Doing business in Bosnia and Herzegovina

Are you a member of a UK company wishing to export overseas?

Interested in entering or expanding your activity in the Bosnia and Herzegovina market? Then this guide is for you!

The main objective of this **Doing Business Guide** is to provide you with basic knowledge about Bosnia and Herzegovina; an overview of its economy, business culture, potential opportunities and an introduction to other relevant issues. Novice exporters, in particular will find it a useful starting point.

Further assistance is available from the UKTI team in Bosnia and Herzegovina. Full contact details are available at the end of this guide.

Important Information - Sanctions and Embargoes

Some countries maybe subject to export restrictions due to sanctions and embargoes placed on them by the UN or EU. Exporting companies are responsible for checking that their goods can be exported and that they are using the correct licences.

Further information is available on the Businesslink site

The purpose of the Doing Business guides, prepared by UK Trade & Investment (UKTI) is to provide information to help recipients form their own judgments about making business decisions as to whether to invest or operate in a particular country. The Report's contents were believed (at the time that the Report was prepared) to be reliable, but no representations or warranties, express or implied, are made or given by UKTI or its parent Departments (the Foreign and Commonwealth Office (FCO) and the Department for Business, Innovation and Skills (BIS)) as to the accuracy of the Report, its completeness or its suitability for any purpose. In particular, none of the Report's contents should be construed as advice or solicitation to purchase or sell securities, commodities or any other form of financial instrument. No liability is accepted by UKTI, the FCO or BIS for any loss or damage (whether consequential or otherwise) which may arise out of or in connection with the Report.

Content

Introduction 4

Preparing to Export to Bosnia and Herzegovina 9

How to do business in Bosnia and Herzegovina 10

Business Etiquette, Language and Culture 14

What are the challenges? 15

How to Invest in Bosnia and Herzegovina 16

Contacts 17

Resources / Useful Links 18

Introduction

Bosnia and Herzegovina (BIH) is situated in South East Europe, in the middle of the Balkan peninsula and borders with Serbia and Montenegro and Croatia, with a 22 km coastline on the Adriatic Sea.

The country has made substantial progress in post-conflict reconstruction, social integration and state building since the end of the 1992-95 war. With the continued support of the international community, Bosnia and Herzegovina has taken strides towards establishing a functioning market economy and making progress towards EU integration. The Stabilisation and Accession Agreement with the EU was signed in June 2008 which has granted Bosnia and Herzegovina the status of a potential candidate for EU membership.

It is now working towards accession to the European Union (EU) and membership in the World Trade Organisation (WTO).

Bosnia and Herzegovina offers rewards to persistent and well-prepared exporters and investors. The country is open to foreign investment with national treatment for exporters, and a liberal trade regime.

The country has an educated and skilled workforce with relatively low labour costs (average gross salary Euro 640). Manufacturing is therefore a more realistic investment opportunity than services and high-value industries. While official unemployment is approximately 40 percent, "unofficial" estimates of unemployment that include the large grey economy are approximately 18-22 percent.

The country's traditional trading partners are the neighbouring countries (Serbia and Croatia), Germany, Italy, Austria and Turkey. UK exports are modest but growing year on year. In 2010, the UK exports amounted to £22 million, an increase of 11% on 2009.

Strengths of the market

- Bosnia and Herzegovina is a transitional economy with strong import needs.
- Successful and stable currency board arrangement that fixes the local currency, the convertible Bosnian Mark (BAM) to the Euro at a rate of 2 Marks to 1 Euro. As a result, BAM is one of the most stable currencies in Southeast Europe.
- Reformed banking sector dominated by foreign banks (mostly Austrian and Italian – foreign ownership currently stands at 85%) Low inflation (up to 2%).
- Skilled workforce.
- Good internet penetration.
- Guaranteed free transfer of capital and free profit repatriation to foreign investors.
- Access to a market of 60 million people through central European Free Trade Agreement (CEFTA).
- Preferential export regimes with USA, Australia, New Zealand, Switzerland, Norway, Russia, Japan, Canada and Free Trade Agreement with Turkey.

