



KOSOVO CSR
NETWORK

STRATEGIC PLAN FOR
CORPORATE SOCIAL
RESPONSIBILITY IN KOSOVO

2021
-
2025



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EXECUTIVE SUMMARY

Kosovo CSR Network has developed a Strategic Plan in regards to the Corporate Social Responsibility (CSR) in Kosovo, which has been prepared in line with the organization's integrity, impartiality, and responsibility – and as such, it may serve as an effective and comprehensive complement to the potential National Strategy for Corporate Social Responsibility (CSR). This CSR strategy aims to promote socially responsible practices, as a crucial component within a company's principles, and simultaneously fill in the gaps regarding the strategic management of corporate social responsibility - a relatively new concept in our country. As such, this implies that the respective states are able to create the necessary foundation for such policies and the implementation of relevant procedures, including the collective concerns, environmental and ethical issues, human rights and customer care and service – to be implemented in close cooperation with our partners/members and relevant stakeholders.

The Corporate Social Responsibility concept encapsulates all business practices and ways of addressing and tackling various challenges that rise within their essential and key operations, whether they are in relation to human rights, environmental issues, combating corruption, ethical code and professional conduct, and among other principles, voluntarism. By incorporating socially responsible practices, entities take responsibility for the impact and the consequences that their activities have on their clients, employees, stakeholders, different communities and the environment. This approach





EXECUTIVE SUMMARY

goes beyond adhering to respective applicable laws, taking into consideration that entities voluntarily undertake the necessary steps to improve and uphold their employees and their communities' welfare. Since these practices have a rather positive impact on the nobleness and support of social welfare, the CSR concept is commonly referred to as "corporate citizenship". The importance of social responsibility within corporations and organizations is increasing by the day, and as such, it is reflected through various ways – including pro-bono activities, philanthropy, financial contributions, initiatives promoting ecological welfare and environment protection, creating a more inclusive work environment, enhancing the spirit of volunteerism, among others.

Considering that education, standing as one of the main pillars of sustainable development (economy, environment and community), and considering that it is generally and widely recognized as the key instrument towards achieving a sustainable economy, Kosovo CSR Network has been investing in youth empowerment since the early 2019. Empowering the youth and upholding their welfare, while creating opportunities to address and support their unfulfilled needs in education, enhancing their skills and creating opportunities for employment, stand to be key focus points, for the next five years, throughout which Kosovo CSR Network will be aiming towards qualitative and inclusive education for Kosovo's youth.

All this considered, our Network strives to further contribute towards Kosovo's youth empowerment, by increasing their capability and skills in order to make a breakthrough in the job market, policy-making and decision-making processes. In addition to that, aside from youth empowerment, Kosovo CSR Network will be focusing on the further advancement of social and environmental responsibility, considering the continuous increase of environmental issues on a national and international scale, such as global warming and reduction of waste materials. Moreover, in close partnership with already existing members and external partners, our organization will commit towards increasing the visibility of CSR and their practices, throughout the assigned period, simultaneously contributing towards improving organizational behavior, effectiveness and performance, including the improvement of employee relations.

Kosovo CSR Network will continuously focus on women and girls' empowerment, specifically supporting legislative initiatives for a dignified and inclusive representation of women in leadership positions and the professional development of young girls, based on the practices of the relevant countries within the European Union.

Implementing this strategy requires a rather large inclusivity, exceeding the capacity of a single organization. Therefore, the implementation of the Strategic Plan, initiated by Kosovo CSR Network, requires wider involvement, coordination and cooperation between stakeholders from the private sector, government agencies, international organizations, civil society, and among others, the donor community.



PREFACE



LINDA TAHIRI
EXECUTIVE DIRECTOR
KOSOVO CSR NETWORK

With a great gratification and honor, bearing the duties of the Executive Director, I, Linda Tahiri, refer to you in hopes of reestablishing the great importance that the Corporate Social Responsibility possesses in regards to the private sector, and its grand impact on society as a whole. Integrating social, environmental and ethical elements within business-making practices holds out to be one of the key instruments that will further enrich and ease the way to a more sustainable and inclusive world. Corporate Social Responsibility (CSR) aims to further develop and increase social sustainability, including the enhancement of health, welfare and prosperity, and as a Network, we wholeheartedly believe that the implementation of a CSR-focused Strategic Plan, contributes to

constructing a state with social cohesion and goals in relation to a modernized education system, and an adequate and qualitative health system.

