



GRAD  
PULA CITY  
CITTÀ OF  
DI POLA

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SUSTAINABILITY REPORT (GRI G4)

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MAYOR'S INTRODUCTION .....	4
<u>General Data</u>	
ORGANISATIONAL PROFILE.....	5
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES .....	7
STAKEHOLDERS' INCLUSION.....	8
PROFILE OF THE REPORT.....	9
MANAGEMENT.....	9
ETHICS AND INTEGRITY.....	12
<u>Economic Data</u>	
ECONOMIC EFFECT .....	13
PRESENCE IN THE MARKET.....	14
INDIRECT ECONOMIC EFFECTS .....	14
PROCUREMENT PRACTICE .....	14
<u>ENVIRONMENTAL DATA</u>	
MATERIALS .....	14
ENERGY.....	15
WATER .....	15
BIKODIVERSITY .....	16
EMISSIONS.....	17
WASTE WATERS AND WASTE.....	17
TRANSPORTATION .....	17
GENERAL.....	18
<u>Social data - labour relationships and decent work</u>	
EMPLOYMENT.....	19
RELATIONS OF EMPLOYEES AND MANAGEMENT .....	20
HEALT AND SAFETY AT WORK .....	20
TRAINING AND EDUCATION .....	20
DIFFERENCE AND EQUAL OPPORTUNITIES .....	21
EQUAL COMPENSATIONA FOR WOMEN AND MEN .....	21
ASSESSMENT OF SUPPLIERS IN TERMS OF LABOUR RELATIONS .....	21
MECHANISIM OF SOLVING DISPUTES REGARDING LABOUR RELATIONS.....	21

[Social data - human rights](#)

<b>INVESTMENT .....</b>	<b>21</b>
<b>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING .....</b>	<b>22</b>
<b>CHILD LABOUR.....</b>	<b>22</b>
<b>FORCED OR COMPULSORY LABOUR .....</b>	<b>22</b>
<b>SAFETY PRACTICES .....</b>	<b>22</b>
<b>RIGHTS OF DOMICILE POPULATION .....</b>	<b>22</b>
<b>EVALUATION .....</b>	<b>22</b>
<b>ASSESSMENT OF SUPPLIERS IN TERMS OF RESPECT OF HUMAN RIGHTS .....</b>	<b>22</b>
<b>MECHANISMS OF SOLVING DISPUTES REGARDING HUMAN RIGHTS .....</b>	<b>23</b>

[Social data - society](#)

<b>LOCAL COMMUNITY .....</b>	<b>23</b>
<b>FIGHT AGAINST CORRUPTION .....</b>	<b>25</b>
<b>PUBLIC POLICIES.....</b>	<b>26</b>
<b>MARKET COMPETITION.....</b>	<b>26</b>
<b>RESPECT OF RULES .....</b>	<b>26</b>
<b>ASSESSMENT OF SUPPLIERS IN TERMS OF IMPACT ON SOCIETY.....</b>	<b>27</b>
<b>MECHANISMS OF SOLVING DISPUTES REGARDING IMPACT ON SOCIETY .....</b>	<b>27</b>

[Social data - responsibility for the product](#)

<b>HEALT AND SAFETY .....</b>	<b>27</b>
<b>MARKING PRODUCTS AND SERVICES .....</b>	<b>28</b>
<b>MARKETING COMMUNICATIONS .....</b>	<b>28</b>
<b>CLIENT'S PRIVACY .....</b>	<b>28</b>

Ladies and Gentlemen,,

this is the corporate social responsibility report of the City of Pula-Pola (hereinafter referred to as: the City of Pula) we have drawn for the year 2014 following G4 directives, namely the Global reporting initiative (GRI) as the first local self-government unit in Croatia.

The City of Pula is the first town in Croatia to build responsibility towards all stakeholders in its business. The leading position of an open, transparent town and leading town in the application of new technologies in everyday work, stimulates us to continue staying at citizens' disposal and to all other interest groups to make our Pula a more beautiful place to live in.

We are the first public administration in Croatia that has replaced completely the "classic" signatures and switched to electronic business, thus obtaining better work organisation, better efficiency and better perception of the whole business of the city administration. Moreover, by uniting public purchase, we have saved values expressed in millions.



We want to improve the excellent results achieved so far and endeavour to give concrete and transparent data about our work to the citizens, and for that reason we are constantly introducing new services and therefore the *Right to good administration* in not just a declarative slogan, but our constant guiding principle.

Environmental protection and sustainable development are priorities we consider when we think about the future development of Pula. So, thanks to an energy efficient public lighting we saved almost 30% in comparison to the previous system of public lighting. Relevant savings are given to the citizens by the introduction of the natural gas supply in Pula, nowadays being the economically most cost-effective and ecologically most acceptable energy source. We have drawn the action plan so that up to 2020 could, first of all, reduce CO2 emission and save energy and energy sources.

The City of Pula has now its historical chance to be recognised and to use in a sustainable its big tourist potential and make possible further economic development of the town. We have invested relevant means into infrastructure and created the pre-condition to return Pula to the sea. Finally, we want to make recognisable the City of Pula as a town that contributes to the development of the whole region and of the Republic of Croatia which, with its positive image and partner relationship with the citizens, will be able to respond successfully to the challenges of the future.

**G4-3**  
Name and coat of arms

## THE TOWN OF PULA-POLA



The town of Pula is situated in the south of the Istrian peninsula. This is the largest town in the Region of Istria. 57,460 inhabitants into 22,134 households live in the town. Pula is situated on 44° 52' north latitude and 13° 51' east longitude.

The present area of the town is 5,165 ha, out of which 4,150 ha on the land and 1,015 ha on the sea. The climate is Mediterranean with an average insolation of 2,316 hours per year, average annual temperature of the air 13.2 ° C (from 6.1° C in February to 26.4 ° C in August) and temperature oscillation of the sea from 7 to 26 ° C.

The main industrial branches are shipbuilding, processing industry, tourism, transportation, food industry, building industry, and other non-metal industries.

**G4-4**  
Services provided by the City of Pula

The City of Pula is a local self-government unit and performs activities of local relevance, by which needs of the citizens are directly realized, activities that by Constitution or law are not delegated to state bodies, and particularly activities relating to the following:

assessment of settlements and dwelling, spatial and physical planning, public utilities services, care of children, social welfare, primary health care, education and elementary instruction, culture, physical culture and sports, consumer protection, protection and improvement of natural environment, fire prevention and civil defence, transportation in its area, maintenance of the public roads, issuing of construction and location permits, and other enactments related to building, and the passing of physical planning documents  
other activities in accordance with special laws.

To perform the said activities, the City of Pula constituted companies, public institutions and other legal persons (associations, leagues and sim.)

Public utility services are performed as public service and the City is either owner or joint-owner of public utility companies:

Ord. no.	Public company	Activity
1.	Vodovod	power supply ( <a href="http://www.vodovod-pula.hr">www.vodovod-pula.hr</a> )
2.	Pula Herculanea	cleaning and municipal waste disposal in an ecologically acceptable way, maintenance of public areas ( <a href="http://www.herculanea.hr">www.herculanea.hr</a> )
3.	Pragrande	drainage <a href="http://www.pragrande.hr">www.pragrande.hr</a> )
4.	Pulapromet	<a href="http://pubwww.pulapromet.hr">pubwww.pulapromet.hr</a> )
5.	Plinara	Gas distribution and supply ( <a href="http://www.plinara.hr">www.plinara.hr</a> )
6.	Kaštijun	waste management ( <a href="http://www.kastijun.hr">www.kastijun.hr</a> )
7.	Monte Giro	management and maintenance of the city cemeteries ( <a href="http://www.montegiro.hr">www.montegiro.hr</a> )
8.	Castrum Pula 97	management and maintenance of dwelling and commercial houses owned by the City ( <a href="http://www.castrum-pula.hr">www.castrum-pula.hr</a> )
9.	Pulaparking	management and maintenance of parking lots ( <a href="http://www.pulaparking.hr">www.pulaparking.hr</a> )
10.	Pula Sport	management of sports premises owned by the City ( <a href="http://www.pulasport.hr">www.pulasport.hr</a> )
11.	Tržnica	hiring business premises and sales points for food ( <a href="http://www.trznica-pula.hr">www.trznica-pula.hr</a> )
12.	Luka Pula	Services in maritime traffic, trans-shipment and storage of goods ( <a href="http://www.luka-pula.hr">www.luka-pula.hr</a> )
13.	Fratarski	other entertainment and recreational activities - management of Fratarski otok and Bunarina sites (-)

To perform the social services as public services (education and training, science, culture, information, sports, physical culture, technical culture, children's' care and protection of children and youth, social welfare, care of disabled persons and other activities in conformity with the law), the City of Pula has founded public institutions

Ord.no.	Public service	Activity
1.	Kinder garden Pula	preschool education ( <a href="http://www.dvpula.hr">www.dvpula.hr</a> ),
2.	Kinder garden – Scuola dell' infanzia Rin Tin Tin	Preschool education in Italian ( <a href="http://www.rintintin.hr">www.rintintin.hr</a> )
3.	Istrian national theatre – City theatre Pula	production and performance of dramatic, opera, operetta, ballet and other musical and theatrical works ( <a href="http://www.ink.hr">www.ink.hr</a> )
4.	City library and reading room	public library and reading room ( <a href="http://www.gkc-pula.hr">www.gkc-pula.hr</a> ),
5.	Pula Film Festival	Organisation of the film showing ( <a href="http://www.pulafilmfestival.hr">www.pulafilmfestival.hr</a> )
6.	Public open university	adult education ( <a href="http://www.pou-pula.hr">www.pou-pula.hr</a> )
7.	Day centre for rehabilitation Veruda	Diagnosis, early rehabilitation and rehabilitation of children, young persons and adults with motoric disorders, intellectual difficulties, attention and concentration disorders, speech impairment and other special needs ( <a href="http://www.dczr-veruda.hr">www.dczr-veruda.hr</a> )
8.	Public fire brigade	preventive fire and explosion protection measures, fire extinguishing and salvage of persona and property and other ( <a href="http://www.jvp-pula.hr">www.jvp-pula.hr</a> )
9.	Elementary schools that operate in the territory of Pula	Elementary School Centar, Elementary School Šijana, Elementary School Tone Peruško, Elementary School Veruda, Elementary School Vidikovac, Elementary School Stoja, Elementary School Veli Vrh, Elementary School Kaštanjer, Škola za odgoj i obrazovanje Pula, Elementary School Monte Zaro, Elementary School-Scuola elementare G. Martinuzzi

**G4-5**

Main office of the organisation

Pula, Forum 1

**G4-6**

Country of business

Republic of Croatia

**G4-7**

Ownership and legal form

Legal person – local self-government unit

**G4-8**

Area of activity

The City performs activities of its competence in the territory of the town of Pula-Pola.