Opportunities in Bosnia and Herzegovina

- Considerable financial resources deployed by the EU and other International Financial Institutions to support reform priorities.
- Up-coming privatisation

Although BiH is a small market, it offers good opportunities in the sectors noted below:

- **Power** – new developments, upgrades and privatisation.
- **Telecommunications and IT** - upgrades and privatisation.

- **Transportation** - restoring infrastructure.
- **Construction** - modernising and expanding capacity.
- **Tourism** - development at all levels.

Opportunities also exist in health and social welfare, textiles, wood and furniture, financial services and business regulatory reform.

Trade between UK and Bosnia and Herzegovina

UK trade with Bosnia and Herzegovina is modest but growing. According to HMRC, British exports to BiH in 2010 amounted to £22 million, mostly specialised, electrical and industrial machinery, manufactured goods, telecoms and sound equipment, building materials/fittings, scientific and office equipment and chemicals.

There are around 100 UK represented in BiH. Other UK companies, particularly in the service sector, have a presence in BiH for the duration of specific contracts. Leading UK companies in BiH include: GlaxoSmithKline, AstraZeneca, Unilever, Imperial Tobacco, and JCB.

Top 10 UK Exports (Visible Exports) to Bosnia & Herzegovina 2010

Description	£thousands
Specialized industrial machinery	2.815
Miscellaneous Manufactured Articles	1.989
Road Vehicles	1.968
Paper, Paperboard	1,608
Office machines and ADP equipment	1,271
Medicinal & Pharmaceutical Products	1,199
Textile Yarn, Fabrics	1.198
Essential Oils & Perfume Materials	1.083
General Industrial Machinery & Eqp.	1.034
Power Generating Machinery & Equipment	986
Total Export	21.909

Source: BIS SPA SA, based on data from HMRC

Economic Overview

The economy of Bosnia and Herzegovina was not immune to the impact of the global financial and economic crisis. Like other transition economies, the country experienced a reduction in the rate of growth.

The economy has started a slow recovery in 2010 on the back of strong export growth which is resulting in the recovery of FX reserves, but domestic demand remains weak. During the first seven months of 2010, exports grew at the rate of 31% in nominal terms (exceeding the pre-crisis level) and due to a significantly slower recovery of imports, the export/import coverage increased from 43% to 54% (yoy). However, trade, credit, and other available data point to a negligible increase in consumption and a drop in investment levels from 2009.

Export growth is observed across all traditional BH industries: electric power, steel, aluminum, furniture, as well as primary agricultural products. Imports continued dropping, reflecting tight credit and indicating still weak investment.

The country's GDP per capita in 2010 was USD 4,601 with a real growth rate of 0.9% (preliminary est. by Central Bank of Bosnia and Herzegovina) and inflation of 2.1%.

The macro-economic situation is stable, underpinned by a fully convertible currency with a fixed parity with the Euro and relatively tight fiscal policies supported by the IMF. Foreign Direct Investment remains modest, hindered by excessive bureaucracy and concerns about political interference and corruption.

In June 2008 BIH signed the Stabilisation and Accession Agreement with the EU allowing for significant customs concessions for certain EU imports. In addition the country benefits from preferential export arrangements with Russia, USA, Canada, Australia, New Zealand, Japan, Switzerland, Norway and Turkey.

BiH is a member of CEFTA (Central European Free Trade Agreement) which created a single free trade zone with over 60 million people.

Population

BiH has about 3.8 million citizens (There has not been a census since 1991).

The capital of BiH is Sarajevo, with a population of 450,000. Other major cities are Banja Luka, Mostar, Tuzla, Zenica, Bijeljina and District Brcko.

Ethnic groups: Bosniak 48.3%, Serb 34.0%, Croat 15.4%, others 2.3%. Religions: Muslim (40%); Orthodox (31%); Catholic (15%); Protestant (4%); other (10%).

Political Overview

The Dayton Peace Agreement, which ended the war in Bosnia and Herzegovina in 1995, established the structure comprised of a state level government and two entities that enjoy substantial autonomy - the Federation of Bosnia and Herzegovina (FBH) and Republika Srpska (RS). Subsequently the Brcko Final Award Tribunal established the former Brcko municipality as the Brcko District under the exclusive sovereignty of Bosnia and Herzegovina and as a multi-ethnic, democratic unit of local self-governance.

