



Centar ženskih prava – Center of Women's Rights

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ANNUAL REPORT ON WORK FOR 2019

Organizational identity

Center of Women's Rights, acronym CWR (from hereafter: Center), was established in 1996 as the Center of Legal Assistance for Women. In September 2017 the title of the organization has been officially changed.

The idea for the establishment was a result of the need to help women in the post-war period to exercise their basic human rights. During the war and post-war period Zenica was one of the centers where refugees and displaced persons resided, many of whom did not have personal documents, property or livelihood. Through the years that followed, we listened to the needs of women for exercising and/or protection of rights and we adapted our work and program orientation to them.

1.1.1 Who are we?

The Center is a legal and advocacy organization dedicated to enhancement of the position of women and children in all social relations.

1.1.2 Mission

Advocating for gender-just and anti-discriminatory concept in all social relations, for a better position of women and children.

1.1.3 Vision

We believe that Bosnia and Herzegovina will become a democratic society that fosters the culture of nonviolence and peace, based on the principles of human rights and gender equality.

Administrative information:

Name of the Organization	Center of Women's Rights
Acronym	CWR
Year of establishment	17.10.1996.
Address	Mejdandžk 9
City/State	Zenica, Bosnia and Herzegovina
Phone/fax	00 387 32 40 20 49
Mobile	00 387 60 3111 922
E-mail:	czppzz@gmail.com
Facebook Page	https://www.facebook.com/czppzz/
Twitter	https://twitter.com/czppzz
YouTube	https://www.youtube.com/user/CzppZZ
Skype	czppzz
Web stranica	http://cenppz.org.ba/

During 2019, the Center implemented activities in accordance with the Strategic Plan for the period 2017 - 2021.

Through the implementation of a number of project activities, the acting of the Center, in addition to a strong breakthrough in Bosnia and Herzegovina, have achieved results that have opened the possibility for further establishment on the regional scene and more concrete results for a better legal environment for all women who face obstacles and shortcomings in exercising their rights.

The activities are presented through several interconnected thematic units, related to the key events that marked 2019, which provide an overview of the activities that led to the achievement of the set goals.

1. Direct protection of women from all forms of violence with the support to access to justice before judicial and service institutions

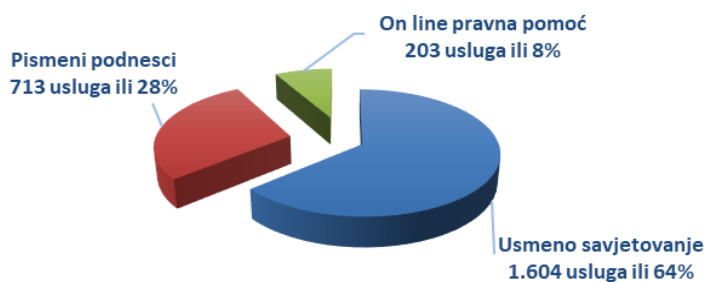
The services of a specialized legal aid service have exceeded the goals we have ever set in our existence. In addition to extinguishing fires, providing women with legal assistance, expanding service throughout BiH, women's personal stories were a resource we used to change policies that would help women and other women's organizations.

In addition to the already established free legal aid offices whose locations are located in the office of the Center in Zenica, the building of the Old Municipality of Zenica and the Center for Social Work of Zenica, during 2019 we expanded our services to other Zenica Doboj Canton cities, such as an office day in Visoko Community Center.

In addition to expanding the availability of services in the Zenica Doboj Canton, free legal aid is available at several locations in the Central Bosnia Canton, in the offices of centers for social work in Novi Travnik, Travnik, Jajce and Bugojno.

