



Geneva 1st May 2003

Bosna i Hercegovina
OPCINA SARAJEVO
SARAJEVO 07-2003

Prilaznik:	
Org. red.	10/49
1222/23	

THE GENERAL MANAGER
MUNICIPALITY CENTAR SARAJEVO
71 000 SARAJEVO ULICA MISS IRBI 1,
BOSNIA – HERZEGOVINA

Dear Sir,

The Selection Committee of the Golden Five Continents Award for Quality & Excellence, granted by OMA – Otherways Management Association, Geneva – Switzerland, in cooperation with Otherways Int'l Research & Consulting, Beirut – Lebanon, made up of group of companies & prestigious professionals, has decided this year to grant you:

“The Golden Five Continents Award for Quality and Excellence”

The International Award has been created in Europe to reward firms from all over the world, which have distinguished themselves in the field of Quality & Excellence, in order to reflect the extraordinary and unique celebration to be held this year.


The Award's presentation will take place in Geneva, capital of Switzerland, during the International convention on July 13th – 14th 2003, at the Hotel Inter-Continental Geneva (7-9 ch. Petit Saconnex, Geneva, Switzerland), one of the most modern & spectacular in Geneva. The Golden Five Continents Award for Quality and Excellence – New Millennium Award, will be presented after a gala dinner to be held on coming 14th July 2003, with the participation of Commercial authorities, representatives of the Economical & Cultural World, outstanding Leaders from different fields, as well Quality Experts, members of the Diplomatic Corps accredited in Geneva. The most significant moments of the participation of your company representative in the event will be covered by television cameras & photographers of the media.

Thus, to confirm your attendance at the ceremony at your earliest convenience, please send the Registration form & the Participation conditions enclosed by fax to:

Otherways International Research & Consulting – Lebanon at: 00961 – 1 – 58 36 37

Sincerely,

CHARBEL S. Tabet
President – CEO
OTHERWAYS Int'l Research & Consulting



OTHERWAYS Int'l Research & Consulting Member of: American Management Association

American Marketing Association

N.B.: PLEASE VISIT OUR WEB PAGES:

www.otherwaysme.com

www.upsi.com.lb

[208.56.97.181](tel:208.56.97.181)

Golden Five Continents Award for Quality and Excellence New Millennium Award

International Convention OMA-Otherways Management Association - Geneva

GENEVA July 13th-14th 2003

♦ Selection criteria for the

QUALITY SUMMIT GOLDEN AWARD

Based on information, polls and voting.

The **QUALITY SUMMIT GOLDEN FIVE CONTINENTS Award for Quality and Excellence** is presented to each company as entity, for corporate achievement, to recognize Prestige, Innovation, quality and excellence. For this purpose, a voting process is carried out by mail, Internet or within awarded companies, based on one or several of the following concepts: *Customer Satisfaction, Leadership, Continuing Education and trading, Business Results, ISO 9000 And TQM.*

In addition to the voting process, OMA -OTHERWAYS MANAGEMENT ASSOCIATION - GENEVA AND OTHERWAYS INT'L RESEARCH & CONSULTANTS gathers information through consultation of the media (press, radio and television), consultancy companies, advertising agencies, trade fairs and exhibits, chambers of commerce, embassies, polls, including the on-line macro poll, which is analyzed by the **QUALITY SUMMIT GOLDEN FIVE CONTINENTS AWARD for QUALITY and EXCELLENCE** Selection Committee, which makes the final decision to select the annual awardees.

♦ General Program:

HOTEL INTERCONTINENTAL - GENEVE

Information Office:

ROUSSEAU LOUNCH (Ground Floor)

July, Sunday 13th 2003

10 a.m. - 7 p.m.

Arrival of participants to the Hotel. All participants should register at our office in the Hotel located in Rousseau lounge, where they will also receive promotional materials concerning the Award.

9 p.m.: Gathering at the Hotel. Bus will be waiting. Dinner will be outside the Hotel.

July, Monday 14th 2003

Ball Room 1

10:00 a.m.: Presentation of the Award-Winning Companies from all over the world. Awarding of diploma accrediting Award by the President of OTHERWAYS INT'L RESEARCH AND CONSULTANTS and President of OMA - OTHERWAYS MANAGEMENT ASSOCIATION.