Since 1995, the country has made considerable progress in post-conflict reconstruction, social integration, and state building. Based on its impressive economic recovery and sustained social stability, which have been supported by high levels of international assistance, the country can be considered a post-conflict success story. However the last few years have seen a period of political difficulties, illustrated by ongoing problems over formation of a new state-level government following elections in October 2010. These difficulties have slowed down the country's recent reform progress.

Bosnia and Herzegovina is a parliamentary democracy with a complex administrative structure. The State Government, headed by the Presidency of Bosnia and Herzegovina rotates every eight months among three members (Bosniak, Serb, Croat), each elected for a 4-year term. The Presidency is responsible to the Parliament, the lawmaking body in Bosnia and Herzegovina. The Parliament consists of two houses: the House of Peoples and the House of Representatives.

Each of the two entities has its own government with a President, Prime Minister and a two-house Parliament. The Federation of Bosnia and Herzegovina further divides into 10 cantons with an independent political structure. The Federation Government only plays a coordinating role. The Brcko District is a self-governing unit.

Judiciary. Bosnia and Herzegovina has a multi-layered and decentralized judicial system consisting of 14 Justice Ministries and numerous courts. The highest court is the Supreme Court of Bosnia and Herzegovina. The FBiH has the Constitutional Court of FBiH, the Supreme Court of FBiH, 10 cantonal courts, and municipal courts, as well as minor offense courts. The RS has the Constitutional Court of Republika Srpska, the Supreme Court of Republika Srpska, district courts, and basic courts, as well as minor offense courts. The Brcko District also has its own courts.

Getting here and advice about your stay

FCO Travel Advice

The FCO website has travel advice to help you prepare for your visits overseas and to stay safe and secure while you are there.

For advice please visit the FCO Travel section

Travel Routes to Bosnia and Herzegovina

There are numerous road crossings with Croatia, Serbia and Montenegro, and regular commercial coach services between main cities.

The country's main airport is Sarajevo, with regular flights to Zagreb, Ljubljana, Vienna, Istanbul, Milan, Rome, Budapest, Frankfurt, Munich, Prague, Belgrade and a number of charter flights to Tunisia, Marrocco, Jordan, Egypt etc. There are smaller airports with limited international services in Mostar, Banja Luka and Tuzla.

Rail services linking Sarajevo, Mostar, Doboj and Banja Luka to Zagreb, Belgrade, Budapest and Ploce are available but slow.

Travelling in Bosnia and Herzegovina

Car hire is available. There are few dual carriageways, but the main roads are satisfactory. Link roads are poorly maintained and in bad condition. Rail, bus and taxi are readily available for transport throughout BiH, although the rail network remains limited and slow. Due to the mountainous nature of BiH, it is advisable to allow plenty of time for journeys. Severe weather conditions in Sarajevo can cause serious disruption to schedule services during the winter months.

Passports / visas

British nationals possessing a valid passport do not need a visa to enter BiH for short-term stays of up to three months while visiting for business or tourism.

Passport validity

You must ensure that your passport is in good condition and valid for at least six months beyond the date of your expected departure from the country.

Registration

All foreign nationals must register with the police within 24 hours of arrival. Hotels will usually arrange this for their guests. If you are intending to stay in Bosnia and Herzegovina for more than six months you must apply for temporary residence in addition to registering with the local police.

The local field office of the Foreigners‘ Affairs Department of the Bosnian Ministry of Security having jurisdiction over the foreigner‘s place of residence is the authority in charge of accepting applications for temporary residence permit. More information on the above application procedures can be obtained from the Department‘s web site http://www.sps.gov.ba/.

Ministry of Security
Department for Foreigners
Pijacna 6/II
71 000 Sarajevo
Tel: +387 33 772 950
Email: info@sps.gov.ba
Website: http:// www.sps.gov.ba

Accommodation

There is a reasonable choice of hotels in Sarajevo. The charge for a 3 or 4 star single room ranges from £50 to £120. Most international credit cards are accepted.

