



# Nordicnews

Publication by the Nordic Chamber of Commerce in Croatia

**01**  
May 2012

## Helsinki - World Design Capital 2012

> page 17

Author: Ministry for Foreign Affairs of Finland



**eu2015.dk**

DANISH PRESIDENCY OF THE COUNCIL OF THE EUROPEAN UNION 2012



**THE EU - CROATIA BUSINESS  
AND INVESTMENT SUMMIT 2012**  
23-24 May 2012 The Regent Esplanade Zagreb, Croatia



Interview with H.E. Bo Eric Weber,  
Ambassador of Denmark: Danish EU  
Presidency

EU-Croatia Business Investment  
Summit

Moto-Ris 75 years anniversary

> page 3

> page 16

> page 7

## Letter from Executive Director



May 2012, No. 1

Nordicnews

### Contents

Editorial.....	01
Interview with H.E. Bo Eric Weber, Ambassador of Denmark.....	03
Introducing new members .....	05
Moto-Ris 75 years anniversary.....	07
Events in Brief by Nordic Chamber of Commerce.....	09
Events in Brief.....	10
Upcoming Events.....	16
Helsinki – World Design Capital 2012.....	17
Member to Member Program.....	18
Membership information.....	19

Dear members, Dear readers,

I am pleased to present you the first issue of Nordic News in 2012, which I hope you will read with great interest.

Step by step, we are approaching a new season, long expected summer and all the beauties that this season brings. In the meantime, we are enjoying spring spirit, and all natural beauties including the diversity of colors and fantastic weather conditions. The birth of new life cycle, longer, lighter and sunnier days mark the beginning of new period, creating for all of us on individual level additional motives for new challenges and implementation of new results. The wave of new optimism, in general way, is applicable to Croatia as well, having in mind the fact that the country is running by the new Government that is expected to implement structural reforms aimed to creating positive preconditions for re-starting the economy, economic growth and creation of new jobs. 2012 is very important year for Croatia, if not crucial, in many ways. July 2013 and the date for Croatian Accession to the EU is getting closer. The remaining period until accession will certainly be a challenge for the entire business community that will aim to make all necessary steps and preparations in order to smoothly adapt to new policies and regulations. We are expecting Government activities for revitalizing the economy, adapting of business environment and companies to new conditions of operating in the EU.

In this issue of Nordic News we have prepared for you numerous interesting topics, among which we would like to highlight the following few. We bring you the interview with H.E. Bo Eric Weber, Ambassador of Denmark to Croatia

on page 3. The interview addresses current Danish EU Presidency, but also some interesting points about Croatia today and tomorrow. We are pleased to congratulate our company member, Moto-Ris, 75 years anniversary and wish them all the best in their future business – on this special occasion we bring you the interview with Mr. Davor Ris, Director of Moto-Ris (page 7). Helsinki, the capital of Finland, has been declared as the city of World Design Capital for 2012. This appointment presents in many ways cultural value of this city with its amazing diversity and quality of architecture and overall design which will be creatively promoted through all 2012. More about this prestigious award can be read on page 17. Furthermore, we introduce you our new members: Libertas Regis d.o.o., Ciklopea d.o.o., Azurna uvala d.o.o. and Croatian Bank for Reconstruction and Development (Hrvatska banka za obnovu i razvitak). In the section Events in brief you will find the overview of the latest events and activities organized by the Nordic Chamber and its members. On 23-24 May Zagreb will host EU-Croatia Business Investment Summit at which Nordic Chamber of Commerce participates as the supporting organization which is presented on the page 16.

I wish you a pleasant reading of Nordic News and I am looking forward to seeing you at one of our forthcoming events.

Sincerely,

Gordana Fuštar

Executive Director



## Discover Croatia with Croatia Airlines!

Daily return flights

Copenhagen – Zagreb from 139 €

One-way flights

Gothenburg - Zagreb from 139 €

Stockholm - Zagreb from 123 €

Oslo - Zagreb from 143 €

\*The prices refer to tickets purchased at [www.croatiaairlines.com](http://www.croatiaairlines.com) and include the airport taxes and the Ticket Service Charge for online purchase. The number of seats at the above given prices is limited!

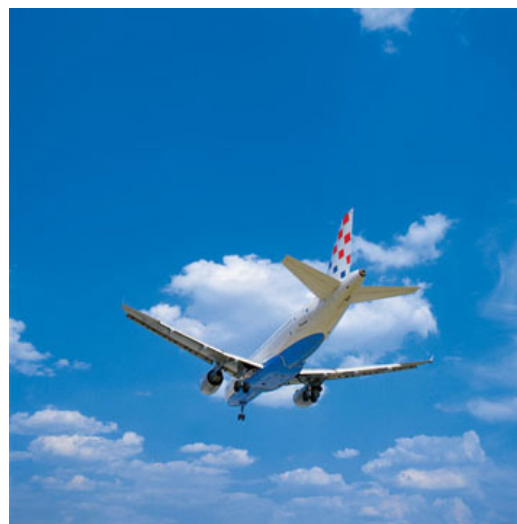
## Our new inflight service and seats

In order to make your time on board as enjoyable as possible, we have decided to enhance our inflight service. With our new service concept Flavours of Croatia...we would like to offer you a representative meal which will be a faithful portrayal of the different parts of Croatia.

Therefore in the next two years we will be presenting individual Croatian regions – Istria, Dalmatia, Zagreb and Hrvatsko Zagorje and Lika.

With the beginning of our summer timetable we also replaced the passenger seats in four Airbus 319 aircraft. We selected top-quality Recaro seats, made in Germany and Poland. These seats are the result of many years of research and they meet the demanding aircraft industry standards, such as top-quality, functionality and ergonomics.

[www.croatiaairlines.com](http://www.croatiaairlines.com)







## Interview with H.E. Bo Eric Weber, Ambassador of Denmark: Danish EU Presidency 1.1.2012-30.6.2012

### **1. Your Excellency, how would you, in general, evaluate the almost completed sixth month period of the Danish EU Presidency?**

The overarching priority of the Danish EU-Presidency has been to address the economic crisis and achieve results that show the value of European cooperation for our citizens. We have together taken important steps on our way out of the economic crisis. In record speed 25 of the 27 member states reached agreement on the Fiscal Compact, which will increase fiscal discipline. Now it is time to concentrate on growth and employment.

