 info.lpt@legget.com http://www.lpt.hr

Corporate Member since 2015 Number of employees: 520

Industry: Manufacturing **CONTACT PERSON**

Kristijan Babić, Division Financial Controller



Maksima Komunikacije d.o.o.

Savska 41, HR-10000 Zagreb Phone: +385 95 8000 245 info@maksima.hr

http://www.maksima.hr

Small Business Member since 2017

Number of employees: 4 Industry: Consulting CONTACT PERSON Ivan Račan, Director

Manpower d.o.o.

Avenija Dubrovnik 16, HR-10020 Zagreb

Phone: +385 1 5565 700 Fax: +385 1 5565 701 info@manpower.hr http://www.manpower.hr Corporate Member since 2013 Number of employees: 925

Industry: Human Resources

CONTACT PERSON Nebojša Biškup, Director

M2M DISCOUNT PROGRAM CONTACT

Goran Šimunović

Head of temporary staffing services and account management



Marohnić, Tomek & Gjoić d.o.o. Trg J.J. Strossmayera 11

HR-10000 Zagreb Phone: +385 91 309 3303

Fax: +385 1 5625 701 info@mtg.hr http://www.mtg.hr

Small Business Member since 2017

Number of employees: 6 Industry: Legal Services **CONTACT PERSON** Josip Marohnić, Partner



MasterCard Europe - Podružnica Zagreb

Radnička 80/12 HR-10000 Zagreb

Phone: +385 1 5623 186 sanja.zigic@mastercard.com

http://www.mastercard.hr Corporate Member since 2014

Number of employees: 7 Industry: Financial Services CONTACT PERSON

Sanja Žigić, Croatia Country Manager



Matić d.o.o.

Kolodvorska 137 HR-10410 Velika Gorica Phone: +385 1 2451 804 Fax: +385 1 2451 290

mirko.matic@matic.hr

www.matic.hr

Small Business Member since 2018

Number of employees: 32 Industry: Consumer Goods CONTACT PERSON Mirko Matić, Director



















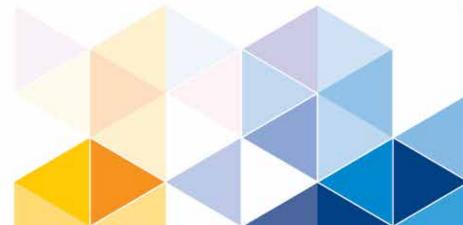




tradition. knowledge. responsibility.







McKinsey & Company, Inc. Croatia

Ulica grada Vukovara 269a HR-10000 Zagreb

Phone: +385 1 4891 400 Fax: +385 1 4891 490 http://www.mckinsey.hr Patron Member since 2004

Number of employees: 25 Industry: Consulting CONTACT PERSON

Tomislav Brezinščak, Partner

McKinsey&Company





Medical Intertrade d.o.o.

Dr. Franje Tuđmana 3 HR-10431 Sveta Nedelja Phone: +385 1 3374 006 Fax: +385 1 3374 006 uprava@medical-intertrade.hr http://www.medical-intertrade.hr

Patron Member since 2013 Number of employees: 408 Industry: Health Care **CONTACT PERSON** Diana Percač Sales Manager

Medtronic Adriatic d.o.o.

Folnegovićeva 1c HR-10000 Zagreb Phone: +385 1 4881 120 Fax: +385 1 4844 060

tanja.junacko@medtronic.com http://www.medtronic.com Patron Member since 2001 Number of employees: 50 Industry: Health Care

Merck Sharp & Dohme d.o.o.

HR-10000 Zagreb Phone: +385 1 6611 333 Fax: +385 1 6611 350

Ivana Lučića 2a

melita.suljanovic@merck.com

http://www.merck.com Patron Member since 1999

Number of employees: 50 Industry: Health Care **CONTACT PERSON**

Jelka Drašković Public Policy Lead

Meridian 16 business park d.o.o.

Matije Slatinskog 11 HR-10410 Velika Gorica Phone: +385 1 5578 456

Fax: +385 1 5585 418 i.bakunic@meridian16.hr

http://www.meridian16.hr Small Business Member since 2013

Number of employees: 2 Industry: Real Estate **CONTACT PERSON**

Ivana Bakunić, General Manager

Metroholding d.d.

Vončinina 2, 4,kat HR-10000 Zagreb

Phone: +385 1 4602 327 Fax: +385 1 4602 197 ivan.culo@metroholding.hr

http://www.metroholding.hr

Small Business Member since 2015

Number of employees: 6 Industry: Real Estate CONTACT PERSON

Ivan Čulo, President of the Supervisory Board

Metroteka d.o.o.

Ulica Kreše Golika 3 HR-10000 Zagreb Phone: +385 1 5619 630 Fax: +385 1 6520 288

sinisa.prugovecki@metroteka.com

http://www.metroteka.com

Small Business Member since 2015

Number of employees: 10 Industry: Consulting CONTACT PERSON

Siniša Prugovečki, General Manager M2M DISCOUNT PROGRAM CONTACT Siniša Prugovečki, General Manager

Medtronic

MSD

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meridian16

Microsoft Hrvatska d.o.o.

Horvatova 82 / 6. kat HR-10010 Zagreb

Phone: +385 1 4802 500 Fax: +385 1 6606 766 hrpress@microsoft.com https://www.microsoft.com/hr-hr/ Patron Member since 1999

Number of employees: 50 Industry:Information Technology

CONTACT PERSON

Tatjana Skoko, Country Manager

Amruševa 10 HR-10000 Zagreb

Phone: +385 95 3007 007

info@mundoakastreetfood.com Small Business Member since 2016

Mundoaka Street Food d.o.o.

Number of employees: 75

Industry: Hospitality Industry CONTACT PERSON Tom Novak, CEO and Owner

Mylan Hrvatska d.o.o. Koranska 2

HR-10000 Zagreb

Phone: +385 1 2350 599

mihaela.kostelac@mylan.com

http://www.mylan.hr

Industry: Health Care CONTACT PERSON

Mihaela Kostelac, Marketing Assistant



METROHOLDING*









Corporate Member since 2016 Number of employees: 61





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Navis Yacht Charter - Posada d.o.o.

Spinčićeva 2D, HR-21000 Split Phone: +385 21 571 203 Fax: +385 21 571 207 info@navis-yacht-charter.com

info@navis-yacht-charter.com https://navisyachtcharter.com/ Small Business Member since 2013

Number of employees: 6
Industry: Travel / Tourism
CONTACT PERSON
Marin Gabrić, Manager
M2M DISCOUNT PROGRAM CONTACT
Marin Gabrić, Manager



Nexe grupa d.d.

Vinogradska 6, HR-31500 Našice

Phone: +385 31 616 250
Fax: +385 31 616 474
uprava@nexe.hr
http://www.nexe.hr
Patron Member since 2017

Number of employees: 1700 Industry: Manufacturing CONTACT PERSON

Ivan Ergović, President of the Board



Nike CR d.o.o.

Radnička cesta 80/V kat, HR-10010 Zagreb - Buzin

Phone: +385 1 6659 100 Fax: +385 1 6659 120 mirna.gagic@nike.com http://www.nike.com

Corporate Member since 2008

Number of employees: 14 Industry: Consumer Goods CONTACT PERSON

Zoran Strsoglavec, Brand Protection Manager



Nova europska ulaganja d.o.o.

Radnička cesta 39, HR-10000 Zagreb mandabaka@neu.com.hr http://www.nchcapital.com/

Corporate Member since 2012

Number of employees: 2 Industry: Investment CONTACT PERSON

Mate Andabaka, Vice President Investments



NOVA TV d.d.

Remetinečka cesta 139 HR-10000 Zagreb Phone: +385 1 6008 300

Fax: +385 1 6008 333 novatv@novatv.hr http://www.novatv.hr Patron Member since 2008 Number of employees: 375

Industry: Media / Publishing

CONTACT PERSON Ivana Galić Baksa

Marketing PR and Corporate Comunication director M2M DISCOUNT PROGRAM CONTACT Dijana Šivak, New Media Web Editor

Novartis Hrvatska d.o.o.

Radnička cesta 37b, HR-10000 Zagreb

Phone: +385 1 6274 231, Fax: +385 1 6274 255

http://www.novartis.com
Patron Member since 2012
Number of employees: 56
Industry: Health Care
CONTACT PERSON

Danko Schönwald, CPO Head Croatia

Obzor putovanja d.o.o.