In other towns, hotels are reasonably good by European standards and inexpensive.

A list of hotels is available from the UKTI BIH or BiH Tourism Authority:

Turisticka Zajednica BiH
Zelenihg Beretki 22 A
71000 Sarajevo
Phone: +387 33 200 651
Fax: +387 33 532 281
Website: http://www.bhtourism.ba

Preparing to Export to Bosnia and Herzegovina

Appointing a local agent or representative will be important for marketing, sales and importing as well as helping perform all the essential business operations within the market. UK Trade and Investment Team Bosnia and Herzegovina are happy to assist UK exporters by identifying local opportunities for the sale of products or services.

You can commission these services under which are chargeable and operated by UK Trade & Investment (UKTI) to assist British-based companies wishing to enter or expand their business in overseas markets. Under this service, the Embassy's Trade & Investment Advisers, who have wide local experience and knowledge, can identify business partners and provide the support and advice most relevant to your company's specific needs in the market.

How to do business in Bosnia and Herzegovina

What companies should consider when doing business

Correspondence with Bosnian business contacts can be in English or, sometimes, in German. However, companies wishing to explore market opportunities would do well to consider using the local language for introductory correspondence. Price quotations can be in sterling. Euro quotations will be more readily understood.

Incoterms

Exporters will find Incoterms 2000 a useful guide for specifying their obligations for delivering goods safely in international contracts. Incoterms provide guidance on the commonly used trade terms in international trade. We advise referring to this if you are a member of a company's marketing or sales team intending to export.

Market entry and start up considerations

There is no single best way to do business in Bosnia and Herzegovina. New entrants to the market will most likely be displacing/supplanting nearby suppliers, such as from Croatia and Slovenia, as well as dominant EU member country exporters.

Visiting the country first to develop contacts, look at the opportunities, and learn about the bureaucratic structure is essential.

For a new-to-market company, there is no substitute for a local partner. Make your selection based on his or her knowledge of the local market. Sales agents, representatives and distributors all have important roles to play in this market. Regardless of which channel is selected, sales support and after-sales service are critical.

Sarajevo in the Federation of Bosnia and Herzegovina and Banja Luka in the Republika Srpska, are the main markets for imports. It is strongly recommended that sole agents/distributors are appointed, either for the whole country or for specifically designated areas or types of business.

It is recommended that a confirmed letter-of-credit be used when conducting business with a new local partner.

Financing is a key factor for a Bosnian company making a decision to take on a new UK product line.

Establishing a business in Bosnia can be an extremely burdensome and time-consuming process for investors. The World Bank estimates that there is an average of 12 procedures taking a total of 54 days to complete registration for a new business. (source: 2010 World Bank —Doing Business report). Registration can sometimes be expedited if a local lawyer is retained to follow up at each step of the process.

BiH is a country in the process of approaching EU integration, therefore the legislation is constantly being amended and modernised up to EU standards. Professional legal advice is essential.

Legislation and Local Regulations

Corporation laws are under the jurisdiction of the Entities. Although regulations related to the company registration are harmonised at State level, they are explained in more details at the Entity level and provide for basic forms of business:

- Joint Stock Company

- Limited Liability Company
- General partnership
- Partnership limited by shares

The most common types of corporations/companies in BiH are limited liability companies and joint stock companies.

The Foreign Investment Promotion Agency offers services to foreign investors, seeking to improve country's image regarding foreign investment and attracting new investors.

The Central Bank of BiH website offers a directory of banks and experts in BiH, and statistical reports.

The UK Trade and Investment Team of the Embassy can provide appropriate contacts. The OHR, FIPA and Foreign Trade Chamber of Commerce are other valuable sources of information.

Recruiting and Retaining Staffing

With widespread unemployment affecting much of the country there is no shortage of skilled and semi-skilled labour. To advertise vacancies you may consider advertising on www.posao.ba or http://bih.boljiposao.com or in Newspapers which should secure a sufficient number of good quality applications. The List of Recruitment Agencies is available from the UKTI Team in BiH.

