



TASKFORCOME: TRANSNATIONAL ACTION TO ADVANCE SKILLS AND COMPETENCES FOR COMMUNITY ENGAGEMENT AND SOCIAL MIGRANTS ENTREPRENEURSHIP INITIATIVES IN THE CENTRAL EUROPE

SOCIAL ENTREPRENEURSHIP (SE) AND COMMUNITY-BASED SOCIAL ENTERPRISES IN CROATIA

CROATIA

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EXECUTIVE SUMMARY

Social entrepreneurship is a relatively new concept in the Republic of Croatia, and the main reasons are the socio-economic system in which the state has been for many years (until the 90s of the last century Croatia was part of the SFRY) and the Homeland War. Social entrepreneurship as a term has somewhat entered the vocabulary, but it is rather limited to the discourse of "insiders" in this area - civil society organizations, social entrepreneurs appearing in this sector, civil society research or entrepreneurship, and discourse of a couple of relevant public institutions. There is still no legal or official definition of social entrepreneurship in Croatia. Also, there is no specific legal framework to regulate this type of action. However, it is possible to identify different forms of what could be defined under social-entrepreneurial activities.

International organizations are mostly responsible for encouraging, promoting and applying social entrepreneurship in the Republic of Croatia. A part of civil society and associations, open and courageous for new and different approaches to business, accepted this import and became the bearers of the entire idea and concept, creators of innovative projects and initiators of the development of new forms of business and networking. At that moment, the state was an almost invisible actor in the development of social entrepreneurship and there are certainly reasons why the Government of the Republic of Croatia adopted the Strategy for Social Entrepreneurship 2015-2020 until 2015. Statistics on income generated by social entrepreneurship are difficult to measure because their first goal is not to accumulate profits, but sustainable growth and development.



There are numerous obstacles to the expansion of the business of social enterprises and they almost match those of ordinary entrepreneurship. There is a lack of management, inexperience and lack of knowledge and skills for business planning, marketing, as well as numerous administrative and legal barriers that arise in every entrepreneurial venture in Croatia. Although there is a long tradition of cooperatives (as the most common model of social enterprises/social entrepreneurs), a large number of associations and initiatives for social entrepreneurship, and dozens of successful examples of social enterprises/social entrepreneurs, social entrepreneurship is still a poorly developed sector in Croatia.

LEGAL FRAMEWORK AND DEFINITIONS

Social Entrepreneurship in Croatia is officially mentioned for the first time in the document named Program of Cooperation between the Government of the Republic of Croatia and the non-governmental non-profit sector in the Republic of Croatia in 2000. The document emphasizes the importance of such entrepreneurship in the context of social development and generating employment. The first strategic document expressly mentioning social entrepreneurship is the National Strategy for Creating an Enabling Environment for Civil Society Development from 2006 to 2011. This document briefly defines the notion of social entrepreneurship, pointing out that it belongs to the domain of social economy, and that the basic function of social enterprises is income-generating activity that achieves their own sustainability and social employment (employment of socially endangered and/or difficult employable population). The National Strategy for Creating an Enabling Environment for Civil Society Development 2012 - 2016 also mentions social entrepreneurship by linking it with the democratic principles of governance and the concept of sustainable development.

The first institutional framework for modern entrepreneurship in Croatia represents the Strategy for the Development of Social Entrepreneurship in the Republic of Croatia for the period from 2015 to 2020. This Strategy defines social entrepreneurship as: Business based on the principles of social, environmental and economic sustainability, in which the generated profit/surplus of income is wholly or mainly invested in the welfare of the community. Social entrepreneurship is based on the development of a "triple-boolean model" and basically contains integral sustainability (the

sustainability of society, the environment and the economy) and is exactly different from conventional entrepreneurial goals. Thus, social inclusion can contribute to the creation of new jobs, the inclusion of marginalized groups on the labor market, the creation of new products, the preservation of resources, the appreciation of the total natural and cultural heritage, the advancing quality of life and the freedom of decision-making through social affairs. The Strategy is also a clear applause of the approach of social economy. This approach to the third sector is generally understood in terms of the "institutional pillar of the system, which, together with the public sector and the capitalist private sector, is a key factor for consolidating well-being in developed societies, helping to address some of the most prominent issues such as social exclusion, long-term unemployment, spatial imbalance, local self-government, and fairer income and wealth distribution."

