The Role of Social Partners in Strengthening Responsible Business and Digital Transition

HST union operates in Croatia's ICT sector, primarily in telecommunications. We represent the ICT sector, and we have with Hrvatski telekom as our long-standing social dialogue partner. We've recently attempted to initiate dialogue with an employers' association.

MK by Marijo Kožić

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HT's Due Diligence Initiative

Voluntary Reporting

HT d.d. presented a Due Diligence report to the Works Council this year, despite no legal requirement.

Positive Development

We welcome this approach as a constructive step forward in corporate responsibility.

Setting Standards

This initiative demonstrates leadership in transparent business practices within the sector.

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Need for Partnership in Reporting

Sustainability Reports

Corporate documentation of environmental and social practices

Worker Collaboration

Input from employee representatives ensures balanced perspectives

Enhanced Trust

Partnership approach builds credibility with all stakeholders

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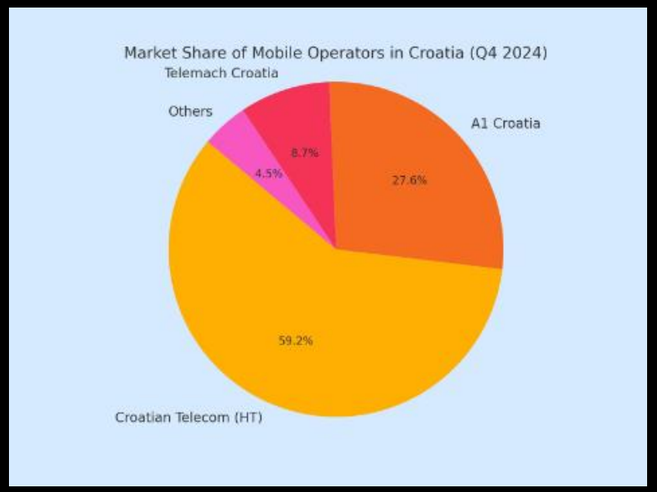
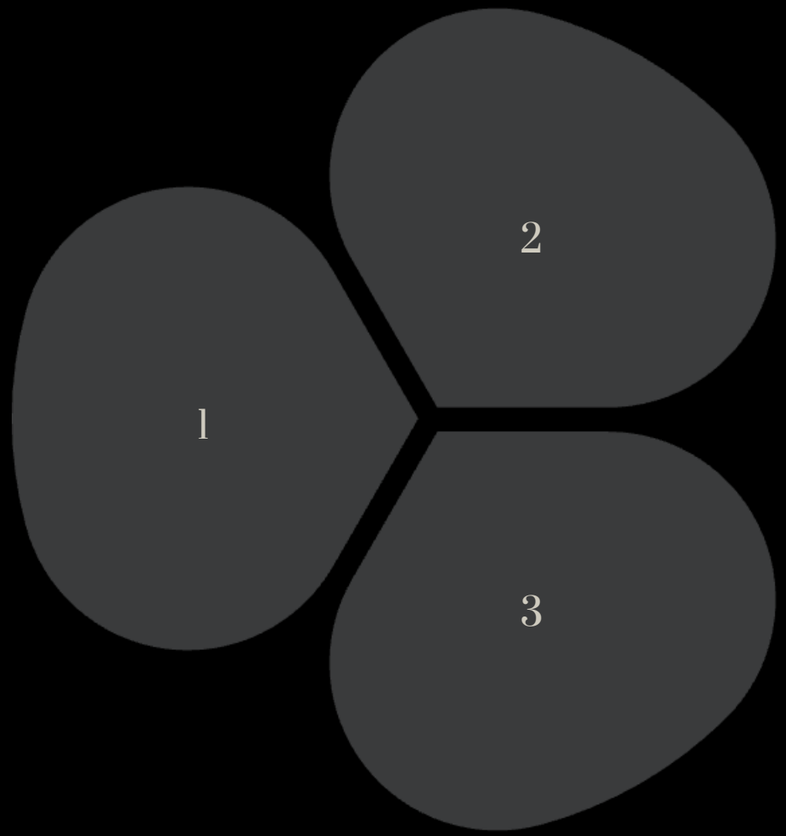
Telecom Sector Situation in Croatia

Hrvatski Telekom

Has collective agreement

Stable social dialogue





A1

No collective agreement

On going dialogue

Telemach

No collective agreement

On going dialogue

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GOOD PRACTICE
ESF+ Project SD-DEI

Project Focus

Social dialogue in private sector and digital economy

Primary Goal

Strengthen capacities of social partners

Additional Benefits

Improve networking and transparency among unions and employers

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Project Kick-off Conference

Ministry of Labour	Trade Unions	Academia	Employers
Government representation and support	Worker representation and rights advocacy	Research and theoretical frameworks	Business perspective and practical implementation

On May 10, 2025, the kick-off conference of the project was held at Hotel Antunović in Zagreb.
The project's goals were presented, along with the strategies and steps needed to achieve them.
The conference concluded with a panel discussion featuring representatives of workers, labor associations, sectoral trade unions, as well as members of the Croatian Parliament and the Committee on Labour and Pension Systems, focusing on the digital era, the future of work and workers' rights, and identifying and defining risks for both employees and employers.