### **2. Which results would you point out as the most relevant achievements accomplished during the Danish Presidency?**

Let me first say that in general any presidency continue the work, initiated by former presidencies, and the usual cooperation with partners around the world. Then also the Danish presidency has some priorities, which can be seen at our website.

We are glad to see the following results at this juncture:

The EMIR-regulation on derivatives (European Market Infrastructure Regulation) is a significant step in preventing future crises. The agreement on the Roaming regulation is one of the EU legislation that most clearly demonstrates the benefit of European cooperation to our citizens.

The agreement on the revision of the Seveso-directive is also very important for our citizens. The decision to give candidate status to Serbia marks a new chapter in Serbia's relations with the EU.

We hope that all remaining proposals for reform of the Single Market will be adopted, including the standardization package that will improve the digital internal market, and the proposal on venture capital that will ease the access of small and medium size business to capital. The development of these proposals and other steps can be followed on this website: <http://eu2012.dk/en>

### **3. Are there any issues that have not been fulfilled, either fully or completely, and that were initially planned?**

It would at this juncture not be relevant to make any public statement on what we expect not to happen. However we have announced that we know that we cannot finish the negotiations on the MFF 2014-2018, but already today we have reached progress even on this very difficult matter. It shows that member states are aware that the future budget must be used to create growth and employment in the EU.

### **4. High on the priority list of the Danish Presidency are the renewable energy and sustainable development. Can you tell us something more about development of green technologies and promoting energy**

### **efficiency in Denmark?**

Firstly I would like to comment on the development of the negotiations on the Energy Efficiently Directive. The cooperation with the European Parliament has been very constructive, and it is our intention to conclude the negotiations on the directive before the end of our presidency.

The policies of the Danish government's energy policy are very well described at this website: <http://www.ens.dk/en-us/Sider/forside.aspx>.

An ambitious agreement was obtained in Parliament on 22 March 2012. It stipulates among other things that by 2020 50% of the country's total consumption of electricity must be produced by windpower (today it is only 25%). Also by 2013 new buildings cannot use oil or gas for heating, and by 2016 this goes also for existing buildings in the case of replacement of old installations.

### **5. On the Danish presidency's programme is also the fight against chronic diseases with the emphasis on combating and preventing Diabetes II, which contrary to the chronicle Diabetes I is a welfare disease.**

I am extremely satisfied with the cooperation that we have with the Croatian Medical Society, The Ministry of Health, The Ministry of Education, The Sabor, The Church and others in organizing conferences and initiatives that can contribute to focus on the ways and means to

# Interview

combat and prevent this disease, which yearly cost society much money not to mention the sufferings of the patients. Conferences will be held in Zagreb, Osijek, Split and Rijeka/Opatija in May and June to put focus on the problem and on the way that each person can do his or her to prevent this disease, f.i. by eating better food and doing exercise – avoid the car and take the bicycle etc.

## 6. In your opinion what are the most current and biggest challenges of EU member countries at the moment?

We all know that there is a debt crisis in some countries in the EU. Some claim that there, too, is a Euro-crisis. I do not agree. The Euro has been a great success, and has saved many European businesses from the risk of depreciation of currencies, when they deal with other countries.

The adoption by 25 EU-countries of the Financial Compact has stabilized the financial markets, and it is now up to the countries concerned to make the necessary steps to solve their problems, f.i. by fiscal consolidation and other structural reforms.

These measures should contribute to solve the biggest challenges for the moment in the EU, namely lack of growth and unemployment, particularly by the younger generations. We cannot protect old-fashioned industries like shipyards and other low technology industries. Therefore we must concentrate on research and development in order to be able to compete with the emerging economies – maybe we should change the wording and say 'emerged economies'!

## 7. Croatia will soon become 28th EU member state. When can be expected the beginning of the Denmark process of ratification of Croatian EU Accession Treaty, and approximately how long can it take?

It depends obviously of the working program of the Danish parliament. According to my information the parliament will begin the ratification process late this year or in the beginning of 2013. I would guess that the process, once it starts, would take no longer than three months or perhaps less.

## 8. How would you evaluate current business climate in Croatia?

Obviously there is room for improvement. Fortunately, one can say, there is no discrimination between domestic and foreign investors! Together with some colleagues I publicly in December 2011 suggested for consideration to the government five specific, achievable, and potentially 'game-changing' steps that would increase the competitiveness of the Croatian business and investment climate and thus contribute to create growth and employment:

- Legally binding tax and customs opinions
- Public procurement auctions online
- Deadlines for permit decisions
- Improved regulation to combat regulatory and bureaucratic inefficiencies
- Reduced parafiscal fees

Also the EU-delegation has on behalf of the EU-ambassadors made an even more detailed catalogue with similar proposals.

## 9. How would you evaluate a little more than hundred days of the new Government achievements in regard to economy area? Is it done enough?

Firstly the reform process towards full membership of the EU is on the right track, and it must continue. It is positive that the government has strengthened the work on utilizing the EU-structural funds allocated to Croatia. There is a strong need for fiscal consolidation, and further investments to promote growth and employment, and thereby also change the chronicle deficits on the balance of payments – and the foreign debt.

## 10. How do you see future cooperation between Croatia and Denmark in terms of new business opportunities? What could open up new prospects for Danish companies in Croatia?

Denmark and Croatia could and should develop further business cooperation. Carlsberg and Hartmann are well established in Koprivnica thanks to efficient local authorities. Also STARCO, the rim producer in Beli Manastir is also doing well. But there is no doubt that the history of the biggest 'green-field'-investment in Croatia, made by the very serious Danish company, Rockwool, in Istria has not been good for the reputation of Croatia. The company finally got their permanent production permit on 23 April, which means that we can and should now look forward to new projects when the government has taken the necessary steps to encourage investments – domestic as well as foreign.

