

SOLICO Involvement and role of public authorities, civil society and
volunteers in times of crisis as well as international
SOLidarity – learning from the **CO**rona pandemic

INFO PACK

SOLICO EXCHANGE WORKSHOP

*“Solidarity during and after the health crisis
(caused by the coronavirus)”*

22nd September 2022

Thursday

Sarajevo - Bosnia and Herzegovina



Co-funded by the
Europe for Citizens Programme
of the European Union



Involvement and role of public authorities, civil society and volunteers in times of crisis as well as international **SOL**idarity – learning from the **CO**rona pandemic (**SOLICO**)

ABOUT SOLICO PROJECT

The SOLICO project aims to help overcome the COVID-19 pandemic as the most serious crisis of European societies since the Second World War. European, national, regional and local solidarity has become one of the most important factors during this period, and the importance of volunteering and active participation in local societies is a crucial factor in maintaining services and supporting the most vulnerable groups.

Eleven project partners from nine countries are involved in SOLICO:

- AT - Province of Styria (Lead Partner)
- AT - Association AUXILIUM
- BA - SERDA - Regional Development Agency Sarajevo / Sarajevska regionalna razvojna agencija
- HR - Alps-Adriatic Association for international Co-operation
- HR - Varaždin County
- HU - Vas County
- ME - Centre for Civic Education - Centar za građansko obrazovanje
- NMK - ZELS - Association of Local Self-Government Units / Заедница на единиците на локална самоуправа / Association of the units of local self-government
- SI - Association of Municipalities of Slovenia / Škupnost Obcin Slovenije
- SR - Autonomous Province of Vojvodina
- XK - Municipality of Rahovec

The starting point: In all European countries, public administrations, civil society organisations as well as volunteers and citizens have gained extensive experience (positive and negative) with the management of pandemic development, crisis management, the management of voluntary support and solidarity at local level.

Through the SOLICO project, these experiences and expertise are to be collected, discussed and valued as good practices for future crisis management and solidarity actions at the local level.



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In a series of workshops in all partner countries, representatives of local and regional authorities of civil society organisations and citizens will exchange their experiences and practices for all three phases of pandemic management, derive collections of best practices and discuss a final conference at European level to ensure a sustainable impact of the results beyond the partner organisations. A comprehensive dissemination, use and multiplication strategy will be applied to enable participation and broad impact so that, in addition to all the negative effects of the COVID-19 pandemic on all European societies, at least learning effects and best practices for future similar situations can occur.

Please find all the project details at www.europa.steiermark.at/solico

ABOUT THE HOST ORGANIZATION

SERDA.BA - Sarajevska regionalna razvojna agencija - In an effort to overcome many social problems that Bosnia and Herzegovina faced in the post-war period, Local Communities, with the support of the International Community, launched an initiative to recover and stimulate economic development. SERDA – Sarajevo Economic Region Development Agency was established in 2001. first as the "Sarajevo Economic Region" (SER) Office for Coordination and Monitoring of the implementation of the projects.

The Office, which was established in 2001, represented the administrative and legal framework for the implementation of initial activities on the implementation of the concept of economic reintegration and development of the SER. In May 2003, the SER Office grew into the Sarajevo Regional Development Agency (SERDA) as we know it today. SERDA is essentially non-profit organization that is fund by the public, private and non-governmental sector to contribute to overall economic development.

REMINDER: The **SOLICO** workshop will be held on **22nd of September 2022** on the address of our company SERDA, which is **Kolodvorska 6, 71000 Sarajevo - Bosnia and Herzegovina.**

➤ CONDITIONS FOR ENTRY IN BOSNIA AND HERZEGOVINA

Termination of validity of the Decision on prescribing additional conditions for the entry of foreigners into Bosnia and Herzegovina the Council of Ministers of Bosnia and Herzegovina passed the Decision on the termination of the Decision on prescribing additional conditions for the entry of foreigners into BiH, which entered into force on the day of its adoption on 26th of May 2022.

For the entry of foreigners into Bosnia and Herzegovina, **the obligation to have a negative result of a PCR test or a rapid antigen test for the SARS-COV-2 virus, a vaccination certificate or a certificate issued by a doctor that the person has recovered from the disease COVID-19 ends.**

Also, wearing mask is abolished, but still entry into some facilities and stores is not allowed without the mask, so you should always bring your mask with you.