Kosovo CSR Network has already managed to build momentum on the business spectrum, striving to increase the already great importance of CSR in regards with addressing of many multidimensional challenges and trials, including improving human rights and labor policies; environmental issues; combating corruption; education and volunteering, among other socially-conscious investments.

This Strategy aims to create a partnership framework, which would ease and strengthen the collaboration in-between the national institutions, the private sector, and among others, various international donors, in regards to pro-social endeavors and socially accountable practices.

A successful implementation of this visionary strategy requires an inter-sectorial partnership and commitment, creative coordination and cooperation with the private sector, governmental sector, non-governmental sector, including the local and international donor community.

Kosovo CSR Network will continue its full commitment towards achieving sustainable development, while simultaneously promoting concepts, ideas and undertaking necessary actions to enhancing the CSR practices' impact on the Kosovo community - rejuvenating the economic and social growth and development towards a more sustainable and socially conscious country.

INTRODUCTION

The establishment of the organization’s Strategic Plan for Corporate Social Responsibility is a process that will be led by Kosovo CSR Network, and aims to primarily promote and increase awareness in regards with the concept of Corporate Social Responsibility (CSR), be the voice of sustainable businesses and organizations willing to devote their attention to CSR strategies, including the articulation of ideas and concrete actions that enable a greater influence of CSR in the Kosovar society.

Vision, Mission and actual objectives of this strategy will be elaborated in order to create new improved versions that will be implemented in cooperation with Kosovo CSR Network members, the private sector, state and international institutions, civil society and other relevant sectors. Such substantial objectives can be only be implemented if there is a proactive coordination among all the afore-mentioned actors, in promoting the values of CSR practices - as a necessity within the concept of sustainable economic development.

The path towards drafting the Strategic Plan for CSR (2021 – 2025)

Drafting the Strategic Plan – Work Plan – (2021-2025)

ACTIVITIES	TIME-FRAME	STAKEHOLDERS
The concept proposal to the Board	June 2020	Kosovo CSR Network (Executives)
First Draft	End of September (30 September 2020))	Kosovo CSR Network
Retreat with Board Members	October 2020	The Office of Kosovo CSR Network & Board Members
Draft is shared with the Network members	12-29 November, 2020	Kosovo CSR Network Members
Draft revision	20 November, 2020	Kosovo CSR Network
Consultations with the relevant actors about the last version of the draft	23 November – 11 December 2020	Private sector, governmental agencies, civic society, donor organizations.
Draft revision	Latest by 16 December, 2020	Kosovo CSR Network
The approval of the Final Draft in the Assembly	February, 2021	Members of the Assembly, Kosovo CSR Network

VISION AND MISSION

A CSR strategy based on Sustainable Development Goals, SDGs

Since its inception, the Network has been the proprietor for practical collaboration for responsible companies. We aim at continuing to serve as a platform where businesses can play their role as contributors to societal change and inclusive economy. It is our objective to demonstrate that Corporate Social Responsibility is a natural process as long as it is embraced as a mindset rather than a PR operation. Our approach for the next five years is structured around the SDGs that are most applicable to our patrons and members' business models and vision.

The Role of Businesses

Kosovo CSR Network strongly believes that our member businesses and partner organizations are uniquely positioned to contribute to the social changes where everyone can thrive through economic, social and environmental progress. Businesses are able to embed social concerns by redirecting their priorities and transforming their business models for a more sustainable approach to development. We aim at seeing our partners implement ways to innovate their processes to ensure an ethical and inclusive workplace, forge partnerships within industries, commit to waste reduction, become more environmentally-friendly, save energy, boost economic mobility, and promote circular economy.



Partnership and Prosperity

Enhancing the collaboration between our partner companies, governmental and non-governmental organizations and agencies focused on sustainable development and fulfillment of Agenda 2030 for sustainable development, is one of the objectives of the Kosovo CSR Network strategy for the next five years.



