

## Report on HZN's activities for SMEs in 2017

### SMEs as HZN members

Number of SMEs members of HZN in 2017: 176

Rights of SMEs as members of HZN:

- participation in the work of HZN technical committees
- involvement in the work of technical bodies of European and international standardization organizations
- free insight into draft standards
- possibility to influence the content of future standards
- a 20-percent discount on standards, services, workshops

### SME portal on HZN web site: SMEs Corner

[www.hzn.hr/default.aspx?id=40](http://www.hzn.hr/default.aspx?id=40)

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

### HZNacrti draft review tool on HZN's web site

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

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

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

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

### Repository of Croatian standards HRN4You

In 2017 the Repository was used by all members of the Croatian Chamber of Civil Engineers (HKIG), Croatian Chamber of Electrical Engineers (HKIE) and the Croatian Chamber of Architects (HKA) on the basis of Repository Access Agreements between HZN and these chambers which grants more than 7100 of their members, who are mostly SMEs, free access to Croatian standards in accordance with all requirements applicable to the protection of copyright to standards.

### Free information for SMEs

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

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

### HZN's participation in projects related to SMEs

HZN employees participated in the e-counselling on the Call for Proposals „Introduction of business process and quality management systems“.

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

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

### **SME contact points**

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

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

Contact: [normoteka@hzn.hr](mailto:normoteka@hzn.hr); [mzp@hzn.hr](mailto:mzp@hzn.hr)

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

Contact: [wto.tbt.info@hzn.hr](mailto:wto.tbt.info@hzn.hr)

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

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

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