➤ Location of the meeting – Sarajevo

Sarajevo, the heart of the Balkans and the capital of Bosnia and Herzegovina is the city where East and West meet with its long and rich history of religious and cultural diversity. That is why it is sometimes called the ‘‘Jerusalem of Europe’’ or ‘‘Jerusalem of the Balkans’’. It offers incredible authenticity in terms of culture and lifestyle, so, let’s get to know this city a bit more!

Sarajevo lies in the narrow valley of the Miljacka River at the foot of Mountain Trebević. Its population is little less than half a million which also makes it the biggest city in the country. The city has long and rich history that has been marked by many different cultures. Having in mind this, Sarajevo and its inhabitants proud themselves with the traditional religious diversity, having adherents of Islam, Orthodoxy, Catholicism and Judaism coexisting there for centuries.

Sarajevo is a city that encompasses the very best of both East and West and it is rarely seen anywhere in the world that Orthodox and a Catholic church, a mosque and a synagogue are found within easy walking distance of each other. The largest travel guidebook and digital media publisher in the world, Lonely Planet, named Sarajevo as one of the top ten cities to visit in 2010. The people in Sarajevo are very friendly and there is very little crime.



Some facts about Sarajevo

Sarajevo had street lighting before Vienna, as Austro Hungarians had doubts about the safety of electricity and deemed it wiser to first test it in the colonies. Sarajevo was also the first city in Europe and the second city in the world to have a full-time operational electric tram network running through the city, the first being San Francisco.

Language

The official languages are Bosnian, Serbian and Croatian. English and German are the most popular foreign languages.

Time zone

Central European Time (GMT +1).

Population

503,109 (2013 census).

Ethnic groups/Religions

Bosnians, Serbs, Croats, Jews, Roma and other ethnic groups live in Sarajevo. The most widely practiced religions are Islam, Orthodox Christianity, Catholicism and Judaism.

Water supply

It is safe to drink tap water in Sarajevo.



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Currency

The currency used in BiH is the Convertible Mark. The international abbreviation for the currency is BAM, while KM is used locally ($1.95\text{KM} = 1 \text{ Euro}$). Exchange rate between the KM and the Euro is fixed and it can be expressed either as: $1\text{KM} = 0.511292 \text{ Euro}$ or $1 \text{ Euro} = 1.955830 \text{ KM}$. You can exchange money at any bank, post office or exchange office. In some shopping centers, exchange offices work until 10:00 p.m.

Banks and post offices

Banks normally work from 8:00 a.m. to 5:00 p.m. on weekdays and from 9:00 a.m. to 1:00 p.m. on Saturdays. The main post office is open from 7:00 a.m. to 6:00 p.m. Monday to Saturday.

Credit cards

It is possible to pay with credit cards in most shopping centers and in nearly all better restaurants. This is not the case, however, in most cafés, clubs and shops that sell handicrafts and souvenirs in the old part of town. Credit cards are also not accepted when paying for the following: parking services, tickets for public transport or special events.

Business hours

Most public places are open Monday through Friday, 8:00 a.m. to 4:00 p.m. Small shops usually work up until 8:00 p.m. and shopping centers work until 10:00 p.m.

Telephone and internet access

There are three GSM operators in BiH: BH Telecom, M:Tel and Eronet. Pre-paid cards and additional minutes (credit) for cell phones and wireless internet are available for purchase at kiosks, small shops and at these operators' stores. Wireless connection is free at many hotels, restaurants, cafés and shopping centers. All three operators offer 3G cell phone internet throughout Sarajevo, but roaming rates can be very high.

➤ Transportation

The centre of Sarajevo is served by a spinal tram network which makes an anti-clockwise loop around the central area. There are seven tramway lines supplemented by five trolleybus lines and numerous bus routes. Tickets should be purchased in advance from kiosks on the street (cost 1.60 KM) or from the driver, where they cost slightly more (1.80KM). Tickets should be validated upon boarding the vehicle. The main railroad station in Sarajevo is located in the north-central area of the city. The main bus station is immediately next to the railroad station. The card must be annulled after entering the vehicle. Please note tickets for trams and buses are not the same. Also, as they are different city transport make sure you purchase tickets for that transport.

Taxi

Sarajevo has some of the cheapest taxi rates in Europe and several private taxi companies operate in the city 24 hours a day. Taxi stands are clearly marked and the starting fare is 1.90 KM. All vehicles use a taxi meter and the driver will issue a receipt upon request.

The regular rate per kilometre is 1.20 KM, and it is possible to negotiate a rate with the driver in advance for distances longer than 25 kilometres.