The Strategy introduces certain criteria by which social entrepreneurs are recognized:

- achieving balance between social, environmental and economic goals,
- carrying out activities that generate revenue on the market, and the nature of the business is related to the development of the local community, the society or has a favorable environmental impact,
- creating new value and ensuring financial sustainability so that an entrepreneur in a three-year period is planning to realize or realize an entrepreneurial activity of at least 25% of his income,
- invest at least 75% of profits in achieving and developing business goals,
- voluntary and open membership,

- a democratic way of decision making,
- monitoring social, environmental and economic impacts in order to improve the business,
- after the termination of the activity, the social entrepreneur has the duty to transfer his property (after the creditor's settlement) to the ownership of another social entrepreneur who will perform a social mission.

Social entrepreneurship in the Republic of Croatia is not regulated by a separate law, but is integrated into several inpatients. There are laws that concern social entrepreneurship:

- Law on Cooperatives (OG 34/11, 125/13, 76/14),
- Law on Associations (OG 74/14),
- Law on Foundations and Fundamentals (OG 36/95, 64/01),
- Law on Institutions (Official Gazette 76/93, 29/97, 47/99, 35/08),
- Law on Companies (OG 152/11, 111/12),
- Law on Professional Rehabilitation and Employment of Persons with Disabilities (OG 143/02, 33/05, 157/13),
- Public Procurement Act (Official Gazette 90/11, 83/13, 143/13),
- Law on Promotion of Small Business Development (OG 29/02, 63/07, 53/12, 56/13)
- Law on the Rights of Croatian Defenders of the Homeland War and their Families (Official Gazette 174/04, 92/05, 2/07, 107/07, 65/09, 137/09, 146/10, 55/11, 140/12 , 33/13, 148/13, 92/14).

In addition to the aforementioned strategies and programs, there are various policies and programs that are important for social entrepreneurship:

- Strategic Development Framework for 2006 - 2013 (Government of the Republic of Croatia), but social entrepreneurship is not mentioned in it, yet entrepreneurship is generally recognized as an important factor for social development and social security and prosperity
- The Program for SME Encouragement 2008-2014 (the Government of Croatia) - the program does not refer directly to social entrepreneurship, but it is mentioned through entrepreneurship incentive schemes for marginalized people, entrepreneurship of young people and women and cooperative entrepreneurship.
- Joint Memorandum on Social Inclusion of the Republic of Croatia (Government of the Republic of Croatia, 2007) - mentioned social policies and pre-accession conditions for EU membership; the document mentions some measures affecting socio - entrepreneurial activities, especially with regard to employment of more difficult employment persons; the document seeks to foster democratization and deinstitutionalization of social services, whereby the space for private initiatives and the development of social entrepreneurship is seen.

The lack of a specific legal framework and regulations for social entrepreneurship can significantly influence the difficult identification of social-entrepreneurial activities, both in terms of self-identification and recognition by external actors and the general public. The regulation of social entrepreneurship through the legal framework and in particular the

introduction of a special legal form would give this activity legal credibility and recognize the identity of a special, different activity.

SOCIAL ECONOMY IN CROATIA: SECTORS OF ACTIVITY

In general, social economy contributes to socially added value, primarily through strengthening social cohesion, employment, creation and maintenance of social and economic structure, development of democracy, social innovation and local development. Social economy is the fundamental economic dimension of the third sector and emerges as its response to the society to the negative impacts of overall social and economic restructuring. It could be said that it was driven by ever greater social inequalities and growing social exclusion.

The third sector is oriented towards social justice. Its strengthening largely coincides with the process of weakening welfare state, i.e. the process of weakening the provision of social services by state institutions (Društveno poduzetništvo u Hrvatskoj: od prepoznavanja do primjene, 2016.). This social sector seeks to reduce social inequalities by strengthening solidarity and social cohesion. The third sector focuses primarily on marginal groups, extending to the whole society, emphasizing the importance of the subsidiarity principle (Društveno poduzetništvo u Hrvatskoj: od prepoznavanja do primjene, 2016.).