# Introducing new members

## Libertas Regis d.o.o.



Best Croatian - An ever-growing interest in Croatia and a passion for doing the very best for clients were the key elements in prompting us to start this company. Company Libertas Regis d.o.o. - Best Croatian has two brands, Best Croatian Properties and Best Croatian Travel; both distinguished for being able to satisfy a whole set of requirements of domestic and international clients.

**The services offered by the company include travel management, property search to lease or to buy and a completely new product on the Croatian market, relocation services.**

**Best Croatian Properties** is a highly proficient, professional and independent Croatian local estate agent operating under strict codes of conduct – offering lists of properties from all over Croatia in order to provide you with the widest selection possible. Apart from being on the market as an international real estate agency, BCP also offers professional relocation services for all those who choose Croatia for a new life or business destination. A team of experts smoothes the way for our clients' arrival into a new environment and provides assistance in a wide range of ways - to make the act of moving to a new place a positive and stress-free experience, our services are customized to the needs of each client, be it a private individual, a small or large company or an embassy.

**Best Croatian Travel** is a full-service business travel and event management company, dedicated to provide five-star services to clients desiring venues in both domestic and international markets - We provide best service solutions for VIP travel to Croatia.

We organize memorable VIP luxury tailor-made individual and group programs, as well as exclusive city breaks, private yacht charter, luxury villa rentals, private transfers, conventions, incentives and events, private jets, multilingual tailor made excursions, as well as recommendations for the best venue places, restaurants, hotel accommodation and entertainment, both in Croatia and abroad.

## Ciklopea d.o.o.



CIKLOPEA Ltd. is one of the leading translation and localization services providers in the wider region of SEE. Our field of expertise is proven by managing and overseeing complex translation and localization projects, offering certified interpretations and translations, copywriting, copyediting and proofreading services, DTP services and simultaneous and consecutive interpreting. Additionally, we can successfully offer full technical support services for corporate conference organization including conference interpreting, translation consultancy and educational services for the translation industry as well as business language training.

Our company has grown due to our constant investment in people and the organization, as well our investments into the latest technology and equipment. Equally, our network of translators constantly build towards new terminological databases, which in turn positively reflects our services' added benefits as well as long term value with regard to future translation projects.

Our mission is to provide and ensure language solutions to businesses and institutions in order for them to correctly communicate their vision and ideas penetrating their target market and clients. By exceeding our clients' expectations through the quality, services costs and ethical standards of our work, we aim to successfully continue our expansion enhancing our clients' satisfaction.

CIKLOPEA Ltd. has successfully gained the ISO 9001:2008 Quality Assurance Certificate and EN 15038:2006 Quality Standard for Translation Services.

## Azurna uvala d.o.o.

**AZURNA UVALA D.O.O**

Azurna Uvala d.o.o is the owner of Livka Bay Resort, a world-class master-planned leisure-integrated resort boasting one of Croatia's most luxury retreats, located on the island of Solta.

Azurna Uvala is a subsidiary of Dolphin Capital Investors ([www.dolphinci.com](http://www.dolphinci.com)) which is a leading global investor in the resort sector in emerging markets and the largest real estate investment company quoted on AIM in terms of net assets.

Dolphin's portfolio is currently spread over 63 million m2 of prime coastal developable land and in partnership with some of the world's most recognized architects, golf course designers and hotel operators, comprises 14 large-scale, leisure-integrated residential resorts under development in Greece, Cyprus, Croatia, Turkey, Panama and the Dominican Republic, and more than 60 smaller projects in Cyprus and Greece.

## Introducing new members

### Hrvatska banka za obnovu i razvitak (HBOR), Croatia (Croatian Bank for Reconstruction and Development)



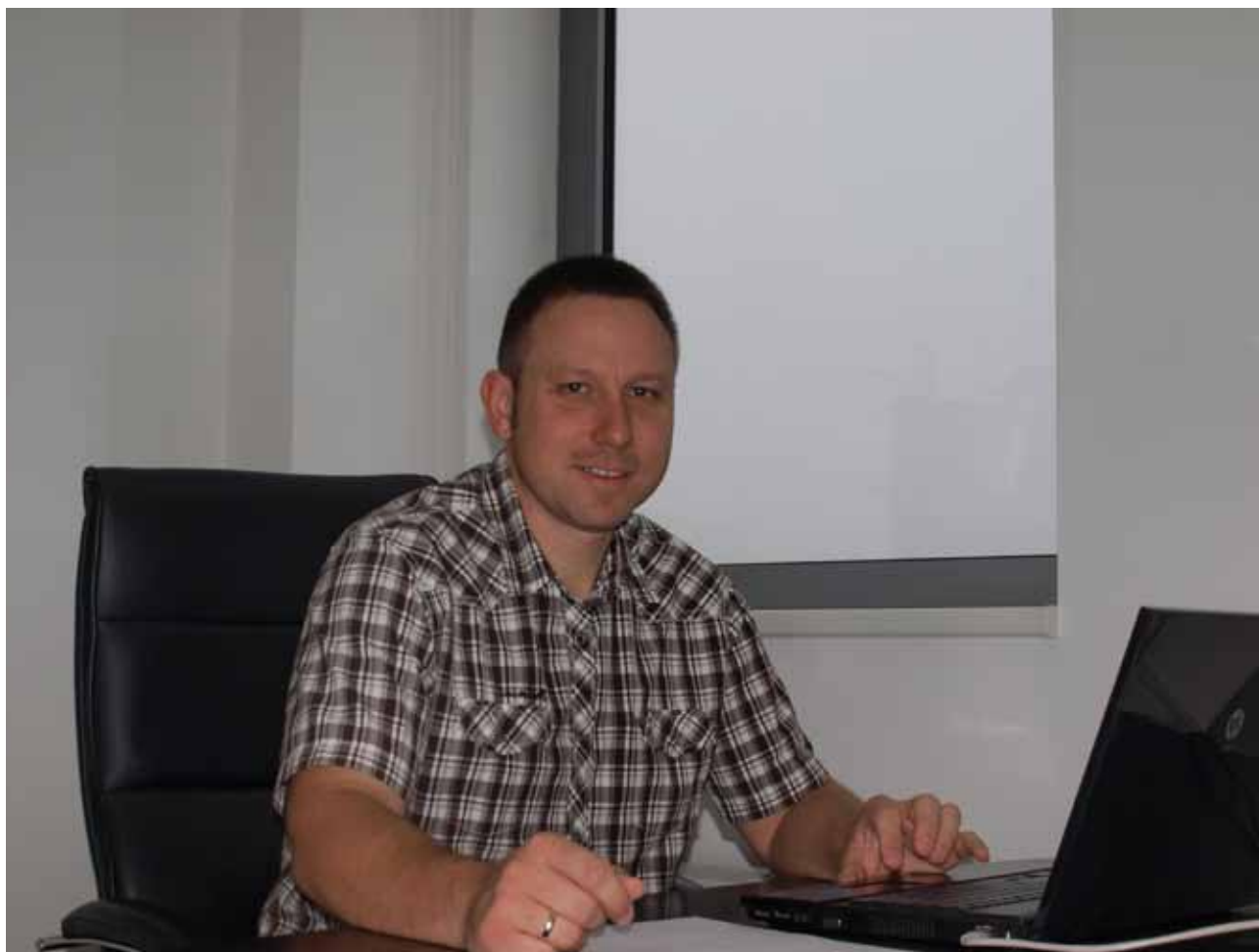
Croatian Bank for Reconstruction and Development (HBOR) is the national development and export bank, and export credit insurer operating since 1992 with a task of supporting sustainable economic growth pursuant to the overall strategic goals of the Republic of Croatia.