OBZORPUTOVANJA

Teslina 5, HR-10000 Zagreb

Phone: +385 1 6160 243, Fax: +385 1 6160 240

info@obzorputovanja.hr http://www.obzorputovanja.hr Small Business Member since 2016

Number of employees: 15 Industry: Travel / Tourism CONTACT PERSON

Dubravka Mičić, Head of Incoming Department

Odvjetnica Sanja Artuković

Trg Republike Hrvatske 1, HR-10000 Zagreb
Phone: +385 1 4819 490, Fax: +385 75 802 012

sartukovic@odvjetnik-artukovic.hr Small Business Member since 2018

Number of employees: 5 Industry: Legal Services CONTACT PERSON Sanja Artuković

Odvjetnički ured Darko Markušić

Brezovačkoga 2, HR-10000 Zagreb

Phone: +385 1 4851 028, Fax: +385 1 4851 105

don@markusic-solicitor.hr

Small Business Member since 2010

Number of employees: 4 Industry: Legal Services CONTACT PERSON

Don Markušić, Barrister & Solicitor

Odvjetnički ured Marija Pujo Tadić

Trg J.J. Strossmayera 11, HR-10000 Zagreb Phone: +385 1 6448 160, Fax: +385 1 6448 163

marija.pujo-tadic@zg.t-com.hr Small Business Member since 2011

Number of employees: 2
Industry: Legal Services
CONTACT PERSON

Marija Pujo Tadić, Attorney at law

Odvjetničko društvo Bekina, Škurla, Durmiš i Spajić d.o.o.

Preradovićeva 24, HR-10000 Zagreb

Phone: +385 1 4854 094, Fax: +385 1 4854 372

info@od-bsds.hr http://www.bsds.hr

Small Business Member since 2011

Number of employees: 13 Industry: Legal Services CONTACT PERSON Hrvoje Spajić, Director





HOTEL PARK SPLIT

HOTEL PARK JE PRIČA KOJU ŽELITE DOŽIVJETI. BAREM JEDNOM U ŽIVOTU. PERJANICA HOTELIJERSTVA U GRADU I REGIJI, U POTPUNOSTI OBNOVLJEN, NUDI VRHUNSKI STANDARD I NADASVE JEDINSTVENI UGOĐAJ. PRI ULASKU U HOTEL, UZ PRATNJU NOTA PIANINA KOJE DOPIRU IZ RESTORANA, UZ TOPAO PRIJEM NAŠEG OSOBLJA I ŠAMPANJAC DOBRODOŠLICE, SVAKOG GOSTA OBUZME OSJEĆAJ DA JE TO TRENUTAK U KOJEM KROČI PREMA JEDNOJ NOVOJ, OSOBNOJ PRIČI.

Fenomen Plitvice

Originalno, drugačije, bajkovito. Tim se riječima najbolje može opisati mjesto pod imenom Fenomen Plitvice koje je otvoreno za javnost u ožujku ove godine. Riječ je o novom resortu smještenom u srcu Nacionalnog parka Plitvička jezera, mjestu gdje se luksuz susreće s prirodom, a hedonistički, pomalo robinzonski odmor "živi" u svakom centimetru.











Odvjetničko društvo Divjak, Topić i Bahtijarević d.o.o.

Ivana Lučića 2 A, Eurotower/18

HR-10000 Zagreb Phone: +385 1 5391 600 Fax: +385 1 5391 601

DTB

DIVJAK TOPIC BAHTIJAREVIC Law Firm

info@dtb.hr http://www.dtb.hr

Small Business Member since 2011

Number of employees: 41 Industry: Legal Services **CONTACT PERSON** Saša Divjak, Senior Partner

Odvjetničko društvo Dragičević i partneri d.o.o.

Palmotićeva 60/II HR-10000 Zagreb Phone: +385 1 4818 001 Fax: +385 1 4818 003 info@dragicevic-law.hr http://www.dragievic-law.hr

Small Business Member since 2018

Industry: Legal Services **CONTACT PERSON**

Mladen Dragičević, ManaginPartner

Odvjetničko društvo Glinska & Mišković d.o.o.

Ulica grada Vukovara 269F, Green Gold - Zgrada V1

HR-10000 Zagreb Phone: +385 1 6199 930 Fax: +385 1 6199 977 info@gamc.hr http://gamc.hr

Small Business Member since 2007

Number of employees: 12 Industry: Legal Services **CONTACT PERSON** Aleksej Mišković, Partner

Odvjetničko društvo Kallay & Partneri d.o.o.

Ilica 1/A HR-10000 Zagreb

Phone: +385 1 4811 959 Fax: +385 1 4811 962 info@kallay-partneri.hr http://www.kallay-partneri.hr

Small Business Member since 2014

Number of employees: 25 Industry: Legal Services **CONTACT PERSON** Ivan Matić, Attorney at Law



KOŻUL &

PETRINOVIĆ

Odvjetničko društvo Kožul i Petrinović d.o.o.

Bužanova 4 HR-10000 Zagreb

Phone: +385 1 2383 700 Fax: +385 1 2383 701 info@law-firm.hr

http://www.kozul-petrinovic.hr Small Business Member since 2018

Number of employees: 13 Industry: Legal Services **CONTACT PERSON** Iva Atlija, Attorney Trainee

Odvjetničko društvo Ravlić & Šurjak d.o.o. Boškovićeva ulica 23, HR-10000 Zagreb

Phone: +385 1 4828 559 Fax: +385 1 4811 989 info@ravlic-surjak.hr http://www.ravlic-surjak.hr

Small Business Member since 2015

Number of employees: 7 Industry: Legal Services CONTACT PERSON Tonči Ravlić, Partner

Odvjetničko društvo Šooš Maceljski, Mandić, Stanić & Partneri d.o.o.

Trg žrtava fašizma 6/III, HR-10000 Zagreb

Phone: +385 1 3707 030 Fax: +385 1 3772 448 info@mspartners.hr http://mspartners.hr

Small Business Member since 2015

Number of employees: 15 Industry: Legal Services CONTACT PERSON Andrej Šooš Maceljski, Director M2M DISCOUNT PROGRAM CONTACT Andrej Šooš Maceljski, Director



Odvjetničko društvo Vedriš & Partneri

Ozaljska 136, HR-10000 Zagreb

Phone: +385 1 3636 335 Fax: +385 1 3631 658 info@vedris-partners.hr http://www.vedris-partners.hr Small Business Member since 2004

Number of employees: 14 Industry: Legal Services **CONTACT PERSON** Vlatka Vedriš, Attorney at law



Odvjetničko društvo Župan, Babić & Antunović d.o.o.

Radnička cesta 47/III, HR-10000 Zagreb

Phone: +385 1 8897 684 Fax: +385 1 8879 684 info@zba.hr http://www.zba.hr

Small Business Member since 2018

Number of employees: 8 Industry: Legal Services CONTACT PERSON Ivan Żupan, Managing Partner



Odvjetničko društvo Župić i partneri d.o.o.

Radnička cesta 37 B (Business Center Millenium 2000)

HR-10000 Zagreb Phone: +385 1 6184 357

Fax: +385 1 6184 367 info@zupic.hr

http://www.zupicipartneri.hr Small Business Member since 2013

Number of employees: 35 Industry: Legal Services **CONTACT PERSON**

Mirna Pavletić Župić, Partner, Attorney at Law



Offline Solutions d.o.o.

Iza Iože 9, HR-21000 Split Phone: +385 21 347 607 Fax: +385 21 770 627 info@offlinesolutions.eu http://www.offlinesolutions.eu/ Patron Member since 2014

Number of employees: 4 Industry: Consulting CONTACT PERSON

Justin Bishop, Managing Director M2M DISCOUNT PROGRAM CONTACT Justin Bishop, Managing Director

Oktal Pharma d.o.o.

Utinjska 40, HR-10020 Zagreb Phone: +385 1 6595 777 Fax: +385 1 6595 700

oktal-pharma@oktal-pharma.hr http://www.oktal-pharma.hr Corporate Member since 2017 Number of employees: 393

Industry: Health Care CONTACT PERSON

Ivan Klobučar, President of the Management Board

Olympus Czech Group, s.r.o.