**G4-9**  
Size of organisation

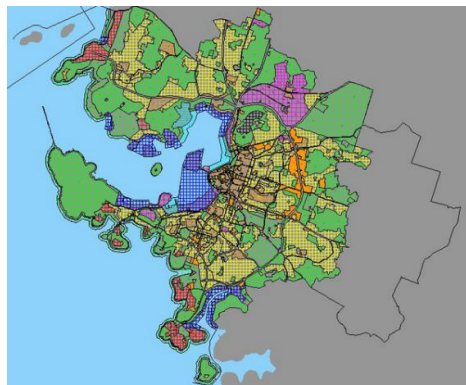
Employees  
Persons employed in the city administration **189**.

Administrative departments

Administrative departments: **8**

City Office, Department of finance and general administration, Department for physical planning, Department for finance and general administration, Department for municipal system and assets. Department for social services, Department for culture, Service for legal representation of the City and Internal audit service

TOWN OF PULA:



**Number of inhabitants (2011) :** 57,460 inhabitants  
**Surface:** 51.65 km<sup>2</sup>  
**Green areas:** 1.345,25 ha (43,42 % of the surface of the town)  
**City budget (2014):** 344,615,366.00 HRK

**Tourists (2013):** Arrivals -251.568  
Overnight stays– 1,359,935  
**Number of students** 3,300

Local committees: Arena, Busoler, Gregovica, Kaštanjer, Monte Zaro, Monvidal, Nova Veruda, Stari Grad, Stoja, Sveti Polikarp-Sisplac, Šijana, Štinjan, Valdebek, Veli vrh, Veruda, Vidikovac

**G4-10**  
Employees

Number of employees: 189

Structure: *according to gender:* women 132 (69,84%), men 57 (30,16%)  
*according to labour relationship:* permanent employment: 165 (87,30%), temp. empl: 24 (12,70%)  
*according to age:* up to 30 yrs. 12 (6,35%), 30 – 50 yrs. 104 (55,03%), over 50 yrs. 73 (38,62%)

On 1000 inhabitants of the City of Pula **3,25** employees of the city administration are in charge.

**G4-11**  
Collective agreements

Rights defined by the Collective agreement for state and local clerks and salaried employees are applied to all employees of the city administration. 50% of the employees are members of the Trade union of the state and local clerks and salaried employees.

**G4-12**  
Supply chain

The purchase in the town is done according to the procedure, principles and measures defined by legislative documents and executive regulations and internal enactments of the City.

**G4-13**  
Changes during the reporting period

First reporting period,

**G4-15**  
Obligations to economic, environmental and social charters and certificates

The City of Pula possesses the following quality certificates:

ISO 9001 – Quality management system  
ISO 27001 – Information safety management system  
IQNet SR-10 – Corporate social responsibility management system

**G4-16**  
Membership in associations

ORD. NO.	Name	DESCRIPTION	YEAR
1.	Association of (Croatian) Towns	Association to promote common interests of the towns, integral plea for the interests of local self-government towards the Government of the Republic of Croatia and state government bodies and stimulation of mutual co-operation of the towns.	2011.
2.	Croatian Association of Historical Towns	National association of towns and parts of towns with cultural and historical heritage.	2011.
3.	Croatian Healthy Cities Network	Croatian healthy cities network is an association of Croatian towns and regions assembled by the idea of promoting health. The Croatian network is part of the global healthy cities network of the World Health Organisation (WHO).	1991.
4.	Chile Friendly	Global initiative of UNICEF started with the aim of creating cities tailor made to	2011.

	City	children as an important index of healthy environment, democratic society and good governance,	
5.	Covenant of Mayors	Association constituted with the idea of increasing energy efficiency and use of renewable energy sources. The objective is to reduce CO2 emission at least 20% by 2020.	2009.
6.	The Major Cities of Europe	Exchange of ideas, visions and experience among the members with a view to improve efficiency of local authorities with the aid of information technology.	2003.
7.	UN Global Compact	UN initiative in the field of the protection of human rights, labour, environment and fight against corruption.	2014.

## IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

**G4-17; G4-23** Financial reports of budgetary beneficiaries included in the register of budgetary beneficiaries published for every year are included into consolidated financial reports.  
 Budgetary users are local committees, councils of national minorities, kinder gardens, Kinder Garden Pula and Kinder Garden – Scuola dell'infanzia RIN TIN TIN, elementary schools in the territory of the town of Pula, Istrian National Theatre – Municipal Theatre of Pula, City Library and Reading Room Pula.

## STAKEHOLDERS' INCLUSION...

**G4-24**  
 List of stakeholders' groups

ORD.NO.	Dimension	Group	Stakeholders
1.	Administrative	Administration	- City council (citizens' representatives) - Mayor
		Employees	- Officers - Clerks - Salaried employees
		Service users	- Citizens - Economy - Non-profit organisations
		Suppliers and partners	- Commercial society owned by or jointly owns by the City - Institutions founded by the City - Suppliers - Banks - Institutions and associations
		Associations	- National associations - International associations - Sister cities
		State and regional administration	- State administration bodies - Region of Istria
2.	Social		- Citizens - Media - National minorities - Religious communities - Civil society associations - Political parties - Diplomatic bodies
3.	Economic		- Companies - Craftsmen - Free lances - Investors
4.	Environmental		- Natural environment

**G4-25**  
 Base to recognise the stakeholder

Recognition and analysis of stakeholders have been made according to the activities for certification under IQNet SR-10 standard, where the Stakeholders Matrix was drawn including the analysis of the expectations of the stakeholders of the City of Pula.

**G4-26**  
 Inclusion of stakeholders

City' stakeholders are continuously included into the activities of the City, by:

- direct contact with the clerks in charge
- submitting requests via classical and electronic means (online via web pages of the City)
- via social networks (abt. 2000 requests of the citizens on a year basis, forwarded via Facebook and Twitter).
- via public debates and e- Consultations (electronic forwarding of messages) when drawing all important documents for the development of the City, in particular passing the Budget and Physical Plans of the Town, at all levels
- filling out the form "Remarks, proposals and praises"
- forums in local committees (16 local committees)



**G4-27**  
Key issues and interests with stakeholders

- meeting of the mayor with citizens
- proposing projects and activities of general interest for the social community
- deciding on important questions via the City Council, being the representative body of the citizens and stakeholders of the City
- publishing all acts in the official organ and on the web site of the City
- through press conferences, and participating to broadcasts of local radio and TV companies.

Communal topics, construction of the utility infrastructure, traffic assessment, programmes of public needs in social affairs, right of access to information .

The Action plan of Socially-responsible activities redefines the initiatives relating to all stakeholders:

Company

1. Joining Global Compact
2. Drawing the Sustainability Report for the City of Pula
3. Education of civil servants about anti-corruption behaviour
4. Application of the participative financing through the Budget of the City of Pula
5. Signing the Chart of Equality of Genders
6. Volunteering by the student users of the scholarships of the City of Pula into institutions and associations of the civil society, recognised as organisations operating for the common good
7. Approving Picture of Health of the City of Pula
8. Learning sign language by the civil servants

Ecology

9. Reporting on environmental problems and communal infrastructure by the citizens
10. Active implementation of the "Green office" measures
11. Instituting the procedure of "green" public purchasing
12. Establishing the system of selective waste management produced in the town of Pula
13. Establishing the system of continuous measuring the electrical power consumption for public lighting
14. Renovation of public green areas and park woods Šijana and Busoler
15. Training and sensitizing the public on the need to protect and preserve natural environment and living environment

Economy

16. Signing the Code of Ethics in operation of the Croatian Chamber of Economy by public utility companies owned or jointly-owned by the City

## REPORT PROFILE

**G4-28**  
Reporting period

On a biannual basis

**G4-29**  
Date of last report

The first report

**G4-30**  
Reporting cycle

Every second year

**G4-31**  
Contact for questions

Andrea Vareško

## ADMINISTRATION

**G4-34**  
Governance structure

The bodies of the City are the City Council the Mayor. The City Council is a representative, and the Mayor is the executive body of the City .

The City Council has **25 members**. Members of the Italian and Serbian national minority have the right to one member (representative) in the City Council.

The City Council has the president and two vice-presidents, elected from among the councillors, and the president or one vice-president of the Council is a member of the Italian national minority.

The City Council has 11 working bodies (committees and commissions) whose tasks are to examine and express opinion on the proposals of general and other acts referring to the competence of the Council, more precisely, as follows

Committee for plan and finance, Committee for physical planning, utility services and housing topics, Committee for social affairs, Committee for economy, Committee for development, Committee for the Statute and other general acts, Committee for awards and other recognitions, Committee for co-operation with communes, cities, regions and international co-operation, Committee for the rights of the Italian autochthonous minority, Tenure commission, Committee for elections and appointments

**G4-35**  
Delegations of powers  
for economic, social  
and environmental  
themes

The integrated quality system of the City of Pula consists of 3 components:

1. ISO 9001 – quality management,
2. ISO 27001 – information safety management
3. IQNet SR-10 – corporate social responsibility management.

The mayor appoints the Representative for quality management and that function is performed by the deputy-mayor trained for quality system management. The representative for quality management, in co-operation with Quality manager, manages the integrated quality system, so that to implement action plan activities, teams are formed and they realise the activities.

