



CORPORATE POLICY

Work philosophy

Our aim is to achieve high standards of services in all areas of our work. We believe that satisfied clients, associates and employees are the best recommendation in the modern business world.

Clients

We care about our clients' needs, their specificities and individual requests. We treat each assignment, regardless of its size, in the same serious and professional manner, to produce the best possible result. We are ready to hear criticism and objections, and to act timely and professionally to make necessary changes.

Suppliers and partners

We aim to establish mutually satisfactory, long-term relationships with our partners. They are one of the important links in our everlasting striving for quality. We make every effort in tending established relationships to everyone's benefit, and in creating an atmosphere in which we all have the same goal – a satisfied client.

Employees

Our employees are our company. We try to establish relations in which their creativity will be fully expressed and supported, at the same time following general corporate policy.

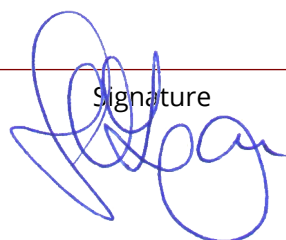
Processes and process management

We have established high quality process management systems. We believe this is the best way to ensure continuity in quality service provision.

Continuity in business development

We aim at continuous improvement of established management and process solutions. Our motto is that it is always possible to do things better. Such a way of working needs constant updating of existing systems, guaranteeing that any problem will be detected and dealt with. We can never reach perfection, but we must aim for it.

Approved by
Sonja Babić - Lythgoe

Signature


Place and Date
Belgrade, June 2012