

Operational and management plan for the establishment of Visitor centre “Cerje cave”- and the communication plan

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MANAGEMENT PLAN OF THE VISITOR CENTER OF THE CERJE CAVE

Item	Responsibility	Reference documents	Note
Titular of the Natural Monument (NM) “Cerje cave”	Republic of Serbia	<ul style="list-style-type: none"> - Regulations of the Government of the Republic of Serbia - Law on Nature Protection of the Republic of Serbia 	/
Titular of the Visitor Center of the Cerje Cave	City of Niš – Public Company Directorate for Construction of the city of Niš		/
Manager of the NM “Cerje cave”	City of Niš – Public Company Directorate for Construction of the city of Niš		/
Management structure	Defined by the city of Niš in accordance with applying laws and by-laws		
PROPOSAL:	It would be reasonable that the city of Niš entrusts the management of the Visitor Center of the Cerje cave to the same manager, which is the Public Company Directorate for Construction of the city of Niš.		
	In that case, the responsible person of the Visitor Center would be the manager (director) of the Public Company Directorate for Construction of the city of Niš.		
Applying laws and subordinate legislation and documents	<ul style="list-style-type: none"> - Regulations of the Government of the Republic of Serbia (February 27, 1998) - Law on Nature Protection (“Official Gazette of RS”, No. 36/2009, 88/2010, 91/2010 – correction and 14/2016) - Temporary programme of protection and development of the NM “Cerje cave” (1998) - Two periodical programmes of protection and development of the NM “Cerje cave” (1998, 2007). - Management plan of the NM “Cerje cave” 2011–2020, adopted in 2012 		

	<ul style="list-style-type: none"> - Two Regulations on internal order and security service at the NM “Cerje cave” (1999, 2013) - Decision on fees for using the the protected area of the NM “Cerje cave” (2013) 		
Reference internal documents	<ul style="list-style-type: none"> - Annual program for managing the natural monument “Cerje cave”, approved by the Ministry of Environmental Protection 	Approval given by the Ministry of Environmental Protection	
	<ul style="list-style-type: none"> - Program for managing the Visitor Center of the “Cerje cave” 		
	NOTE: Programs refer to a year-round work with public availability up to 15 hours with the adaptability to the content of a tourist season, which is a 24-hour internet availability.		
OPERATIONAL (FUNCTIONAL) WORK PLAN			
Number of persons engaged	3	NOTE: 3 persons engaged with the work at the Visitor Center of the “Cerje cave”	
Function	1. Director of the Public Company Directorate for Construction of the city of Niš	1 executor	
	2. Officer for nature conservation	1 executor	
	3. Ranger	1 executor	
	4. Facility Security	Hiring external supplier	
Responsibilities	Managing, on behalf of the Public Company Directorate for Construction of the city of Niš, is carried out by the Officer for nature conservation, and the activities directly connected with conservation areas are carried out by the Ranger who passed the license exam.	NOTE: For the nature conservation, it is sufficient to hire a single executor due to a relatively small conservation area.	
PROPOSAL:	Currently, according to the actual job classification of the manager, Public Company Directorate, there is a lack of workers who would carry out the job of Facility Security. By building the Visitor Center this would become a needful activity. There is also a possibility of hiring a security agency.		
Operational work	Activity	Description of activity	Operating documents

procedure	Receiving requests from the potential visitors	Potential visitors submit the requests to the manager - the Public Company Directorate for Construction of the city of Niš- its activities have been defined for that purpose by the Rulebook on Internal Order and Security Service. The requests are submitted to the Officer for nature conservation who examines them and makes the decision on further actions.	/
	Creating and issuing- the Approval for walking in the area and objects of the NM “Cerje cave”	The manager issues- the Approval for walking in the area and objects of the NM “Cerje cave”. Approval is created by the Officer for nature conservation and approved by (signed by) the Director of the the Public Company Directorate for Construction of the city of Niš.	Approval for walking in the area and objects of the NM “Cerje cave”
	Monitoring and keeping records of the activities of visitors	Based on the issued approval, the Security Service monitors the movements and activities of visitors, keeps records of activities and reacts in an appropriate manner if the monument is endangered.	Records
	Forming a group for the cave visit	As the Rulebook defines that the optimal number of visitors is seven, accompanied by two speleo guides, this shall be taken into account when forming the group.	Rulebook on Internal Order and Security Service
	Signing- the Protocol on the cave entry by third parties	Immediately before entering, visitors will sign the Protocol on entry where, among other things, will also be defined that entering the cave is at their own risk	Protocol on the cave entry by third parties
	Signing and application- Agreement on business and technical cooperation with relevant organizations	Due to limited capacities, the manager can sign the Agreement on business and technical cooperation with an organization that organizes visits and which will compensate the manager the appropriate fee. The amount of the fee is determined by the Decision on Fees	Agreement on business and technical cooperation Decision on Fees which is will be verified by the Ministry of Environmental Protection