Avenija Većeslava Holjevca 40

HR-10010 Zagreb Phone: +385 1 4899 090 Fax: +385 1 4899 058

drazen.arbanas@olympus-europa.com

http://www.olympus.hr Corporate Member since 2016

Number of employees: 20 Industry: Health Care CONTACT PERSON

Ivana Madunić, Chief financial officer

Oracle Hrvatska d.o.o.

Strojarska cesta 22 HR-10000 Zagreb Phone: +385 1 6323 200 Fax: +385 1 6323 250 info-hr_ww@oracle.com http://www.oracle.hr Patron Member since 2000

Number of employees: 50

Industry: Information Technology

CONTACT PERSON

Anita Domaćinović, Office manager

Orbico d.o.o.

Koturaška 69, HR-10000 Zagreb

Phone: +385 1 3444 800
Fax: +385 1 6170 559
info@orbico.com
http://www.orbico.com
Patron Member since 2011
Number of employees: 580

Industry: Consumer Goods

CONTACT PERSON

Mirela Dragoša, Head of Administration of the President



(D) OKTAL PHARMA

OLYMPUS

ORACLE.

Orešković, Vrtarić i partneri Odvjetničko društvo d.o.o.

Radnička cesta 80, HR-10000 Zagreb

Phone: +385 1 2351 900 Fax: +385 1 2351 999 info@ovplegal.hr

Small Business Member since 2018

Number of employees: 7 Industry: Legal Services CONTACT PERSON Jadranka Orešković, Director



Osijek-Koteks d.d.

Šamačka 11 HR-31000 Osijek

Phone: +385 31 227 700
Fax: +385 31 227 777
info@osijek-koteks.hr
http://www.osijek-koteks. hr
Corporate Member since 2018
Number of employees: 380
Industry: Manufacturing
CONTACT PERSON



ⓒ otpbanka

OTP banka d.d.

Domovinskog rata 61 HR-21000 Split Phone: 0800 210 021 info@otpbanka.hr www.otpbanka.hr

Marko Tadić, Board Member

Corporate Member since 2012 Industry: Financial Services



Overseas Trade Co. Ltd. d.o.o.

Zastavnice 38a

HR-10251 Hrvatski Leskovac Phone: +385 1 4607 009 Fax: +385 1 6175 480 overseas@overseas.hr www.overseas.hr

Corporate Member since 2013 Number of employees: 145 Industry: Distribution / Logistics

CONTACT PERSON Robert Kovačić, Director

M2M DISCOUNT PROGRAM CONTACT

Marijana Koprivnjak, Sales & Marketing Supervisor



PBZ Card d.o.o.

Radnička cesta 44 HR-10000 Zagreb Phone: +385 1 6124 422

Fax: +385 1 6363 360 info@pbzcard.hr http://www.pbzcard.hr Patron Member since 1999

Number of employees: 275
Industry: Financial Services
CONTACT PERSON

Irena Markolini

Acquisition, Activation and Communication Department Director

M2M DISCOUNT PROGRAM CONTACT

Mirna Lipovac, Chief Advisor



POLIKLINIKA JAGATIN

Petrol d.o.o.

Sanja Tončić

Oreškovićeva 6/h, HR-10010 Zagreb

Phone: +385 1 6680 001 Fax: +385 1 6680 030 http://www.petrol.hr

Corporate Member since 2017 Number of employees: 800 Industry: Energy CONTACT PERSON



Pfizer Croatia d.o.o.

Plaza Centar, Slavonska avenija 6, HR-10000 Zagreb Phone: +385 1 3908 777, Fax: +385 1 3908 770

http://www.pfizer.com Patron Member since 1999 Number of employees: 41

Industry: Health Care **CONTACT PERSON**

Sanja Bratić, PIH Marketing CV Adriatic & FF SLO/CRO/B&H Manager

Philip Morris Zagreb d.o.o.

Heinzelova 70, HR-10000 Zagreb

Phone: +385 1 6166 900, Fax: +385 1 6314 147

http://www.pmi.com Patron Member since 1999 Number of employees: 120 Industry: Consumer Goods CONTACT PERSON

Marijana Bubalo, Director Corporate Affairs



PHILIPS d.o.o.

Horvatova 82, HR-10010 Zagreb branka.kovacevic@philips.com

http://www.philips.hr

Corporate Member since 2012

Number of employees: 25 Industry: Consumer Goods CONTACT PERSON

Branka Kovačević, Office Assistant



Piper d.o.o.

Alaginci bb, HR-34000 Požega

Phone: +385 34 275 705, Fax: +385 34 275 706

piper@piper.hr http://www.piper.hr

Small Business Member since 2000

Number of employees: 45 Industry: **Demining** CONTACT PERSON Željko Romić, Director



🖭 PLIVA

Pliva Hrvatska d.o.o.

Prilaz baruna Filipovića 25, HR-10000 Zagreb

Phone: +385 1 3720 000, Fax: +385 1 3720 111

info@pliva.com http://www.pliva.com Patron Member since 2000 Number of employees: 2200

Industry: Health Care **CONTACT PERSON**

Tamara Sušanj Šulentić, Communications Director

Podravka d.d.

Ante Starčevića 32, HR-48000 Koprivnica

Phone: +385 48 651 235, Fax: +385 48 622 008

podravka@podravka.hr http://www.podravka.com Patron Member since 2003 Number of employees: 4200 Industry: Consumer Goods

CONTACT PERSON Karmen Šafar-Vondraček, Poslovna tajnica

Poliklinika Bagatin

Kneza Višeslava 14 HR-10000 Zagreb Phone: +385 1 4610 225 Fax: +385 1 4610 225 info@poliklinikabagatin.hr http://www.poliklinikabagatin.hr Patron Member since 2016

Number of employees: 50 Industry: Health Care CONTACT PERSON

Ognjen Bagatin, General Director



1. Prilaz Ive Lole Ribara 8 HR-51266 Selce

Phone: +385 51 764 055 Fax: +385 51 768 310 http://www.terme-selce.hr

Small Business Member since 2016

Number of employees: 30 Industry: Health Care **CONTACT PERSON** Iva Brozičević Dragičević

Assisstant General Manager and Sports psychologist

Porsche Croatia d.o.o.

Miroslava Miholića 2 HR-10000 Zagreb

Phone: +385 1 6269 111 Fax: +385 1 6226 085 info@porschecroatia.hr http://www.porschecroatia.hr Corporate Member since 2004

Number of employees: 116 Industry: Automotive CONTACT PERSON Anja Vujević, New media PM

Poslovna Inteligencija d.o.o.

Krste Pavletića 1, HR-10000 Zagreb

Phone: +385 1 4617 945 Fax: +385 1 4617 946 poslovna@inteligencija.com http://www.inteligencija.com Corporate Member since 2015

Number of employees: 110 Industry: Information Technology

CONTACT PERSON

Anita Cvetić Oreščanin, Board Member M2M DISCOUNT PROGRAM CONTACT Dražen Oreščanin, President of the Board







Presscut d.o.o.

Domagojeva 2, HR-10000 Zagreb

Phone: +385 1 4550 385 Fax: +385 1 4612 623 helpdesk@presscut.hr http://www.presscut.hr

Small Business Member since 2014

Number of employees: 35
Industry: Media / Publishing
CONTACT PERSON

Nika Čegec, International Project Manager M2M DISCOUNT PROGRAM CONTACT Nika Čegec, International Project Manager

PricewaterhouseCoopers d.o.o. (PwC Croatia)

Heinzelova 70, HR-10000 Zagreb

Phone: +385 1 6328 888
Fax: +385 1 6111 556
marketing.hr@pwc.com
http://www.pwc.hr
Patron Member since 1999

Number of employees: 220 Industry: Consulting CONTACT PERSON

Jasna Kržanić, Marketing & Communications M2M DISCOUNT PROGRAM CONTACT Branka Modrušan, PwC's Academy Manager

Printec Croatia d.o.o.

Budmanijeva 1, HR-10000 Zagreb

Phone: +385 1 6184 590 Fax: +385 1 6184 575 info@printecgroup.com http://www.printec.hr

Corporate Member since 2013

Number of employees: 62

Industry: Information Technology

CONTACT PERSON Goran Martić, Director

Puck Custom Enterprises International d.o.o.

