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| Slika  **REPUBLIC OF SERBIA** |
| **REPUBLIC AGENCY FOR PEACEFUL SETTLEMENT OF LABOR DISPUTES** |
| Date: May 18, 2020 |
| Belgrade |

**Report for the 96th regular session of the Social and Economic Council of the Republic of Serbia on the measures taken during the state of emergency and the measures to be taken in the following period**

Republic agency for peaceful settlement of labor disputes, as the only specialized institution dealing with peaceful settlement of labor disputes, during the state of emergency declared by the Decision on declaring a state of emergency ("Official Gazette of RS", no. 29/2020) from 15/3/2020, acted in changed circumstances in accordance with epidemiological recommendations.

Immediately after the declaration of the state of emergency, and starting from its competencies from the Law on Peaceful Settlement of Labor Disputes ("Official Gazette of RS", no. 125/04, 104/09 and 50/18) for resolving collective and individual disputes by conciliation and arbitration methods, which imply direct contact with people, and respecting the recommendations in accordance with the development of the epidemiological situation, the procedure was harmonized.

In the subject period, the Agency had a total of 387 proceedings for the peaceful settlement of labor disputes, 57 new proposals for the peaceful settlement of labor disputes were initiated and legal advice was provided by telephone, via SOS Mobbing emergency lines and e-mail in 208 cases, over 50 different acts were made, but there was no reception of the parties in the official premises and direct contacts.  
 During the state of emergency, 36 arbitration proceedings were resolved.

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| **Statistics on services provided during the state of emergency** | | | |
| In progress | Started | Resolved | Legal advice |
| 387 | 57 | 36 | 208 |

The Agency also informed all conciliators and arbitrators, of whom there are 65, about the need to harmonize their work with the Decision on declaring a state of emergency. They were also informed that it is necessary to follow the general instructions and recommendations of the authorities responsible for monitoring the situation and directing and coordinating activities in the emergency situation due to the spread of the infectious disease COVID-19.

They were also instructed that in order to prevent it, it is necessary to organize all activities in conciliation and arbitration proceedings in accordance with the epidemiological situation, and to consider and take measures to reduce any risk of transmission of the infection. It was also suggested that communication by telephone, internet, conference calls, etc. should be given priority, and in the case of necessary meetings, that there should not be handshakes and cordial greetings; that meetings should be organized with a maximum of four people lasting up to a maximum of 20 minutes; that the physical distance between the participants must be at least one meter; that the premises must be ventilated and disinfected before and after the meeting; hand disinfectants, masks and other appropriate and recommended means must be used.

The work of the Agency's employees is also in line with the Government's recommendations and the development of the epidemiological situation, and was largely organized from home, in line with the needs of the Agency's offices. Citizens and users of services were informed about the above mentioned through an online presentation. An emergency line and e-mail address for providing information have also been determined.

The work of the Agency is currently completely normalized, but as for the measures that will be taken in the following period, in order to reduce the risk of infection and spread of infectious diseases, the usual prevention measures are applied, direct contacts are avoided, especially with people with symptoms of cold and flu, when entering the premises of the Agency, the control is stricter, it is obligatory for everyone (employees and visitors) to measure body temperature and to disinfect hands, it is obligatory to avoid handshaking and direct contact, and to wear protective masks at meetings. In working with clients, communication via telephone, internet, conference calls is preferred.

Work activities that require group meetings, such as conciliations and arbitrations, will be organized in such a way that all preventive measures will be applied, avoiding direct contact, wearing protective masks, physical distance of 2 meters between participants and limited duration of meetings.