1.1 Number of provided services

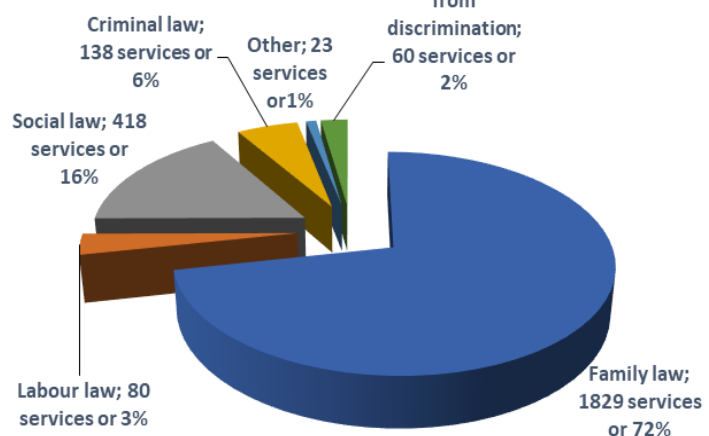
Grafikon 1: Broj i vrsta usluga BPP



Free legal aid services included oral counseling, written submissions, and written answers to questions received through the online legal aid link.

During 2019, 2,548 services were provided to 1,240 clients.

Chart 2: Number of services per field



By analyzing services provided by area of law, 72% of services provided referred to the area of family law, and 16% referred to services in social law, while 12% provided services to all other areas of law.

The family law area, with 72%, is the most represented area in the provision of free legal aid services.

In 2019, a total of 1,829 services were provided in this area. The services provided were related to marriage, the rights and duties of parents and children, alimony, property relations.

Table 1: Family law services

FAMILY LAW	
Divorce	381
Child alimony	508
Spouse alimony	40
Determining/contesting paternity	30
Entrusting child to parental care/Custody	418
Contesting parental care/custody	8
Determining and division of marital property	112
Determining extra-marital community	22
Personal and indirect contacts	310
TOTAL	1.829

Most family law services were provided for child support proceedings, as much as 28% of the total number of family law services provided, followed by 23% of services for procedures for entrusting a minor child to parental care, and 21% for divorce proceedings.

Free legal aid services in the field of social law included the

provision of services in social security, health care and pension and disability insurance rights.

In 2019, a total of 418 services were provided, which is shown in Table 1, out of the total number of services provided by the social law 56% of services related to social protection rights, ie the exercise of the right to permanent financial assistance, other material assistance, rights in addition to child allowance, benefits for employed and unemployed mothers, and disability benefits and other rights of civilian war victims.

Table 2: Social law services

SOCIAL LAW	
Social protection rights	235
Health protection rights	75
Pension/disability insurance rights	108
TOTAL	418

The health care services provided within the framework of free legal assistance this year were mostly related to the exercise of social protection rights, followed by the realization of the rights under the pension and disability insurance regarding the right to old-age pension, family pension and disability pension, with an emphasis on exercising the right to a pension behind a deceased extra-marital spouse, which we can also associate with discrimination, because they have been denied this right because of their extramarital wife status.

Table 3:

WORKING STATUS OF CLIENTS	
Employed	408
Unemployed/with occasional income	26
Unemployed	721
Pensioner	65
Pupil/Student	20
TOTAL	1.240

The availability of services was not limited by age, marriage, work or any other status decision such as education or place of residence, possession or ownership of real estate.

Unemployed women most often applied for legal aid, 58%, although they could also obtain free legal aid from the

Cantonal Office for Legal Aid.

The importance of providing free legal aid to all citizens without any census, especially employment or possession of some real estate, is reflected in the number of employed clients who turned to the Center for services, as many as 32%.