Vukovarska 229c, HR-31000 Osijek

Phone: + 385 31 659 229
Fax: +385 31 659 229
robert.bionika@gmail.com
http://www.puckenterprises.com
Small Business Member since 2016

Number of employees: 4
Industry: Agriculture
CONTACT PERSON
Robert Spajić, Technical mannager

Raiffeisenbank Austria d.d. Zagreb

Magazinska 69, HR-10000 Zagreb

Phone: +385 1 4566 466 Fax: +385 1 4811 624 international.desk@rba.hr http://www.rba.hr

Corporate Member since 1999 Number of employees: 1907 Industry: Financial Services

CONTACT PERSON

Iva Bakija



Rhea d.o.o. - UPS Authorised Service Contractor

Buzinski prilaz 36a HR-10010 Zagreb - Buzin Phone: +385 1 4444 777 Fax: +385 1 6607 510

info@rhea.hr http://www.rhea.hr

Small Business Member since 1999

Number of employees: 80 Industry: Distribution / Logistics

CONTACT PERSON

Nina Capan, Office and Quality Manager

RIT Croatia

Don Frana Bulića 6, HR-20000 Dubrovnik

Phone: +385 20 433 000
Fax: +385 20 433 001
admissions@croatia.rit.edu
http://www.croatia.rit.edu

Small Business Member since 1999

Number of employees: 87
Industry: Education
CONTACT PERSON
Don Hudspeth Presider

Don Hudspeth, President & Dean M2M DISCOUNT PROGRAM CONTACT

Admissions Office

Roche d.o.o.

Ulica grada Vukovara 269a, HR-10000 Zagreb Phone: +385 1 4722 333

Fax: +385 1 4722 300 croatia.info@roche.com http://www.roche.com Patron Member since 2011 Number of employees: 85 Industry: Health Care

CONTACT PERSON

Ivona Pekas, Personal Assistant to General Manager

Roraima 5 d.o.o. - FORUM Zagreb

Radnička cesta 50, HR-10000 Zagreb

Phone: +385 1 2867 777
Fax: +385 1 2867 770
rezervacije@forumzagreb.net
http://www.forumzagreb.net
Small Business Member since 2012

Number of employees: 10 Industry: Hospitality Industry

CONTACT PERSON Māra Vītols - Hrgetić, Director

M2M DISCOUNT PROGRAM CONTACT Māra Vītols - Hrgetić, Director

Rotim Medical Centar d.o.o.

Budinska 3a, HR-10360 Sesvete-Zagreb

Phone: +385 1 2004 674 rotimord@gmail.com

http://www.ordinacija-rotim.hr Small Business Member since 2017

Number of employees: 4 Industry: Health Care CONTACT PERSON Željko Rotim, Owner











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NetSafe

SANDOZ d.o.o.

Maksimirska 120 HR-10000 Zagreb

Phone: +385 1 2353 111 Fax: +385 1 2337 785 upit@sandoz.com http://www.sandoz.hr

Corporate Member since 2014

Number of employees: 97 Industry: Health Care **CONTACT PERSON**

Igor Haralović, Managing Director



SANDOZ A Novartis
Division

Savez izviđača Hrvatske

Koturaška cesta 3a, HR-10000 Zagreb

Phone: +385 1 4872 165 Fax: +385 1 4872 165 sih@sih.hr

http://www.scouts.hr

Non - Profit Member since 2017

Number of employees: 6 Industry: Association **CONTACT PERSON** Dan Špicer, Business Director



Schenker d.o.o.

Dugoselska cesta 5, HR-10370 Rugvica

Phone: +385 1 2480 909 Fax: +385 1 2480 970 info@schenker.hr www.schenker.hr

Corporate Member since 2018 Number of employees: 105 Industry: Distribution / Logistics

CONTACT PERSON Saša Baleta, Director



SELECTIO Kadrovi d.o.o.

Strojarska 20, HR-10000 Zagreb

Phone: +385 1 6065 260 Fax: +385 1 6065 256 kontakt@selectio.hr http://www.selectio.hr Patron Member since 2006 Number of employees: 14 Industry: Human Resources **CONTACT PERSON**

Aleksandar Zemunić, Managing Partner M2M DISCOUNT PROGRAM CONTACT

Tanja Prekodravac

Head of Organizational Design & Development

Shire

SHIRE d.o.o.

Ivana Lučića 2a HR-10000 Zagreb Phone: +385 1 4921 914 Fax: +385 1 5498 808

http://www.shire.com Patron Member since 2016 Number of employees: 16 Industry: Health Care

CONTACT PERSON

Żeljka Vukelić, Associate Director Market Access and Public Affairs SEE

Sigurna mreza d.o.o. - NetSafe

Stenjevečka 46 HR-10000 Zagreb Phone: +385 1 3894 520 Fax: +385 1 3894 520 office@netsafe.hr

Corporate Member since 2018

Number of employees: 3

http://www.netsafe.hr

Industry: Information Technology

CONTACT PERSON

Vida Hictaler, Executive Director



SPAN d.o.o.

Koturaška 47, HR-10000 Zagreb

Phone: +385 1 6690 200 Fax: +385 1 6690 299 info@span.hr

http://www.span.hr

Corporate Member since 2015 Number of employees: 200

Industry: Information Technology

CONTACT PERSON Nikola Dujmović

CEO / President of the Board



Studio 5 poslovno savjetovanje d.o.o.

Miramarska 24, HR-10000 Zagreb

Phone: +385 1 3897 035 Fax: +385 1 3891 066 office@studio-5.co http://www.studio-5.co

Small Business Member since 2016

Number of employees: 5 Industry: Consulting CONTACT PERSON Marija Vuković, Office manager



Supetrus hoteli d.d.

Put Vele Luke 4, HR-21400 Supetar

Phone: +385 21 631 133 Fax: +385 21 631 344 sales@watermanresorts.com http://www.watermanresorts.com Corporate Member since 2004 Number of employees: 110

Industry: Hospitality Industry CONTACT PERSON

Damir Vidošević, Sales & Marketing Manager M2M DISCOUNT PROGRAM CONTACT Mariana Damjanović Šunjić, Hotel reservations



Synnefo sustavi d.o.o.

Tratinska 26, HR-10000 Zagreb Phone: +385 1 5616 013 Fax: +385 1 5616 013 sales@synefo-systems.com http://www.synnefo-systems.com Small Business Member since 2017

Number of employees: 4

Industry: Information Technology

CONTACT PERSON

Ivan Brko, BD and Cybersecurity Manager





Teknoxgroup Hrvatska d.o.o.

Radnička cesta 218 HR-10000 Zagreb Phone: +385 1 2404 611 Fax: +385 1 2404 662 contact-hr@teknoxgroup.hr http://www.teknoxgroup.com Patron Member since 2011 Number of employees: 60 Industry: Manufacturing **CONTACT PERSON**

Miodrag Matijaca, General Manager



TMF Croatia d.o.o.

Radnička cesta 80, HR-10000 Zagreb Phone: +385 1 4802 050

Fax: +385 1 4802 051 croatia@tmf-group.com http://www.tmf-group.com Corporate Member since 2005

Number of employees: 34 Industry: Consulting CONTACT PERSON

Dijana Dolušić, Managing Director M2M DISCOUNT PROGRAM CONTACT Dijana Dolušić, Managing Director



TELE2 d.o.o.

Ul. grada Vukovara 269 d HR-10000 Zagreb Phone: +385 1 6328 300 Fax: +385 1 6328 391 korisnik@tele2.com http://www.tele2.hr Patron Member since 2016

Number of employees: 240 Industry: Telecommunications

CONTACT PERSON

Inga Krpan, Executive Office Coordinator M2M DISCOUNT PROGRAM CONTACT Ivan Semren, Regional Key Account Manager

TELE2

TOKIĆ d.o.o.

Ulica 144. brigade Hrvatske vojske 1a

HR-10360 Sesvete Phone: +385 1 3033 961 Fax: +385 1 3033 932 info@tokic.hr http://www.tokic.hr

Corporate Member since 2018 Number of employees: 485 Industry: Consumer Goods **CONTACT PERSON**

Ana Popović, Head of Human Resources



Terrma Capital (Europe) d.o.o.

Augusta Cesarca 6 HR-10000 Zagreb Phone: +385 1 6535 872 alan.kadic@terrma.com

Small Business Member since 2018 Number of employees: 1 Industry: Consulting

CONTACT PERSON Alan Kadić, Managing Director

TERRMA CAPITAL CORP.