Via different financing programmes, HBOR supports small and medium-sized entrepreneurship, infrastructure projects, tourism, industry, agriculture, environmental protection, energy efficiency and renewable energy resources as well as export (pre- and post-shipment export finance, supplier/buyer credit, credit lines). HBOR also gives loans for incentives to SME start-ups and loans to improve liquidity, loans for innovations and new technology projects as well as loans for financing of candidate projects nominated for the co-financing from the funds of the Instrument for Pre-Accession Assistance (IPA) that contribute to the better utilisation of the EU funds.

As an export credit insurer, HBOR provides state-backed pre- and post-shipment cover of non-marketable risks against commercial and political risks for export transactions to companies, commercial banks and other financial institutions as well as outward investment insurance. By establishing the Croatian Credit Insurance JSC (HKO), HBOR Group was incorporated.

HBOR is a member of different associations, clubs and other institutions that share a similar background and similar interests committed to global development. The Bank also cooperates with the export credit agencies, international banks and supranational institutions to meet the needs of Croatian entrepreneurs. In addition, HBOR has signed cooperation agreements with 50 different export credit agencies, export banks, development banks and other international financial institutions worldwide, for the purpose of facilitating access to information on export markets and widening the framework of HBOR's operations.

# Moto-Ris 75 years anniversary



## Interview with Mr. Davor Ris, Director of Moto-Ris

To celebrate the business anniversary is a very important event. If it is about 75 years of business success it is certain that everyone involved in it can be proud of this jubilee. This kind of an event has been celebrated in family run company MOTO-RIS, which operates in the Zagreb region for nearly eight decades, from which cooperation with leading car brand Volvo recorded 45 years. Of course, it is pleasant to look back at a jubilee. However, three-generation of family RIS stands behind this jubilee and their hard work and commitment helps them to grow

into a leading company of car industry in the Republic of Croatia.

Today MOTO-RIS employs 23 experts in offices in Zagreb, Varaždin and Pazin, and besides sales and servicing of Volvo cars, one year ago the company became a respectable supplier and car mechanic of Mitsubishi cars.

**Do you remember the story that your grandfather told you? How it all began?**

Returning from Argentina grandfather

decided to open a car service, whose headquarters were first at the site of Samoborčec. Shortly after opening, family moved to Kranjčevićeva street where they continued with car servicing. At that time, business was clearly defined and it had its challenges and its obstacles. The great business that grandfather, and after that our father, performed together with the four mechanics brought our customers confidence both within our work and our services. The friendships that were formed in the time were inseparable. One



# Moto-Ris 75 years anniversary

of those friendships helped family to sign the concession contract for an authorized acquisition of servicing Volvo vehicle which gave family a new path.

## Who are the present owners of the company and how they became part of the family business?

At that time it was quite logical that the sons and grandsons take over a job or learn about trade as an integral part of their family. During our childhood, Bruno and I have continuously watched how business has been conducted, how cars have been repaired, how education has developed and how important it was to cooperate with customers. After our last college commitments we started to spend more time in the MOTO-RIS shop and grew along with it. Although we occasionally have interests outside the Volvo and the family business, MOTO-RIS has become our destiny. And it is worth it!

## Was it easy to take over already established business? How have you managed it?

Our advantage was that we grew up with a

job and all its potential. We both decided that this was a job that we wanted to deal with after the study and were already thinking about how we could bring business to a new level. In this business, we have to deal with tough decisions. To sell all our properties and to open a new showroom due to the fact that our current facilities could not meet market needs was necessary, namely if wanted to grow we had to have a appropriate car showroom. The signing of contract with Volvo to become authorized car distributor in 1992 opened a new family chapter and it was time to make a new step. With a bank loan and our own funds we built MOTO-RIS showroom in Zagreb, Oreškovićeve street, from the scratch. The 4500 m<sup>2</sup>, of which sales and service occupies 1500 m<sup>2</sup>, MOTO-RIS showroom, represents an example of modern architecture, design and innovation.

## Obviously you have made the right decision. How does this affect your business?

Showroom opening and excellent economic conditions have propelled us to leadership position. In the middle of 2008 we confirmed

our market leadership and received the certificate of quality management system ISO 9001:2008 which paved our way of stable growth and development. After that, our business has expanded to the regional market: Istria, Slavonia and Međimurje as well as we opened branch offices in Varaždin and Pazin for a new brand of car - Mitsubishi.