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Main project objectives and expected results

Digitization

- Website upgrade
- Digitization of organization and monitoring of work
- Mobile application

Education

- Education in four regions of Croatia
- Conducting online training
- Digital upskilling of members, volunteers and unionists

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Digitization

- Website upgrade
- Digitization of organization and monitoring of work
- Mobile application

  - Better monitoring of member fluctuation (as they change jobs, we must also monitor where and why they leave/transfer)digitization of organization and monitoring of work
  - Possibility of archiving and monitoring trainings and work on trainings
  - Mobile application for members for better communication and personal access

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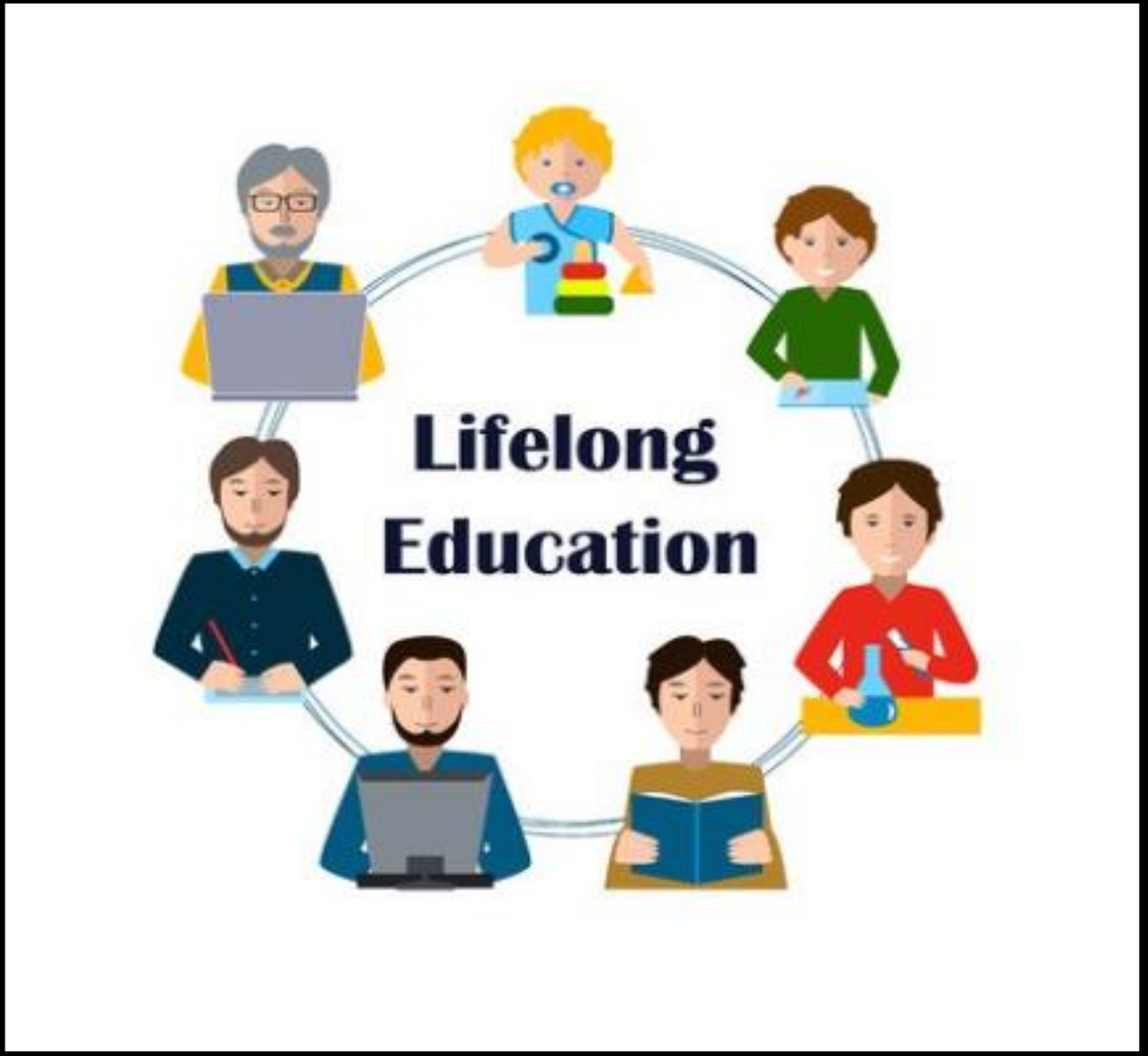
Education

- Education in four regions of Croatia
- Conducting online training
- Digital upskilling of members, volunteers and unionists
  - Education in Zagreb for trade unionists and members
  - Education in Osijek for trade unionists and members
  - Education in Rijeka for trade unionists and members
  - Education in Split for trade unionists and members
  - ON-LINE education for trade unionists, trade union volunteers and members
  - Networking and discovering new strengths for work in the union, which exist, but in the new digital age it is difficult to reach them and make contact



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Conclusion and Recommendations

Win-Win Partnership

Only collaborative approaches bring good results

Integrated Dialogue

Include social partners in all business transformation phases

Multi-level Cooperation

Company, sector, national and multinational engagement

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