1:00 p.m.: Gathering at the main entrance of the Hotel to depart by pullmann for lunch.

8:00 p.m.:Cocktail Reception

9:00 p.m.:Dinner attended by the Authorities and Diplomatic Corps, and awarding of the Golden Five Continents Award for Quality & Excellence (New Millennium Award).

July, Tuesday 15th 2003

Rousseau Lounge

From 8:30 to 10:30 a.m. : Handling out of photographic report and videos filmed during the various events of the previous day.

♦ OTHERWAYS CONSULTANTS reserves the right to lodge participants in similar hotels if necessary.



QUALITY SUMMIT Geneva - Switzerland OTHERWAYS Int'l Research & Consultants

Payments details

The Company receiving this distinction must satisfy the cost of participation (attendance fees): 3900 USD (Three thousand nine hundred US Dollars)
As conference places are limited, early registration is recommended.

♦ Deposit Payments

Deposit payments should be made to OTHERWAYS INT'L RESEARCH & CONSULTANTS by full swift, or by full transfer to our account in Lebanon which reads: Société Générale de Banque au Liban - SGBL
Account N° 001-004-360-223653-01-1

♦ Swift Code: SGLILBBX

When paying by Bank transfer, please quote your company name and delegate names.

♦ Credit Card

Euro Card - Visa - Master Card
American Express Cards are accepted.

♦ Your company will receive:

• Lodging for 2 nights (one double room) in the Intercontinental Hotel Geneva - Switzerland (nights of Sunday July 13th, and Monday July 14th 2003. Late check out on July 15th at 1.00 p.m.

• Participation in the business meeting that will be held on July 14th at which you will be able to present your company, its main services, products, activities, etc

• Two invitations for the QUALITY SUMMIT Gala Dinner Ceremony on July 14th at the Intercontinental Hotel.

• The QUALITY SUMMIT GOLDEN FIVE CONTINENTS AWARD for Quality And Excellence Trophy.

• Two certificates accrediting the Quality Award.

• CD-Rom with the 100 Points to achieve Quality TQM** (Total Quality Management)

• Graphics: Set of logos and posters for use in advertising.

• Photographs of the presentation of the Trophy and the Certificate to your representative.

• A Video Film about Lebanon Headquarters of OTHERWAYS INT'L RESEARCH & CONSULTANTS.

• Membership VIP Gold Card at OTHERWAYS MANAGEMENT ASSOCIATION CLUB

• Advertizing Materials-Posters

• Publication of your firm's details together with the photograph of the moment of receiving of Award in the special Issue of OMA and Otherways Magazine.

THE GOLDEN FIVE CONTINENTS AWARD FOR QUALITY AND EXCELLENCE NEW MILLENNIUM AWARD IS OF VOLUNTARY ACCEPTANCE TO PROMOTE THE ACHIEVEMENTS OF YOUR COMPANY.

OMA - OTHERWAYS MANAGEMENT ASSOCIATION - SWITZERLAND & OTHERWAYS INT'L RESEARCH & CONSULTANTS

International Convention
GOLDEN FIVE CONTINENTS AWARD
(NEW MILLENIUM AWARD)

Mr. Charbel S. Tabet
President - CEO
OTHERWAYS INT'L RESEARCH CONSULTANTS
BEIRUT - LEBANON



QUALITY SUMMIT Geneva - Switzerland
FOR QUALITY AND EXCELLENCE

Mr. Simon Khairallah
President
OMA - OTHERWAYS MANAGEMENT ASSOCIATION
GENEVA - SWITZERLAND

Take great pleasure in informing your company that it has been awarded the
QUALITY SUMMIT
GOLDEN FIVE CONTINENTS AWARD FOR QUALITY AND EXCELLENCE
(NEW MILLENIUM AWARD)

The Gala Dinner and Award Ceremony will take place at
the Intercontinental Hotel - Geneva - Switzerland

Date: Monday July 14th, 2003, Time 21:00 (9 p.m.)

Useful information about Geneva - Switzerland and the QUALITY SUMMIT

◆ **Welcome to Geneve - Switzerland**

The Intercontinental Hotel located in the heart of Geneve, only a few minutes drive from the Geneve International Airport.

The price charged is around 10 US\$ and will be shown at the Taximeter.