MAIN OBJECTIVES

In alignment with CSR Europe's vision for the near future, Kosovo CSR Network is positioned at the crossroads to deliver sustainability and social innovation agenda through partnerships, and inevitably fulfill the Sustainable Development Goal 17 – Partnerships for the goals. We have selected eight thematic areas of Sustainable Development Goals as a framework for intertwining our CSR efforts with the determination to contribute to the fulfillment of the SDGs. This campaign will also spearhead our members' CSR agendas and ensure their position as responsible members of the society and sustainable businesses that control their own social and environmental impact.

Kosovo CSR Network believes that the contribution offered by the private sector towards our partnership with relevant actors assists greatly in achieving sustainable economic and social growth and development, continuously encouraging initiatives for the further development of Kosovo, while creating a sustainable solution for growth, altogether. The table below (Table 1) will serve as a cooperation mechanism for stakeholder engagement for the fulfillment of SDGs and private sector commitment to economic, social and environmental progress.





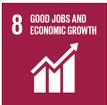
Guide to meeting the Sustainable Development Goals, SDGs 2021-2025

Drafting the Strategic Plan – Work Plan – (2021-2025)

GOAL	PARTNERS INTERVENTION	FIELDS OF INTERVENTION FROM THE PRIVATE SECTOR AND THE MEMBERS OF KOSOVO CSR
 <p>3 GOOD HEALTH</p>	<ul style="list-style-type: none"> ● Ministry of Health ● National Institute for Public Health ● World Health Organization, WHO ● UNHCR ● Family Health Centers (local level) ● Private Well-being Groups ● Action for Mothers and Children, AMC ● UNICEF Kosovo Programme 	<ul style="list-style-type: none"> ● Provide accessible healthcare services and vaccination through philanthropic activities ● Support inclusive healthcare to minority communities and in rural areas ● Address and manage environmental factors contributing to poor health levels ● Mother and Children care in early stages – including prenatal care – relevant information in Albanian and the importance of vaccination
 <p>4 QUALITY EDUCATION</p>	<ul style="list-style-type: none"> ● UNICEF Kosovo Programme ● Austrian Development Agency, ADA ● USAID Kosovo ● Kosova Education Center, KEC ● Ministry of Labor and Social Welfare ● Ministry of Culture and Youth ● Ministry of Education, Science and Technology 	<ul style="list-style-type: none"> ● Vocational and non-formal education training programs ● Support access to internship schemes ● Invest in the development of educational tools and facilities ● Promote and/or organize awareness activities for the creation and improvement of equal opportunities towards professional growth ● Encourage volunteering as a mindful practice towards the community
 <p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none"> ● UN Women; ● UNICEF Kosovo Programme ● USAID Kosovo ● Agency for Gender Equality (Office of the Prime Minister) ● Millennium Foundation Kosovo – Gender Department ● Council of Europe 	<ul style="list-style-type: none"> ● Embed principles of gender equality in the enterprises/companies' internal policies and processes ● Promote ensuring opportunities for “equal pay for equal job”, regardless of gender, religion, and ethnicity, among others. ● Promote the act of women part-taking in budget planning, policy-making, among other decision-making processes ● Campaign in favor of grand part-taking of women in boards, among other decision

Guide to meeting the Sustainable Development Goals, SDGs 2021-2025

Drafting the Strategic Plan – Work Plan – (2021-2025)

GOAL	PARTNERS INTERVENTION	FIELDS OF INTERVENTION FROM THE PRIVATE SECTOR AND THE MEMBERS OF KOSOVO CSR
	<ul style="list-style-type: none"> ● Ministry of Labor and Social Welfare ● Ministry of Economic Development ● UNDP; ● UN WOMEN ● USAID Kosovo ● Austrian Development Agency, ADA, ● UNICEF Kosovo Programme ● Kosova Education Center, KEC 	<ul style="list-style-type: none"> ● Provide opportunities for productive work, including the ensuring of a fair income ● Provide young people with necessary skillsets that result in those matching the labor market ● Promote and construct community-centered economies
	<ul style="list-style-type: none"> ● Ministry of Innovation and Entrepreneurship ● Ministry of Economic Development ● GIZ ● Millennium Foundation Kosovo, MFK ● Sustainability Leadership Kosova, SLK ● Institute for Development Policy, INDEPINDEP. 	<ul style="list-style-type: none"> ● Promote inclusive and sustainable ● Endorse regulations that ensure company initiatives are consistently and sustainably
	<ul style="list-style-type: none"> ● Ministry of Environment and Spatial Planning ● GIZ Kosovo ● JICA ● Institute for Policy Development, INDEP ● KEDS Kosova ● Sustainability Leadership Kosova, SLK 	<ul style="list-style-type: none"> ● Promotion of new solutions that enable sustainable production and consumption ● Support the identification of “hot spots” within the value chain and take mitigation ● Support waste reduction ● Circular economy – changes in tariffs and taxes that promote the transition of companies into circular economy ● Measure and report SDG indicators from the initiative undertaken by the private kontekstin e Kosovës.