U Turn Tax Refund d.o.o.

Palmotićeva 2, HR-10000 Zagreb Phone: +385 1 5803 337

Fax: +385 1 5587 908 croatia@uturntaxrefund.com http://www.uturntaxrefund.com Small Business Member since 2014

Number of employees: 5 Industry: Consulting **CONTACT PERSON** Krunoslav Gašpert, Country Manager M2M DISCOUNT PROGRAM CONTACT Krunoslav Gašpert, Country Manager



Tiko Pro d.o.o.

Savska cesta 84 HR-10360 Sesvete Phone: +385 99 3347 004ß info@tiko-pro.hr http://www.tiko-pro.hr Small Business Member since 2018

Number of employees: 6 Industry: Consulting CONTACT PERSON Tea Markotić, CMO and CSO

TIKO**PR©**

Uber Croatia d.o.o.

Radnička cesta 47 HR-10000 Zagreb Phone: +385 97 6240 004 davor@uber.com https://www.uber.com/ Patron Member since 2016 Number of employees: 7

Industry: Travel / Tourism CONTACT PERSON

Davor Tremac, General Manager SEE



TIS Grupa d.o.o.

Heinzelova 33 HR-10000 Zagreb Phone: +385 1 2355 700 Fax: +385 1 2302 014

info@tis.hr http://www.tis.hr

Small Business Member since 2016

Number of employees: 120 Industry: Information Technology

CONTACT PERSON Dženan Lojo, Managing Director



Udruga 'Nikola Tesla - Genij za budućnost'

Turopoljska 24/b, HR-10000 Zagreb Phone: +385 1 2331 663 Fax: +385 1 2331 663 predsjednica@unt-genius.hr http://www.unt-genius.hr

Non - Profit Member since 2010

Industry: Association **CONTACT PERSON**

Dragica Mihajlović, President of the Association



UBER

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VLAHOVIC GROUP LLC

Udruga za istraživanja i razvoj ODAS

Trnac 6, HR-10000 Zagreb

Phone: +385 99 298 4138, Fax: +385 1 2340 349

ivana.bozicevic23@gmail.com Non - Profit Member since 2016

Number of employees: 1 Industry: Association CONTACT PERSON Ivana Božičević, President

Valamar Riviera d.d.

Stancija Kaligari 1, HR-52440 Poreč

Phone: +385 52 408 000, Fax: +385 52 451 608

pr@valamar.com http://www.valamar.com Corporate Member since 2015 Number of employees: 6600

Industry: Hospitality Industry CONTACT PERSON

Deana Stipanović, Corporate Affairs Manager M2M DISCOUNT PROGRAM CONTACT

David Manojlović, Group and MICE Sales Department Manager

Vertiv Croatia d.o.o.

Selska cesta 93, HR-10000 Zagreb

Phone: +385 1 560 3611 Fax: +385 1 560 3615

contactaddress.croatia@vertiv.com

http://www.vertivco.com Corporate Member since 2006

Industry: Energy
CONTACT PERSON

Karmen Buljat, Marketing Specialist

Vindija d.d. Prehrambena industrija

Međimurska 6, HR-42000 Varaždin

Phone: +385 42 399 999, Fax: +385 42 399 350

info@vindija.hr http://www.vindija.hr

Corporate Member since 2016 Number of employees: 3637 Industry: Consumer Goods

CONTACT PERSON Saša Vojnović

VISA Europe Itd.

1 Sheldon Square, Paddington Basin, London W2 6TT, UK

Phone: +1 415 932 2316

visa@visa.com http://www.visa.com

Corporate Member since 2012 Industry: Financial Services

CONTACT PERSON

Renata Vujasinović, Country Manager Croatia

Visoko učilište ALGEBRA

Ilica 242, HR-10000 Zagreb

Phone: +385 1 2222 182, Fax: +385 1 2222 183

info@algebra.hr http://www.algebra.hr

Small Business Member since 2016

Number of employees: 110 Industry: Education CONTACT PERSON

Ernest Vlačić, Head of e-leadership MBA study programme

Vlahović Grupa d.o.o. -Vlahovic Group Government Relations

Bulićeva 12, HR-10000 Zagreb Phone: +385 1 7898 640 Fax: +385 1 7898 642

nv@vlahovicgroup.com http://www.vlahovicgroup.com

Small Business Member since 2014

Number of employees: 6 Industry: Consulting CONTACT PERSON

Natko Vlahović, Founder and Managing Director M2M DISCOUNT PROGRAM CONTACT

Sandra Komorski, Executive Assistant

VMD Grupa d.o.o.

Strojarska cesta 20, HR-10000 Zagreb

Phone: +385 1 6065 222
Fax: +385 1 6065 223
info@vmdgrupa.hr
http://www.vmdgrupa.hr/
Corporate Member since 2014
Number of employees: 12

Industry: Real Estate
CONTACT PERSON
Antun Mikec, Director



Namen Star / France Agent /UKAUR

Vukmir i suradnici odvjetničko društvo d.o.o.

Gramača 2L, HR-10000 Zagreb

Phone: +385 1 3760 511 Fax: +385 1 3760 555 vukmir@vukmir.net

http://www.vukmir.net Small Business Member since 1999

Number of employees: 23 Industry: Legal Services CONTACT PERSON Mladen Vukmir, Partner

Willis Towers Watson d.d.

Avenija Većeslava Holjevca 40

HR-10000 Zagreb Phone: +385 91 4424 702

Marko Štajduhar, CEO

marko.stajduhar@willistowerswatson.hr https://www.willistowerswatson.com/en-HR

Patron Member since 2016 Number of employees: 6 Industry: Financial Services CONTACT PERSON Willis Towers Watson

Wolf Theiss Rechtsanwälte GmbH & Co KG-Podružnica Zagreb

Ivana Lučića 2a/19 HR-10000 Zagreb

Phone: +385 1 4925 400
Fax: +385 1 4925 450
zagreb@wolftheiss.com
http://www.wolftheiss.com
Corporate Member since 2008

Number of employees: 9 Industry: Legal Services CONTACT PERSON

Ronald B. Given, Branch Managing Partner





Woodsford Grupa d.o.o.

Zrinjevac 14, HR-10000 Zagreb Phone: +385 1 4815 025 Fax: +385 1 4815 026 info@woodsford.hr

http://www.woodsford.co.uk

Small Business Member since 2006 Number of employees: 2

Industry: Real Estate
CONTACT PERSON

Krešimir Špoljar, Partner and Managing Director

Zagreb City Hotels d.o.o. (DoubleTree by Hilton Zagreb)

Ulica grada Vukovara 269a, HR-10000 Zagreb

Phone: +385 1 6001 900 Fax: +385 1 6001 916 zagreb.info@hilton.com

http://www.zagreb.doubletree.com

Patron Member since 2012 Number of employees: 150 Industry: Hospitality Industry

CONTACT PERSON

Josipa Jutt Ferlan, General Manager M2M DISCOUNT PROGRAM CONTACT Nives Volarević, Marketing Coordinator



ZAGREBAČKA FILHARMONIJA

PIVOVARA

E

Zagrebačka Banka d.d.

Trg bana Josipa Jelačića 10/1, HR-10000 Zagreb

Phone: +385 1 6104 000 Fax: +385 1 6110 500 PR@unicreditgroup.zaba.hr http://www.zaba.hr

Corporate Member since 2001 Number of employees: 4200 Industry: Financial Services

CONTACT PERSON
Brigita Čuklek, General Secretary - Management Board Office

Zagrebačka filharmonija

Trg Stjepana Radića 4 - p.p. 909, HR-10000 Zagreb

Phone: +385 1 6060 101 Fax: +385 1 6111 577 zgfilhar@zgf.hr http://www.zgf.hr

Non - Profit Member since 2011 Number of employees: 122

Industry: Culture CONTACT PERSON Martina Jakić, Sales Manager

M2M DISCOUNT PROGRAM CONTACT

Martina Jakić, Sales Manager

Zagrebačka Pivovara d.o.o.