The social economy carries the potential for rural development, as in Croatia account for about 90% of the total area (Ministry of Agriculture, 2008). It can actually contribute to endogenous economic development, correcting such significant spatial imbalances. Given the authentic logic of the distribution by which the social economy promotes the effects of the

expansion of endogenous economic development (local development and accumulation processes) and minimizes the effects of such development, social economics among other things contributes to the reinvestment of the profit in the area in which it was created, the activation of local stakeholders who know their environment and resources that exist on the local level and the creation of social capital (Društveno poduzetništvo u Hrvatskoj: od prepoznavanja do primjene, 2016.).

Social entrepreneurship as one of the forms of social economy is not a novelty, but one can say that it is in its essence calling for social change. When talking about social entrepreneurship in practice, then there are categories of socially-entrepreneurial entities such as companies with limited liability, joint stock companies, cooperatives, associations, foundations, private institutions and credit unions. However, there are many other types of socially-entrepreneurial entities that contribute to the development and / or welfare of the community (Government of the Republic of Croatia, 2015).

The concrete result of social entrepreneurship in Croatia was achieved in the first half of 2015, when the Social Entrepreneurship Development Strategy was formulated and accepted, although the socio-entrepreneurial scene in Croatia has been present since the early 21st century.

In this initial period, apart from the entrepreneurs, the leading role in the development of social entrepreneurship in Croatia had international organizations that assisted the emergence of the sector through education, counseling, networking and direct support.

Of those who have provided crucial support to the beginnings of the development of social entrepreneurship in Croatia, we can distinguish AED

(Academy for Educational Development), often sponsored by the American Organization for International Development (USAID), NESsT with a European headquarters in Budapest and the British Council acting through his office in Zagreb. Vidović (2012) believes that the activities of the mentioned international organizations resulted with empowerment of a number of Croatian civil society organizations, such as the Slap Association from Osijek and the Autonomous Center Čakovec (ACT), to the extent to which they take up the position of educators, advisers and supporters of socio-entrepreneurial initiatives. All of this resulted in the establishment of the Croatian Social Entrepreneurship Forum (SEFOR) 2009, which had a mission of gathering and educating social entrepreneurs in Croatia and creating a platform for joint action that would provide an encouraging environment for the development and promotion of social entrepreneurship. From this initiative came the idea of networking the regional centers of support for social entrepreneurship, which includes the four largest cities in Croatia, Zagreb, Split, Rijeka and Osijek. Designed as a network for providing assistance to organizations that start with socio-economic activity, in the form of professional mentoring and marketing support, since 2012 in Croatia, they act as Cluster for Eco-Social Innovation and Development (CEDRA). The advocacy work of these two associations contributed to initiating the process of adopting a strategic document that regulates this area, i.e. the Strategy itself.

The mentioned period from approximately 2005 to 2015 is also important because the first indications of combined social policy emerge through contracting between the state and civil society in the area of social services. There is also an awareness of the importance of cooperation

between the civil and business sector for mutual benefit, which is of great importance for the later development of social entrepreneurship.

In addition, discourse on self-financing as a desirable model becomes important in the civil sector (Socijalno poduzetništvo u Hrvatskoj, 2012.; Društveno poduzetništvo u Hrvatskoj: od prepoznavanja do primjene, 2016.). This mode of financing implies a market-based approach that does not only provide for supplementation of traditional sources of funding (donations and grants from the funds) but also represents the possibility of self-sustainability. However, the market mechanisms that would advance social entrepreneurship to the civilian sector were slow. One of the reasons is the slow development of the entrepreneurial climate and the weak affirmation of entrepreneurship in the sense of the innovative strength that is capable of developing both the economy and the society as a whole. At the same time as the negotiations process on Croatia's accession to the European Union were going, the impact on shaping and understanding social entrepreneurship is growing, in particular the creation of the European Commission's Social Business Initiative in 2011.