All legitimate taxis are required to have a "TAXI" sign on top and license plates with "TA" on them. Taxi fares can only be paid in cash and 1 KM is charged for each piece of baggage.

Sarajevo taxi 1515
Red taxi 76 06 00
Samir & Emir taxi 1516
Paja 033 15 22
Holland taxi 033 431 111
Kale taxi 033 570 900

At the entrance to Sarajevo International Airport, near Terminal B, there is a Sarajevo taxi stand. If there are no taxis in front of the Airport, you can ask them to call you a taxi at the Info Desk. Also, on the wide street that passes by the airport complex you can stop a taxi at almost any time.

Airport Bus

Sarajevo International Airport is connected to the center of Sarajevo by a bus line of the company Centrotrans Eurolines, whose timetable is harmonized with the flight schedule. See the timetable at the following link:

https://centrocard.ba/#/timetable?display_route_code=200E&direction=&c=FF2D10

A one-way ticket costs 5 KM, and the return ticket price is 8.00 KM. One luggage up to 23 kg is included in the ticket price, while the price for every next one luggage, as well as for luggage weighing more than 23 kg is 5 KM.

➤ THINGS TO VISIT AND DO IN SARAJEVO

The capital of Bosnia and Herzegovina has been at the centre of major historical events, namely the assassination of Archduke Franz Ferdinand in 1914 and the horrors of a four-year civil war that played out until 1995. Today, however, Sarajevo is the political, social and cultural centre of the country, known for its celebration of peaceful religious coexistence. Here's our list of the top things to see and do.

1. Explore Baščaršija, Sarajevo's Old Town

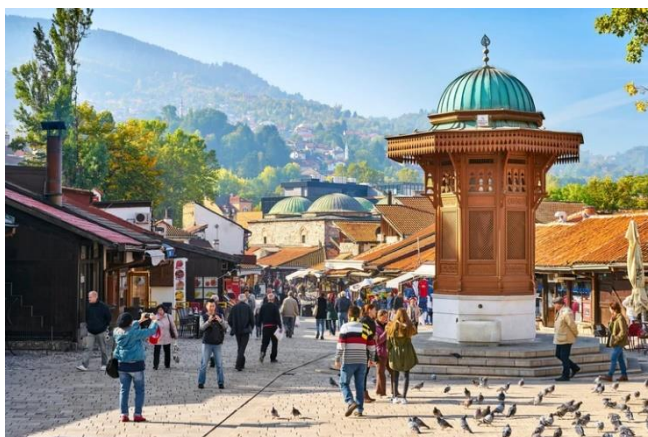


In the heart of Sarajevo's Old Town, the 15th Century Old Bazaar is a maze of cobble streets filled with shops selling metals, jewellery, pottery and souvenirs. The shop fronts spill out onto the narrow streets and the gleaming copper stalls and traditional coffee sets catch the eye at every turn. Browse the traditional handicrafts, indulge in the local coffee, Bosnian ice cream or the traditional Cevapi dish and admire the architecture from a time gone by.

The Old Town is one of our favourite things to do in Sarajevo and a highlight of any visit to the city.

2. Walk among the pigeons at the Sebilj Fountain

One of Sarajevo's most recognisable landmarks the Moorish wooden Sebilj Fountain is a must see in the city. Legend has it that those who drink from the fountain twice will return to Sarajevo. As well as attracting tourists, the pseudo-Ottoman style fountain is also a pigeon magnet and the area is often referred to as Pigeon Square.



3. Enjoy a Bosnian Coffee

Drinking Bosnian coffee is a rite of passage in Sarajevo's Old Town. Arriving with the Ottoman influences from the Orient, Bosnian coffee is symbolic of the country. A walk through the streets of Baščaršija shows illustrates the importance of Bosnian coffee in everyday life: behind the storefronts, coffee beans are ground by hand with a huge pestle and traditional coffee sets are for sale among the copper creations.



4. Stand on the spot that started World War I at the Latin bridge



Rising solemnly over the Miljacka River in Sarajevo the Latin Bridge holds a remarkable place in world history. On June 28, 1914, the Archduke Franz Ferdinand of Austria, the next in line to the Austro-Hungarian throne, and his wife Sophie were assassinated as they passed by the Latin Bridge with their motorcade triggering a chain of events which lead to World War I. It's incredible to stand on the Latin Bridge and realise the huge significance of the events that took place here had on world events.