Ilica 224, HR-10000 Zagreb Phone: +385 1 3900 102 Fax: + 385 1 3774 639

ivana.rajakovic@molsoncoors.com http://www.zagrebackapivovara.hr Corporate Member since 2018 Number of employees: 541

Industry: Consumer Goods
CONTACT PERSON

Alina Ružić, Legal and Corporate Affairs Director for Croatia and BiH

Zagrebačka škola ekonomije i managementa

Jordanovac 110, HR-10000 Zagreb

Phone: +385 1 2354 245
Fax: +385 1 2354 155
info@zsem.hr
http://www.zsem.hr
Patron Member since 2004
Number of employees: 70
Industry: Education
CONTACT PERSON
Đuro Njavro, Dean

M2M DISCOUNT PROGRAM CONTACT

Lana lviček, Executive director

Zagrebačke pekarne "Klara" d.d.

Utinjska 48, HR-10020 Zagreb Phone: +385 1 3688 400 Fax: +385 1 3820 934 uprava@klara.hr http://www.klara.hr

Corporate Member since 2017 Number of employees: 650 Industry: Consumer Goods

CONTACT PERSON

Jadranka Orešković, Export sales manager

Zagrebačko gradsko kazalište "Komedija"

Kaptol 9, HR-10000 Zagreb Phone: +385 1 4812 185 Fax: +385 1 4852 562 ravnatelj@komedija.hr www.komedija.hr

Non - Profit Member since 2017

Number of employees: 180 Industry: Culture CONTACT PERSON Miljenko Puljić

ZMP IP d.o.o. Baruna Trenka 7

HR-10000 Zagreb Phone: +385 1 4854 510 Fax: +385 1 4577 536 croatia@zm-p.com

croatia@zm-p.com http://www.zm-p.com

Small Business Member since 2015

Number of employees: 2 Industry: Legal Services CONTACT PERSON Luka Jelčić, Attorney at Law

Žurić i partneri odvjetničko društvo d.o.o.

Savska cesta 32 HR-10000 Zagreb Phone: +385 1 5555 630 Fax: +385 1 4856 703 info@zuric-i-partneri.hr

info@zuric-i-partneri.hr http://www.zuric-i-partneri.hr Small Business Member since 1999

Number of employees: 26 Industry: Legal Services CONTACT PERSON

Miroslav Plašćar, Managing partner











AMCHAM MEMBERS A-Z

- 3M (East) AG Podružnica RH
- Abbott Laboratories d.o.o.
- · AbbVie d.o.o.
- Adacta d.o.o.
- · Addiko Bank d.d.
- · Adecco d.o.o. za privremeno zapošljavanje
- · Adriatic Capital Partners d.o.o.
- · Agroproteinka d.d.
- · AGS Zagreb d.o.o.
- Aion d.o.o.
- · Allianz Zagreb d.d.
- · Alpheus d.o.o.
- · Altera Savjetovanje d.o.o.
- Alternative Invest d.o.o.
- · ALTPRO doo
- · Amadria Park Hoteli Solaris d.d.
- American International School of Zagreb
- · Amaen d.o.o.
- · Anterra d.o.o. / Hertz Croatia franchisee
- Applied Ceramics d.o.o.
- AstraZeneca d.o.o.
- Atera ICT d.o.o.
- · Atlantic grupa d.d.
- Atlas d.d.
- · Avelant d.o.o.
- · Batarelo Dvojković Vuchetich odvjetničko društvo d.o.o.
- · Bayer d.o.o.
- BBDO Zagreb d.o.o.
- BCG The Boston Consulting Group
- BDO Savjetovanje d.o.o.
- · Becton Dickinson Croatia d.o.o.
- · Benefit Systems d.o.o.
- · Bioeterica d.o.o.
- Biomedica dijagnostika d.o.o.
- Bisnode d.o.o.
- · Bolnica za ortopediju i rehabilitaciju "prim.dr.Martin Horvat" Rovinj
- Burza d.o.o. web.burza
- · Business Media Croatia d.o.o.
- · Car Fleet Management d.o.o.
- · Carlsberg Croatia d.o.o.
- · Ciklopea d.o.o.
- · Cisco Systems Hrvatska d.o.o.
- · CMS Reich-Rohrwig Hainz Rechtsanwälte GmbH - Podružnica Zagreb
- Coadria d.o.o.
- · Coca-Cola Adria d.o.o.
- · Coca-Cola HBC Hrvatska d.o.o.
- · Colliers Advisory d.o.o.
- Color Media Communications d.o.o.
- Corporate Performance Advisory Callidus patronus adeptiorum d.o.o.
- Croatia Osiguranje d.d.
- Crowe Hrvatska
- Crowe Horwath d.o.o.
- Dalekovod d.d.
- · Deloitte savjetodavne usluge d.o.o.
- DHL International d.o.o.
- DignetSoftware d.o.o.
- Diverto d.o.o.
- DNV GL Adriatica d.o.o.
- DOK-ING d.o.o.
- Draco d.o.o.
- Ecolab d.o.o.
- · Eli Lilly (Suisse) S.A. -

- Predstavništvo u Hrvatskoj
- Energo-data d.o.o.
- Enikon Aerospace d.o.o.
- · EOS Matrix d.o.o.
- Equestris d.o.o.
- Ernst & Young d.o.o.
- Erste Card Club d.o.o.
- ESKA d.o.o.
- Esplanade Oleander d.o.o. - Ésplanade Zagreb Hotel
- Etranet group d.o.o.
- · European Institute of Compliance and Ethics
- Europlakat d.o.o.
- EX-ALTO d.o.o.
- FORTINET B.V.
- Fractal d.o.o.
- Fresenius Medical Care Hrvatska d.o.o.
- Gavrilović d.o.o.
- General Electric Hrvatska d.o.o.
- GlaxoSmithKline d.o.o.
- · Globalna hrana d.o.o. nositelj franšize McDonald's za područje RH
- · Globalne nekretnine d.o.o.
- · Google Hrvatska d.o.o.
- Graml d.o.o.
- Grand Dalewest d.o.o.
- Grant Thornton revizija d.o.o.
- · Hanza Media d.o.o.
- · Hattrick-PSK d.o.o.
- HERBALIFE d.o.o.
- Hewlett-Packard d.o.o.
- Hewlett Packard Enterprise
- · Hexis d.o.o.
- Horwath HTL Croatia Horwath i Horwath Consulting Zagreb d.o.o.
- · Hotel Dubrovnik d.d.
- Hotel Le Premier d.o.o.
- HP Computing and Printing d.o.o.
- · HP produkcija d.o.o.
- HP-Hrvatska pošta d.d.
- · Hrvatska banka za obnovu i razvitak
- · Hrvatska poštanska banka d.d.
- Hrvatski Telekom d.d.
- · Hrvatsko društvo skladatelja
- Hrvatsko društvo za kvalitetu
- Hrvatsko-američko društvo
- HS Produkt d.o.o.
- HUP-Zagreb d.d.
- IBM Hrvatska d.o.o.
- IDEA Studio
- IN2 d.o.o. • INFINUM d.o.o.
- Info Novitas d.o.o.
- · Infokorp d.o.o. · Infosistem d.d.
- · INsig2 d.o.o.
- Intea d d • International Workers Group d.o.o.
- Intra Lighting d.o.o.
- · IQVIA Adriatic d.o.o.
- Johnson & Johnson S.E. d.o.o. • JT International Zagreb d.o.o.
- · Kiara Maria d.o.o.
- Končar Group
- · KPMG Croatia d.o.o.
- Kulić i Sperk Revizija d.o.o.

- LMG Autokuća d.o.o.
- LPT d.o.o.
- · Maksima Komunikacije d.o.o.
- Manpower d o o
- · Marohnić, Tomek & Gjoić d.o.o.
- MasterCard Europe -Podružnica Zagreb
- McKinsey & Company, Inc. Croatia

- · Merck Sharp & Dohme d.o.o. · Meridian 16 business park d.o.o.
- · Metroholding d.d.
- Metroteka d.o.o.
- Mundoaka Street Food d.o.o.
- Mylan Hrvatska d.o.o.
- Navis Yacht Charter Posada d.o.o.
- Nexe grupa d.d.
- Nova europska ulaganja d.o.o.
- NOVA TV d.d.
- · Obzor putovanja d.o.o.
- · Odvjetnički ured Darko Markušić
- · Odvjetnički ured Marija Pujo Tadić · Odvjetničko društvo Bekina, Škurla,
- Durmiš i Spajić d.o.o. Odvjetničko društvo Divjak,
- Odvjetničko društvo Dragičević i
- partneri d.o.o. Odvietničko društvo Glinska
- Odvjetničko društvo Kallay & Partneri d.o.o.
- Petrinović d.o.o. · Odvjetničko društvo Ravlić
- & Šurjak d.o.o. Odvjetničko društvo Šooš Maceljski,
- Mandić, Stanić & Partneri d.o.o. · Odvjetničko društvo Vedriš
- & Partneri · Odvjetničko društvo Župan, Babić &
- · Odvjetničko društvo Župić i partneri d.o.o.
- · Offline Solutions d.o.o.
- Oktal Pharma d.o.o.
- Olympus Czech Group, s.r.o.
- · Orbico d.o.o.
- Orešković, Vrtarić i partneri
- · Osijek-Koteks d.d. OTP banka d.d.
- PBZ Card d.o.o.
- Pfizer Croatia d.o.o.
- Philip Morris Zagreb d.o.o.
- PHILIPS d.o.o.
- Podravka d.d.