## How has the economic crisis affected you? What are your future plans?

Despite the critical periods our family recognize the potential of its survival in the market with timely and meaningful business strategy that ensure our continually grow on the market. We are constantly working on socially responsible projects and monitoring the needs and trends in local markets to maximize the quality of service we are delivering. Today we work with leading companies such as SAP, Navigo Systems, KBM leasing, Nestle Adriatic, IDC and many others. We work closely with the Nordic Chamber of Commerce and diplomatic circles in Croatia. We believe that this kind of networking, projects of common interest and investment in quality assurance will enable us to maintain the stability of our business.



**STRAST ZA AUTOMOBILIMA.  
POKREĆE NAS VEĆ 75 GODINA!**

[www.moto-ris.hr](http://www.moto-ris.hr)



## Events in Brief by Nordic Chamber of Commerce

Zagreb, 27.03.2012

### Premiere of Volvo V40 by Moto-Ris Volvo

Moto-Ris Volvo supported by Nordic Chamber of Commerce organized the premiere of new Volvo V40 model. The premiere took place at the Oleander terrace of the Regent Esplanade Zagreb hotel on 27 March. The V40 model raised a great interest among the audience and was in the centre of interest of all guests and visitors.



Zagreb, 19.04.-20.04.2012

### The Nordic Chamber of Commerce supported REXPO Zagreb 2012, the first International Trade Fair of Investment Projects and Commercial Property for the Adriatic Region



*REXPO Zagreb 2012* brought together relevant market participants of investment projects and commercial real estate and attracted more than 1,200 visitors and many exhibitors from the Croatian and Adriatic region.

The central part of the fair was the *REXPO Investment Forum*, where over 70 renowned speakers, from the world of development projects in the Adriatic region, England, America and Hungary, addressed the current issues related to investment projects through a panel discussion. During the two days of the *REXPO Forum*, eleven panel discussions were held along with numerous presentations.

REXPO brought together three ministers: Radimir Čačić, First Deputy Prime Minister and the Minister of Economy who officially opened the REXPO fair at a panel "The New Investment Cycle in the Adriatic Region", while Ivan Vrdoljak, the Minister of Construction and Physical Planning and Veljko Ostojić, the Minister of Tourism participated in the *REXPO Investment forum*. Other speakers at the fair were Davor Majetić, Director of the Croatian Association of Employers, Sanda Marušić, Head of the REXPO fair, Hrvoje Marušić, the Vice Minister of Foreign and European Affairs and Bo Eric Weber, the Danish Ambassador to the Republic of Croatia. The REXPO fair was also supported by the Croatian President Ivo Josipović, the Ministry of Economy, the Ministry of Construction and Physical Planning, the Mayor of Zagreb, the Croatian Chamber of Commerce, the Nordic Chamber of Commerce, the American Chamber of Commerce, the British Croatian Chamber of Commerce and certified partners of the fair were the Croatian Employers' Association, Invest in Macedonia, MIPIM Cannes, the Croatian Chamber of Architects, the Croatian Chamber of Civil Engineers, Expo Italia Real Estate Association and cities and many others.

Through new models of cooperation, REXPO was a great opportunity for new business contacts and also an opportunity to attract new investors, present attractive investment projects and to bring out positive investment examples.



### KONČAR – Generators and Motors Inc. – New contract for Finnish hydro power plant



KONČAR – Generators and Motors Inc. contracted the production and the delivery of two generators of 34 MVA for Imatra, one of the most significant and biggest hydro power plants in Finland. The buyer is a company Fortum Power and Heat Oy – the leading Finnish company in the power supply sector which also has facilities in neighbouring countries. This is the eighth contract for the renewal of hydro power plants signed with this company (three in Sweden and five in Finland) and the twelfth hydro power plant in Finland since the year 2003. KONČAR – Generators and Motors Inc. are carrying out at the moment, in various phases of the realization, contracts for eight hydro power plants in Finland with the total value of 15 million Euro which makes Finland one of the most important importers of KONČAR's products.



Source:

KONČAR – ELEKTROINDUSTRIJA, d.d.

Photo: Končar hydro power plant

### Nokia Siemens Networks Zagreb – working in nice environment



From the first ever call on GSM, to the first call on LTE; NSN operates at the forefront of fast developing and ever changing telecommunication technology business. NSN is one of the leaders in this industry, so in order to stay on top of our everyday business, it was enormously important to create perfect working environment for more than 170 high-tech workers that we hire at the moment.

Since our job sometimes requires large blocks of uninterrupted time for concentration, while sometimes it's crucial to work as a group and react promptly to situations as they arise, we

opted for beautifully and functionally designed open space office.

The key in designing it was to attain good balance between open space and private space, since it's a key to keeping ICT workers happy and productive.

The space is therefore nicely equipped with top-notch furnishings, great workstations and wonderful natural light. It includes indoor-outdoor meeting spaces, oxygenating plants throughout, flexible conference rooms, small and large meeting areas, temporary and per-

manent workstations and community kitchen.

Additional plus is strong presence of our signature colors – yellow, purple and green – which light up entire office space. What is also important is that Nokia Siemens Networks office space in Zagreb embodies a lot of our corporate culture that is also open-minded, flexible, innovative and always prepared to instantly adapt to the changes telecommunication technology brings on everyday basis.

Source: Nokia Siemens Networks Zagreb





## ABB's smart grid technologies



**For more than a hundred years, ABB has pioneered the development of the electrical system, which is now one of the most versatile sources of energy that we have.**

Smart grid technology is not a single silver bullet but rather a collection of existing and emerging technologies working together. When properly implemented, these technologies will increase efficiency in production, transport and consumption, improve reliability and economic operation, integrate renewable power into the grid, and increase economic efficiency through electricity markets and consumer participation.

A century of technological leadership has equipped ABB with a broad portfolio of products and systems that will be called upon to build and operate the smart grids of the 21st century.

ABB is playing a fundamental role in the evolution of power systems. In addition to its vast selection of intelligent electronic hardware, ABB's software portfolio has expanded significantly with the acquisitions of Ventyx, Insert Key Solutions and Obvient Software. These complement our energy management offerings and place ABB in a strong competitive position to support the evolution of a reliable, efficient and sustainable electrical system.