Guide to meeting the Sustainable Development Goals, SDGs 2021-2025

Drafting the Strategic Plan – Work Plan – (2021-2025)

GOAL	PARTNERS INTERVENTION	FIELDS OF INTERVENTION FROM THE PRIVATE SECTOR AND THE MEMBERS OF KOSOVO CSR
	<ul style="list-style-type: none"> ● Ministry of Environment and Spatial Planning ● Agency for Environmental Protection ● United Nations Development Programme, UNDP ● Sustainability Leadership Kosova, SLK ● Institute for Policy Development, INDEP ● KEDS Kosova. 	<ul style="list-style-type: none"> ● Promote sustainable environmental management, recycling and energy efficiency ● Promote the restoration of degraded forests and advocate for land degradation solutions ● Transform public procurement to green practices (Green Public Procurement)
	<ul style="list-style-type: none"> ● Government of Kosovo ● Assembly of Kosovo ● International/donor organizations ● Civil Society Organizations ● Academic/Educational Institutions ● Private Sector 	<ul style="list-style-type: none"> ● Mobilization for technology development and capacity building ● Promote the amendment of the Law on Public Procurement in Kosovo,¹ and push for “green public procurement” ● Leverage on multi-stakeholder partnerships to enhance social and economic progress through other laws and policies

1

LAW NO. 05/L-068 ON AMENDING AND SUPPLEMENTING THE LAW NO. 04/L-042 ON PUBLIC PROCUREMENT OF THE REPUBLIC OF KOSOVO, AMENDED AND SUPPLEMENTED WITH THE LAW NO. 04/L-237
<https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=11332>

INCREASING THE VISIBILITY OF KOSOVO CSR NETWORK

To ensure a positive impact on sustainable economic and social development, Kosovo CSR Network will focus its resources to increase the visibility of activities that promote positive impact of CSR on companies' reputation, customer awareness and labor productivity.

Kosovo CSR Network has already forged partnerships with other organizations that support its vision. These partnerships will be further cultivated to expand the Network's reach and the visibility of partners' initiatives to enhance values and promote social sustainability and sustainable development of the environment. In congruence with the fulfillment of the targeted SDGs, the activities will seek participation and contribution of all members.

By approaching and targeting each goal with a specific action, not only do we promote our principles, but also increase the visibility of our members and the organization as a whole. (For more on this, expand on the activity matrix, p. 8).

Specific objectives of Kosovo CSR Network include:

- Raise awareness among key audiences (internal and external) of the Kosovo CSR Network work, vision and activities
- Reinforce and raise the profile of the standard-setting role of the Network as the only organization active in the field of corporate social responsibility
- Continue to support members' initiatives, in recognition of the holistic nature of sustainable development, environmental protection and other initiatives that ensure an enabling environment
- Raise awareness of the Network's knowledge-generating role among the targeted audiences
- Maximize the potential of partnerships with other actors (Government of Kosovo, international organizations operating in Kosovo, members of the CSR Network) as part of collective approach towards raising the Network's profile

INCREASING THE VISIBILITY OF KOSOVO CSR NETWORK

Key Messages

- Kosovo CSR Network remains a unique organization delivering results on CSR commitments and initiatives;
- The Network's status as the only established organization dedicated to sustainable development, environmental protection and ethical functioning of private sector and other relevant entities;
- Network's role as a national standard-setter and supporter in promoting social responsibility and a mainstreaming mechanism for gender equality, training and development, education.