Documentation

All goods imported into the customs territory of Bosnia and Herzegovina are subject to customs procedures contained in the Law on Customs policy, which apply uniformly throughout the customs territory of BiH.

For more information on import controls policy please contact:

Ministry of Foreign Trade and Economic Relations
Customs and Tariffs Policy Section
Musala 9
71000 Sarajevo
Bosnia and Herzegovina
Tel/Fax: +387 33 664 103
Website: www.mvteo.gov.ba

Goods temporarily entering BiH may be fully or partially free of customs duties and must not undergo any changes except for the nominal loss of value due to use. The maximum period for temporary entry is 12 months.

Customs Duties

With the start of 2009, import tariffs were eliminated for 11,000 products that BiH imports from the EU. The Customs Tariff Nomenclature is based on the Harmonized Commodity Description and Coding System (HS). BiH nomenclature of goods is fully harmonized with the combined EU nomenclature.

Customs duties on all commodities imported into the customs territory of Bosnia and Herzegovina are paid ad valorem at rates of 0, 5, 10 and 15 percent. These rates apply to commodities originating from countries that have concluded an agreement with a Most Favoured Nation clause with Bosnia and Herzegovina, or from those countries that apply the same clause on the **commodities originating from BiH.**

Indirect Taxation Authority (ITA)
Tax and Customs Control
Bana Lazarevica bb
78000 Banja Luka
Tel: +387 51 335 100
Fax: +387 51 335 101
Website: www.uino.gov.ba/b/Carina/

Under ATA Carnet arrangements, goods temporarily entering BiH may be fully or partially free of customs duties and must not undergo any changes except for the nominal loss of value due to use. The maximum period for temporary entry is 12 months. In April 2011 the country signed ATA Carnet Convention and become one of 36 countries that signed this document. The ATA Carnet is an international Customs document which allows the temporary importation of - commercial samples, professional equipment of goods going to either a trade fair or exhibition.

Additional taxes

VAT was introduced on 1 January 2006 with a fixed rate of 17 percent for all goods and services. Tax, rates and other procedures are being harmonised. For detailed information on Taxes, VAT return, procedures please contact Indirect Taxation Authority (ITA) or Ministry of Foreign Trade and Economic Relations.

Excise tax - The excise tax is paid only on certain goods at the moment of their release for free circulation. The excise tax is applied identically to domestic and imported goods.

The goods for which an excise tax is levied are: oil derivatives, tobacco, beverages, alcoholic drinks, beer and wine and coffee.

The Double Taxation Agreement between the UK and BIH is designed to protect against the risk of an individual or a corporate entity being taxed twice where the same income is taxable in two countries.

Labelling and Packaging Regulations

Labels must contain the following information: name of the product, full address of the importer and the country of origin, net quantity/weight/volume, ingredients, manner of storage (transport, use, or maintenance), and pertinent consumer warnings. Technically complex products must be accompanied by instructions on usage, manufacturer specifications, a list of authorised maintenance persons/businesses, warranty information, warranty period, and other applicable data. All information must be translated into the languages of BiH and affixed to (or accompanying) the product before it is put on the market.

Product certification is required in order to make sure that the product has undergone appropriate testing and that it conforms to relevant regulations.

Whereas BiH have a designated own set of standards known as the BAS Standard, all EU standards are recognised.

The Institute for Standardisation of Bosnia and Herzegovina
(Institut za standardizaciju Bosne i Hercegovine)
Vojvode Radomira putnika 34
71123 Istocno Sarajevo
Bosnia and Herzegovina
Tel: +387 57 310 560
Fax: +387 57 310 575
Email: info@bas.gov.ba
Website: www.bas.gov.ba

Getting your Goods to the Market

Road-freight is the main method of transport. The country has limited air-freight facilities to Sarajevo, Mostar and Banja Luka. Rail links to neighbouring countries are developing-, there are direct rail links to Zagreb and Budapest. The port of Ploce in Croatia acts as Bosnia's main point of entry for goods coming by sea, linked by rail to Mostar, Sarajevo and Banja Luka. The port of Brcko provides a freight route on the river Sava, which connects to the Danube.