The most advanced smart grid technologies are in electrical transmission, and ABB is the market and technology leader in many of them: Flexible Alternating Current Transmission Systems (FACTS) devices enable existing transmission lines to deliver maximum power, and help stabilize the grid with precise power control.

High-voltage direct current (HVDC) technology can deliver long-distance power with low losses on land and under water, and connect asynchronous grids. Wide area monitoring systems (WAMS) track critical system parameters to prevent development of dangerous instability in the network. Supervisory control and data acquisition systems (SCADA) analyze real-time grid conditions, providing data for fast power adjustments. The biggest changes are in the distribution network and for end users, especially commercial and residential users.

ABB technologies for smart distribution networks and buildings include smart meters, building automation systems, electric vehicle charging equipment, low-voltage solar inverters, high-efficiency distribution transformers; substation and feeder automation.

*Source: ABB d.o.o.*



### Power generation

The efficiency of power generation varies widely with the fuel and technology used.



### Power transmission

Energy flow through the grid can be increased and reserve capacity integrated using FACTS and HVDC technology.





## Events in Brief



### Power distribution

Power distribution networks are increasingly developing toward smart grids.



### Grid automation

ABB network management and utility communication technologies enable the evolution of smart grids by providing real-time management of transmission grids, distribution networks, power plants and energy trading markets.



### Renewable integration

With ABB's proven technology 230 GW of renewable power has been connected to the grid.



### Energy storage

With more than 125 years experience in power engineering and a decade of expertise in energy storage implementation, ABB is a leader in energy storage solutions.



### Electric vehicles

ABB's electric vehicle charging units and smart grid technologies are supporting the vision of a new era of transportation



### Active buildings

Commercial and residential buildings account for about 38 percent of global end-user energy demand, mainly for heating, cooling and powering electric appliances.



## DNV Business Assurance

**Food and beverage trend study:** Energy efficiency and contaminated raw materials are hot topics

DNV Business Assurance, as internationally recognized certification body builds its strategy on approaching all food and beverage leading companies together with local organizations who need a reliable partner in assessing their safety and business risks.

An on-going trend survey conducted by DNV Business Assurance in Germany shows two main trends in the food and beverage industry: Energy management and sustainable commerce are the hottest topics for players in the food and packaging industries.

The survey is conducted among 400 directors and quality managers in the food and packaging industries in Germany. First conducted in July 2011, it periodically measures the development on selected topics over three years, with an index published every 2nd month.

### **Energy management top concern**

The survey shows that energy management is a top concern in the food and packaging industry in Germany. While environmental problems such as waste, water management, emissions management and



sustainable packaging remain important concerns, energy savings is steadily increasing as a hot topic, compared to previous releases of the study.

### **Contamination of raw material in supply chain**

There is a negative trend related to contaminated raw materials. The survey in July 2011 revealed that the respondents considered that their own supply chain delivered insufficient quality of the raw materials for production. The concern from the respondents is increasing in the most recent update. Additionally, they indicate that contamination caused by their own employees is a food safety hazard. Insufficient hygiene can have severe consequences, such as E. coli outbreaks which have been seen all over the world over the past years. As a conclusion of this survey, it is crucial that all stakeholders are aware of possible sources of risk, and are able to mitigate these risks before they become a true hazard.

*Source: Det Norske Veritas Adriatica d.o.o.*

## Excellent Health Care Improvement in Croatia



Croatia made the greatest leap forward as said at the presentation of Euro Health Consumer Index – EHCI, in the European parliament in Brussels. Since the former report, Croatia jumped by six positions and took the 17th position, in a group with Germany and United Kingdom.

EHCI became a measure of health care standard in Europe. The issue for 2012 made a comparison among 34 national health care systems in Europe based on 42 indicators in the following five areas of key importance for health care consumers: Patients' rights and information providing, Waiting time to treatment, Results, Prevention/Set of Services provided and Pharmacy.

The major contributions to the above success were the points in the category Patients' rights and information providing, which were due to the successfully implemented Central Health Care Information System (CEZIH), delivered by Ericsson Nikola Tesla.

According to the report by the Swedish Organization for Analysis and Information on Health Care (HCP), which publishes the results since 2005, the top ranked countries are the Netherlands, Denmark and Island. Find more information and report with explanations on: [www.healthpowerhouse.com/ehci2012](http://www.healthpowerhouse.com/ehci2012).

*Source: Ericsson Nikola Tesla*

## Events in Brief

### First delivery of FH16 750 on the Croatian market



**At the end of April, the first delivery of Volvo FH16 750 – Volvo Trucks' flagship, with which the company this year celebrates 25 years of top engine performance - took place on the Croatian market. The vehicle has been purchased by Zagrebtrans d.o.o. – the Company that provides services in transport and managing of large and oversized cargo in Croatia and abroad.**

Volvo FH16 750 is built for the most demanding haulage assignments and it offers a unique combination of top performance, good fuel economy and extremely low emissions.

"I'm very happy to be here and deliver the powerful FH16 750 to the first customer in Croatia – Zagrebtrans d.o.o." said Tom Jörning, managing director of Region Central East during the truck handover ceremony. "It is very important to have this kind of truck in the range and to be able to support customers also in this special transport segment" he added.

Zagrebtrans d.o.o. specializes in the transport of large and oversized cargo in domestic and international road, rail, river and maritime traffic. The company also provides customers with additional services, such as crane services up to 1200 t, manipulating with cargo of up to 800 t with hydraulic equipment, multimodal transport and regular cargo transportation throughout Europe.

"Our core business is transporting extremely heavy loads" said managing director of Zagrebtrans - Mrs. Ida Mejaš. "Before this purchase, we tested FH16 and we were impressed with the driving characteristics of this truck", she added.

The first FH16 750 delivered on the Croatian market is equipped with the new EEV engine of 750 hp producing 3550 Nm of torque and the Volvo I-Shift automated gearbox which has been modified to handle the engine's high torque. The vehicle's specification includes also Volvo transport information system Dynafleet, ACC radar and other useful functions that will make manipulating with heaviest and most demanding transport assignments handled by Zagrebtrans company easier.