		which is will be verified by the Ministry of Environmental Protection.	
PROPOSAL:	Formation of managing bodies: Professional Council – composed of members of relevant professional stakeholders (TON, City of Niš) Council of beneficiaries – composed of representatives of the most important beneficiaries		
COMMUNICATION PLAN OF THE VISITOR CENTER OF THE CERJE CAVE			
Stakeholder/Target group	Person responsible for communication/reporting	Prescribed/recommended methods of communication	Recommended dynamics of communication/reporting
Competent Ministry of Environmental Protection of the Republic of Serbia	Director of the Public Company Directorate for Construction of the city of Niš	Officially: Letter, e-mail, in writing	When needed
City of Niš and its administrations and secretariat	Director of the Public Company Directorate for Construction of the city of Niš	Officially: Letter, e-mail, in writing	When needed
Budget Fund for the Environmental Protection of the City of Niš	- Director of the Public Company Directorate for Construction of the city of Niš; - Officer for nature conservation	Officially: Letter, e-mail, in writing	When needed
City Municipality of Pantelej and Crveni krst (where the protected area is located)	- Director of the Public Company Directorate for Construction of the city of Niš; - Officer for nature conservation	Officially: Letter, e-mail, in writing	When needed
Tourist Organization of Niš	- Director of the Public Company Directorate for Construction of the city of Niš; - Officer for nature conservation	Officially: Letter, e-mail, in writing Unofficially: On the phone, personally	When needed
Institute for Nature Conservation of Serbia	- Director of the Public Company Directorate for Construction of the city of Niš; - Officer for nature conservation	Officially: Letter, e-mail, in writing	When needed
Tourist agencies and	- Director of the Public Company	Officially: Letter, e-mail, in	When needed

organizations	Directorate for Construction of the city of Niš; - Officer for nature conservation	writing Unofficially: On the phone, personally	
Sport clubs (speleo clubs, mountaineering clubs, diving clubs, etc.)	- Director of the Public Company Directorate for Construction of the city of Niš; - Officer for nature conservation	Officially: Letter, e-mail, in writing Unofficially: On the phone, personally	When needed
State enterprise “Srbijašume“	- Director of the Public Company Directorate for Construction of the city of Niš;	Officially: Letter, e-mail, in writing	When needed
Other public and utility companies	- Director of the Public Company Directorate for Construction of the city of Niš;	Officially: Letter, e-mail, in writing	When needed
Publicity, media	- Director of the Public Company Directorate for Construction of the city of Niš; - Officer for nature conservation	Officially: Letter, e-mail, in writing Unofficially: On the phone, personally	When needed
International organizations and foundations accessible funds that are available to the local government	- Director of the Public Company Directorate for Construction of the city of Niš; - Officer for nature conservation	Officially: Letter, e-mail, in writing Unofficially: On the phone, personally	When needed

1. **LEGAL STATUS AND MANAGEMENT AND OPERATIONAL STRUCTURE**

The titular of the NM "Cerje cave" is the Republic of Serbia. The titular of the Visitor Center of the Cerje cave is the city of Niš.

Public Company Directorate for Construction of the city of Niš was trusted with the management of the nature monument by the Decree of the Government of the Republic of Serbia.

It would be rational that the city of Niš entrusts the managing of the Visitor Center to the same manager which is the Public Company Directorate for Construction of the city of Niš.

In that case, the responsible person for the Visitor Center would be the manager (director) of the Public Company Directorate for Construction of the city of Niš.

Legal status shall be determined by the city of Niš.

The management structure is determined by the provisions of the Law on Nature Protection and the Decree of the Government of Serbia.

Taking into account the previous analogy, the city of Niš can also form the management structure of the Visitors Center.

The Officer for nature conservation carries out the management process on behalf of the Public Company Directorate for Construction of the city of Niš. One ranger who passed the licence exam is hired for the work directly related to the conservation area. For the nature conservation work, it is enough to hire one executor due to a relatively small area of the protected region.

At the moment, according to the current job classification of the manager, the Public Company Directorate for Construction of the city of Niš, there is a lack of employees who would deal with physical security of the object. By building the Visitor Center this becomes a needful activity. There is also a possibility of hiring a security agency.

For achieving goals and better results, it has been determined that the synergy of objects is needed, and for improving the collaboration it is required to institutionalize that collaboration, which should be possible by forming the following:

- Professional Council

- Council of Beneficiaries

In addition, it is necessary to cooperate with the project partner, which is the Tourist Organization of Niš.

2. SUSTAINABLE MANAGEMENT

Operational and Sustainable Management Plan estimates the chance for a successful and efficient work of the Visitor Center of the Cerje cave, by considering the current situation, processes in the immediate environment and beyond, technical and technological factors, business and organizational factors, potential revenues and expenditures, etc.

