

## Content

List of Figures .....	VII
List of Tables .....	VIII
List of Abbreviations .....	IX
Preface .....	XI
Introduction <i>Laura Mina-Raiu, Lara Johannsdottir, Ivana Načinović Braje, Aída Díaz-Tendero (Editors)</i> .....	1
Chapter 1 How the 5C Framework Facilitates Corporate Change Initiatives: The Icelandair Case <i>Svala Gudmundsdottir, Lara Johannsdottir, Throstur Olaf Sigurjonsson</i> .....	15
Chapter 2 Corporate Governance and Wine How Controversial Companies Deal with CSR and GRI Standards <i>Lara Johannsdottir, Svala Gudmundsdottir, Throstur Olaf Sigurjonsson</i> .....	29
Chapter 3 Multi-Level and Multi-Stakeholder Governance in Essential Services: The Case of the Public Transport System in Madrid <i>José Manuel Ruano, Aída Díaz-Tendero</i> .....	40
Chapter 4 Public-Private Partnerships and Good Governance: The Case of Benidorm Tourist Foundation <i>Reyes Herrero, María Velasco</i> .....	51
Chapter 5 The New Normal: Remote Work after the COVID-19 Pandemic <i>Ivana Načinović Braje</i> .....	64

Chapter 6	
Preparing for the Flood – the City of Sisak in the Midst of COVID-19 Crisis and the Devastating Earthquakes of 2020	
<i>Domagoj Hruška, Ivana Marić, Jelena Kovač</i> .....	76
Chapter 7	
Navigating through Organizational Life Cycle and Longevity: Restructuring as a Business Transformation Strategy	
<i>Ana Aleksić</i> .....	89
Chapter 8	
Transition of Innovation Ecosystem in Lithuania	
<i>Saule Maciukaite-Zviniene</i> .....	99
Chapter 9	
Organisational Resilience in retail Company in the Context of COVID-19	
<i>Danguolė Oželienė</i> .....	109
Chapter 10	
Good Governance and Resilience in Providing Public Services in Times of Pandemic. The Case of Water and Sanitation Services in Bucharest	
<i>Laura Mina-Raiu, Alina Georgiana Profîroiu, Cătălin Ploae</i> .....	118
Chapter 11	
Institutional Resilience in the Business Environment: An insight into the Romanian Retail and Communications Markets	
<i>Clara Volintiru, Corina Cristiana Nastacă, Madlena Nen</i> .....	129
Conclusions	
<i>Laura Mina-Raiu, Lara Johannsdottir, Ivana Načinović Braje, Aída Díaz-Tendero (Editors)</i> .....	143
References.....	151