Source: Volvo Hrvatska d.o.o.





## Eko Paket rewards and develops schoolchildren's environmental consciousness: Big prizes given to pupils from three counties



Tetra Pak Company and NGO Lijepa naša launched an environmental project titled *Eko paket* in three Croatian counties. The project included 15 eco-schools and organizers rewarded the most creative works done by pupils.



The *Eko Paket* project was launched with the aim of teaching children from an early age about how to properly dispose used beverage cartons and in this way contribute to environment and health protection. This project, after several years of successful implementation in Slovenia, was launched in Međimurje County, Primorje – Gorski Kotar County and Varaždin County in collaboration with the NGO Lijepa naša Begging of March 2012.



During this month-long pilot project, schoolchildren collected and separated used beverage cartons (from drinks and dairy product packaging) in their respective schools and stored them into special *Eko paket* boxes that Tetra Pak provided for them.

All the participating schools joined also the prize contest with following topic: *What are all of the things we can do with used beverage cartons we collected?* – From carton packaging to... The jury chose the most creative ones and the most interesting essays as well as the best drawings on the subject after entries were submitted by e-mail to the project's address [info@eko-paket.hr](mailto:info@eko-paket.hr).

The jury, comprising representatives from Tetra Pak and NGO Lijepa naša, selected the best and the most creative children's entries and rewarded the children with three valuable prizes: gift vouchers from Profil Megastore.



In the category from the first to fourth grade of elementary schoolchildren, the first prize was awarded to **Štrigova Elementary School**, or more precisely, pupils of **fourth grade** under the guidance of their mentor and teacher Ms Aleksandra Komar Rebernik. The pupils made several useful objects from the collected packaging (a throne, smaller chairs, a table and a pet), which earned them first prize in the category and a gift voucher at Profil Megastore worth HRK 1,800.

All the prizes were given out to the pupils at the final school ceremony held in Zagreb On May 4th, 2012.

Additional information about the *Eko paket* project is available at [www.eko-paket.hr](http://www.eko-paket.hr)

Source: Tetra Pak d.o.o.





## Upcoming Events



### THE EU - CROATIA BUSINESS AND INVESTMENT SUMMIT 2012

**23 - 24 May 2012** The Regent Esplanade Zagreb, Croatia

#### Zagreb, 23-24 May 2012 EU-Croatia Business and Investment Summit – Nordic Chamber of Commerce supported event

Now that Croatia is set to join the global EU marketplace, Euroconvention and Nordic Chamber of Commerce invite you to discover new investment opportunities, trade developments and potential growth to your business in the Region.

Topics such infrastructure and logistics, advanced transport, energy and renewables, real estate and tourism, regional cooperation, private equity and venture capital, banking and finance, PPP, etc will be at centre focus.

The fact that Croatia is also prioritizing both domestic and foreign investments in its less-developed regions, through projects in all sectors can contribute to greater economic diversification and regional integration.

Branding, exhibiting, business development and speaking opportunities - if you wish to upgrade your presence, this flagship event will provide you with an opportunity to raise your company's profile, to highlight your expertise and to boost your business development objectives in this dynamic regional economy. For all members of the Nordic Chamber of Commerce interested in participating at the Summit a special discount of 50% for partnership agreements and delegate fees is provided.

For all further information regarding the Summit and participation possibilities kindly contact Euroconvention (with reference to Nordic Chamber of Commerce) at:

Natalia Jacosova, tel: +421 257 272 870, email: [nj@euroconvention.com](mailto:nj@euroconvention.com)



# Helsinki – World Design Capital 2012

Helsinki, Finland's capital has been declared as the city of World Design Capital for the year 2012. This appointment was assigned on 25 November 2009, during the Icsid World Design Congress in Singapore. The aim of the World Design Capital initiative is to promote and support the cultural, social and financial uses of design, and it is assigned every other year by the International Council of Societies of Industrial Design (Icsid). The fact that Helsinki has got this prestigious title should not surprise anybody, since the capital of Finland has for decades leveraged design as a pivotal enabler to building an open city. Having in mind this, the concept of "Embedded Design" has tied design to innovation and has enabled desirable solutions that have addressed the needs of its citizens. The city of Helsinki has a prolific design since it disposes of many distinguished architecture from neo-classical masterpieces to distinctly Finnish-type Art Nouveau, including both buildings and interiors. Helsinki Design includes well-known global brands, such as Nokia, Kone and Marimekko, popular events, like the annual Helsinki Design Week, remarkable education and research institutions, such as the University of Art and Design Helsinki, and exemplary architects and designers like Eliel Saarinen and Alvar Aalto. Above this, the Design District Helsinki certainly plays a large role in enhancing prestige of Helsinki as a city of design.

The programme which will be conducted for the World Design Capital Helsinki 2012 through the year includes many themes in different areas like: design, exhibitions, renovations, events and other. Respectively, the programme consists of the following themes: transforming the city, rethinking design, year of events, exhibitions, encounters and communications. Regarding the theme of rethinking design, one part of this theme "Design your own city and urban stage" will be performed in the end of 2012 and it is intended for youth of Helsinki to participate in the development and planning of their neighbourhoods and designing the city. Some of the forthcoming activities are: "Open House Event – at Martela House" which will be held in September 2012 and will provide an opportunity to discover new products and meet designers and employees, then, the exhibition that have already been in



Author: Ministry for Foreign Affairs of Finland

City of Helsinki appointed World Design Capital 2012

progress is the "Track to industrial design" - which will express local design skills in the exhibition facilities of the companies. This exhibition will be open from 1 to 24 February 2012 and the exhibition tour at company facilities will run throughout 2012. From May till October 2012 will be held the exhibition named "Builders of the Future" organized by the Design Museum, which will present the finest works and products of the golden age in Finnish design as well as designers who have gained international fame. In addition to above mentioned, there will plenty more activities held in Finland during the 2012, since the Programme includes a whole range of interesting events, exhibitions, workshops and other. The largest organized encounter which is taking place through the whole 2012 is "The Design Road Show" which target is to challenge the companies and Finland's leading design agencies into a discussion on how companies could create competitive edge by utilising design and services in the sector. Furthermore there will be held "The Nordic Architecture and Design Workshop" encounter which will examine the land areas located centrally in the city and vacated following the cessation of industrial use and will create ideas for new uses of these areas. World Design Capital Helsinki 2012 will also participate in many international events and projects, like the Helsinki European Union Office event in the European Union's capital, Brussels.