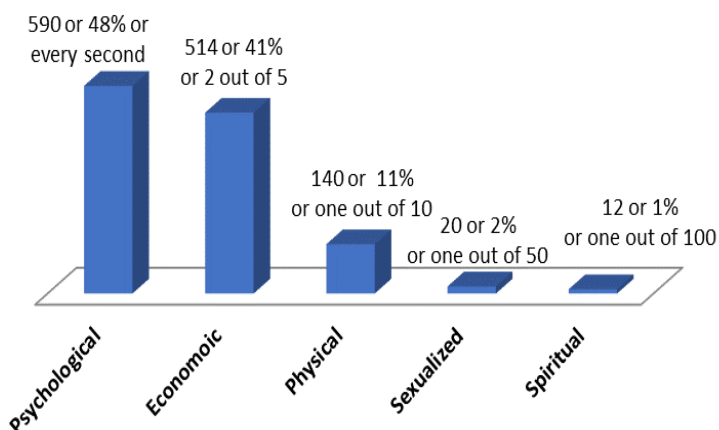
Table 4:

OBRAZOVNA STRUKTURA KLIJENTICA	
Without education	24
Incomplete primary school	55
Primary school	300
Course/Training	8
Craft/Secondary education	801
High school/University	60
TOTAL	1.240

The clients who contacted us are most often with three years of education and completed primary school.

More than half of the clients who asked for free legal aid, 720 or 58%, confided that they were victims of one or more different forms of violence: physical, psychological, economic, sexualized and spiritual. Often this is a combination of multiple forms of violence, especially when it comes to physical and sexualized violence, which is usually accompanied by psychological violence.

Chart 3: Form of experienced violence by total of 58% (or 720) clients



The forms of psychological violence suffered by clients (48%) included insulting and calling derogatory names, isolation from family and friends. Physical violence was reflected by striking by the extremities (hands and feet) or objects (vacuum cleaner, hose, chair, knife ...) in all parts of the client's body, especially the most vulnerable (head, face, abdomen in pregnant women, in the area of wounds caused during surgery, etc.), which resulted in light and severe bodily injuries.

One of the cases of combined violence, spiritual-physical-psycho, was the case of "healing with the glass." Namely, after giving birth and returning to her home, the young woman was, because of the belief that she had "been under course/sihirs" treated by her husband with the glass, causing her serious bodily harm in the form of a bruised body in the groin area. A criminal complaint has been filed in this case.

Violence perpetrated by the use of information and communication technologies is frequent, through calls, SMS, social networks, applications or e-mail. Almost every fifth client (or 22.5%) has experienced it. The violence was reflected in threats and intimidation, stalking, posting of private photos or videos on social networks that were thus made available to the general public.

Although free legal aid services are provided primarily to women, and in exceptional cases to men, a number of services are also provided to children, directly or through legal representatives. Of the 2,548 services provided, more than a third or 815, included children, 1,087 of them. Among these children, 52% were boys and 48% were girls.

Links:

- <https://www.vipromo.ba/besplatna-pravna-pomoc-za-zene-i-djecu-u-zdk/>
- <https://zenicainfo.ba/2019/01/19/besplatnu-pravnu-pomoc-najcesce-traze-zbog-zastite-prava-djece-i-alimentacije/>
- <https://www.youtube.com/watch?v=KS3CDBKrWsU>

1.2 Calculation of free legal aid services for period 01.01.-31.12.2019.

Until now, we have not thought about the financial aspect of the free legal aid we provide, its financial effects and its contribution to our local community and the state as a whole.

Although legal aid services are free of charge, we were interested in how much these services would cost at the lowest attorney's fees, if our clients turned to lawyers.

FIELD OF LAW	NO. OF SERVICES	CALCULATION IN BAM
FAMILY	1.829	139.290,00
CRIMINAL	138	17.016,00
SOCIAL	418	27.450,00

LABOUR	80	5.340,00
DISCRIMINATION	60	9.360,00
OTHER	23	780,00
TOTAL:	2.548	199.236,00 KM

Cost calculation was performed according to the lowest amount of attorney's fees in FBiH, namely the provisions of Articles: 2, 4, 12, 13, 26 and 31.