That was the first time the Croatia Cooperative Law explicitly mention social cooperatives as a special model of cooperatives, which is interesting because it is close to social entrepreneurship. In short, the development of social entrepreneurship in Croatia is initiated by associations which, with the help of international organizations, acquire knowledge and competences related to the concept of social entrepreneurship. It is also evident that the development of social entrepreneurship was exclusively related to the civil sector. The orientation of civil society towards the concept of social entrepreneurship has intensified efforts by Croatian associations to find sustainable self-financing solutions where social

entrepreneurship has become one of the more stable and long-term options. On the other hand, the public sector in Croatia considers social entrepreneurship as an economic segment that can help shape a positive social change, but only in the area of providing social services.

Social entrepreneurs, as well as civil society organizations in Croatia, face the difficulties of insufficient financial resources and knowledge about the start-up, management and sustainability of operations, too much dependence on donations and funding from the public sector (Social Entrepreneurship Development Strategy in the Republic of Croatia for the period from 2015 to 2020, 2015).

The exact number of social entrepreneurs in Croatia is still unknown, since nobody has been dealing with the definition of this kind of entrepreneurship so far. According to data from 2014 there were 90 social entrepreneurship organizations and 795 employed people. The number of employees varies depending on the organization's needs, i.e. the demand on the market for the products and services they provide. In 2014, they had a total annual income of HRK 178,659,135. It is a remarkable amount that represents the significant capacities of social entrepreneurs. The share of income from entrepreneurial activities (sales of goods and services on the market) amounts to HRK 102,600,475 for 2014. This is exceptionally encouraging because this revenue represents more than half (57.4%) of total annual revenues, indicating that social entrepreneurs are not exclusively dependent on donations, tenders and funds, but have the ideas and knowledge and the products and services that they can offer competitively to the local community and society in general. Social entrepreneurship with its democratic principles and the inclusion of marginalized groups, although still retaining in the civil sector, is an indispensable segment of Croatia's

overall economic development. Given the ecological crisis with global implications, social entrepreneurship, together with the social economy, is also an adequate economic alternative that agrees with or supplements the economic dimension of sustainable development. Flexibility and openness of these concepts create the opportunity for their integration into contemporary everyday life (Društveno poduzetništvo u Hrvatskoj: od prepoznavanja do primjene, 2016.).

SE AND CSBE AND IMMIGRANTS IN CROATIA

Social entrepreneurship in Croatia is only in its initial stage of development. According to available data in the Republic of Croatia, social enterprises employ fewer than 1000 people while estimates that at EU level this figure reaches around 14.5 million people, which is about 6.5% of the total population (Prilike za razvoj društvenog poduzetništva u Republici Hrvatskoj na temelju Europskih iskustava dobre prakse, 2018).

The Social Entrepreneurship Development Strategy of the Republic of Croatia for the period 2015-2020 (MRMS, 2015) defines social entrepreneurship as a new mode of business that represents the overlapping of entrepreneurial practices from the business world and values closely related to social responsibility and the principles of environmental protection. The Strategy also states that social entrepreneurship can make a significant contribution to the achievement of strategic goals, in particular social cohesion, combating poverty and increased employment, creating new products, competitiveness, resource conservation, heritage

valuation and biodiversity, and improving the quality of life through social affairs (Ministry of Labour and Pension System, 2015, page 4).

Šimunković, Milojević and Katavić (2018) cited several examples of social entrepreneurs from the Republic of Croatia: Autonomous Centre ACT from Čakovec, Association for Creative Development Slap from Osijek, Social Cooperative NEOS from Osijek and Hedona d.o.o. from the Križevci (Prilike za razvoj društvenog poduzetništva u Republici Hrvatskoj na temelju Europskih iskustava dobre prakse, 2018.) and according to the iPRESENT 2015 project, Social Sciences Institute Ivo Pilar stated that civil society is a key factor for the development of social entrepreneurship in the Republic of Croatia.