5. Admire the quirky architecture at Vijećnica, Sarajevo City Hall

One of the most stunning architectural examples from Austria-Hungary's era of imperial rule (1878–1918) is the town hall, or Vijećnica, as it is known locally. Vijećnica was designed in 1891 by the Czech architect Karel Pařík but he stopped working on the project due to the criticism he faced from officials. The building was destroyed in the war and was completely rebuilt. The exhibitions include re-enactments of the Hague Criminal Court and a basement museum.



6. House of Spite – Man vs The System

City Hall did not always sit on that spot at the start (or end) of the Old Town. Previously a *little man's* house was in the prime location, but the Austrian-Hungarian monarchy wanted it. Like most men with power do, they tried to make this citizen move but he was stubborn! He finally caved into the negotiations with the result that he was paid handsomely and his modest house was moved, brick by brick, over the river Miljacka, directly facing the new City Hall. The House of Spite (Inat Kuća) is now a restaurant.



7. Watch the Vječna Vatra, The Eternal Flame



Sarajevo has a devastating past. Vječna Vatra, Sarajevo's Eternal Flame, is a memorial to the military and civilian victims of World War II in Sarajevo. The open flame burns continuously symbolising that they will never be forgotten.

8. Watch the sunset at Žuta Tabija, The Yellow Fortress

Built in the early 1700s, The Yellow Fortress is one of the most popular viewpoints in Sarajevo and, every evening crowds gather at the fortress to watch the sunset. Not much remains of the fortress but the spectacular views of Sarajevo make this a must see. There's a low-key cafe at the Yellow Fortress which is perfect for sunset drinks or quenching your thirst after making the climb from the city centre!



9. Ride the Gondola to Mount Trebević

From 1959, the beautiful Mount Trebević was serviced by a gondola which ferried passengers from Sarajevo to the lush green mountain. The gondola service came to an abrupt halt on March 2, 1992, when its guard, Ramo Biber, became the first victim of the Siege of Sarajevo. From 1992 to 1995 bullets and mortars rained down from Trebević Mountain claiming thousands of victims in the centre of Sarajevo and, even after the Siege of Sarajevo ended, it took years to rid Trebević of landmines. In April 2018 the gondola came back in operation and visitors have returned to Trebević to explore its scenery and hikes and 32 gondolas decorated in the colours of the Bosnian flag and the Olympics make the 2km ride from the city centre.



10. Gazi Husrev-beg 'Beys' Mosque

The largest mosque in the country is the centre of Sarajevo's Islamic community. Built in 1532, it's a striking example of the Ottoman architecture that characterises the city. Outside is a beautiful courtyard with a fountain for ritual ablutions, and the main entrance is decorated with intricate Islamic designs and patterns. It has a number of domes, a characteristic feature of Ottoman, rather than Middle Eastern, mosque architecture. Much of it was damaged during the civil war, and reconstruction began in 1996 as a matter of high priority, given its cultural significance.



11. Explore Katedrala Srca Isusova, The Sacred Heart Cathedral

The Neo-Gothic Sarajevo Cathedral is the largest Cathedral in Bosnia and Herzegovina and boasts beautiful stained-glass windows and vaulted ceilings. A statue dedicated to Pope John Paul II, who visited Sarajevo in 1996 and 2003, sits in the front square of the cathedral.



12. Understand the wounds of the past with the Sarajevo Roses



Walking around Sarajevo it's impossible to miss the blood like stains marking the city pavements. During the Siege of Sarajevo, the city was bombarded by hundreds of shells hitting its streets every day and which left crater-like holes all over the pavements. The craters were filled with red resin in memory of the casualties and are known as Sarajevo Roses.

13. Eat ćevape

And when hunger pangs strike, there's only one thing for it: a plate of ćevapi, the national dish of Bosnia. Grilled minced beef is fashioned into elongated meatballs, like small sausages, and a portion consists of several, served in a pitta or flatbread with onions and sauce. A cheap dish, which was simple to make for rebels and outlaws, ćevapi evolved into a local staple during the centuries of Ottoman occupation. You'll find it widely served in restaurants.



CONTACT PERSON

Ms. Ajla Iović (Project Manager)

E-mail: ajla@serda.ba

Mobile Phone and WhatsApp: +38762540645

Emergency contact – Call 122 for police, 124 for ambulance and 123 for fire department emergencies.

We wish you a wonderful time in Sarajevo!

Vidimo se uskoro \ See you soon!

Team SERDA