

Report on HZN's activities for SMEs in 2018

SMEs as HZN members

Number of SMEs members of HZN in 2018: 103

Number of SME representatives in HZN/TCs: 324

Number of HZN/TCs with SME representatives: 125

Rights of SMEs as members of HZN:

- participation in the work of HZN technical committees

- involvement in the work of technical bodies of European and international standardization organizations

- free insight into draft standards

- possibility to influence the content of future standards

- a 20-percent discount on standards, services, workshops

SME portal on HZN web site: SME Corner

www.hzn.hr/default.aspx?id=40

HZN's news, activities, events and publications for SMEs in the SME Corner of HZN web site.

HZNacrti draft review tool on HZN's web site

<http://hznlive.67bricks.com/>

eLearning tool for SMEs at HZN's website: <http://www.hzn.hr/default.aspx?id=583>

The Croatian version of an eLearning tool that is intended to encourage SMEs to become more involved in standardization and have their say in creating the best possible business environment for their activities.

The eLearning tool was announced at HZN's website in August 2015 and is available for use in 23 languages, including Croatian, from the CEN-CENELEC website: <http://www.standards-esme.eu/login/index.php>

Repository of Croatian standards HRN4You

In 2018 the Repository was used by all members of the Croatian Chamber of Civil Engineers (HKIG), Croatian Chamber of Electrical Engineers (HKIE) and the Croatian Chamber of Architects (HKA) on the basis of Repository Access Agreements between HZN and these Chambers which grant more than 8100 of their members, mostly SMEs, free access to Croatian standards in accordance with all requirements applicable to the protection of copyright to standards. Since the end of 2018 access to the Repository has been granted to the Croatian Chamber of Mechanical Engineers (HKIS).

Free information for SMEs

SMEs can access the following at HZN's web site:

HZN e-Bulletin, SME Corner, HZN on-line catalogue, HZN's work programme, translations of publications, *HZNacrti* draft review tool.

Representatives of SBS and EUAPME visited HZN

President of SBS (Small Business Standards) Gunilla Almgren and Director at UEAPME (European Association of Craft, Small and Medium-sized Enterprises) Luc Hendrickx visited the Croatian Standards Institute on 26 April 2018.

The meeting was held at SBS's initiative in order to establish cooperation between SBS and HZN and organize a joint training with the Croatian Chamber of Crafts (HOK) as part of a public raising campaign about the importance of including SMEs in national and European standardization activities.

Presentations and Workshops for SMEs

The Croatian Chamber of Crafts (HOK), SBS (Small Business Standards) and the Croatian Standards Institute (HZN) organized training on Standards for the Growth of Your Business. The aim was to point to the importance of including SMEs in national and European standardization activities and applying standards in doing business in the Single Market. The training, held at HOK, was participated in by some 30 HOK members.

Participation of HZN representatives in projects related to SMEs

HZN employees participated in the e-counselling on the Call for Proposals on „Introduction of business process and quality management systems (ISO and related standards)“ for grants awarded by the Ministry of Economy, Entrepreneurship and Crafts to micro, small and medium-sized enterprises.

Participation of HZN representatives in the SME Working Group of European standardization organizations (CEN/CENELEC SME-WG)

A HZN employee participated in the meetings and other activities of the SME Working Group (CEN/CENELEC SME-WG).

SME contact points

The **STANDARDS LIBRARY** as an information, documentation and communication point of HZN is the only point in Croatia that maintains collections of Croatian (HZN), international (ISO, IEC), European (CEN, CENELEC, ETSI), national (DIN, BSI) and industry standards (ASTM). The Standards Library maintains databases on and search tools for standards. It provides all users with a free insight into standards and professional assistance. Its staff also provides free advice on standards by phone or e-mail. Users are provided with scopes of standards from the holdings of the Standards Library by e-mail on request.

The HZN Standards Library's holdings and services contribute to better involvement of SMEs in standardization activities aimed at representing their interests at the national, European and international levels.

Contact: normoteka@hzn.hr; msp@hzn.hr

WTO/TBT Enquiry Point – information on technical regulations of the Republic of Croatia, Croatian standards, conformity assessment procedures and agreements within the Agreement on Technical Barriers to Trade (TBT)

Contact: wto.tbt.info@hzn.hr

Codex Contact Point for the Republic of Croatia – Codex Alimentarius is the basis for many national food standards and regulations

SMEs Contact Point – information on technical rules for non-harmonized sectors for specific products, prior authorizations and mutual recognition, bodies competent for product surveillance

More than 400 e-mail inquiries by SMEs have been answered.