During co-ordination meetings, scheduled weekly, attended by head of administrative departments of the City, lead by deputy-mayor, items of corporate social responsibility operation are examined.

**G4-36**  
Persons responsible  
at the highest level

There are 8 departments in the City (see G4-9). Departments are lead by their heads. Heads of departments are appointed by the mayor on the basis of an open competition. Heads are responsible for legal and in-time performance of the activities of competence of the department, they respond to the mayor.

The mayor directs the activities of the departments of the City in performing the activities of self-governed area of the City and are organised in conformity with the distribution and range of tasks, similarity, organisational connection and need to perform the activities of the self-governance of the City efficiently.

**G4-37**  
Consulting process  
with stakeholders

See G4-24 and G4-26.

**G4-38**  
Composition of the  
highest governance  
body and its  
committees

The City Council is the highest body of the local self-government whose function is to represents the citizens. The mandate of the City Council lasts fro 4 years.

The City Council has **25 members**.  
According to gender: **8 women (32%), 17 men (68%)**.

According to the age the structure of the City Council is the following: :

Ord. no.	Age range	Number of councillors	%
1.	20 – 30	3	12%
2.	31 – 40	4	16%
3.	41 – 50	4	16%
4.	51 – 60	9	36%
5.	61 – 70	5	20%

The working bodies have the president, the vice-president and three members, except the Tenure commission which has the president, the vice-president and two members. The members of the Tenure commission, of the Committee for elections and appointments and the Committee for the statute and other general acts are elected from among the members of the City Council, The other committees have also two members that are not elected from among the councillors but, as a rule, from among the qualified employees. The Committee for the rights of the Italian auchthonous minority has seven members, for of which are proposed by the Italian Community, being the official representative of all members of the Italian nationality in the territory of the town, whilst three are appointed from among the councillors of the City Council.

**G4-39**  
Governance powers

The highest governing body in the local self-government units is the representative body – the City Council of the City of Pula. The president of the City Council represents the Council, convenes the meetings and is the chairman of the meetings of the City Council.

The mayor has the executive function in the City.

**G4-40**  
Election of the highest  
governance body

The City Council is elected directly by general elections, taking place every 4 years. Croatian citizens from the age of 18 have the voting right (active voting right). The right to elect the members of the representative body of a local self-government unit (the City) pertains to the electors whose resident is in the territory of the unit for whose body the elections are taking place (passive voting right).

The City Council has 25 members, The members of the Italian auchthonous national minority and of the Serbian minority have the right to have one member in the City Council. The proponents of the list of candidates are also obliged to respect the gender equality principle, under a special law (at minimum 40% of women in electoral lists)

**G4-41**  
Avoiding conflicts of  
interest

The mayor and deputy-mayors have the status of office-holders and should act in conformity with legal provisions relating to conflict of interest in force during their office. In performing their duties they act with honour, honestly, responsibly and impartially protecting their own credibility and dignity of the duty entrusted to them and the citizens' trust. At the beginning of the mandate they report to the Commission in charge of conflict of interest, on their property and property of his/her spouse and minor children, considering the state the day the report was submitted. Once the mandate expires, they should do the same.

<p><b>G4-42</b> Role of the highest governance body in assessing corporate social responsibility</p>	<p>The City Council and the mayor, continuously, through strategic documents, propose and pass acts, direct the activities of the city administration towards concrete actions towards socially responsible operations.</p> <p>The concrete activities in 2014 regarding the socially responsible operations, are:</p> <ul style="list-style-type: none"> <li>- appointing the representative of the Quality administration and quality leader</li> <li>- decision on starting the project of corporate social responsibility according to the IQNet SR-10 norm</li> <li>- approval of the Action plan of corporate social responsibility</li> </ul>
<p><b>G4-43</b> Measures taken to promote and improve knowledge of the highest governance body in assessing corporate social responsibility</p>	<p>With a view to approval and implement the corporate social responsibility principle, the procedure of complying the activities with the system of corporate social responsibility system according to IQNet SR-10 standard. External experts have been engaged, team training was completed and, a few times all employees were trained. The representative of the Quality administration and Quality leader were trained.</p> <p>The Association of Towns of the Republic of Croatia and German Foundation Friedrich Ebert, in 2013 training for the councillors of the City Council took place, entitled "Elected into the Council – what now?". The project aims at specialising and to permanent and efficient transmission of specialised knowledge to the members of the City Council so that they perform public duties and tasks with quality.</p>
<p><b>G4-44</b> Assessment of the effectiveness of economic, social and environmental initiatives</p>	<p>Governing bodies participated to a cycle of workshops organised by the Ministry of Regional Development and EU funds on the theme "Urban sustainable development" – perspectives of the local self-government units in the Republic of Croatia and use of European funds during the financial perspective 201-2020. The highest governance bodies (including the heads of the departments) gained knowledge for elaborating the city strategies for a sustainable urban development in order to create preconditions for the use of European funds for development. Themes like "cities investors" were examined, namely how should the local self-government units prepare themselves for the investment of public money in the co financing process and pre-financing projects that will be financed by EU funds.</p> <p>Besides the above, thematic meeting of the City Council are held to give information about the themes and single issues of particular interest and importance for the life of the citizens of the town of Pula, ex. presentation of physical plans, important development projects of the City of Pula and sim. And also study excursions are organised to make the City bodies acquainted with good practices of neighbouring countries, namely local self-government units.</p>
<p><b>G4-45</b> Consultation with stakeholders</p>	<p>The corporate social responsibility management system is part of an integrated managing system. As such it is subject to at least one internal and one external audit on an annual basis (external certification corporation).</p> <p>.</p> <p>As part of the integrated management system the document Action plan of corporate social responsibility has been defined, whose realisation is checked and published once a year in the document Evaluation of the administration.</p>
<p><b>G4-46</b> Revision of the effects of economic, social and environmental initiatives</p>	<p>See G4-24 and G4-26</p>
<p><b>G4-47</b> Frequency of revision of economic, social and environmental effects, risks and opportunities</p>	<p>See G-44</p>
<p><b>G4-48</b> Approval of sustainability report</p>	<p>Regular annual, both internal and external audits, check economic, social and environmental impacts, risks and opportunities. The audit of an external auditing corporation checks the sustainability of the system of corporate social responsibility managing system and of the whole integrated management system.</p>
<p><b>G4-49</b> Communicating key issues to the Administration</p>	<p>The G4 report of sustainability is elaborated by a chosen team of employees and checked by quality manager, approved by the representative for the Quality administration and signed by the mayor.</p>
	<p>The approval procedure of the acts is instituted by the submission of a written proposal of the act. The councillors have the right to propose the acts passed by the City Council, the club of the councillors, the mayor, the working bodies of the City Council, except for the cases in which the law prescribes that a certain proposal can be given only by determined bodies.</p> <p>The citizens have the right to propose to the Council to pass a certain act or solve a determined question of competence of the City Council. The City Council examines the proposal, id the proposal is supported by the signature of at least 10% of electors of the total number of electors in the town of Pula, and the City Council is obliged to give an answer to the proponents not later than three months from the reception of the proposal.</p>

**G4-50**  
Nature and total number of key issues communicated to Administration  
**G4-51**  
Remuneration policy to administration

In 2013, the City Council of the City of Pula passed 67 acts that referred to the whole competence of the City, as local self-government unit.

The councillors of the City Council perform their function honorary and have no wages for that. They get a remuneration (councillors 700.00 HRK, the president of the Council 1,000.00 HRK).

The wage of the mayor and deputy-mayors has been defined in conformity with the criteria of the Law on wages in local and territorial (regional) self-government (Official Gazette of the RC, no. 28/19) and the Decision on the wage and other rights of the mayor and deputy-mayors from labour relationship (Official Bulletin of the City of Pula, no. 4/10).

The wage of the head of departments of the City is defined in conformity with the Law on wages in local and territorial (regional) self-government (Official Gazette of the RC, no. 28/10, Statutory regulation on classification of jobs in local and territorial (regional) self-government (Official Gazette of the RC, no. 28/10) and the Decision for the calculation of wages of civil servants (Official Bulletin of the City of Pula, no. 9/10).

The wage of the heads of departments of the City has been defined in conformity with the procedure of defining allowances, including the allowances to external collaborators, is defined by internal acts of the city.

**G4-52**  
Remuneration assessment procedure

**G4-54**  
Ratios of wage amounts

The wage of civil servants and clerks in local self-government and territorial (regional) units consists of the product of multiplication of the coefficient of complexity of a job to which the civil servant or clerk is assigned, increased for 5.0% for every year of service.

Wage	The highest	The lowest	Mean
Gross	29.502,90 HRK	5.055,64 HRK	10.413,61 HRK
Net	16.598,77 HRK	3.950,70 HRK	7.111,93 HRK

**G4-55**  
Ration of wage increase

Due to the economic situation in the country, during the last few years, the wages have not been increased.

## ETHICS AND INTEGRITY

**G4-56**  
Values, standards and norms of behaviour

Policy of Integrated Management Systems of the City of Pula is based on the following guidelines:

### Vision

We want to make our City desirable to live and work in.

### Mission

Ensuring safety, health and quality of life of citizens.  
Protection and strengthening the economic potential of the City.  
A responsible attitude towards the natural environment.

### Values

*Responsibility:* We take responsibility for our actions.  
*Integrity:* Our business is transparent and based on ethical principles.  
*Respect:* We try to understand and take into consideration the demands and points of view of others.  
*Excellence:* We constantly strive to improve our business.  
*Courage:* We are not afraid to work in a new and better way.  
*Diversity:* Diversity is our strength.

Ethical Code of the City of Pula, from 05 June 2014, expresses basic values of our city as local government, so the following ethical principles are accepted:

- we treat all stakeholders of the City in a responsible manner
- we respect diversity, ethnical and cultural particularities
- we respect and promote the protection of original toponyms and local dialect
- we are transparent in our decisions and actions
- we base our conducts on honesty, fairness and integrity
- we are ready to respond to the needs of all stakeholders of the City
- we accept business only in accordance with relevant statutory regulations
- we respect international codes of behaviour, respecting the rule of law at the same time
- we respect human rights and recognize their importance and universality.