The Means and Opportunities for Communication

- Workshops - focused on achieving the Sustainable Development Objectives;
- Training seminars;
- Round tables and open discussions;
- Involvement in working groups that participate in CSR policy making processes
- Study tours;
- Thematic debates that increase visibility of the CSR philosophy, non-formal education and youth empowerment, women empowerment, internship schemes, environment protection and sustainability, among others.

Kosovo CSR Network Image

- The socially-conscious organizational image has been developed based on the basic principles of transparency and accountability, while continuously promoting the concept and philosophy of socially-responsible practices, and at the same time, contributing to reorienting life approaches to address sustainability.
- Kosovo CSR Network encompasses a major vision for sustainable and inclusive development, contributing to improving the quality of life of both its employees and members, as well as other relevant entities and society as a whole. This organization primarily focuses its efforts on encouraging the private sector to pursue long-term socially beneficial goals, promoting the integration of economic, social and environmental parameters into business operations.





CONCRETE ACTIONS

Promoting Corporate Social Responsibility Practices

Kosovo CSR Network continuously focuses its efforts on spreading awareness on socially accountable practices among private sector and beyond, emphasizing its positive contribution to the public, economy, and environment among others. Therefore, the Network is committed to promote prosocial endeavors and socially responsible approaches, while supporting robust CSR programs – as an opportunity for companies to demonstrate their good corporate citizenship.

The Network will take up actions that promote the organization's vision and philosophy by reflecting the values of our partners to other members of society. The organization will lobby non-partners to formally join the Network and commit to implementing CSR principles within their operations, and contribute to the fulfillment of the targeted SDGs.

At the same time, the Network will support the members to invest in the communities where they operate through CSR initiatives (e.g. promote gender equality and youth empowerment, relevant vocational trainings, employee development, environmental protection and sustainable solutions, anti-corruptive practices, among others).

Capacity Building at Kosovo CSR Network

In order for the Kosovo CSR Network to continue with its endeavors towards enhancing the understanding and significance of the role CSR

plays in a democratic society within the general opinion, private sector, and public authorities, towards facilitating the coordination between internal networks of the civil society, and to structure the collaboration in-between the private sector, civil society and the public authorities – the Network will be focusing on the continuous enhancement of internal capacities.

Kosovo CSR Network is committed to focus on improving internal operations and building capacities and relationships among its personnel, through trainings and seminars on various topics including business purpose in society, employee giving and engagement programs, environmental sustainability, corporate philanthropy and partnerships, governance, human resources, and culture. Additionally, the organization will build CSR capacities of their personnel, effectively improve the organization's governance, strengthen the capacity and skills of the organization for advocacy towards improving the environment in which Kosovo CSR Network operates, strengthen its effectiveness by improving their accountability, staff training on gender mainstreaming, lobbying and advocacy, cross learning and peer capacity enhancement, building leadership, financial budgeting and planning, and managerial skills among others. Apart from that, although the opportunities for Civil Society Organizations, CSOs, to directly participate in making public policy remain limited, Kosovo CSR Network will seek its engagement on draft law amendments in regards with CSR, channeling the private sector's voices to authorities; monitoring officials and holding them



CONCRETE ACTIONS

accountable; and involvement in policy and law making.

Environmental Protection and Concerns

The Network will tackle environmental impact through a two-tier approach. Firstly, the organization will support and encourage the members to reduce damaging effects on the environment from our partners' business activities; such as, installing energy-efficiency design of equipment, increase energy efficiency through "greener offices and workplaces", reduce or eliminate waste, adopt sustainable management of water, employ circular economy principles and generally limit the carbon footprint. In addition, the Network will encourage members to promote transparency of their environmental impact to all stakeholders.

On the other hand, Kosovo CSR Network is committed to fulfilling the SDGs focused on the environment protection - Goal 12: Responsible Production and Reduction and Goal 15: Life on Land. The Network will utilize the existing partnerships with other organizations to promote sustainable management of the environment, acknowledge the impacts of members and offer advice on compliance and mitigating measures.

Kosovo CSR Network will also be investing on raising collective awareness towards the importance of the environment and constructing a circular economy in and out of the private sector, while working on educating and informing the relevant sectors, in order to secure a sustainable economic model of life for a long period of time.