Table 1: Social entrepreneurship in Croatia

LEGAL FORM	2013.	2014.
ASSOCIATIONS	45	44
UNIONS	36	31
COMPANIES	13	13
INSTITUTIONS	1	2
IN TOTAL	95	90

Source: IPRESENT 2015 project, Institute of Social Sciences Ivo Pilar

Also, in the publication of the Croatian Social Co-operative there are several examples of social enterprises that successfully work in Croatia. From these examples, it is evident that many cooperatives have opened up associations that deal with marginalized people to ensure sustainability and find their own business. In the above mentioned examples it can be seen



that this is most commonly used by former addicts, persons with disabilities, elderly persons, women who are victims of violence, etc.

Migrants in Croatia are also seeking for a job, but since most of them are coming from countries of the former Yugoslavia and some even have dual citizenship, it is difficult to determine with certainty their number. Official Statistics of the Croatian Institute for Statistics indicate that 26,029 people from abroad have moved to the Republic of Croatia in 2017, but this figure also applies to Croat returnees, and this number should be added to the number of temporary migrants who remain in Croatia for only a few summer months. Namely, since there is a lack of cheap labour in Croatia during the summer months, migrants from the eastern countries are successfully being recruited in our area because they agree to lower incomes than the local population, since returning to their own country and lower standards will eventually have decent earnings. A similar process takes place with the domestic population who goes to work in developed EU countries and returns after several years.

Also, refugees coming to the Republic of Croatia do not have the great desire to stay there, but to move to the more developed countries of the European Union. The smaller number of refugees remaining in the Republic of Croatia still finds a solution to their existential affairs in Croatia by employing in social enterprises.

PUBLIC POLICIES SUPPORTING SE AND CBSE IN CROATIA

In order to promote and support social entrepreneurship, in the last 15 years, Croatia has been organizing many important conferences, conferences and trainings and bringing several support programs:

- Program of cooperation between the Government of the Republic of Croatia and the non-governmental non-profit sector in the Republic of Croatia in 2001
- Development project / research of social entrepreneurship with 17 Croatian civil society organizations - (2005-2006),

Local actors: BaBe, Center for Civil Initiatives, Center for Peace Studies - CMS, Delfin, Domestic, GONG, Odraz, Organization for Civic Initiatives - OGI, Osijek Green, Sineki, Slap, Youth Association Step ahead - UMKI, Society and Promotion of Women's Rights DOMINES, Association for Training Dog Training and Mobility, Volunteer Center, ZaMir NET, Green Action, Green Osijek.

Foreign actors: NESsT

- Expert group "Cooperatives - Developers of Socially Responsible Entrepreneurship Development" in 2006

Local actors: Croatian Caritas (HC) in cooperation with Croatian

Alliance of Cooperatives (HSZ) with the Ministry of Economy, Labor and Social Affairs

entrepreneurship, Bishop Josip Lang Foundation

Foreign actors: Legacoop Friuli Venezia Giulia (National Association of Cooperatives and Savings Credit Cooperatives - Italian Province of Friuli Venezia Giulia).

- Models of emerging social entrepreneurship - 2006, international organizations such as OECD and LEED, Trent Local Development Centre
- Conference on Self-Financing and Social Entrepreneurship in the Non-Profit Sector, 2007. Academy for Educational Development (AED), USAID, NESsT
- Social Entrepreneurship in Croatia - Opportunities and Challenges, 2009
- Establishment of the Social Entrepreneurship Forum in 2009
- "Skills for Social Entrepreneurs" (2009-2012)

Domestic actors: National Foundation for Civil Society Development, Association Office

Foreign actors: British Council

- 2010 Zagreb - Two Training Circles "Understanding and Developing a Social Entrepreneurship." Training was run by the Social Enterprise London organization and was intended for representatives of civil society organizations receiving support from the National Foundation and those who are the Foundation's partners on a program to increase the capacity of civil society organizations society.

