



"TRZNICA" A.D. BANJA LUKA

Trade and services of products of high quality

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BANJA LUKA (BOSNIA & HERZEGOVINA)

RETROSPECTIVE VIEW

First trading aspects, in the form of markets, appeared in this region in the XVI century, when livestock fairs were organized in the vicinity of the fortress Kastel in Banja Luka. Visible trade was mainly supported, but there was also money trading. The fair was originally held once a year, then twice a year, then monthly, and eventually once a week. Today, the market day in Banja Luka is Tuesday.

In the time of the Austro-Hungarian empire, trading was organized in well-known parts of the town called "malta", which were placed in the north, south, east and west parts of the town and with retail tax payment.

During 1927, the first market building was built between the fortress Kastel and the right bank of river Crkvena. This building was named Govedarnica ("cattle market"). Trznica adopted this year as the year of its foundation. In 1929, a certain area in the very center of Banja Luka was prepared for the new market building, which was finally built in 1935. Today, Trznica is situated in the same place.

After World War II the political system was changed, but this did not affect the flow of trading, delivery of goods and market services. In the domain of Banja Luka municipality the Market committee was established and the Market building was renovated and enlarged. Govedarnica was moved to a new location, today known as "The new market place".

The following markets are operational there: vehicle, livestock, consumer goods and used goods market. In 1964, Trznica was promoted to the Communal enterprise due to the fact that its role was recognized as essential for city life.

Trznica was moved to the private sector in 1991, when it was re-organized as joint stock company. The first internal shares were payed off and Trznica gained its own capital, adopted long-term development plans and began with its very successful realization.

QUALITY AND ENVIRONMENTAL POLICY

In september 2005, Trznica acknowledged a legal document, known as "Quality policy", as a starting point for obtaining the ISO 9001:2000 certificate.

This certificate was obtained (and re-certified in 2008) shortly after this legal document was acknowledged. The authorized Certification house TUV Rheinland awarded Trznica for its extraordinary progress in the fulfillment of all guidelines referred in the Quality policy. Quality management system is achieved through Rules of quality procedures: procedures and instructions provided to every business unit. At the end of 2008, Trznica was certified in accordance with the international standard ISO 14001:2004, which



represents Environment protection management system.

Environment protection is one of Trznica's priorities and it is included in its business policy. Every employee has the obligation to respect the following: rational usage of power sources and goods, continuous prevention of negative influences on the environment and other environmental issues.

TUV Rheinland InterCert's authorized representatives confirmed that Trznica established this quality system according to the given standard with Annual prize for excellent results in quality management system.

INFRASTRUCTURE

Every modern enterprise strives to establish the maximum quality of its infrastructure. The direct consequence is the successful flow of information,

as well as undisturbed circulation of people, goods and services.

Although Trznica gave its best effort to accomplish this (e. g. adaptation and reconstruction of Market building in Banja Luka, construction of Market building in Novo Sarajevo, as well as all activities in improving working conditions for all users), obtaining maximum quality is a continuing task which has to be approached very seriously.

Attention is given to the upgrade and modernization of the information system, which enables seamless transmission of information (data, pictures, sound, video streams), communication between employees, backup of all data and other tasks.

To fulfill all needs of its clients and leaseholders, Trznica's plans include the construction of a multiple-level garage. This project will be realized in cooperation with the City administration of Banja Luka – example of public and private sector teamwork.