- Poliklinika Terme
- Porsche Croatia d.o.o.
- · Poslovna Inteligencija d.o.o.
- · Presscut d.o.o.
- PricewaterhouseCoopers d.o.o. (PwC Croatia)
- Printec Croatia d.o.o.
- Puck Custom Enterprises
- International d.o.o.
- · Raiffeisenbank Austria d.d. Zagreb • Rhea d.o.o. - UPS Authorised
- Service Contractor
- RIT Croatia
- · Roche d.o.o.
- · Roraima 5 d.o.o. FORUM Zagreb • Rotim Medical Centar d.o.o.
- · SANDOZ d.o.o.
- Savez izviđača Hrvatske
- · Schenker d.o.o. • SELECTIO Kadrovi d.o.o.
- · SHIRE d.o.o.
- Sigurna mreža d.o.o. NetSafe • SPAN d.o.o.
- · Studio 5 poslovno savjetovanje d.o.o.
- · Supetrus hoteli d.d.
- · Synnefo sustavi d.o.o. • Teknoxgroup Hrvatska d.o.o.
- TELE2 d.o.o.
- Terrma Capital (Europe) d.o.o. • Tiko Pro d.o.o.
- TIS Grupa d.o.o.
- TMF Croatia d.o.o.
- TOKIĆ d.o.o. • U Turn Tax Refund d.o.o.
- Uber Croatia d.o.o.
- Udruga 'Nikola Tesla Genij za budućnosť
- · Udruga za istraživanja i razvoj ODAS
- · Valamar Riviera d.d.
- Vertiv Croatia d.o.o.
- Vindija d.d. Prehrambena industrija
- · VISA Europe Itd.
- Visoko učilište ALGEBRA • Vlahović Grupa d.o.o. - Vlahovic **Group Government Relations**
- · Vukmir i suradnici odvjetničko društvo d.o.o.

VMD Grupa d.o.o.

- · Willis Towers Watson d.d. · Wolf Theiss Rechtsanwälte GmbH &
- Co KG-Podružnica Zagreb · Woodsford Grupa d.o.o. · Zagreb City Hotels d.o.o.
- (DoubleTree by Hilton Zagreb) · Zagrebačka Banka d.d.
- · Zagrebačka filharmonija
- · Zagrebačka Pivovara d.o.o. · Zagrebačka škola ekonomije i managementa
- Zagrebačke pekarne "Klara" d.d.
- · Zagrebačko gradsko kazalište "Komedija" • ZMP IP d.o.o.
- · Žurić i partneri odvjetničko društvo d.o.o.

- · Matić d.o.o.
- Medical Intertrade d.o.o.
- Medtronic Adriatic d.o.o.
- Microsoft Hrvatska d.o.o.
- · Nike CR d.o.o.
- Novartis Hrvatska d.o.o.
- Odvjetnica Sanja Artuković
- Topić i Bahtijarević d.o.o.
- & Mišković d.o.o.
- · Odvjetničko društvo Kožul i
- Antunović d.o.o.
- Oracle Hrvatska d.o.o.
- Odvjetničko društvo d.o.o.
- Overseas Trade Co. Ltd. d.o.o.
- Petrol d.o.o.
- · Piper d.o.o. • Pliva Hrvatska d.o.o.
- Poliklinika Bagatin
- 85



AMCHAM MEMBERS BY INDUSTRY

ADVERTISING/PR

- · Alpheus d.o.o.
- BBDO Zagreb d.o.o.
- Color Media Communications d.o.o.
- Europlakat d.o.o.
- Graml d.o.o.
- · Kiara Maria d.o.o.

AGRICULTURE

- · Agroproteinka d.d.
- Puck Custom Enterprises International d.o.o.

ASSOCIATION

- · European Institute of Compliance and Ethics
- · Hrvatsko društvo skladatelja
- Hrvatsko društvo za kvalitetu
- Hrvatsko-američko društvo
- Savez izviđača Hrvatske
- Udruga 'Nikola Tesla -Genij za budućnost'
- Udruga za istraživanja i razvoj ODAS

AUTOMOTIVE

- · Grand Dalewest d.o.o.
- LMG Autokuća d.o.o.
- Porsche Croatia d.o.o.

CONSULTING

- Altera Savjetovanje d.o.o.
 Atera ICT d.o.o.
- Avelant d.o.o.
- BCG The Boston Consulting Group
- BDO Savjetovanje d.o.o.
- · Car Fleet Management d.o.o.
- Corporate Performance Advisory -Callidus patronus adeptiorum d.o.o.
- Crowe Hrvatska -Crowe Horwath d.o.o.
- · Deloitte savjetodavne usluge d.o.o.
- DNV GL Adriatica d.o.o.
- Energo-data d.o.o.
- Equestris d.o.o.
- Ernst & Young d.o.o.
- Grant Thornton revizija d.o.o.
- Horwath HTL Croatia Horwath i Horwath Consulting Zagreb d.o.o.
- Infokorp d.o.o.
- KPMG Croatia d.o.o.
- Kulić i Sperk Revizija d.o.o.
- Maksima Komunikacije d.o.o.
- McKinsey & Company, Inc. Croatia
- Metroteka d.o.o.
- Offline Solutions d.o.o.
- PricewaterhouseCoopers d.o.o. (PwC Croatia)
- Studio 5 poslovno savjetovanje d.o.o.
- Terrma Capital (Europe) d.o.o.
- Tiko Pro d.o.o.
- TMF Croatia d.o.o.
- U Turn Tax Refund d.o.o.
- Vlahović Grupa d.o.o. Vlahovic Group Government Relations

CONSUMER GOODS

- · Atlantic grupa d.d.
- Bioeterica d.o.o.
- Carlsberg Croatia d.o.o.
- · Coca-Cola Adria d.o.o.
- Coca-Cola HBC Hrvatska d.o.o.
- Gavrilović d.o.o.
- · HERBALIFE d.o.o.
- JT International Zagreb d.o.o.
- Matić d.o.o.
- Nike CR d.o.o.
- Orbico d.o.o.

- Philip Morris Zagreb d.o.o.
- PHILIPS d.o.o.
- · Podravka d.d.
- TOKIĆ d.o.o.
- Vindija d.d. Prehrambena industrija
- · Zagrebačka Pivovara d.o.o.
- · Zagrebačke pekarne "Klara" d.d.

CULTURE

- · Zagrebačka filharmonija
- Zagrebačko gradsko kazalište "Komedija"

DEMINING

Piper d.o.o.

DISTRIBUTION / LOGISTICS

- · AGS Zagreb d.o.o.
- DHL International d.o.o.
- HP-Hrvatska pošta d.d.
- Overseas Trade Co. Ltd. d.o.o. • Rhea d.o.o. - UPS Authorised
- Service Contractor
- Schenker d.o.o.

EDUCATION

- American International School of Zagreb
- RIT Croatia
- · Visoko učilište ALGEBRA
- Zagrebačka škola ekonomije i managementa

ENERGY

- General Electric Hrvatska d.o.o.
- Petrol d.o.o.
- · Vertiv Croatia d.o.o.

FINANCIAL SERVICES

- · Addiko Bank d.d.
- · Allianz Zagreb d.d.
- Croatia Osiguranje d.d.
- · EOS Matrix d.o.o.
- Erste Card Club d.o.o.
- Hrvatska banka za obnovu i razvitak
- Hrvatska poštanska banka d.d.
- MasterCard Europe Podružnica Zagreb
- OTP banka d.d.
- PBZ Card d.o.o.
- · Raiffeisenbank Austria d.d. Zagreb
- · VISA Europe Itd.
- Willis Towers Watson d.d.
- · Zagrebačka Banka d.d.