Raising awareness and providing information for the private sector and the relevant entities will include, among others, essential information on circular economy, including supporting aspects that enable its construction. With its continuous commitment, in coordination with its members and partners, Kosovo CSR Network will promote and encourage addressing various challenges towards Kosovo's development, such as circular economy and management of waste products, water bodies' regulations, promoting renewable energy and energy efficiency.

Promoting Decent Work and Protecting Labor Rights

For the next five years, Kosovo CSR Network will focus on promoting decent and fair working conditions for economic empowerment, by ensuring internal policies are in place that mandate treating workers with dignity, respect, and fairness and that ensure workers are not subject to harassment, discrimination, abuse, or inhumane or degrading treatment. Kosovo CSR Network seeks to bolster its efforts to build a culture of "workplace dignity" by installing human resources policies that promote equal opportunities in the workplace and capacity development, regardless of gender, religion, and ethnicity among others, in accordance with the Universal Declaration of Human Rights, initiated by the United Nations. Additionally, in cooperation with local authorities, the organization will continuously advocate to ensure



CONCRETE ACTIONS

coherence and compliance with international standards and EU legislation, including the European Convention of Human Rights and International Labor Organization's Convention of Equality Opportunity and Fairness. Kosovo CSR Network will continue its contribution not only on the business aspect, but will simultaneously advocate for workers' rights. The Network shall insist on wholehearted respect and impartial implementation of laws in regards to workers' rights, while addressing gender based discrimination and inequality in employment and the further professional and academic advancement.

Youth and Women Empowerment

Considering the multi-year mission for the empowerment of women and girls, as well as the general work towards gender equality, Kosovo CSR Network has planned a series of activities, which aim at greater involvement of girls in the information and communication technology sector (ICT), and, among others, the training and further professional development of young girls in the country, through mentoring and professional coaching, in close cooperation with members of the Network, the potential donor community, as well as government representatives and civil society. With the implementation of the newly-mentioned activities and initiatives, Kosovo CSR Network plans to extensively contribute to the achievement of Objectives 4 & 5, in the framework of the ambitious 2030 Agenda, developed by the United Nations, which focuses on providing quality education and advancing gender

equality. Also, as an emancipatory act and affirmative measure to change the gender unequal situation in Kosovo, our Network, throughout this five-year period and beyond, will continuously contribute to the successful implementation of the Law on Trade Companies, based on which the inclusion of women in management boards is mandatory, with a quota of 40%. In practice, the law in question LAW NO. 06 / L-016 ON TRADE SOCIETIES,² although it provides for the regulation of the gap in women's representation on boards, according to substantive research by the Kosovo Center for Gender Studies,³ women continue to be board members in small numbers as seen from the percentages received by the relevant ministries and public enterprises. Kosovo CSR Network will focus on organizing and supporting awareness and legislative campaigns, among others, and as such, push its efforts to increase the level of law effectiveness in practice, and not just on paper.

2

LAW NO. 06/L-016 ON BUSINESS ORGANIZATIONS
<https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=16426>

3

"Gender quota in Corporate Boards in Kosovo", Kosovar Gender Studies Center, May 2019.
http://kgscenter.net/site/assets/files/1722/gender_quota_eng.pdf



RELEVANT ACTORS AND STAKEHOLDERS

Relevant actors will be involved in the drafting of the Strategic Plan of Kosovo CSR Network. Their contribution will be valuable and impactful to our organization: Kosovo CSR Network Office, members of Kosovo CSR Network, state and international bodies, relevant ministries, civil society, and among

others, partner organizations. The full list of stakeholders and collaborators is as follows.