**G4-57**

The bodies of which may be requested advice on ethical behaviour are:

Mechanisms for asking advice on ethical behaviour

The Ethics Committee of the City of Pula – the Ethics Committee monitors the implementation of the Code, gives opinion about its appliance and monitors the implementation of international standards and regulations in the field of ethical conduct and proposes measure changes and updates of the Code. The Ethics Committee promotes and proposes measures for strengthening ethical standards in service regarding personal behaviour of officials potential conflicts of interest, receiving gifts, corruptive and similar other unethical behaviour, protection of the reputation of city services and personal reputation of officials.

**G4-58**

Complaint mechanisms due to unethical behaviour

The Commission for Conflict of Interest of Republic of Croatia.  
Same as G4-57,

Addressing the officers and employees for reasonable doubt of corruption or filing complaints about that suspicion to persons in charge or competent national authorities does not present valid reason for employment termination.

## ECONOMIC EFFECT

**G4-EC1**

Economic value

REVENUE BUDGET 2014	AMOUNT	%
Tax revenues	149.820.000,00	43,48
Help from abroad and from subjects within the general budget	26.108.022,00	7,58
Income from property	32.420.695,00	9,41
Income from management and administrative fees, charges under special regulations and fees	91.255.739,99	26,48
Income from sales of products and goods and services and income from donations	3.770.280,00	1,09
Fines, administrative measures and other incomes	1.700.000,00	0,49
Income from selling non-produced capital assets	23.000.000,00	6,67
Income from selling produced capital assets	12.037.300,00	3,49
Surplus from previous year	4.503.329,01	1,31
<b>TOTAL</b>	<b>344.615.366,00</b>	<b>100,00</b>

EXPENDITURE 2014	AMOUNT
Maintenance of municipal infrastructure	49.989.745,00
Construction of utility infrastructure and other facilities	28.612.304,00
Preschool education	49.210.854,00
Education	27.372.909,00
Sport	26.549.000,00
Culture	24.310.444,00
Social welfare	16.989.729,00
Fire protection and civil defense	17.338.000,00
Co-financing transportation and procurement of buses	12.794.000,00
Physical planning	3.860.865,00
Environmental protection	2.651.000,00
Economy development	2.120.000,00
Expenditures for the employees of the City of Pula	27.586.000,00
<b>TOTAL</b>	<b>289.384.850,00</b>

Note: All amounts are expressed in HRK

**G4-EC2**

Risks and opportunities due to climatic changes

Due to climate changes, allocations for environmental protection and sanation of consequences of natural disasters (extreme weather changes, floods, hail, drought, etc.) have increased

**G4-EC3**  
Coverage of the pension plan obligations

Pursuant to the Law on contributions assessed on gross wages, the pension insurance contribution are paid in the amount of 20%.

The bases for payment of contributions for employees and other insurants (salary, compensation and insurance bases), contribution and maturity date for payment of contribution for insurants are applied in the same way for the first and second pillar.

Contributios from wages at the rate are:

for I. pillar 15,00%  
for II. pillar 5,00%.

**G4-EC4**  
Financial aid received from the Government

In 2013, from other budgets (state, county, cities, districts) is paid **25.360.884,97 kn** or **7,4% of total incomes** for the following purposes: co-financing of basic education, co-financing programs for kindergartens, fire service, city theatre, public library, Rehabilitation Day Center Veruda.

## PRESENCE IN THE MARKET

**G4-EC5**  
Wage ratios

Look at G4-54

**G4-EC6**  
Share of higher management

The Mayor represents the executive power in the City of Pula. The Mayor has two deputy-m,ayors. The City Government bodies – administrative departments and services – are managed by 8 Heads of departments, selected on the basis of a public competition.

Senior management makes 5.8% of total employment

## INDIRECT ECONOMIC EFFECTS

**G4-EC7**  
Investments into infrastructure and services

Allocations from the budget of the City of Pula are:

Utility infrastructure and services

Allocation	Amount	%
Maintenance of municipal infrastructure	49.989.745,00	14,51%,
Energy efficiency project	750.000,00	0,22%,
Façade restructuring project	800.000,00	0,23%,
City transport subvention and repayment of loans for bus purchase	12.794.000,00	3,71%.
<b>TOTAL</b>	<b>64.333.745,00</b>	<b>18,67%</b>

Social affairs

Allocation	Amount	%
Preschool education	49.210.854,00	14,28%
Education	27.372.909,00	7,94%
Sport	26.549.000,00	7,70%
Culture	24.310.444,00	7,05%
Social welfare	16.989.729,00	4,93%
Development of civil society	4.019.550,00	1,17%
Health care	2.711.100,00	0,79%
Technical education	968.000,00	0,28%
<b>TOTAL</b>	<b>152.213.586,00</b>	<b>44,14%</b>

**G4-EC8**  
Indirect economic impacts

-

## PROCUREMENT PRACTICE

**G4-EC9**  
Share of costs for local suppliers

In 2013, from the total supply of goods, works and services in the City of Pula 83,4% refers to local suppliers.

## MATERIALS

**G4-EN1**  
Used materials

In previous periods, the City of Pula has made the cost of paper and toner as follows:

Year	2010	2011	2012	2013

Amount(kn)	282.001,69	251.541,60	290.400,00	298.400,00
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**G4-EN2**  
Percentage of recycled input materials

-

## ENERGY

**G4-EN3**  
Energy consumption within the organisation

### Consumption of electricity for buildings – City Administration of the City of Pula

year	quantity(kWh)	Amount (Kn)	Emission CO2)	Quantity of RVT (kWh)	Quantity of RNT (kWh)
2010.	3.184.441,00	3.612.446,99	1.197,35	4.154.127,00	1.413.077,00
2011.	2.981.116,00	3.166.566,66	1.120,90	3.616.563,00	1.142.658,00
2012.	3.024.486,00	3.679.049,06	1.137,21	3.893.936,00	1.339.999,00
2013.	2.941.569,00	3.769.838,57	1.106,03	4.137.701,63	1.462.021,00

**G4-EN4**  
Energy consumption in the territory of the City of Pula

### Energy consumption – the City of Pula

Total energy balance sheet	JM	2008.	2009.	2010.	2011.
Electrical energy	[kWh]	402.700.000	391.172.250	386.843.000	387.283.000
Natural gas	[kWh]	0	0	138.510.927	169.641.800
Mixed gas	[kWh]	148.698.600	66.467.400	0	0
Liquefied petroleum gas	[kWh]	1.641.780	1.061.945	0	0
Total	[kWh]	553.040.380	458.701.595	525.353.927	556.924.800

**G4-EN5**  
Energy intensity

-

**G4-EN6**  
Reduction of energy consumption

-

**G4-EN7**  
Reduction of energy requirements

-

## WATER

**G4-EN8**  
Water pumping per source in total

Water capitation by source	2010.		2011.	
	Quantity m3	%	Quantity m3	%
Plant Pula	68.379	0,87	45.468	0,56
Plant Rakorek	3.621.214	46,08	3.744.660	45,83
Water main Grandole	2.440.708	31,06	2.543.401	31,13

Butoniga accumulation	1.728.231	21.99	1.837.174	22,48
TOTAL	7.858.532	100,00	8.170.703	100,00

**G4-EN9**  
Sources affected  
by water pumping

-

**G4-EN10**  
Recycled and  
recovered water

-

## BIODIVERSITY

**G4-EN11**  
Locations of  
protected areas

The City of Pula has following protected areas:  
National Park Brijuni (1983)  
Park Wood Šijana (1964),  
Park Wood Busoler (1996).

Physical planning documentation also includes the protection of Navy Park – monument of park architecture

**G4-EN12**  
Impact o  
biodiversity

-

**G4-EN13**  
Protected and  
restored habitats

The City of Pula has endangered and rare habitats:

**Terrestrial habitats:** Mixed, rarely pure evergreen forests and macchia of holm oaks or kermes oaks, Sub-Mediterranean and epimediterranean dry grasslands, Sub-Mediterranean and epimediterranean dry grasslands, surfaces of rocky shores under halophytes / Sub-Mediterranean and epimediterranean dry grassland.

**Marine benthos:** subtidal fine sands with more or less sludge, Posidonia, subtidal solid bottom and rocks, circalittoral mud, circalittoral sands, circalittoral solid bottom and rocks.

**Sea shore:** Biocenosis of upper mediolittoral rocks / Biocenosis of lower mediolittoral rocks.

**Sea dotted habitats:** Biocenosis of tiny uniformed sands, Biocenosis of silty sands, protected coasts, Biocenosis of infralittoral algae, Biocenosis of muddy deritral bottoms, Coralligenous biocenosis.