1.3 For the first time a victim of trafficking in human beings-sexual exploitation adjudicated with the compensation claim for non-pecuniary damage within the criminal procedure

By providing full legal service the non-existent jurisprudence was not an obstacle to achieve the compensation claim for the victim of trafficking in human beings – sexual exploitation. This is a precedent that happened for the first time in BiH case-law, and has contributed to the fact that the perpetrator was issued with a more severe sentence of imprisonment.

A girl of 15 with previous experience of DV and peer violence, poor social status, has been sexually exploited and forced into prostitution. For her accepting such offer was a way to solve her existential problems, to achieve better life, without violence, a life of peace and stability. However it drawn her into the vortex of human trafficking, crime, leading to detention, prosecution, obtaining a criminal record.

International organization-OSCE identified her as a victim and they have been looking who in BiH could help her-legally and socially. We are an organization that has developed specialized legal advocacy services for all women survivors of any form of violence. However in this case we faced many challenges:

- ✓ taking the responsibility of representation in court and initiating process of compensation for damages that no one in BiH has initiated before;
- ✓ lack of case law;
- ✓ inability to consult with experts in this field because there are none;
- ✓ establishing cooperation with the institutions of the RS, whose authorities does not respect the BiH Constitutional Court and threaten by secession;
- ✓ establishing direct cooperation of judicial institutions from the RS with NGOs in order to achieve protection of the rights of the victim.

Representing the victim involved a series of legal actions. Establishing formal correspondence with the court first, followed by the process of preparing the victim for the expert witnessing and court proceedings, to finally proceed with the preparation of the Motion to file a compensation claim.

At first direct contact with the girl she seemed cold, uninterested, distrustful. We introduced her to the procedure and the way things were going, and that she would have to go to hospital to have expert evaluation based on which the compensation claim would be calculated. Problems arose when communicating with the victim, because she did not answer calls, only when she wanted it. This made us doubt the success of the whole case because without her consent and authorization nothing can be done. We armed ourselves with patience. After a while she gave us a power of attorney for both the court and prosecution. From that moment we began to truly believe that we had a chance of success so the motion was submitted to the Court.

After three months verdict was reached-5 years in prison and an obligation to pay the victim compensation amounted to 7,500KM.

Given the fact that so far only victims of sexual violence in the war have been able to achieve this, this success can be considered immeasurable.

When lawyer called the victim and told her positive news, she was calm and just asked "What do you mean I got 7,500KM?" "That's when I first saw her smiling with a gleam in her eyes, with hope"-lawyer said. She was explained what it meant to her, what it means to other women and

overall case law. We took the opportunity to immediately discuss further support. She expressed desire to continue her education and we'll do everything we can.

Links:

- <https://cenppz.org.ba/with-legal-assistance-from-the-center-of-womens-rights-for-the-first-time-in-bih-victim-of-trafficking-in-human-beings-in-the-criminal-proceeding-achieved-compensation-for-non-pecuniary-damage/?lang=en>
- <https://www.slobodnaevropa.org/a/djevojke-prisluni-brakovi/30264681.html>
- <https://www.aa.com.tr/ba/balkan/trgovina-ljudima-u-bih-glavne-mete-%C5%BEene-djeca-ali-i-gra%C4%91evinski-radnici-/1647089>

1.4 Initiative for introduction of the *Institute Person of Trust* in the system of protection of victims of violence

A year and a half ago, the Center launched the Initiative to introduce the Institute of Person of Trust (IPT) into the Legislative Framework of BiH by organizing a regional conference "Introducing the Institute of Person of Trust into the Protection System for Victims of Violence - Sharing Good Practices with Countries in the Region".

Our credibility and cooperation with institutions does not currently prevent us from doing this, but a systemic solution would mean completely unimpeded access to anyone and anywhere on the territory of BiH.

During 2019, we continued with advocacy activities and for this purpose we formed an Expert Group of professionals with whom we drafted **Amendments to the Law on Protection against Domestic Violence in the FBiH** through the introduction of the IPT.