List of the relevant actors and stakeholders

Kosovo CSR Network Members

COMPANY	REPRESENTATIVE	POSITION
Raiffeisen Bank	Antigona Limani Bejtullahu	Marketing and Public Relations Manager
Titan SharrCem	Vigan Sylejmani	Head of HR and CSR
ProCredit Bank	Krenare Zajmi-Leti	Head of Marketing Department
Meridian Express	Agon Gashi	Executive Director
Rugove Corporation	Visar Kelmendi	Executive Director
Baker Tilly	Lekë Musa	Managing Partner
Recura Financials	Visar Dobroshi	Managing Partner
Deloitte Kosova	Afrore Rudi	Managing Partner
Illyria Insurance	Shpend Balija	Executive Director



RELEVANT ACTORS AND STAKEHOLDERS

Kosovo CSR Network Members

COMPANY	REPRESENTATIVE	POSITION
Transmission, System and Market Operator, KOSTT J.S.C	Zana Bajrami Rama	Head of the Public Relations and Communications Department
PwC	Gresë Rexhepi	Manager of the Tax Services Department
CEED Kosovo	Kreshnik Lleshi	Executive Director
Kosovo Manufacturing Club	Astrit Panxha	Executive Director
American School of Kosova, ASK	Ardian Hoxha	Executive Director
Flexograf	Berat Mustafa	Executive Director
Novus Consulting	Pleurat Halili	General Manager
Kivo L.L.C	Ariel Shaban	Business Development Coordinator and Quality Monitoring
Plastika	Ardit Shabani	Executive Director
REKS	Maliq Gjyshinca	Executive Director
Art House	Blin Zeqiri	Executive Director



RELEVANT ACTORS AND STAKEHOLDERS

Governmental Institutions/National

COMPANY	REPRESENTATIVE	POSITION
Municipality of Prishtina	Current Mayor	Current Mayor
Ministry of Labor and Social Welfare	Current Minister	Current Minister
Ministry of Education, Science and Technology	Current Minister	Current Minister
Ministry of Economic Development	Current Minister	Current Minister
Ministry of Culture, Youth and Sports	Current Minister	Current Minister
Ministry of Health	Current Minister	Current Minister

Potential Donors/International Organizations

ENTITY	REPRESENTATIVE	POSITION
CSR Europe	Stefan Crets	Executive Director
UNICEF Kosovo Programme	Murat Sahin	Head of Office, Kosovo
Austrian Development Agency, ADA	Albulena Zaimi	Programme Manager

RELEVANT ACTORS AND STAKEHOLDERS

Potential Donors/International Organizations

ENTITY	REPRESENTATIVE	POSITION
United Nations Development Programme, UNDP	Maria Suokko	Head of Office, Kosovo
UN Women	Vlora Tuzi Nushi	Head of Office, Kosovo
United Nations Kosovo Team, UNKT	Shpend Qamili	Associate Development Coordination Officer
Council of Europe	Frank Power	Head of office, Prishtina
German-Kosovar Business Association	Nora Hasani	Executive Director
Kosovo Banking Association	Petrit Balija	Executive Director
British Chamber of Commerce	Bekim Kastrati	Executive Director
Advantage Austria Prishtina	Vjosa Huruglica	Head of Office, Kosovo
Fondacioni Jahjaga	Alban Bokshi	Executive Director
Kosovar Civil Society Foundation, KCSF	Taulant Hoxha	Executive Director
EUROPEAN COMMISSION LIAISON OFFICE	Vadim Deleu	Policy Officer



RELEVANT ACTORS AND STAKEHOLDERS

Potential Donors/International Organizations

ENTITY	REPRESENTATIVE	POSITION
GIZ Kosovo	Atdhetare Kelmendi	Advisor
International Monetary Fund, IMF	Stephanie Ebel	Resident Representative, Kosovo
European Bank for Reconstruction and Development, EBRD	Neil Taylor	Head of Office, Kosovo
USAID Empower Private Sector	Skender Rama	Chief of Party, Kosovo
HELVETAS Kosovo	Pieter Ypma	Country Coordinator
Swedish International Development Agency, SIDA	Nasrin Pourghazian	Representative
USAID Kosovo	Matthew Cullinane	Representative
WORLD HEALTH ORGANIZATION, WHO	Skënder Syla	Head of Office, Kosovo
Millennium Foundation Kosovo, MFK	Petrit Selimi	Executive Director