Ecological network of the Republic of Croatia (Natura 2000) in the City of Pula:

**Areas of conservation with importance for birds:** SPA (Special Protection Areas) – the waters of western Istria

**Areas of conservation with importance for species and habitat types:** POVS – Cave source under Veli vrh

**Areas with importance for Community (proposed):** pSCI – National Park Brijuni, the waters of western Istria

**G4-EN14**  
List of  
endangered  
species

The area of the City of Pula is a real or potential area of distribution for a number of endangered and strictly protected species listed in the Red book of endangered species in Croatia:

**Flora:** threat category: EN – endangered, VU – risk, SZ – strictly protected species:

Sweet cyperus (*Cyperus longus* L.)-VU, Sea fern grass (*Desmazeria marina* (L.) Druce- VU, Horned-poppy (*Glaucium flavum*) Crantz- EN, Common barbgrass (*Hainardia cylindrica* (Willd.) Greuter-V, Brown bee orchid (*Ophrys fusca*) Link –VU, Fly orchid *Ophrys insectifera* L.)-VU, Early spider orchid (*Ophrys sphegodes*) Mill-VU, Bug orchid (*Orchis coriophora* L.)-VU, Curly ryegrass (*Parapholis incurva*(L.)C.E.Hubb-VU, Salamunov pečat (*Polygonatum latifolium* (Jacq.) Desf-VU, Prickly saltwort (*Salsola kali* L.)-VU, Saltwort (*Salsola soda* L)-VU, Annual sea blite (*Suaeda maritima* (L.) Dumort-VU

**Mammals** – threat category – RE – regionally extinct, EN – endangered, VU – risk, NT – potentially threatened, LC – the least concerning, DD – probably endangered, SZ – strictly protected species, Z – protected species:

Edible dormouse (*Glis glis*)-LC, Brown hare (*Lepus europaeus*)-NT, Otter (*Lutra lutra*)-DD,SZ, Schreiber's bat (*Miniopterus schreibersi*)-EN,SZ, Mediterranean monk seal (*Monachus monachus*)-RE,SZ,Geoffroy's bat (*Myotis emarginatus*)-NT,SZ), Kolombatovic's long-eared bat (*Plecotus kolombatovici*)-DD,SZ, Blasius' horseshoe bat (*Rhinolophus blasii*)-VU,SZ, Mediterranean horseshoe bat (*Rhinolophus euryale*)-VU,SZ, Greater horseshoe bat (*Rhinolophus ferrumequinum*)-NT,SZ, Lesser horseshoe bat *Rhinolophus hipposideros*)-NT,SZI, Red squirrel (*Sciurus vulgaris*)-NT,Z, Bottlenose dolphin (*Tursiops truncatus*)-EN,SZ



**Birds** - Moustached warbler (*Acrocephalus melanopogon*)- CR gp, LC zp, Tawny pipit (*Anthus campestris*)- LC gp, Short-toed snake eagle (*Circaetus gallicus*)- VU gp, Black-throated loon (*Gavia arctica*)- LC zp, Lesser grey shrike (*Lanius minor*)- LC gp, Woodlark (*Lullula arborea*) – LC gp, European shag (*Phalacrocorax aristotelis*) – NT gp, Red-necked grebe (*Podiceps grisegena*) – VU zp, Sandwich tern (*Sterna sandvicensis*) – NT ngp

**Amphibians** - threat category: VU – vulnerable, NT – low risk, DD – poorly known; SZ – strictly endangered species:

Fire-bellied toad (*Bombina bombina*) – NT, SZ, Yellow-bellied toad (*Bombina orientalis*) – DD, SZ, Olm (*Proteus anguinus*) – VU, SZ

**Reptiles** - threat category: EN – endangered, NT – low risk; SZ – strictly protected species:

Loggerhead sea turtle (*Caretta caretta*) – EN, SZ; Hermann's tortoise (*Testudo hermanni*) – NT, SZ

**Butterflies** - threat category: NT – low risk, DD – poorly known; SZ – strictly protected species, Z – protected species:

Lesser purple emperor (*Apatura ilia*)- NT, Z; Marsh fritillary (*Euphydryas aurinia*) – DD, SZ; Green-underside blue (*Glaucopsyche alexis*) – NT; Large chequered skipper (*Heteropterus morpheus*) – NT; Large copper (*Lycaena dispar*) – NT, SZ; Old World swallowtail (*Papilio machaon*) – NT, SZ; Large white (*Pieris brassicae*) – DD; Eastern baton blue (*Pseudophilotes vicrama*) – DD; Chequered blue butterfly (*Scolitantides orion*) – NT; Lulworth skipper (*Thymelicus action*) – DD; Southern festoon (*Zerynthia polyxenes*) – NT, SZ

## EMISSIONS

### G4-EN15

Direct emission of greenhouse gases

In the City of Pula air quality is monitored since 1982. General and specific air pollution indicators in 2013 were monitored by 10 stations with manual service in local measure network. Data on sulphur dioxide, smoke, sediment and dinitrogen are monitored. Taking into account all the air pollution level measurements in 2013, as well as the measurement results in the last five years and applying the criteria of legal and normative acts of Republic of Croatia, we can evaluate air quality as the first category – there was no exceedence of the limit values (LV) of any pollutant.

## WASTE WATERS AND WASTE

### G4-EN22

Total water discharge

For the evacuation of wastewaters is competent the municipal company Pragraunde d.o.o. Due to the location of water purification plants, public wastewater system of the City of Pula is divided into two subsystems, both equipped with mechanical device for wastewaters purification:

- **Wastewater drainage system “Pula centar”**
- **Wastewater drainage system “Pula sjever”**

In 2013, 60% of wastewater flew into the port of Pula without purification. Industrial wastewater discharged into public drainage systems are contaminated with by-products originated from product process.

Expansion and reconstruction of city's sewage network is in process, which aims to take all the city's wastewaters to the wastewater purification system.

### G4-EN23

Total weight of waste

Municipal waste disposal is conducted at the landfill “Kaštijun”.

TYPE OF WASTE	QUANTITY (2013. godina)	
	Tons	%
City of Pula	22.184,40	56,71
Surrounding areas	6.804,20	17,39
Other collectors	9.238,90	23,62
TOTAL UTILITIES	38.191,50	97,64
Non-hazardous industrial waste	924,50	2,36
TOTAL DISPOSAL	39.115,90	100,00

The existing landfill, currently being improved, will receive waste until the opening of County Waste Management Centre and will then be completely closed and recovered with mandatory monitoring after closure.

### G4-EN27

Alleviation of environmental impact

#### MEASURES FOR PREVENTING ADVERSE IMPACT ON THE ENVIRONMENT

Decisions and regulations relevant to this issue are being carried out in accordance with laws, especially with the current Law on environmental protection and physical planning regulations. The above mentioned documentation includes all environmental components.

**G4-EN30**  
Environmental  
impact due to  
transportation

In 2008, the City of Pula, in cooperation with the EBRD, has developed City's transportation strategy project. The project includes several "scenarios" – methods of transport development, current problems of traffic and parking, especially in relation to large differences in traffic intensity and the need for parking spaces in winter and summer seasons.

GENERAL

**G4-EN31**  
Investments into  
environmental  
protection

**INVESTMENTS IN WASTE MANAGEMENT:**

Waste management plan of Republic of Croatia from 2007 to 2015, as well as in plans of the Region of Istria and the City of Pula, among other things, defines the obligation to develop the selective waste collection system.

Separate waste collection in the City of Pula began in 2007. In Pula have been placed 130 "green islands" for selective waste collection, each with three containers: blue for paper, yellow for plastics, cartons and metal packaging and green for glass.

At the end of 2011 underground green island of larger capacity was set (2 containers of 5m<sup>3</sup> for paper and PET and metal packaging and 1 container of 3m<sup>3</sup> for glass).

The waste is collected selectively and by "door to door" system in two local committees, with bags (blue, yellow and green) on specified schedule.

In 2012 project "ECO ISLAND" was implemented – fenced area with waste containers for disposal of remaining waste and green island containers, adapted to the collection of municipal waste in residential building neighbourhoods. Areas are fenced and locked with the purpose of successful quantity waste disposal measurement, as well as preventing devastation and the number of containers is adjusted to the number of inhabitants per location.

Since the textile waste accounts for 2 – 3% of total waste amount, 16 containers for textile were set in 2011. In 2013, 44 300 kg of textile was collected.

At two city locations and in all the marinas and harbors are set containers for engine waste oil disposal, while old batteries are collected in individual stores, schools, universities etc.

For organic waste fraction were printed brochures about composting, which were distributed to the citizens in family house settlements and 150 composters were allocated, on which was held an education on composting.

Construction waste collection is provided in the section of Valmarin quarry, with the purpose to quarry sanitation.

Selective collection is also arranged for bulky waste and the citizens can phone and arrange free takeover directly from home or the nearest location where the municipal waste container is placed.

Other waste (iron, hazardous waste, cardboard, etc.) that is produced by different companies has to be disposed in agreement with authorized institutions that deal with that kind of waste.

The recycling yard is set as a part of Metis d.d. and at the municipal waste landfill Kaštijun.

Raw materials collected through green islands and by "door to door" system

Raw materials in tons	2008.	2009.	2010.	2011.	2012.	2013.	Ukupno	%
<b>Paper and cardboard</b>	228,00	297,70	264,90	276,30	178,80	157,50	1.403,10	55,8
<b>Paper packaging</b>	145,50	111,80	115,80	157,30	103,40	82,30	716,10	28,5
<b>Glass packaging</b>	4,30	41,30	29,90	62,60	34,00	42,50	214,00	8,50
<b>Glass packaging</b>	1,40	27,00	29,5	29,50	42,90	38,90	169,20	6,70
<b>Tetra Pak</b>	-	1,00	-	-	0,70	1,00	2,70	0,10
<b>Metals</b>	-	5,80	-	-	0,10	0,60	6,60	0,30
<b>TOTAL</b>	379,20	484,70	440,00	525,70	359,90	322,80	2.512,40	100,00

**ENERGY EFFICIENCY:**

In order to increase energy efficiency, the City of Pula uses funds allocated by the Fund for Environmental Protection and Energy Efficiency, which encourages the use of renewable energy sources and increasing energy efficiency in buildings by co-financing 40% and also uses its own funds and implements project called DolceVita – reconstruction of facades in the old town.

**AIR PROTECTION:**

With the entry into force of the Law on defining locations on the national network for permanent **air quality monitoring** and the list of measurement points to be used for reciprocal exchange of information and reporting on air quality, the

City of Pula joined the Programme and the automatic station Fižela, the first measuring station of that kind in Croatia, has become one of the measurement points for mutual exchange of information and monitoring of ground-level ozone (O<sub>3</sub>) and nitrogen dioxide (NO<sub>2</sub>).

#### WATER PROTECTION:

Drinking water for human consumption is controlled daily by the internal laboratory of Vodovod Pula, independent tests are also conducted by official laboratories of the Public Health Institute of the Istrian County and the Croatian National Institute of Public health. Based on survey indicators, the Department concluded that in 2013 drinking water in water supply system was uncontaminated.

Since 1988 monitoring sanitary quality of beaches is continuously conducted. Public Health Institute of the Istrian County conducted the monitoring at 22 measurement points in Pula in 2013. The quality of beach water was monitored from May to October 2013 according to the standard sample calendar for the entire Adriatic. Sea quality on all 22 Pula's beaches during the swimming season in 2013 was considered excellent (annual and final score).