Operational and sustainable management of the Visitor Center shall be based on the following principles:

- It must provide an attractive approach to future generations
- It should insure the quality of life for wider community by programmes and services
- It should influence the collaboration of public sector, non-governmental organizations, local community and the private sector by programme activities
- It should provide a sustainable use of space and resources by dynamic management plans

Operational and Sustainable Management Plan is, inter alia, based on a previous SWOT analysis, available statistical and other data.

The goal of all the activities of the manager (the Public Company Directorate for Construction of the city of Niš) since the adoption of the Decree of the Government of the Republic of Serbia (February 27, 1998) has been a better protection of the Natural Monument “Cerje cave”. By the protection work, the usage and the enhancement is provided in a way that enables permanent preservation and improvement of the condition in accordance with the Law on Nature Conservation ("Official Gazette of RS", No. 36/2009, 88/2010, 91/2010 - correction and 14/2016), by prohibition of activities that endanger the capacity of nature, balance in nature, biodiversity, hydrogeographical, geomorphological, geological and landscape values.

Former activities of the manager relate to the development and making of program, planning, project and management documentation, then to the research activities and the arrangement of the natural resources.

Within Programme Documents, one Interim Programme (1998) and two periodic programmes reviews of protection and development of NM “Cerje cave” (1998/2007) were made. The Management Plan NM “Cerje cave” 2011-2020 was adopted in 2012. Furthermore, in accordance with interim programmes and the Management Plan, annual management programmes were made. Based on them, annual reports on the execution of the management programme and reports in compliance with the Co-financing Agreement of the management programme were made.

Two Bylaws on Internal Order and Security Service in the “Cerje cave” (1999, 2013) were passed as well as the Decision on fees for using the conservation areas of NM “Cerje cave” (2013) as part of the management documentation.

Within the planning documentation, upon the initiative of the manager (the Public Company Directorate for Construction of the city of Niš), the Regulatory Plan of the road from Cerje to Cerje cave complex (2001) was made. The main project of the local road L.11.2. Cerje-Cerje cave was made, with the length of 2.2 km. Also, the Main project was made for the construction of karst river Provalija, for building two sluices for retaining the alluvial deposit and the bridge across the river. The Project design was made for the entrance to the Cerje cave, the plateau in front of the cave and the stairs from plateau to the entrance gate. The Main project “Design of project and technical documentation for constructing the site complex- Natural Monument “Cerje cave” was made and it includes the main architectural design and construction project, water supply and sewerage project, and the project of the complex electrification.

3. OPERATIONS MANAGEMENT

Upon the official opening of the Visitor Center of the Cerje cave, its functioning will be defined either through the Annual programme of managing the Natural Monument “Cerje cave” (approved by the Ministry of Environmental Protection) or through the special Programme for managing the Visitor Center of the Cerje cave.

Programmes refer to a year-round work with public availability up to 15 hours with the adaptability to the content of a tourist season, which is a 24-hour internet availability.

Operating procedure (Work procedure in the Visitor center)

- i) Potential visitors submit the requests to the manager - the Public Company Directorate for Construction of the city of Niš- its activities have been defined by the Rulebook on Internal Order and Security Service.

The manager issues - Approval for walking in the area and objects of the NM “Cerje cave”. Based on the issued approval, the Security Service monitors the movements and activities of visitors, keeps records of activities and reacts in an appropriate manner if the monument is endangered.

- ii) As the Rulebook defines that the optimal number of visitors is seven, accompanied by two speleo guides, this is taken into account when forming the group.
- iii) Immediately before entering, visitors will sign the Protocol on entry where, among other things, will also be defined that entering the cave is at their own risk.
- iv) Due to limited capacities, the manager can sign the Agreement on business and technical cooperation with an organization that organizes visits and which will compensate the manager the appropriate fee. The amount of the fee is determined by the Decision on Fees which is will be verified by the Ministry of Environmental Protection.

1. **COMMUNICATION WITH STAKEHOLDERS AND COMMUNICATION PLAN**

The manager of the conservation area and the Visitor Center must cultivate various forms of formal and informal relations and joint activities, including a partnership relationship, with:

- Competent Ministry of Environmental Protection of the Republic of Serbia
- City of Niš and its administrations and secretariat
- Budget Fund for the Environmental Protection of the City of Niš
- City Municipality of Pantelej and Crveni krst (where the protected area is located)
- Tourist Organization of Niš
- Institute for Nature Conservation of Serbia
- Tourist agencies
- Sport clubs (speleo clubs, mountaineering clubs, diving clubs, etc.)
- State enterprise “Srbija šume”
- Other public and utility companies
- International organizations and foundations accessible funds that are available to local government .