The law is a step towards creating the preconditions for better protection for women victims of violence. Benefit has also been recognized for the institutions of the system, centers for social work, police, prosecutor's offices, courts and all other entities in the protection chain, for which its introduction would mean to overcome the work problems caused by the lack of awareness and illiteracy of the victims.

The Initiative includes all state and lower level institutions, Ministries of Justice, Ministries of Labor and Social Policy, Ministries of Interior, Prosecutors, Cantonal / District and Basic Courts, BiH Ombudsman Institution, Gender Equality Agency of BiH, Gender Center, Centers for social work and the Association of Prosecutors of FBiH.

The first public appearance took place at a press conference held within the 16 Days of Activism.

During 2020, the Draft will be submitted to parliamentary procedure.

Links:

- <https://www.youtube.com/watch?v=TX8eu0OCpIM>
- <https://cenppz.org.ba/announced-initiation-of-the-initiative-for-introducing-the-person-of-trust/?lang=en>

1.5 Initiative for Amendments of the Criminal Code of FBiH

In mid-2019, a Amendment to the Criminal Code was submitted to the Ministry of Justice FBiH, in the section on the presence of children when violence occurs.

Such an amendment opens the door to a tougher criminal policy against perpetrators of domestic violence, especially when violence occurs in the presence of children. The initiative was launched by Center of Women's Rights, together with a professional association of judges and prosecutors.

2 Contribution to combating all forms of discrimination while promoting substantive equality between women and men in the formulation and implementation of public and institutional policies

2.1 Analysis of problems identified through the provision of free legal aid

After analyzing the data obtained through direct work with women, an "Analytical Report on the Problems of Women in Exercising Rights and Access to Justice" was made.

Following the analysis, we organized a round table attended by representatives of the Zenica Dobož Canton police, the Center for Social Work Zenica, the Center for Social Work Visoko, Center for Social Work Kakanj, the Zenica Cantonal Institute for Legal Aid, the Zenica Cantonal Court and Medica Zenica.

We brought to the attention of the attendees the issues that women face on a daily basis, and representatives of police and centers for social work recognized gaps and shortcomings in treatment and asked us to provide trainings for their officers in the future to improve their response to cases where a woman is a victim of domestic or partner violence.

The data was also used for an alternative report to the Committee on the Elimination of All Forms of Discrimination against Women (CEDAW), as well as for the work of the BiH Women's NGOs Advisory Committee of which we are members. The role of the Advisory Committee is to speak with representatives of the EU Delegation in BiH with a view to finding solutions to problems that arise in practice regarding the social status of women.

2.2 Multisectoral group meetings at the Federal level

The Multisectoral Working Group (MRG) continued its continuous meetings in the third year of its existence. The group we formed in 2017 is made up of representatives of the courts, the prosecution, the HJPC, the Federal Police Administration, the Ministry of Justice, the Ministry of Labor and Social Policy and the Center.

Two meetings were organized for MRG members, which were a unique opportunity for the dialogue they lacked. According to them, the MRG does not just open up a space for dialogue on obstacles to the exercise of women's rights whose problems, the context they come from, they do not know about. For them, the MRG is a space for action to find solutions for women, but also for intersectoral dialogue to share experiences and challenges that they face as protection subjects and discuss obstacles in the actions of their counterparts in institutions in the system of protection against gender based violence.

2.3 Monitoring the work of the FBiH judiciary in cases of criminal offenses of sexual and gender-based violence against women

The past 2019 has been marked by the trial monitoring of hearings in 10 FBiH courts at all stages of criminal proceedings.

Protocols on cooperation were signed with: the Municipal Court in Bihać, Livno, Bugojno, Kakanj, Sarajevo and Zenica, and the Cantonal Courts in Bihać, Livno, Sarajevo and Zenica.

The monitoring was carried out by 4 trained monitors from the Center.