HEALTH CARE

- 3M (East) AG Podružnica RH
- · Abbott Laboratories d.o.o.
- AbbVie d.o.o.
- · Amgen d.o.o.
- · AstraZeneca d.o.o.
- Bayer d.o.o.
- Becton Dickinson Croatia d.o.o.
- · Biomedica dijagnostika d.o.o.
- Bolnica za ortopediju i rehabilitaciju "prim.dr.Martin Horvat" Rovinj
- Eli Lilly (Suisse) S.A. -Predstavništvo u Hrvatskoj
- Fresenius Medical Care Hrvatska d.o.o.
- GlaxoSmithKline d.o.o.
- Johnson & Johnson S.E. d.o.o. Medical Intertrade d.o.o.
- Medtronic Adriatic d.o.o.
- Merck Sharp & Dohme d.o.o. Mylan Hrvatska d.o.o.
- Novartis Hrvatska d.o.o. Oktal Pharma d.o.o.
- Olympus Czech Group, s.r.o.

- · Pfizer Croatia d.o.o.
- · Pliva Hrvatska d.o.o.
- · Poliklinika Bagatin Poliklinika Terme
- Roche d.o.o.
- · Rotim Medical Centar d.o.o.
- · SANDOZ d.o.o.
- SHIRE d.o.o.

HOSPITALITY INDUSTRY

- · Amadria Park Hoteli Solaris d.d.
- Esplanade Oleander d.o.o. Esplanade Zagreb Hotel
- Globalna hrana d.o.o. nositelj franšize McDonald's za područje RH
- Hotel Dubrovnik d.d.
- · Hotel Le Premier d.o.o.
- HUP-Zagreb d.d.
- Mundoaka Street Food d.o.o. • Roraima 5 d.o.o. – FORUM Zagreb
- · Supetrus hoteli d.d.
- Valamar Riviera d.d. Zagreb City Hotels d.o.o. (DoubleTree by Hilton Zagreb)

HUMAN RESOURCES

- Adecco d.o.o. za privremeno zapošljavanje
- International Workers Group d.o.o.
- Manpower d.o.o. SELECTIO Kadrovi d.o.o.

INFORMATION TECHNOLOGY

- · Adacta d.o.o.
- Bisnode d.o.o.
- Burza d.o.o. web.burza
- Cisco Systems Hrvatska d.o.o.
- Coadria d.o.o. · DignetSoftware d.o.o.
- · Diverto d.o.o. • ESKA d.o.o.
- Etranet group d.o.o. FORTINET B.V.
- Fractal d.o.o.
- Google Hrvatska d.o.o.
 Hattrick-PSK d.o.o.
- Hewlett-Packard d.o.o. Hewlett Packard Enterprise
- Hexis d.o.o.
- HP Computing and Printing d.o.o.
- HP produkcija d.o.o.
- IBM Hrvatska d.o.o. • IDEA Studio
- IN2 d.o.o. • INFINUM d.o.o.
- Info Novitas d.o.o.
- · Infosistem d.d.
- INsig2 d.o.o.
- IQVIA Adriatic d.o.o.
- · Microsoft Hrvatska d.o.o. • Oracle Hrvatska d.o.o.
- · Poslovna Inteligencija d.o.o.
- Printec Croatia d.o.o. · Sigurna mreža d.o.o. - NetSafe
- SPAN d.o.o. • Synnefo sustavi d.o.o.
- TİS Grupa d.o.o. **INVESTMENT**
- Adriatic Capital Partners d.o.o. · Alternative Invest d.o.o. · Nova europska ulaganja d.o.o.

LEGAL SERVICES

- Batarelo Dvojković Vuchetich odvjetničko društvo d.o.o.
- · CMS Reich-Rohrwig Hainz Rechtsanwälte GmbH - Podružnica Zagreb
- Marohnić, Tomek & Gjoić d.o.o.
- Odvjetnica Sanja Artuković Odvjetnički ured Darko Markušić

- Odvjetnički ured Marija Pujo Tadić
- Odvjetničko društvo Bekina, Škurla,
- Durmiš i Spajić d.o.o. Odvjetničko društvo Divjak, Topić i Bahtijarević d.o.o.
- Odvjetničko društvo Dragičević i partneri d.o.o.
- Odvjetničko društvo Glinska & Mišković d.o.o. Odvjetničko društvo Kallay
- & Partneri d.o.o. Odvjetničko društvo Kožul
- i Petrinović d.o.o. Odvjetničko društvo Ravlić
- & Šurjak d.o.o. Odvjetničko društvo Šooš Maceljski, Mandić, Stanić & Partneri d.o.o.
- Odvjetničko društvo Vedriš & Partneri
- Odvjetničko društvo Župan, Babić & Antunović d.o.o.
- Odvjetničko društvo Župić i partneri d.o.o.
- Orešković, Vrtarić i partneri Odvjetničko društvo d.o.o.
- Vukmir i suradnici odvjetničko društvo d.o.o. Wolf Theiss Rechtsanwälte GmbH &
- Co KG-Podružnica Zagreb • ZMP IP d.o.o.
- društvo d.o.o.
- MANUFACTURING • ALTPRO d.o.o.

· Žurić i partneri odvjetničko

- Applied Ceramics d.o.o.
- · Dalekovod d.d. • DOK-ING d.o.o.
- Draco d o o
- Ecolab d.o.o. • Enikon Aerospace d.o.o.
- HS Produkt d.o.o.
- Intea d.d.
- · Intra Lighting d.o.o. • Končar Group • LPT d.o.o.
- Nexe grupa d.d.

Osijek-Koteks d.d. • Teknoxgroup Hrvatska d.o.o.

- MEDIA/PUBLISHING • Business Media Croatia d.o.o.
- · Hanza Media d.o.o.

• NOVA TV d.d. Presscut d.o.o

- **REAL ESTATE**
- · Colliers Advisory d.o.o.
- Globalne nekretnine d.o.o.
- Meridian 16 business park d.o.o. · Metroholding d.d.
- VMD Grupa d.o.o. · Woodsford Grupa d.o.o.

· Benefit Systems d.o.o.

TELECOMMUNICATIONS

SPORT

· Hrvatski Telekom d.d. • TELE2 d.o.o.

· Aion d.o.o. · Ciklopea d.o.o.

TRANSLATION SERVICES

- TRAVEL/TOURISM · Anterra d.o.o./Hertz Croatia franchisee
- · Atlas d.d.
- EX-ALTO d.o.o.
- · Navis Yacht Charter Posada d.o.o.
- · Obzor putovanja d.o.o. • Uber Croatia d.o.o.

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REPRESENTING THE VOICE OF BUSINESS COMMUNITY

- * PROMOTING HIGH STANDARDS OF BUSINESS PRACTICES
- ★ PURSUING POLICY ADVOCACY
- **★ OFFERING HIGH LEVEL NETWORKING**

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- Abbott AbbVie Addiko Bank Atlantic grupa
- BCG The Boston Consulting Group Cisco Coca-Cola Adria
- Coca-Cola HBC Hrvatska Ernst & Young Erste Card Club
- Gavrilović ◆ Hrvatska banka za obnovu i razvitak ◆ Hewlett-Packard
- Hrvatski Telekom HS Produkt IBM Johnson&Johnson Končar
- McKinsey & Company, Inc. Croatia Medical Intertrade Medtronic Adriatic
- Merck Sharp & Dohme → Microsoft Hrvatska → Nexe Grupa → NOVA TV → Novartis Hrvatska
- Offline Solutions Oracle Hrvatska Orbico PBZ Card Pfizer Philip Morris Zagreb
- Pliva Hrvatska
 Podravka
 Poliklinika Bagatin
 PricewaterhouseCoopers
- Roche SELECTIO Kadrovi Shire Teknoxgroup Hrvatska TELE2
- Uber Croatia Willis Towers Watson Zagreb School of Economics and Management
- Zagreb City Hotels d.o.o. (DoubleTree by Hilton Zagreb)

For a complete list of AmCham Members please visit www.amcham.hr

American Chamber of Commerce in Croatia

Strojarska cesta 22, 10000 Zagreb

Phone: +385 1 4836 777

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