Intellectual Property Rights

The BiH government is strengthening its intellectual property rights laws in preparation for membership in the European Union and the World Trade Organization. Although existing legislation provides a basic level of protection, BiH's civil and criminal enforcement remains weak. Further efforts are required to strengthen the administrative and enforcement capacity of The Institute for Intellectual Property of Bosnia and Herzegovina.

For more information please contact:

Institute for Intellectual Property of Bosnia and Herzegovina
Kralja Petra Krešimira IV8a
88000 Mostar
Bosni and Herzgovina
Tel: + 387 36 33 43 81
Fax: + 387 36 31 84 20
Email: mostar@ipr.gov.ba
Website: http://www.ipr.gov.ba/en

Business Etiquette, Language and Culture

Language

There are three main ethnic groups in BiH: Bosniaks, Croats and Serbs and three official languages: Bosnian, Serbian and Croatian which are almost the same and mutually understandable. When necessary in a conversation, it is best to refer to the language as —the local language. Addressing and correspondence in any of these languages is acceptable.

In general, business people speak reasonable English, and if they do not, they will let you know. It is advisable to speak clearly, slowly and without resorting to idiomatic expressions which may be difficult to understand for a non-native speaker.

The UKTI Team can provide you with the list of professional interpreters and translators.

Meetings and Presentations

Business customs in BiH are a mix of old habits and newly-acquired business practices. However, the business culture is changing. This change, most obvious in the largest business and industrial centres, has introduced new management, language, and IT skills, as well as Western-style business practices. The exchange of business cards is a common practice. While most business meetings take place in a formal setting, it is not unusual to discuss business over coffee or lunch. As is the case in many other countries, local companies prefer to do business with people they know well.

In some cases, it is important to be aware of the sensitivities between the different ethnic communities within Bosnia and Herzegovina. This is becoming less of an issue as time passes.

What are the challenges?

Getting Paid – Terms of Payment

The following financial instruments are used in BiH to make payments abroad: remittances, documentary collections, checks, and letters of credit. The safest method of receiving payment is cash-in-advance and/or irrevocable letter of credit. Delayed payment should be avoided unless your partner is a well-established and locally recognized company. However, most importers prefer to avoid this costly instrument. Many claim to do business on open account terms with their European suppliers. Nevertheless, a confirmed letter of credit should be a minimum term. Legal procedures for debt collection are very slow and costly and should be avoided. Companies that acquire capital goods expect the vendor to provide financing, preferably in the form of a loan.

How to Invest in Bosnia and Herzegovina

In the past several years, Bosnia and Herzegovina has made considerable efforts to open its economy to more foreign investment. However, the global economic crisis, coupled with increasing internal political struggles has led to a significant slowdown in necessary reforms since 2008. Previous initiatives included a liberal state-level foreign investment policy, a value-added tax and a uniform trade and customs policy. Foreign investors continue to face a number of obstacles, including complex legal and regulatory framework, non-transparent business procedures and weak judicial structures.

The BIH Law on Foreign Direct Investment provides a generic framework for foreign investment. The law gives foreign investors the same rights as domestic investors, including bidding on privatization tenders. With the exception of the defence industry and the media sector, where foreign control is limited to 49 percent, there are no restrictions on investment. Investors are also protected from changes in laws regarding foreign investment. The Law on Foreign Direct Investment also guarantees the immediate right to transfer and repatriate profits and remittances and allows local and foreign companies to hold accounts in one or more banks authorized to initiate or receive payments in foreign currency

BiH's Foreign Investment Promotion Agency (FIPA) provides some assistance to foreign investors, but is constrained by limited staff and budgetary resources.

According to FIPA, the value of foreign direct investments in 2010 was Euro 359 million. Investments from Austria, Serbia, Croatia, Saudi Arabia, Slovenia and Turkey dominated in 2010. The manufacturing sector received the highest percentage of FDI, followed by banking and telecommunications (Source: FIPA)

There are several incentives for foreign direct investment, including exemptions from payment of customs duties and customs fees. Bosnia and Herzegovina is divided into three jurisdictions for direct tax purposes: the Federation of BiH, the Republika Srpska and the Brčko District. The corporate income tax in the Federation allows tax relief to foreign investors who invest KM 20 million over a five year period. In the Brčko District, the corporate income tax allows offsetting of profits against losses over a five-year period. Foreign investors can open bank accounts in all jurisdictions and transfer abroad the funds acquired from their profits, without any restrictions.