300 cases have been actively monitored and will be the subject of analysis and preparation of the Analytical Report, the findings of which will be presented in April 2020, and will serve as a basis for the continuation of our advocacy activities. Case analysis is based on facts and as such, from previous experience, has been taken as a basis for finding solutions in practice and making recommendations for judicial reform.

2.4 Educational programs for police and judiciary

2.4.1 Seminars for the Zenica Dobož Canton police

The educational program for members of the Zenica Dobož Canton police, in addition to basic training, included training for trainers.

This is the first of its kind in BiH specialized training for police officers, in which we have trained 14 police officers to be able to lead education independently at the Department of Education of the Ministry of Internal Affairs.

The change that has taken place since the distance learning program and training for police officers is that the topic of violence against women, gender (in) equality, has been incorporated into the system of professional education of police officers and will be compulsory for all, and especially for newly recruited cadets.

A team of coaches was formed who, in our estimation, could do the education.

One of the coaching teams was tasked, two months after the training by the Commissioner of the Ministry of Interior of Zenica Dobož Canton, to provide trainings that lasted 5 days and were intended for newly received cadets, ie those who had just been recruited. The trainers of the Center were mentors during the preparation and holding of the trainings.

The model of education and training of police officers established in this way is unique in the Federation of BiH. The two-year cooperation has resulted in a long-term change, which is reflected in the partnership of our organization and the institution of security and protection, where together we have increased the level of support and safety for victims through a more sensitive approach and more effective treatment.

2.4.2 Seminar on gender (in)equality for women police officers

In March 2020, a three-day seminar for the Network of Women Police Officers was held in Neum. The topic of the seminar was "Gender (In) Equality - Prejudice and Stereotypes", attended by 18 Network members.

The seminar was an opportunity to talk about the position of women in the "male profession" and the prejudices they are exposed to in society and their work environment. They also worked on the prejudices they may have against other professions, specific and minority groups, women experiencing violence.

The seminar was led by the Center's educators.

Links:

- <https://cenppz.org.ba/seminar-on-gender-ineqaulity-for-women-police-officers/?lang=en>
- <https://udruzenjemps.ba/bs/aktuelnosti/clanice-udruzenja-prisustvuju-trodnevnoj-obuci-pod-nazivom-rodna-ne-ravnopravnost-predrasude-i-stereotipi/48>

2.4.3 Seminar for judges and prosecutors of FBiH

The past 2019 was marked by a seminar on "Gender (in) equality - prejudice and stereotypes" for 15 judges and prosecutors, held in Neum. This is the second seminar that has entered the regular annual program of the FBiH Judicial and Prosecutorial Training Center (CEST), along with many other professional seminars and training for judges and prosecutors.

The seminar focused on sensitization aimed at reducing prejudices and stereotypes towards specific minority groups in society, in order to improve the position of the injured party in gender-based acts of violence and sharpen the mild criminal policy. The long-term goal of this type of education is direct protection and satisfaction for women victims of gender-based crime.

Two such seminars are planned for the coming year, and they are both at the request of participants and CEST.

The seminar was led by the Center's educators.

Link: <https://www.facebook.com/czppzz/insights/?section=navPosts>

2.5 Regional survey on system failures in cases of violence against women in Bosnia and Herzegovina, Montenegro, Kosovo, Albania, Serbia, North Macedonia and Turkey

In 2019, Center developed a regional study entitled "Is Justice Failing Women Survivors of Violence?". The study includes an overview of legislation, policies and institutional practices, as well as an analysis of two complex cases of violence against women from each of the seven countries covered. Through case studies, specific failures in the system's response to reported cases of violence have been presented.

From June to November, good practices, omissions and obstacles to the institutional protection of women and girls from violence were presented in all Western Balkan countries and Turkey.

A total of 140 representatives of institutions from the justice, police, social welfare, health, various services in the protection chain and relevant ministries validated the research findings and the resulting recommendations. This enabled us to create together with them an Platform for Action which, in addition to common regional components, contains specific actions to be taken in each of the countries involved.