◆ **Visas for travel to Geneve - Switzerland:**

Important: The company representatives who will receive the award in Geneve must apply for a visa in the nearest Swiss Consulate or Embassy as soon as possible. Obtaining a valid visa for travel to Switzerland to attend the Convention is the sole responsibility of your company representatives before Embassy authorities.

If the owner or director of your company does not have a visa for Switzerland, you should apply for it sufficiently in advance from the Swiss Embassy in your country, if there is one or from the nearest Swiss Consulate. OMA-OTHERWAYS MANAGEMENT ASSOCIATION-GENEVA will help you to obtain it by sending you a formal, sealed invitation and a letter from the hotel confirming your reservation. Both these documents should be submitted to the Embassy when applying for your visa. Please inform us sufficiently in advance about the names of the people who will be attending.

◆ **Videos and photographic sessions (please consult):**

Specialized media companies and independent press Agencies will cover a variety of different aspects of the Convention, which will include attendees and the awards presentation. If your company is interested in obtaining a video cassette covering the most important scenes of your company representative's participation in the ceremony, you must contact OTHERWAYS INT'L RESEARCH & CONSULTANTS. The cost of the video is 150 USD.

◆ **OTHERWAYS MANAGEMENT ASSOCIATION CLUB: "OMAC"**

The Otherways Management Association Club is founded as a part of Otherways Int'l Research and consultants business stimulation and promotion program. Its aim is to forge links between companies, which have been awarded prizes, thus establishing a continuity of relations, and therefore each year offering new business opportunity in the various meetings arranged jointly by Otherways Int'l Consultants and OMA Otherways

Management Association, Geneva, Switzerland.

The members who come from more than fifty countries will represent all manufacturing and service sectors. Membership is open to all those companies that have received an award from Otherways Int'l Research and consultants.

Otherways Management Association Club is currently preparing a web page on the internet with a description of the products and services of all member companies. The site will be available for consultation for thousands of companies interested in contacting the selected companies, which have recognized prestige worldwide and thereby multiply business possibilities for all the Club's members. Therefore, the awarded companies having also a page on the internet and wishing to announce the awarding of this prize on it could establish a link with the page of the Otherways Management Association Club, allowing the visitors to get more information about the international trophy which has been created by Otherways Int'l Research and consultants as part of its program of promotion of contacts and links between business people in the sector worldwide, offering its members an additional element of support and backing for promotional and marketing campaigns. All Awarded Companies in the different events that OMA Otherways Management Association, Geneva and Otherways Int'l Research & Consultants Lebanon organize in Europe & USA and overseas, will become members of Otherways Management Association Club.

The Club will be based in Lebanon. The Club scope of services and features is:

- A VIP Gold Membership Card will be sent to you by Courier.
- Work meeting & secretarial facilities are available at the business center of the club in Lebanon.

- Data support on request for all Industrial, Trade, and Touristic companies worldwide.

- Technical visits & meeting will be arranged to the companies & factories in Lebanon & Syria, to promote economical exchange, contacts and links between business people worldwide. This gathering is an instrument of communication for all companies and a vehicle for mutual acquaintances.

- The Club will help members to find markets & clients overseas to buy & market their products.

- The members will attend the yearly gala dinner in Lebanon at 5 stars hotel for free that Otherways Management Association Club Organizes.

- Touristic tours available all over Lebanon with our sister company: "Welcome Tours".

Dates will be given to all members by mail or fax in time, for all members. - Dates will be given to all men by mail or fax in due time, for all members.

The next gathering will be next July 2003 in Be Lebanon

The members are entitled yearly for free for a double room for three nights B & B at hotel in Beirut - Lebanon

The members of the Club will satisfy the cost membership being 200 USD to be paid yearly to headquarters of Otherways Int'l Research and Consul Lebanon

◆ **Languages**

The official languages of the convention are English, French and Russian. The conference is conducted in English, and all conference literature and speech supplied in English. Simultaneous translation into Russian will be available.

◆ **Presentation of the award winning companies**

During the working meeting, which will take place on 14th of July 2003, the representatives of the award winning companies can give a presentation of their company, describing its main characteristics, products, services, achievement, projects. This will help firms get to know one another and make contacts and establish links short, open up business opportunities with the businessmen participating in the event.