The investment programme for development of drainage system and wastewater treatment of the City of Pula and Project for drainage and wastewater treatment of the City of Pula was accepted by the City Council, all within the Project of protection from water pollution in coastal area. The realization of implementing project is of particular significance for the City because it is expected to reduce contamination of bay waters in Pula, create preconditions for connection to the sewage network by new users and contribute to protection of drinking water wells water supply system of the City.

#### GREEN SURFACES

There are 1 345.25 ha (43,42% of the city) of green spaces within the urban area covered by the General Urban Plan. Surfaces for sports and recreation are spread on 388 ha (12,52% of the city area). Public green spaces maintained by Pula Herculanea d.o.o. company cover 72,3479 ha, out of which 69,2495 ha are overgrown surfaces (intensively – around 16 ha are maintained by mowing from 10 to 14 times a year, extensively – around 53 ha are maintained by mowing 6 times a year), and areas under park trails (chrushed stone, stone slabs or paving blocks) take over 3,1284 ha. Alleys have 1 782 trees. Protected green areas are spread over 903 ha, which makes 29,1% of total City area.

In the period from 2008 to 2014 the total amount of maintained green areas – parks has significantly increased – by 33,1%.

Year	2008	2011	2014
Maintained surface (ha)	519.994	623.685,00	692.195,00
Children's playgrounds (parcels)	49	50	61

## EMPLOYMENT

### G4-LA1 Employment and fluctuation of employees

On December 31<sup>st</sup>, 2014 there were 186 civil servants and employees and 3 high-officials, a total of 189 persons in the City of Pula (city administration).

From the above mentioned number, 57 of them are men (30,16%) and 132 are women (69,84%)

Age structure of employees on December 31<sup>st</sup> 2014

NUMBER OF EMPLOYEES	TO 30 YEARS OLD		FROM 30 TO 50 YEARS		ABOVE 50		TOTAL	
	No.	%	No.	%	No.	%	No.	%
MEN	5	2,65	27	14,29	25	13,23	57	30,16
WOMEN	7	3,70	77	40,74	48	25,40	132	69,84
TOTAL	12	6,35	104	55,03	73	38,62	189	100,00

Age structure of working employees in 2014

NUMBER OF EMPLOYEES	TO 30 YEARS		FROM 30 TO 50 YEARS		ABOVE 50 YEARS		TOTAL	
	No.	%	No.	%	No.	%	No.	%
MEN	2	22,22	0	-	1	11,11	3	33,33
WOMEN	3	33,33	3	33,33	0	-	6	66,67
TOTAL	5	55,55	3	33,33	1	11,11	9	100,00

Age structure of employees whose employment ended in 2014

NUMBER OF EMPLOYEES	TO 30 YEARS		FROM 30-50 YEARS		ABOVE 50 YEARS		TOTAL	
	No.	%	No.	%	No.	%	No.	%
MEN	0	-	0	-	2	40,00	2	40,00
WOMEN	0	-	0	-	3	60,00	3	60,00
TOTAL	0	-	0	-	5	100,00	5	100,00

**G4-LA2**  
Benefits for full time

Full time and part time wages and all material rights are calculated according Law on wages in local and territorial (regional) self-government, Statutory regulation on classification of jobs in local and territorial (regional) self-government and the Decision on coefficients for the calculation of wages of civil servants and clerks and the Collective agreement, there are no differences between compensations for women and men.

**G4-LA3**  
Maternity leave

In 2014 seven employees used the maternity leave, and 2 of them came back to work.  
Regulations of the Law on Safety at Work and the Labour law are applied to pregnant women.

## RELATIONS OF EMPLOYEES AND MANAGEMENT

**G4-LA4**  
Information of changes in business

Employees receive information of changes in business promptly by electronic documentation system. The system, besides delivering information, is designed so as to require the information on reception by every employee..

## HEALTH AND SAFETY AT WORK

**G4-LA5**  
Representation of employees in committees for safety and health issues

Human resources department deals with health issues.  
There is a full time employee for safety at work – advisor for occupational safety.

**G4-LA6**  
Accidents at work

There were work accidents.

**G4-LA7**  
Risk of specific diseases

Danger and professional diseases specific to jobs in city administration:

- mechanical threat
- mechanical threat while conducting horizontal and vertical transport
- risks from falls and demolition
- risks from working on computer
- risks due to non-physiological body position
- risks from insufficient lighting
- traffic risks (when using company cars)
- special traffic marshalls (risks from exposure to CO and unfavourable microclimate)

These risks can cause: cuts, strains, contusions, fractures, headache, back pain, sight problems, carpal canal syndrome, carbon monoxide poisoning.

**G4-LA8**  
Health and safety issues in relations with trade unions

Health and safety issues in relations with trade unions are:

- training for safe operation
- prevention from occupational risks
- providing information on safety measures at work
- provided additional safety work requirements for disabled
- regular annual medical examination.

## TRAINING AND EDUCATION

**G4-LA9**  
Present of training

In 2014, 95 employees attended seminars, symposiums and training courses.  
Sixteen employees took the fire protection and safety at work exam.  
The average training duration was 4 hours per employee.

**G4-LA10**  
Life-long learning

-

**G4-LA11**  
Evaluation of work effects

The governing bodies of the City of Pula adopts the Decision on evaluation of an employees work for the previous year by March 31<sup>st</sup> of the current year.

## DIFFERENCE AND EQUAL OPPORTUNITIES

### G4-LA12

Composition of administration bodies and employee structure

Composition of administration bodies by gender:

ADMINISTRATION BODIES	WOMEN		MEN		TOTAL
	No.	%	No.	%	
City Council	8	32,00	17	68,00	25
Mayor and deputy-mayors	1	33,33	2	66,67	3
Heads of administrative departments	5	62,50	3	37,50	8
<b>TOTAL</b>	<b>14</b>	<b>38,89</b>	<b>22</b>	<b>61,11</b>	<b>36</b>

## EQUAL COMPENSATION FOR WOMEN AND MEN

### G4-LA13

Wages per work places

Pursuant to the Law on wages in local and territorial (regional) self-government, Statutory regulation on classification of jobs in local and territorial (regional) self-government and the Decision on coefficients for the calculation of wages of civil servants and clerks and the Collective agreement, there are no differences between compensations for women and men.

### G4-LA14

Wages per location of business

-

The wage of the head of departments of the City is defined in conformity with the (Official Gazette of the RC, no. 28/10, (Official Gazette of the RC, no. 28/10) and the Decision for the calculation of wages of civil servants (Official Bulletin of the City of Pula, no. 9/10).

## ASSESSMENT OF SUPPLIERS IN TERMS EMPLOYMENT RELATIONS

### G4-LA15

Suppliers evaluated per labour relations criterion

-

## MECHANISMS FOR SOLVING DISPUTES CONNECTED TO LABOUR RELATIONS

### G4-LA16

Number of disputes connected to labour relations

In previous period there were three labour disputes, and 2 law suits were overruled and one was accepted.

## INVESTMENT

### G4-HR1

Investment contracts with human rights

-

### G4-HR2

Training employees on human rights aspects

All civil servants have passed the state exam that also covers human rights aspect.

Respect for minority rights is manifested through official bilingualism and the obligation to know the Italian language for all employees.

**G4-HR3**  
Cases of  
discrimination

There are no registered cases of discrimination.

## FREEDOM OF ASOCIATION AND COLLECTIVE BARGAINING

**G4-HR4**  
Suppliers with  
endangered right  
to association and  
negotiation

-

## CHILD LABOUR

**G4-HR5**  
Suppliers with  
whom there is a  
danger of child  
labour

-

## FORCED OR COMPULSORY WORK

**G4-HR6**  
Suppliers with  
whom there is a  
danger of forced  
or compulsory  
work

-

## SAFETY PRACTICES

**G4-HR7**  
Security  
personnel trained  
on human rights  
aspects

Security personnel went through training on human rights and their implementation in regard to safety (use of force – use of physical force, security dog, firearms).

## RIGHTS OF DOMICILE POPULATION

**G4-HR8**  
Vilation of the  
rights of the local  
population

There are no registered violations of the rights of local population.

## EVALUATION

**G4-HR9**  
Verification of  
activities on  
respecting human  
rights

Once a year the Ethich Committee reports to the Mayor on implementation of the Code of Ethics that regulates the issue of respecting human rights.

Internal audit checks the consistency of integrated management system that includes corporate social responsibility.

The external certification body checks the compliance with requirement codes of corporate social responsibility IQNet SR-10.

## ASSESSMENT OF SUPPLIERS IN RESPECT OF HUMAN RIGHTS

**G4-HR10**  
Verification of suppliers on respect of human rights

-

**G4-HR11**  
Negative impacts of the suppliers' chain on human rights

-

## MECHANISMS FOR SOLVING DISPUTES REGARDING TO HUMAN RIGHTS

**G4-HR12**  
Disputes connected to human rights

- There are no registered disputes connected to human rights

## LOCAL COMMUNITY

**G4-SO1**  
Inclusion of the local community into development programmes

City budget finances development of community programmes based on the needs of local community in domains of:

### 1. Preschool education

The programme in preschool education includes financing three preschool institutions, of which two of them are founded by the City of Pula and the third one has a different founder. The programme also subsidises the costs of kinder garden for 650 children attending 21 kinder gardens from other founders in the City of Pula. The City's institution Kinder garden Pula is attended by 1 390 children in 61 educational groups. In kinder gardens of Pula there is little school programme – preparation for enrolment in elementary school. In the City's kindergarten with programme on Italian language, Rin Tin Tin Pula, there are 11 educational groups that include 232 children in 2 nursery groups, 7 kindergarten groups and two groups of three-hour programme. Kinder garden Vesela Kuća, held by other founder, has a six-hour programme for 24 children members of Rom nationality.

### 2. Education

Education programme refers to regular activity of elementary schools and a program of extended stay. Elementary school programme consists of 11 institutions founded by the City of Pula (4 505 pupils) and one private elementary school "Juraj Dobrila" – (34 pupils). The extended stay programme is organized in all elementary schools funded by the City of Pula for children in lower elementary school classes. (23 groups of extended stay and one group following the special extended stay for the pupils of the School for Education and Training – children with special needs.)