The National Foundation for Civil Society Development and the British Council

- 2010 Belgrade - Regional Training for Trainers on Social Entrepreneurship in Southeast Europe. Six Croatian representatives of civil society

organizations and representatives of the Ministry of Health and Social Welfare (training) participated - British Council

- "Social entrepreneurship in Croatia - yesterday, today, tomorrow" - conference, Zagreb, 2017

Tax policy in Croatia exempts from tax on those economic activities whereby the funds obtained are directed towards activities of general good, which is called the tax for the purpose or the proceeds of the funds. Such form of taxation system can be encouraging for civil society organizations in decision-making for social-entrepreneurial activities. Among the stimulating measures that the law prescribes are certainly the low administrative costs for running civil society organizations and the lack of minimum capital necessary for their establishment. On the other hand, the weakness of the existing legislative framework is reflected in its inadequate precision, nor in a transparent and understandable procedure for assessing non-profit status. Big ambiguities over the notion of "unjustified market privileges" may be an obstacle to launching market activities and in cases where all other conditions exist. In addition, although civil society organizations are allowed to carry out trade activities, they are not clearly defined and may be a barrier to registration if the organization states that they will also deal with trade activities.

In the Republic of Croatia, support for the promotion of social entrepreneurship is provided through the tenders funded by the European Social Fund. In July 2016, the Ministry of Labour and Pension System issued its first Call for Proposals for the Promotion of Social Entrepreneurship funded by the European Social Fund, with an initial value of 8 million HRK. Due to the large number of high-quality project applications received, the financial envelope for the Call concerned was increased by almost 2.5

million HRK. Finally, 18 best project proposals were selected in the amount of the total value of 10,436,767.43 HRK of which the grants amounted to 10,374,993.15 HRK and the grant agreement was signed on 17 May 2017. The aid provided has provided funding for a range of information, promotion and training activities that will enhance the visibility and distinctiveness of social entrepreneurship, facilitate the interconnection of social entrepreneurs in the Republic of Croatia, as well as introduce and exchange experiences and practices with successful social entrepreneurs from the European Union. Also, the Ministry of Labour and Pension System announced in 2019 a call for submission of project proposals "Strengthening the business of social entrepreneurs - Phase I", where the activities aimed at the growth of existing social enterprises / social entrepreneurs will be financed in the capacity of strengthening their capacities, sustainability, competitiveness with a particular emphasis on employment promotion.

CASE STUDIES OF SELECTED SES AND CBSES

1. ASSOCIATION „MI“, SPLIT

The "MI" Association from Split was founded in 1997 in the wake of the initiatives that promote community life and advanced democratic processes. The members of the association are professionals from the field of humanities who raise the standards of work in providing social services, civil society development, volunteering and community development. The Association is organized as an active business non-profit entity, which has employed 12 employees annually on average since its inception.

Their mission is to support personal and social growth within the community and to promote the values of love and philanthropy through: direct services to the vulnerable groups, building a society of tolerance and diversity, and supporting citizen participation, civic initiatives and volunteering. Major stakeholders are members of the association and the major clients are young people, woman, refugees and all other vulnerable groups. Key services are giving information, contacts and support to vulnerable groups of people.

The Association has established three organizations with which it collaborates and allocates resources:

- The "Kajo Dadić" Foundation - The purpose of the Foundation is to promote the development of civil society through material support to civil society organizations and to support cross-sector cooperation programs and provide financial assistance to students and students (3 employee)

- Social institution: "We help and care center" providing non-institutional services to the elderly (8 employee)
- Social enterprise Green Network d.o.o. - The framework for action "Green Network" is agriculture, whose foundation is in healthy and integrated production in the non-polluted and clean areas of Lika and Dalmatia.

Since its establishment, the Association has operated in four areas:

1. Out-institutional social services for:

- Refugees and Displaced Persons (1996-2006 - 4,500 beneficiaries);
- Persons at risk of suicide (30 counselling users annually, 50 educated experts, 1 manual (2000-2005));
- Older citizens (150 beneficiaries, 26,000 households per year, 500 included in the socialization program, 1,500 people in public actions annually (1998 - 2010));

2. Community Development:

- Development of Sustainable Communities in War-affected Territories (450 people from 55 communities in the education and communication program, 64 local community expertise and financial support in 44 communities);
- Cross-sectoral local cooperation

3. Development of volunteering and civil society:

- Regional Volunteer Centre - Promotion and Development of Volunteering (1998 - 2016 - 120 Co-operation and Support to Organizations, 1,647 volunteers)
- Regional Development Program of the Civil Society and the Local Community - STEP (4 counties, 800 organizations per year (1998 - 2016 onwards))
- Activities of the Foundation "Kajo Dadić" (8 scholarship students with own funds, 205 projects, 3,203,483.50 HRK funds funded by the National Foundation for Civil Society Development, 123 projects monitored for the needs of the ministries (2013-2016))

4. Social entrepreneurship

- Information and counselling
- Management of the social enterprise "Green Network" d.o.o.