◆ **SPECIAL OTHERWAYS INT'L RESEARCH & CONSULTANTS OFFICE**

During the convention on the days of July 13-14 OTHERWAYS is pleased to offer a full-service office inside the Intercontinental Hotel to aid you in your convention registration as well as your hotel accommodation. The OTHERWAYS INT'L RESEARCH & CONSULTANTS office hours at the hotel are from 10:00 a.m. to 8:00 p.m.

◆ The event will be attended by authorities, members of the diplomatic corps and international businessmen, professionals in economy and the arts, members of press, and experts in public relations and television.

OTHERWAYS INT'L RESEARCH & CONSULTANTS

Tel.: 00961-1-571100 / 572200 / 573300 / 574400

Fax: 00961-1-583637 - Mobile: 00961-3-244848

P.O. Box: 165250 Achrafieh

1100-2030 Beirut - Lebanon

To confirm attendance:

Send the REGISTRATION FORM & COMPANY INTRODUCTION FORM to OTHERWAYS INT'L RESEARCH & CONSULTANTS

Beirut - Lebanon by E-mail or by Fax at: 00961-1-58.36.37

E-mail: otherways@dm.net.lb / Websites: www.otherwaysme.com

www.ups.com.lb - 208.56.97.181

OTHERWAYS
INT'L RESEARCH & CONSULTANTS
BUSINESS MANAGEMENT CONSULTANTS

REGISTRATION FORM & COMPANY INTRODUCTION



Please Fill in the requested information about your company

COMPANY DETAILS:

FULL COMPANY NAME: _____

C O U N T R Y : _____

EXACT COMPANY NAME TO APPEAR ON THE TROPHY: _____

FULL ADDRESS: _____

TEL: _____

FAX: _____

E-MAIL: _____

WEB PAGE: _____

COUNTRY: _____

NAME OF SENIOR EXECUTIVE: _____

POSITION: _____

NAME OF SECOND DELEGATE: _____

POSITION: _____

DATE OF ARRIVAL & DEPARTURE: _____

OUR COMPANY ACCEPTS THE CONDITIONS OF PAYMENT OF \$ 3900 US. DOLLARS (THREE THOUSAND NINE HUNDRED US DOLLARS) FOR COST OF PARTICIPATION REPRODUCTION RIGHTS FOR UNIVERSAL PUBLICATION AND PROMOTIONAL MATERIALS AS WELL AS HOTEL LODGING IN A DOUBLE ROOM FOR THE NIGHTS OF JULY 13TH, AND 14TH 2003

BRIEF DESCRIPTION OF YOUR BUSINESS ACTIVITIES:

DATE: _____

SIGNATURE & SEAL _____

BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Centon Sarajevo
City Sarajevo

MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1227/03
Sarajevo, 03/07/2003

OTHERWAYS
Int'l Research & Consulting

Mr. Charbel S. Tabet, President

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Sir,

Thank you for your letter from 1st of May 2003. We are very pleased that International Selection Committee of the Golden Five Continents Award has selected Municipality Centar Sarajevo for the International Awards - the Golden Five Continents award for Quality and Excellence. We are proud because our selection means that our work has been recognized at international level.

Unfortunately, we will not be able to attend presentation on 13th July, due to the very short notice we are not able to organize visas, travel and to postpone planed activities.

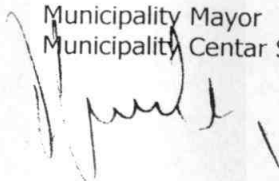
Could you be so kind and suggest alternative ways of collection of our Award .We would like to know if its possible to receive our Award some time late, or could it be collected by representative from our Embassy in Switzerland.

With gratitude for your understanding and best wishes.

Your sincerely,

Ljubiša Markovic

Municipality Mayor
Municipality Centar Sarajevo



HP LaserJet 3200



HP LASERJET 3200

4-JUL-2003 09:17

Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
581	4/ 7/2003	09:15:10	Send	9009611583637	1:46	1	OK

OPŠTINA SARAJEVO
REGISTRACIJSKI IZVJEŠTAJ
Opština Sarajevo
City of Sarajevo
MUNICIPALITY CENTER SARAJEVO
Municipality Center Sarajevo

No: 10-49-1227/03
Sarajevo, 03/07/2003

OTHERWAYS
Int'l Research & Consulting

Mr. Charbel S. Tabet, President

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Sir,

Thank you for your letter from 1st of May 2003. We are very pleased that International Selection Committee of the Golden Five Continents Award has selected Municipality Center Sarajevo for the International Awards - the Golden Five Continents award for Quality and Excellence. We are proud because our selection means that our work has been recognized at international level.