Through educational programme are also financed programmes of the Technical Senoir School in Pula – Polytechnics, programmes for gifted students, International eco-school, Association for promoting creativity Art studio and scholarship for gifted students who reside in the City of Pula (219 students).

### 3. Technical culture

In the field of technical culture is financed the Community of technical culture, that includes 11 associations: Auto Club Pula – Rovinj, Astronomical Society Istra Pula, Center for underwater activities Pula, Inventors Society Pula, Photo Club Pula, Club of Underwater Activities Uljanik Pula, Model makers Club Pula – 2004, Radio Club Arena-Pula, Association of photography fans Format Pula, Model associations R / C Istria and Society for Robotics Istria Pula. In the field of financing technical culture are also co-financed manifestations under the Festival of science. Involved in manifestation are: the University of Juraj Dobrila – University Library in Pula, the University of Juraj Dobrila – Faculty of Economics and Tourism "Dr. Mijo Mirković", the University of Juraj Dobrila – Department for Educational Sciences, the University of Juraj Dobrila – University undergraduate study of Marine Sciences, Gymnasium Pula, Technical school Pula, elementary schools from the City, Kindergarten Pula, Astronomical Society Istria Pula, City Workshop and the Center for technical activities.

### 4. Sports

Sports programme co-finances the Sports Union of the City of Pula, which has the role to develop and promote sports in the City of Pula through the work of 70 sport clubs and lead traditional and international manifestations (21) that mark

up public holidays and the promotion of the City and sports. The activity of the Pula Sport d.o.o. company is also financed. That company which takes care of construction, managing and maintaining sport facilities they own and provides services for using its facilities to sport associations and other users.

Sports programme finances other children and youth activities like sport competitions, Children's summer camp programme on Fratarski Isle near Pula, Olympic festival of kindergartens programme and other children and youth sport activities.

## 5. Social welfare

Within the Social programme that includes fourteen forms of social welfare for 5 000 users, the City of Pula provides a higher level of rights than those prescribed by the Law on Social Welfare.

Taking into account the increasing trend of potential users of the social welfare system, the City of Pula provides one meal a day at the Soup kitchen for those citizens unable to provide themselves a warm meal (110 consumers) and offers help for the homeless people at the Homeless shelter (11 persons).

The social welfare programme provides support to the institutions in the City of Pula which, for their users, take up diverse programmes of social, psycho-social and health care protection for which are not provided, or are not sufficiently secured funds from national or other budgets (Home for the Elderly and Disabled "Alfredo Štiglic", Home for mentally ill adults "Villa Maria", Rehabilitation center Pula, Day Center for Occupational Therapy and Rehabilitation – Pula, Rehabilitation Center "Down syndrome center" Pula, Protective workshop Tekop Nova, Rehabilitation Day Center Veruda Pula).

Civil society makes a significant area of social welfare, in which mostly, as legal entities, occur associations with programmes and projects of protection and improvement of quality of life of disabled persons, the elderly, children and families, as well as other persons in need (22 associations).

## 6. Health care

The health care programme aims at preventing public health in order to contribute to a better quality of life.

The programme finances projects of the institutions (Public Health Institute of the Region of Istria – 5 programmes, Emergency Medicine Institute Zavod za hitnu medicinu Istarske županije – Emergency Medical Aid, Istrian Health homes – Preventive Mamography programme, 485 women included, Palliative domestic health care – 140 users, Social Welfare Centre Pula-Pola, bBranche Office Family Centre – 2 programmes) and provides financial support to twenty two associations which conduct activities and programmes for early detection and prevention of chronic noncontagious diseases (malignant diseases, diseases of the heart and circulatory system, mental and neurological diseases), improvement of life quality of children and persons with special needs caused by chronic noncontagious diseases (diabetes, celiac disease, multiple sclerosis, etc.), as well as improving health and quality of life of vulnerable groups (children, pregnant women and persons over 65 years old), protection of mental health, protection of children, youth and victims of domestic violence, addiction prevention (alcohol, psychoactive drugs).

The Picture of health of the City of Pula 2014 was made in order to improve and monitor health conditions, and it represents quantitative and qualitative description of the health of the citizens and all the factors that affect health in the city (social, environmental, infrastructural factors and way of behaviour - lifestyles of citizens). It is an instrument of help in improving life of the citizens, an improvement of life quality in general. Health team of the City of Pula has called and held a consensus conference attended by representatives of the state, public and local government, public institutions and companies in the City of Pula, non-governmental and non-profit sector – civil society, the economy and real sector, the media, the President and members of the City Council of the City of Pula, representatives of national minorities, local self-government. With "all-around" method by answering on three basic questions of the given questionnaire, conference participants defined a list of priority problems. With individual voting on every mentioned problem arose a ranking list of problems which also defined six priority areas for health and life quality in the City of Pula (Children and youth, Elderly people and palliative care, Disabled persons and children with disabilities in development, Transport, Unemployment and Economic Development, Sustainable Development/Sustainable planning). The Health Team founded thematic workgroups with a task to, within specific priorities, define the problem, the goal of their activities and establish an action plan with assignments for holders of certain parts of plan and programmes which will affect the City of Pula's health improvement.

## 7. Culture

Pula is a city with a rich cultural history with which the citizens are in everyday touch through its tangible and intangible manifestations. Besides, Pula is a city of contemporary art production and intentionally relevant manifestations (615 programmes – international film festival Pula Film Festival, Book fair in Istria, Pula Essay Days, Theatre Festival PUF, International Youth Theatre Festival – MKFM, Monteparadiso festival, Seasplash Reggae Festival, Outlook and Dimensions festivals etc.) that contribute to the total quality of life in the City.

The programme of public cultural needs co-finances:

- regular and programme activities of cultural institutions founded by the City

**Istrian National Theatre – Municipal Theatre Pula n** – 26 performances from its own production, 15 guest performances of famous Croatian and international theatres, drama studio with 154 participants, 15 programmes in cooperation, in season of 2013/14 were totally performed 149 programmes, seen by 25 607 visitors.

**City Library and Reading Pula** with its programmes has confirmed itself as an institution that participates in realization of common cultural and educational programme of the City of Pula and the region, there has been a permanent increase in members number (10 670 registered members), higher borrowing of library materials, greater involvement of the citizens in numerous and various programmes that make local community different and greater place for life (148 563 programme visitors).

**Public Institution Pula Film Festival – film festival in Pula**, including also city's Cinema Valli that is becoming a real gathering place for film fans thanks to interesting film choices for everyone's taste (1 146 projections, 301 shown film with 78 292 visitors);

- programmes of other cultural institutions from other founders (Historical and Maritime Museum of Istria, University Library of Pula, Pazin State Archive);

- programmes of the Alliance of creative associations of the City of Pula, abbreviated in Croatian *SAKUD* (38 programmes), alternative theatre dr. Inat (40 programmes) and many other performances of cultural societies Matko



Brajša Rašan, "ULJANIK", "Istra", Wind Orchestra of the City of Pula, Dance Studio Zaro and Pula's majorettes;  
 - programmes of associations and independent artists in fields of theatre, drama and film arts (5 users), books and publishing (6 users), fine arts (13 users), new media culture (9 users), music programmes (15 users), protection and preservation of cultural goods programmes (5 users) and programmes of cultural amateurism, international cultural cooperation, projects and events of interest to the City, which, among other, connect cultural and tourist product.

**Cultural strategy of the City of Pula** from 2014 to 2020 was made primarily as a plan to improve the cultural system. Cultural strategy relies on the Development strategy of the City of Pula, which sees culture as an important lever in achieving the vision of city development. The mission of cultural sector is to continuously improve cultural standards of the citizens. The cultural sector thus contributes to the overall quality of life of the city residents, the overall social and economic development.

**Local self-government – broad measures of local advisory committees and process involving vulnerable groups**

The programme of small utility actions and social-health actions in local committees established in the City of Pula (16 local committees) involves a variety of activities related to construction and maintenance of municipal infrastructure, as well as the forms of assistance to the citizens who, due to extraordinary circumstances, came into a state of social need. The community recognizes the most needy citizens from its environment through cooperation of representatives, or formed local committees and experts from social welfare and health.

**G4-SO2**

Activities with negative impact on local community

**Security situation in the City of Pula**

Crime	2012.	2013.	%
General crime	1483	1176	-29
Organized crime	10	14	+40
Drug abuse	221	70	-68
Economic crime	54	49	-9
Terrorism and extreme violence	3	0	-
Juvenile crime	72	78	+8

Misdemeanours	2012.	2013.	%
Public order and peace	450	363	-19
Other violations	988	1167	+18

Transport	2012.	2013.	%
Traffic accidents	808	587	-27
Easily injured	262	208	-21
Heavily injured	22	24	+9
Died	3	3	-

Fires	2012.	2013.	2013.
Fires	134	119	-11

**FIGHT AGAINST CORRUPTION**

**G4-SO3**

Evaluation of exposure to corruption risk

An evaluation of exposure to the risk of corruption was made:

- Public supply and supply of bargain value
- Regular and investment maintenance of facilities and equipment
- Employment of officials and employees
- Disposal and management affairs of city's property
- Contracting renting office space affairs
- Giving gifts to business partners and receiving gifts from business partners
- Using sponsorship funds, donations and representation

The following internal acts were adopted:

- Work regulations,
- Code of ethics for the officials of the City of Pula,
- Regulations on internal organization of several governing bodies of the City of Pula,
- Decision about the list of entities of special interest for the City of Pula,
- Policy on the implementation of supply procedures of bargain value in the governing bodies of the City of Pula

Data available on the official website of the City of Pula:

- Full text of annual Supply plan
- Texts of all published tenders and bids
- Review of signed contracts on public supply and their fulfilment
- Registry of contracts on public supply and framework agreements
- Donations and sponsorships.

Property cards of officials at the beginning and the end of their mandate were published on the official site of the Croatian Parliament.