The headquarter of the association is in Split, but it has been active in the deprived areas in the four southern counties from Zadar to Dubrovnik (Zadar County, Šibenik-Knin County, Split-Dalmatia County and Dubrovnik-Neretva County), ensuring frequent presence in communities in these areas. The Association continuously invests in organizational processes and professional capacities and strives to achieve the highest standards of work. In its work so far, it has secured the trust and financial support of United Nations agencies, embassies, international national funds, the United States Agency for Development, domestic public and other sources, private foundations and has been co-financed by the sale of services and through

donations of private persons. The Association has participated in policy-making processes at the local, regional and national level, on setting standards of work in its area of activity and the development of infrastructure and the stimulating environment for the development of civil society. It initiated the establishment of the Croatian Network of Volunteer Centres and participated in its professional and organizational management. Association "MI" is the winner of the City of Split Medal for humanitarian and volunteer development and two national awards for volunteering development.

2. CHOCOLATERIA “HEDONA”, KRIŽEVCI

Social enterprise Hedona d.o.o. was founded by the Association of Disabled Križevci in the spring of 2013, as part of the project "Chocolateria Cris" - Križevci chocolateria and it is the first social enterprise in Croatia. The core business of the company is the manufacture of chocolate and chocolate pralines. This social enterprise is fundamentally different from the rest of the market because most of the employees are people with disabilities. Also, this social enterprise is organized in such a way that it is primarily directed towards a socially beneficial good, i.e. the well-being of every employee and the continuous development of both the employees and the company itself. All realized profits are reinvested in employees, in the development of their competences and their satisfaction, in the creation of new jobs and in the technological development of enterprises as well as in the addition of new activities. In 2016, nine people were employed, six of them with disabilities, but as the market recognized the quality of the product and as business began to spread, there was a need for employment

for another person and the aim was to employ all persons with disabilities in the area Koprivnica-Križevci County. This would contribute to the improvement of the quality of their personal lives and the development of social sensitivity in the wider society as well as the dismantling of prejudices against those in the minority. Social enterprise Hedona d.o.o. its work is carried out solely under the highest standards and supervision of the established food safety system based on HACCP principles. The production range consists of three types of high-quality chocolate and praline with twelve kinds of different fillings. The products are sold in several different packaging, and the production capacity is currently about 1000 pralines or about 500 chocolates a day. All products are exclusively manually operated by employees. The company is able to personalize its assortment according to customer's wishes. In addition to its own stand, Hedona d.o.o. sells its products in KTC Križevci, SPAR branches and several stores in Zagreb and Koprivnica.

3. JESUIT REFUGEE SERVICE, ZAGREB

The Jesuit Refugee Service is a non-profit humanitarian organization whose mission is to monitor, serve and advocate the rights of refugees and other displaced persons. The association is part of the Jesuit Refugee Service (JRS) - international humanitarian organization founded in 1980. In Croatia, the JRS has been active since 1993, taking care of the needs and rights of refugees, displaced persons and other displaced persons who had to flee from their place of residence before war or persecution. Since 2010, special attention has been devoted to the needs of people arriving in Croatia from

African or Asian countries as asylum seekers fleeing persecution and war in search of security and protection.

They advocate for a dignified and fair legislative practice at European level to ensure the protection and inclusion of our society in the forcible displaced persons. The mission and vision of the Jesuit Refugee Service is carried out on a daily basis by a team consisting of a director, head of the office, project associates, communications associates, legal affairs counsellors and advocates and social workers. JRS's performance is also contributed by volunteers who make their time and abilities available to carry out various JRS activities.

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