Unfortunately, we will not be able to attend presentation on 13th July, due to the very short notice we are not able to organize visas, travel and to postpone planned activities. Could you be so kind and suggest alternative ways of collection of our Award. We would like to know if its possible to receive our Award some time late, or could it be collected by representative from our Embassy in Switzerland.

With gratitude for your understanding and best wishes.

Your sincerely,

Ljubiša Markovic

Municipality Mayor
Municipality Center Sarajevo

X

From: "OTHERWAYS" <otherways@dm.net.lb>
To: <centar@bih.net.ba>
Sent: 04.07.2003. 10:04
Subject: FIVE CONTINENTS AWARD

FROM: OTHERWAYS INT'L RESEARCH & CONSULTANTS
TO : MUNICIPALITY CENTAR SARAJEVO

DEAR MR. MARKOVIC .

GREETINGS FROM OTHERWAYS .

WE FEEL SORRY THAT YOU COULD NOT ATTEND THE PRESTIGIOUS EVENT "THE INT'L GOLDEN FIVE CONTINENTS AWARD FOR QUALITY & EXCELLENCE 2003" WHICH WILL TAKE PLACE IN GENEVA – SWITZERLAND ON THE 13TH & 14TH OF JULY 2003 .

WE CAN ARRANGE SENDING YOU TROPHY, CERTIFICATES AND ALL OTHER ADVERTISING MATERIALS BY DHL EXPRESS COURIER. KINDLY SEND US A COPY OF YOUR TRANSFER TO OUR BANK ACCOUNT THE SUM OF //2.535 // USD (35 % FOR NOT ATTENDING), SUM BEING FOR REPRODUCTION RIGHTS FOR UNIVERSAL PUBLICATION AND PROMOTIONAL MATERIALS & CONSULTANCY FEES FOR THE QUALITY SUMMIT GOLDEN FIVE CONTINENTS AWARD FOR QUALITY AND EXCELLENCE. TO ENABLE US GIVE INSTRUCTIONS TO:

1. INCLUDE YOUR COMPANY PROFILE IN THE BOOK OF AWARDED COMPANIES FROM ALL OVER THE WORLD, WHICH IS UNDER PRINTING.
2. PREPARE TROPHY, CERTIFICATES, AND ALL RELATED ADVERTISING MATERIALS

TO BE DESPATCHED BY DHL EXPRESS COURRIER TO YOUR COUNTRY.

OUR ACCOUNT IN LEBANON READS:

OTHERWAYS INTERNATIONAL RESEARCH & CONSULTANTS
 C/O SOCIETE GENERALE DE BANQUE AU LIBAN – SGBL
 ACCOUNT N° 001-004 –360 – 223653-01-1
 BANK SWIFT CODE: SGLILBBX
 BANK P.O.BOX: 11- 2955 BEIRUT – LEBANON
 BANK EMAIL: sg.sinelfil@socgen.com
 AGENCE SIN EL FIL – BEIRUT

UPON RECEIVAL OF THE SWIFT TRANSFER TO OUR ACCOUNT IN BEIRUT, OFFICIAL RECEIPT WILL BE FAXED TO YOU; ORIGINALS WILL REACH YOU BY EXPRESS COURIER.

THANKING YOUR KIND ATTENTION TO THE ABOVE & LOOKING FORWARD TO YOUR EARLY GOOD NEWS.

BEST PERSONAL REGARDS.

04.07.2003

MRS. GHADA JBEILY CHIBANI
SENIOR MANAGER CUSTOMER RELATIONS
& QUALITY STANDARDS

N.B.: PLEASE VISIT OUR WEB PAGES: www.otherwaysme.com
& www.upsi.com.lb
208.56.97.181

BOSNA AND HERZEGOVINA
FEDERATION OF BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo
MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1227/03
Sarajevo, 11.07.2003.

OTHERWAYS
International Research & Consulting

BEIRUT
LEBANON

Ghada Jbeily
Senior manager customer Relations & Quality Standards

Fax: 00961-1-58 36 37

Dear Mrs. Ghada Jbeily

Thank you for your letter. I will send to you copy of the SWIFT TRANSFER next week for our trophy, certificates and all other advertising materials, which you will send to us by DHL express courier.