The Investment Promotion and Protection Agreement (IPPA), to support investments between the UK and BiH, was concluded in 2003.

Financial Assistance

A variety of international agencies support business start-up and development schemes, primarily directed at BiH small-medium enterprises. These include EU, USAID, the World Bank and EBRD.

The Export Credit Guarantee Department (ECGD), the UK's export credit agency provides cash or short/medium/long term cover to assists UK investors and exporters looking to operate in BIH. For more information on the ECGD's cover policy for BIH please visit www.ecgd.gov.uk.

Contacts

If you have a specific export enquiry about Bosnia and Herzegovina which is not answered by the information on this report, you may contact:

UK Trade & Investment Enquiry Service
Tel: +44 (0)20 7215 8000
Fax: +44 (0)141 228 3693
Email: **enquiries@ukti.gsi.gov.uk**

You will be signposted to the appropriate section on our website, or transferred at local call rate directly to the British Embassy in Sarajevo.

Otherwise contact the team in Bosnia and Herzegovina directly:

UK Trade & Investment Bosnia and Herzegovina

Alma Kadunic
Head of UKTI Bosnia and Herzegovina
British Embassy
Petrakijina 11
71 000 Sarajevo
Bosnia and Herzegovina
Tel: +387 33 282 237
Email: alma.kadunic@fco.gov.uk

Dzemal Klepic
Trade and Investment Adviser
dzemal.klepic@fco.gov.uk
Tel: + 387 33 282 212

Website - http://ukinbih.fco.gov.uk

Working week: Monday to Thursday, 0830-1700, Friday 0830-1430

Resources / Useful Links

Country Information:

BBC Website:
http://news.bbc.co.uk/1/hi/country_profiles/default.stm

FCO Country Profile:
http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/country-profile/

EU Points of Single contact
http://ec.europa.eu/internal_market/eu-go/index_en.htm

Culture and communications:
CILT – National Centre for Languages - Regional Language Network in your area:
http://www.cilt.org.uk/workplace/employer_support/in_your_area.aspx

Customs & Regulations:
HM Revenue & Customs: www.hmrc.gov.uk

Business Link – International Trade
www.businesslink.gov.uk/internationaltrade

Economic Information:
Economist: http://www.economist.com/countries/

Export Control
Export Control Organisation:
http://www.bis.gov.uk/policies/export-control-organisation/eco-contact-details

Export Finance and Insurance:
ECGD: http://www.ecgd.gov.uk/

Intellectual Property
Intellectual Property Office: www.ipo.gov.uk

Market Access
Market Access Database for Tariffs (for non-EU markets only:
http://madb.europa.eu

SOLVIT – Overcoming Trade Barriers (EU Markets only)
www.bis.gov.uk/EUMarketAccessUnit

Standard and Technical Regulations:
British Standards Institution (BSI):
http://www.bsigroup.com/en/sectorsandservices/Disciplines/ImportExport/

National Physical Laboratory: http://www.npl.co.uk/

Intellectual Property - http://www.ipo.gov.uk/

Trade Statistics:

National Statistics Information: http://www.statistics.gov.uk/hub/index.html

UK Trade Info: https://www.uktradeinfo.co.uk/

Travel Advice

FCO Travel:
http://www.fco.gov.uk/en/travel-and-living-abroad/

NHS:
http://www.nhs.uk/nhsengland/Healthcareabroad/

Travel health:
http://www.travelhealth.co.uk/

Business Link: International Trade

Business Link's International Trade pages provide an overview of export basics including licensing, customs procedures, classifying and movement of goods, other regulatory information and export paperwork issues. It also introduces exporters to the UK Trade Tariff.

Essential reading for exporters!

Find out more at:
http://www.businesslink.gov.uk/bdotg/action/layer?r.s=tl&r.lc=en&topicId=1079717544

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