RELEVANT ACTORS AND STAKEHOLDERS

Civil Society Organizations

ENTITY	REPRESENTATIVE	POSITION
D4D Institute	Rezarta Delishbashzade-Krasniqi	Executive Director
Institute for Development Policy, INDEP	Burim Ejupi	Executive Director
Business Consultant Councils	Jehona Lluka	Executive Director
YMCA in Kosovo	Dorina Lluka Davies	Executive Director, Kosovo
IPKO Foundation	Abetare Gojani	Executive Director
Peer Educators Network, PEN	Bujar Fejzullahu	Executive Director
Innovation Center Kosova, ICK	Uranik Begu	Executive Director
Toka	Jehona Gjurgjeala	Executive Director
Down Syndrome Kosova	Sebahate Beqiri	Executive Director
Kosovo Banking Association	Petrit Balija	Executive Director
SOS Children's Villages, Kosova	Ora Bytyçi	Programme Director
Sustainability Leadership Kosova, SLK	Indira Kartallozi	Executive Director



RELEVANT ACTORS AND STAKEHOLDERS

Civil Society Organizations

ENTITY	REPRESENTATIVE	POSITION
“Let's Do it” Kosova	Luan Hasanaaj	Executive Director
Autism	Cenë Krasniqi	Executive Director
Kosovo Retail Association	Korab Hoxha	President
Kosovo Women’s Network	Igballe Rogova	Executive Director
CSR Albania	Klajdi Gjondedaj	CSR & Communications Officer

Private Sector

KOMPANIA	EMRI MBIEMRI	POZITA
Banka Ekonomike	Fatos Krasniqi	Managing Director
IPKO Telecommunications	Robert Erzin	Executive Director
Teb Bank	Orcun Ozdemir	Executive Director
Scampa	Kujtim Gjevori	Executive Director
Trosha	Arben Avdiu	Co-founder



RELEVANT ACTORS AND STAKEHOLDERS

Private Sector

COMPANY	REPRESENTATIVE	POSITION
Toning Group	Faton Hoxha	Owner
Elkos Group	Fatos Islami	Vice President
IP Kos	Burim Leci	Executive Director
JAHA Solar	Fadil Hoxha	Board Chairman
Albi Mall	Betim Humolli	Director of Business Development
Abi L.L.C	Alajdin Fusha	Owner
VIVA Fresh Store	Xhevdet Rexhepi	Executive Director
Euroлона	Milazim Berisha	Owner
Shell Kosova	Lulzim Kryeziu	Owner
Trepharm	Mërgim Prishtina	Executive Director
Cactus Sh. A	Astrit Leti	Managing Partner
Ferronikeli	Edlira Muka	Key Principal
Banka për Biznes	Arton Celina	Executive Director
Kujtesa	vVijon Peja	Director



RELEVANT ACTORS AND STAKEHOLDERS

Private Sector

COMPANY	REPRESENTATIVE	POSITION
Technomarket	Visar Ramadani	Key Principal
Al Trade	Artan Ramaj	Head of Human Resources
Gjirafa	Mergim Cahani	Executive Director
Koha Ditore	Flaka Surroi	Director
Gazeta Express	Vjollca Musa	Marketing Director
Entermedia	Leutrim Blakaj	Representative
Prishtina International Airport	Haldun Kokturk	Managing Director
Asseco	Vigan Budima	Board Member
SIGAL	Anila Pishtari	Vice Director
IQ Consulting	Kushtrim	Representative
Marigona Hill	Valton Bilalli	Managing Director
KEDS Kosova	Alper Erbas	Executive Director
SPEEX	Vigan Disha	Managing Director
KRG-Kosova Realty Group L.L.C	Gent Sejdiu	Executive Director
Crimson Capital	Michael Gold	Managing Director



RELEVANT ACTORS AND STAKEHOLDERS

Universities/Academic Institutions

INSTITUTION	REPRESENTATIVE	POSITION
Universiteti i Prishtinës “Hasan Prishtina”	Mimoza Ibrani	Vice Rector for Teaching and Student Affairs
Instituti Riinvest	Alban Hashani	Professor
Kolegji AAB	Lulzim Tafa	Dean
RIT Kosovo (A.U.K)	Visar Jasiqi	Chief Officer for Mobilization and Partnership
Kolegji Heimerer	Naime Brajshori	Rector
Kolegji UBT	Edmond Hajrizi	Dean
Kolegji Riinvest	Alban Zogaj	Dean of Undergraduate Studies



Rr. Tringë Smajli Nr.21,
10000 Prishtinë, Kosovë

info@csrkosovo.org