A regional conference is planned for mid-2020, bringing together over 100 participants from the Western Balkans and Turkey.

Links:

- <https://www.face.ba/vijesti/bih/sistem-treba-jasnije-i-odlucnije-osuditi-nasilje-nad-zenama/23096>
- <https://startbih.ba/clanak/centar-zenskih-prava-najcesce-i-najvise-zanemareno-jeste-nasilje-u-obitelji/110374https://vijesti.ba/clanak/454022/sistem-treba-jasnije-i-odlucnije-osuditi-nasilje-nad-zenama>
- <http://www.federalna.ba/bhs/vijest/281519/pravna-analiticarka-centra-zenskih-prava-dzenana-radoncic>
- <https://www.6yka.com/novosti/dzenana-radoncic-sistem-treba-jasnije-i-odlucnije-osuditi-nasilje-nad-zenama>
- <https://mediain.ba/dzenana-radoncic-sistem-treba-jasnije-i-odlucnije-osuditi-nasilje-nad-zenama/>
- <https://cenppz.org.ba/roundtable-good-practices-obstacles-and-shortcomings-in-the-system-of-protection-of-women-and-girls-from-violence-the-situation-in-montenegro/?lang=en>
- <https://cenppz.org.ba/okrugli-stol-dobre-prakse-prepreke-i-nedostaci-u-sistemu-zastite-zena-i-djevojica-od-nasilja-stanje-u-bosni-i-hercegovini/?lang=en>
- <https://cenppz.org.ba/predstavlanje-nacionalnog-izvjestaja-za-sjevernu-makedoniju-o-stanju-u-sistemu-zastite-zena-i-djevojica-od-nasilja/>
- <https://cenppz.org.ba/held-round-table-good-practices-obstacles-and-deficiencies-in-the-system-of-protection-of-women-and-girls-from-violence-situation-in-kosovo/?lang=en>
- <https://cenppz.org.ba/together-towards-elimination-of-obstacles-and-gaps-in-system-of-protection-albania/?lang=en>
- <https://cenppz.org.ba/roundtable-good-practices-obstacles-and-shortcomings-in-the-system-of-protection-of-women-and-girls-from-violence-the-situation-in-serbia-is-being-held-in-belgrade/?lang=en>
- <https://cenppz.org.ba/vii-roundtable-good-practices-obstacles-and-shortcomings-in-the-system-of-protection-of-women-and-girls-from-violence-the-situation-in-turkey/?lang=en>

2.6 Promote the implementation of gender-sensitive policies and approaches at work

2.6.1 Expert discussion on the exercise of the right to non-pecuniary damage

In June, we organized an expert hearing to discuss the first case in which compensation for non-pecuniary damage was awarded in the framework of criminal proceeding for a victim of trafficking in human beings. The aim of the discussion was to link actors in the protection system, to cooperate and to open the way to change approach to victims and change in case law.

Link: <https://cenppz.org.ba/held-expert-debate-in-occasion-of-the-first-case-of-non-pecuniary-damages-awarded-in-the-criminal-procedure-for-the-victim-of-trafficking-in-human-beings/?lang=en>

2.6.2 Roundtable on gender-based violence

In December, judges and prosecutors had the opportunity to exchange different practices in prosecuting gender-based violence. A member of the Center had the opportunity to present good and bad practices in the treatment, through data obtained during many years of monitoring cases of violence against women prosecuted before the judicial institutions in FBiH.

Links:

- <https://cenppz.org.ba/round-table-on-the-treatment-of-prosecuting-gender-based-violence-cases/?lang=en>
- <https://www.pravosudje.ba/vstv/faces/vijesti.jsp?id=83722>

2.6.3 Conference "Improving the efficiency of the courts and the accountability of judges in BiH"

The conference, attended by over 160 representatives of the judiciary, relevant executive and legislative institutions, international organizations / institutions, was an opportunity for a member of the Center to present practices of good cooperation with the High Judicial and Prosecutorial Council of BiH (HJPC). The conference was organized by the HJPC as part of the ICEA project "Improving the efficiency of the courts and the accountability of judges and prosecutors in BiH". The Center had the honor of being the only NGO representative.