The decision of appointing Helsinki World Design Capital for 2012 in many ways presents the cultural value of this city which offers amazing diversity and quality of architecture and overall design which will be creatively promoted through all 2012. This is a great chance for Helsinki to show its cultural potential in the full glory.

Sources:

<http://wdchelsinki2012.fi>

<http://www.hel.fi>

<http://www.worlddesigncapital.com>

## Member to Member Program

Through its Member to Member Program, the Nordic Chamber of Commerce offers its members a number of different benefits. Member to Member Program is a novelty in the concept of the Nordic Chamber of Commerce, an extended tool aimed to additionally link company members among themselves and stimulate their active mutual cooperation.

Henceforth, we are pleased to present you the Nordic Chamber company members offering special benefits within their business activity to other members of the Chamber.

### CMS Reich-Rohrwig Hainz, branch office Zagreb

Legal services at privileged rates



### Marit Holten, BKS Komunikator

Translating services at privileged rates

### Media net

Individual presentation of company and 30% discount on a particular service within the company's media intelligence service program



### Moto-Ris Volvo

15% discount on car service and spare parts and 7, 5% discount on purchasing of new Volvo cars



### Posao.hr

Privileged rates for **posao.hr** services including job and educational announcements, company advertising, sponsorship packages and registration fees within **posao.hr** projects. These terms apply only to member companies that do not already have contract with **posao.hr**.



### Radisson Blu Resort, Split

Radisson Blu Resort, Split is offering exclusive discounted room rates to all members of the Nordic Chamber of Commerce in Croatia. The rates are seasonal and are subject to availability.



### The Regent Esplanade Zagreb Hotel

The Regent Esplanade Zagreb is offering exclusive discounted room rates to all members of the Nordic Chamber of Commerce in Croatia. The rates are seasonal and are subject to availability.



#### Notice for members:

For more information about the terms for using special membership benefits or for joining the membership discount program, please contact the Executive office at: Tel: +385 1 5393 751, Email: [office@nordicchamber.hr](mailto:office@nordicchamber.hr)

# Membership information

## Members of Nordic Chamber of Commerce

- ABB d.o.o.
- Branimir Vlajo
- Cargotec d.o.o.
- Carlsberg Croatia d.o.o.
- Croatia Airlines d.d.
- CroNoMar d.o.o.
- Dalekovod d.d.
- Det Norske Veritas Adriatica d.o.o.
- Divjak, Topić, Bahtijarević Law Firm
- Dragan Popovic
- Eco Consult d.o.o.
- Elkem d.o.o.
- Embassy of Finland
- Embassy of Sweden
- Energy Institute Hrvoje Požar
- Ericsson Nikola Tesla d.d.
- Hartmann d.o.o.
- Inter IKEA Centre Hrvatska d.o.o. za nekretnine
- Internet Posao - Posao.hr
- Jerina Malešević
- Josip Vuko
- Končar - Elektroindustrija d.d.
- Law company CMS Reich-Rohrwig Hainz, branch office Zagreb
- Lift Modus d.o.o.
- Maja Tomislava Vandjura
- Marit Holten
- Media Net d.o.o.
- Moto Ris d.o.o.
- Nokia Siemens Networks Zagreb d.o.o.
- Nordic Chamber - Executive office
- Patria Land & Armament Oy
- Podravka d.d.
- Radisson Blu Resort, Split
- Rockwool Adriatic d.o.o.
- Royal Danish Embassy
- Royal Norwegian Embassy
- Saab/Gripen International
- TELE2 d.o.o.
- Tetra Pak d.o.o.
- The Regent Esplanade Zagreb Hotel
- Tibor Jerger
- United Nations Development Program - UNDP
- Verdispar International Ltd
- Volvo Hrvatska d.o.o.
- Vukmir and Associates

### New members

- AZURNA UVALA d.o.o.
- Ciklopea d.o.o.
- Libertas Regis d.o.o.
- HBOR, Hrvatska banka za obnovu i razvitak



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# The Nordic Chamber of Commerce

The Nordic Chamber of Commerce is a non-profit organization established in November 2005. It is the only Chamber in the region gathering established Nordic companies. The Nordic Chamber of Commerce in Croatia has been founded with the purpose of establishing a platform for the exchange of ideas and experiences within the Nordic business community in Croatia, to promote and strengthen the network cooperation

between Nordic companies and the Republic of Croatia and to contribute to the development of business relations and activities between Nordic countries and the Republic of Croatia.

The activities in fulfilling the purpose of the Nordic Chamber of Commerce in Croatia are various : Supporting a constant improvement of the investment environment in Croatia, promoting Nordic companies in Croatia through

events, supporting and promoting activities which benefit the interest of the members of the Nordic Chamber of Commerce in Croatia, promoting economic, cultural and social relations between the Nordic countries and the Republic of Croatia, Striving for constructive solutions for trade between Nordic countries and the Republic of Croatia and organizing regular member meetings.

## Benefits of becoming a member:

### Network

- \* Taking part in the experience groups
- \* Contact to Nordic and Croatian companies on management level
- \* Joining sector groups
- \* Attending/ socializing at dinners, breakfast meetings, presentations and social events
- \* Cooperation with Nordic embassies in Croatia

### Business services

- \* Access to the contacts of members and associates
- \* Special offer to/from members and associates via Chamber publications
- \* Using Chamber services for conferences, round tables and m2m meetings
- \* Partner searches, opening new possibilities in Croatia and the Nordic markets

### Marketing

- \* Sponsorship of business and social/networking events
- \* Advertisements to other members and associates
- \* Direct mailing by the Chamber to members and associates
- \* Promotion in our publications and on the web page

## Membership categories:

Nordic member (patron, corporate, business, individual),  
Associated member (institutional, business)