**G4-SO4**  
Training on  
anticorruption  
procedures

Educations in relation to application of Law on Prevention of Conflict of Interest are held annually, organized by Istrian County and the Commission for the resolution of conflict of interest.

Educations are held for high officials and officers of local and regional governments.

Also, in 2011 was held a Workshop on measures to repress corruption and conflict of interest, organized by the European Commission and the Croatian Ministry of Justice.

**G4-SO5**  
Corruption cases

There are no corruption cases registered.

## PUBLIC POLICIES

**G4-SO6**  
Political  
contributions

The funds are allocated for financing political parties represented in the City Council of the City of Pula, that is political parties that participated in election campaigns, in accordance with criteria established by applicable and supporting legislation.

In addition, as indirect political contribution, the City of Pula has provided business premises for the operation of political parties in the City of Pula under favourable conditions (15,00 kn / m<sup>2</sup>).

## MARKET COMPETITION

**G4-SO7**  
Legal procedures  
instituted due to  
violation of  
principles of  
market competition

In previous period was initiated a litigation case, at the Communal Court of Pula, for the protection from illegal activities on basis of which, as claimed the prosecutor, was created a disruption in its operations. The complaint and appeal of the prosecutor were rejected.

## RESPECT OF RULES

**G4-SO8**  
Penalties and  
sanctions due to  
non-compliance to  
laws and  
regulations

The Office for Legal representation of the City was established as one of the organizational units of the City of Pula. The Department acts on e behalf of the City, with Mayor's authorization, who is a legal representative of the City of Pula within the jurisdiction of all administrative bodies of the City of Pula in all proceedings conducted at the courts of general jurisdiction, commercial courts, administrative courts, the Supreme Court of Republic of Croatia, the Constitutional Court of Republic of Croatia, notaries and administrative bodies. At courts are led civil, non-contentious, distraint and land-registered procedures under jurisdiction of all administrative bodies of the City of Pula, as well as the procedures in which the City of Pula as the founder of *ex lege* is legitimized together with companies and institutions, whether it be on contract or extracontractual relations or labour disputes. The Office for Representing the City deals with representation in all proceeding of collection rates [pred javnim bilježnicima i sudovima](#).

In reporting period from 01 January to 30 June 2014, in process at courts were:

- 506 civil cases from the previous reporting period and 69 new cases. In this reporting period enforceable decision was brought for 13 cases. In the process of court verdicts 562 cases have been left.
- 34 actions at Administrative Court in Rijeka, of which 33 from the previous reporting periods and 1 from this reporting period. In this reporting period enforceable decision was brought for 1 case, so there are 33 cases left to get in process.
- 1 155 distraint cases at courts and notaries from previous period and 207 new distraint cases in this reporting period, validly solved were 84 distraint cases and there are 1 278 distraint cases left.
- 359 non-contentious procedures are in process (land registry, inheritance, dissolution of ownerships) at courts and notaries, of which 278 cases from the previous reporting period and 81 new cases. Validly solved were 36 cases, and there are 323 cases left.

In this reporting period were received 65 new proposals for registration of ownership rights of the City over apartments

and business premises and mortgage registrations, and 23 registrations linking to previous reporting period, of which the registration of ownership rights over 5 apartments, 13 business premises and 54 mortgages was accomplished. There have been left 142 procedures of linking land books to the register of deposited contracts, 31 administrative cases at the Office of State Administration in procedures of complete and incomplete expropriation, assuring evidence and seizure of property fees, of which 2 new cases. Also, there are 120 cases of representing the City in front of governmental bodies in authority to issue site approvals and construction permits, of which 106 cases were solved.

In the above reporting period 592 hearings before the competent courts took place, 8 oral hearings before the bodies of state administration in administrative proceedings for confiscated and expropriated property and 68 hearings before the competent administrative body.

In credit collecting procedures published public auctions are regularly followed up on notice boards and necessary data are collected from the competent administrative body relating to indebtedness of the owner whose real estate is put on auction. Credits are reported and public auction sessions are regularly attended.

Besides solving court procedures in which the City of Pula is a party in the proceedings, upon request by the Communal Court of Pula and administrative bodies, documentation is submitted in various proceedings in which is not a party. 216 cases have been elaborated in order to have the ownership right registered for legal successors of the former Commune of Pula.

Dealing with court practice of competence of single departments, definite court sentences and other rulings are forwarded and also rulings of notaries public and administrative bodies in which the City of Pula is a party and other court practice reflecting to the implementation of provisions in the work of administrative bodies is followed.

In everyday work and communication with departments, institutions and companies founded by the City, if required the City joins the solution of determined legal questions of their competence.

## ASSESSMENT OF SUPPLIERS IN TERMS OF IMPACT ON SOCIETY

### G4-S09

Suppliers checked by the social impact criterion

### G4-S09

Negative impact of the supply chain on society

-

## MECHANISMS OF SOLVING DISPUTES REGARDING IMPACT ON SOCIETY

### G4-S06

Disputes relating to impact on society

There are no registered disputes related to impact on society.

### G4-PR1

Products for which impact evaluation on health and safety has been made

Health care and safety in the City of Pula is conducted systematically and continuously. For this purpose in city administration has been employed an expert for safety at work, risk assessments were made, employees are periodically addressed to medical examinations and are educated to work in a safe way, educated for fire fighting and first aid giving, fire alarm installations, devices for initial fire extinguishing and hydrant network, functionality of panic lightning and push button for turning off the electricity, the boiler room, electrical installations and lightning level are tested.

Also, the Policy on Occupational Safety is made, and making of Evacuation and savings plan is in progress, all with purpose to prevent work-related injuries, professional diseases and safe leaving of the premises in case of fire.

The City of Pula performs legal obligations and complements them with acknowledged rules on safety at work and fire protection.

Protection of privacy and personal data is guaranteed. Activity on safety and security of information system is continuously conducted.

According to National guidelines for school meals in elementary schools and in order to foster healthy eating habits and promoting a healthy way of life, there has been established the Commission for monitoring the implementation of a healthy diet in elementary schools of the City of Pula.

City Council for communal prevention (hereinafter: the Council) is Mayor's working body, established on the Ministry of the Interior's initiative. The Council's structure comprises of representatives of the City of Pula, the police and external members who represent health, social welfare, educational, justice and other relevant institutions. Work of the Council

## HEALTH AND SAFETY

is based on the fact that safety is every man's fundamental right and an essential component of life quality in the City of Pula. The main goals of Council's preventive activities are decrease of crime and feeling of insecurity and improving the overall quality of life in the City of Pula.

Through the project the City of Pula – friend of children, the City takes care of coherent welfare in all areas of children's life, of realization of children's activities and of children and effects that improve and brighten children's lives. Honorary title "The City of Pula – friend of children" is the highest social recognition for actualization of children's rights and needs recognized in UN's Convention on child's right.

The project Children's City Council of the City of Pula enables children and young people to acquire one of children's rights – the right to express opinion on matters that affect them. Also, it allows children to gain an insight into the wider community to which they belong, to get acquainted with the work of community in which they live, learn the rules of democratic society, tolerance and coexistence and to learn how to be its active entity.

By decision of the Executive Council of the Assembly of the Municipality of Pula and acceptance of the "Declaration of the City of Pula on improving the quality of life", in 1991 Pula was the first one in Istria to join the movement of healthy cities. Furthermore, the Picture of health, which is the quantitative and qualitative description of the citizen's health and all the factors that affect health in the city (social, environmental, infrastructural factors and behaviour – lifestyles of citizens) was made, and it was recognized as an instrument of help in improving the health of the citizens.

#### **G4-PR2**

Cases of non-observance of regulations and codes

-

## **MARKING PRODUCTS AND SERVICES**

#### **G4-PR3**

Marking services

The City of Pula implemented its services in a way prescribed by the Regulation on office work. Documents are marked with administrative number, and topics with classification code. All city administration acts are registered in fundamental evidence – Entry register and Register of cases.

#### **G4-PR4**

Non-observance of regulations and codes in connection to marking products

There were no registered cases of non-observance of regulations and codes in connection to marking products.

#### **G4-PR5**

Questionnaires on measuring customers' satisfaction

Citizens and legal entities, or stakeholders, have the right to submit petitions and complaints about the work of administrative bodies of the City of Pula, as well as the manners of this bodies towards stakeholders, to present their suggestions, opinions and praises, by filling the book of complaints, direct communication with authorised representatives of the City of Pula, the contact form on web site and and e-mail.

As part of the quality management system, according to ISO 9001 norm, there was a survey on citizen's satisfaction with the services of the City in 2012.

## **MARKETING COMMUNICATIONS**

#### **G4-PR6**

Forbidden or disputed products

-

#### **G4-PR7**

Non-observance of regulations and codes in relation to marketing communications

-

## **CLIENTS' PRIVACY**

#### **G4-PR8**

Complaints relating to the violation of privacy of clients

There are no registered cases of complaints relating to the violation of privacy of clients.

**G4-PR9**

Penalties due to non-observance of the law in relation to the use of products and services

There are no registered penalties for non-observance of the law in relation to the use of products and services.

## Impressum and conclusive comment

This report was prepared by the Working Team for implementation of the system for managing corporate social responsibility in the city administration of the City of Pula, led by the project manager Lovorka Hajdić-Golja.

The report was made in accordance with the guidelines GRI G4 and represents the first document of that kind for city administration in Croatia and the region.

Due to the complexity of guidelines for reporting, there were difficulties with a number of requirements:

- not applicable to the city administration
- there is no business, and in some cases, even legal infrastructure
- there are no organized records.

In spite of everything, making G4 report represents valuable material and experience that will serve as a starting point, not only for improving the structured system for managing social responsibility, but also for the entire business of the City of Pula.

Therefore, we encourage all stakeholders to comment, suggest and criticize, all with purpose to make our city a more desirable place to live and work.



Team members were: Leonard Poropat, Vesna Sajić, Lovorka Hajdić-Golja, Nenad Stojiljković (SWING Informatika), Ksenija Popović, Orijeta Babić, Sanja Vrtačić i Loris Mošnja.

The Mayor, Boris Miletić and Deputy Mayor, Elena Puh-Belci provided unconditional support to the Team.