Links:

- <https://cenppz.org.ba/conference-improving-the-efficiency-of-courts-and-accountability-of-judges-and-prosecutors-in-bih/?lang=en>
- <https://www.pravosudje.ba/vstv/faces/vijesti.jsp?id=84372>

2.6.4 Creating Gender Responsive Policies in the Zenica Doboje Canton Area

The Center was given a permanent advisory position in the Gender Equality and Human Rights Commission of the Zenica Doboje Canton Parliamentary Assembly. This is of particular importance given the Commission's plan for 2019/20 is to work on the development of a Gender Action Plan for Zenica-Doboje Canton.

Throughout 2019, we were actively involved in the development and implementation of the annual Program of Measures for Prevention, Protection and Fight against Domestic Violence.

3 Introducing and alerting the public to drastic and widespread violations of women's human rights

3.1 Legal literacy and introducing women with their rights

This year, 11 workshops were organized for 200 women from different local communities in Zenica and other municipalities, such as Maglaj, Novi Travnik and Livno.

Participants received information on how to protect themselves from violence, how to identify violence, who to turn to for help, and how to react if they are victims or witnesses of violence.

For the purposes of this type of workshop, a "Legal Guide for Women: Protecting yourself, educating yourself and learning about your rights" was created. It is aimed at all women, in order to facilitate their access to rights and justice, with particular emphasis on marginalized groups and minorities, women with disabilities...

The guide is also available online at: <https://cenppz.org.ba/pravni-vodic-za-zene/>

3.2 Strengthening capacities of youth for assuming social accountability

During the year, we paid special attention to strengthening the informal group, "Stop the violence before it's too late", which is made up of a few young volunteers. The Center made available its space and technical resources for their work. Together we created and conducted a number of activities, such as the March 8 march involving over 100 people, and several workshops for high school students in Zenica and girls in Bijeljina.

We especially highlight the traditional campaign "16 Days of Activism" in the period November 25 - December 10, dedicated to the promotion of women's human rights and the fight against violence against women.

Links:

- <https://www.aa.com.tr/ba/balkan/zenica-centar-%C5%BEenskih-prava-organizovao-%C5%A1etnju-povodom-8-marta-dana-%C5%BEena/1412116https://www.youtube.com/watch?v=k9YFWMWcgk8>
- <https://cenppz.org.ba/snazne-u-zajednistvu-za-buducnost/>
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4 Continous capacity development

The Center is continuously working to identify the individual competencies required by each team member.

Staffing changes further underscored the need to establish a regular, practical system of exchange of experience and knowledge transfer, which was confirmed to be functional, given the rapid replacement of staff and maintenance of the same quality of service provided. Burnout prevention programs have been continuously implemented (regular, during work processes and a separate event, in June 2019).

In 2019, the basic directions of work on developing the capacity of new employees and further development of all employees at the Center are outlined, as well as an open process for fine tuning of further processes in terms of expected individual advancement. The end of the year was marked by a joint event that served as a validation of new relations, agreement on the structure and continuation of activities

Individual and organizational professional and activist growth and development was facilitated by employees, professional associates and volunteers, participation in training for personal and professional empowerment, education in the field of legal and organizational structure, project cycle management skills and strategic planning.

5 Membership in networks and initiatives

The Center continued membership in the following networks:

- BiH Network of Legal Aid Providers
- BiH Women's Network
- Anti-Trafficking Network RING
- Safe Network - to protect women from violence
- Support Network for Victims / Witnesses in War Crimes, Sexual Assault and Other Forms of Crimes

We are active in the following initiatives through which we carry out joint activities and campaigns:

- Peace with a woman's face
- Women Citizens for Constitutional change