I am sending to you brief description of our business activities:

Municipality Centar Sarajevo is state institution/ public administration, thus, its main functions are determined by the state constitution and the law. Municipality domain its complex and its main activities are to ensure:

- Needs of local citizens in domain of care for children, education, social protection, culture, sport, etc.,
- Necessary conditions for development of economy in its domain,
- Carrying of communal activities and other services.
- Necessary conditions for involvement of local community in decision-making process or
- Realization of democratic rights of local community in management of Municipality.

And finally, exact name to appear on the trophy: MUNICIPALITY CENTAR SARAJEVO
Could you please forward any other instructions?

Thank you so much for your help.

Best regards,

Ljubiša Marković

Municipality Mayor
Municipality Centar Sarajevo

HP LaserJet 3200

HP LASERJET 3200

11-JUL-2003 08:35



Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
611	11/ 7/2003	08:34:18	Send	9009611583637	1:24	1	OK

REPUBLIKA SRPSKA
OPštINA CENTAR SARAJEVO
MUNICIPALITY CENTER SARAJEVO
Municipality Mayor

No: 10-49-1227/03
Sarajevo, 11.07.2003.

OTHERWAYS
International Research & Consulting

BEIRUT
LEBANON

Ghada Jbeily
Senior manager customer Relations & Quality Standards

Fax: 00961-1-58 36 37

Dear Mrs. Ghada Jbeily

Thank you for your letter. I will send to you copy of the SWIFT TRANSFER next week for our trophy, certificates and all other advertising materials, which you will send to us by DHL express courier.

I am sending to you brief description of our business activities:
Municipality Center Sarajevo is state Institution/ public administration, thus, its main functions are determined by the state constitution and the law. Municipality domain its complex and its main activities are to ensure:

- Needs of local citizens in domain of care for children, education, social protection, culture, sport, etc.,
- Necessary conditions for development of economy in its domain,
- Carrying of communal activities and other services.
- Necessary conditions for involvement of local community in decision-making process or
- Realization of democratic rights of local community in management of Municipality.

And finally, exact name to appear on the trophy: MUNICIPALITY CENTER SARAJEVO
Could you please forward any other instructions?

Thank you so much for your help.

Best regards,

Jovisa Markovic
Municipality Mayor
Municipality Center Sarajevo

02-09-2003

10/49

1553/03

Geneva 1st August 2003

THE GENERAL MANAGER
MUNICIPALITY CENTAR
SARAJEVO
71 000 SARAJEVO ULICA MISS IRBI
1, BOSNIA - HERZEGOVINA

Dear Sirs,

The 21st Century comes forward widening the path of past generation providing a new sphere full of challenges, opportunities where the angles of society in general and of the world market system in particular undergo a vast fluctuation where Quality & Excellent service act as a standard for companies who are striving to be elite in this field.

Your firm has been selected for its exceptional brand image and distinguished for the quality of its services, which contributed decisively in the development of International commerce and in the integration of an ever global economy.

The selection committee of the Platinum Technology Award For Quality & Best Trade Name granted by Association Otherways Management & Consulting Geneva - Switzerland, in cooperation with Otherways Int'l Research & Consulting, Beirut - Lebanon chose to distinguish your company whose capacity of innovation had allowed it to be at the forefront of an extraordinary unique up-leading corporation.

The selection committee is made up of a group of companies and prestigious professionals, which are Internationally distinguished in this field.

The **PLATINUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME** will be presented on the 24th of October 2003 after a Cocktail Reception and a Gala Dinner celebration which will take place at the Metropolitan Palace Hotel Beirut -Lebanon with the participation of Commercial, Industrial & Quality Experts, Diplomatic Corps and VIP's from the local economic and cultural work.

This significant moment will be covered by Journalists & Managers of press agencies attending this ceremony.

To confirm your attendance at the ceremony at your earliest convenience, please send the Registration form & the Participation conditions enclosed by fax to:

Otherways International Research & Consulting - Lebanon at: 00961 - 1 - 58 36 37

CHARBEL S. TABET

President - CEO



Member of: **American Management Association**
American Marketing Association

N.B.: PLEASE VISIT OUR WEB PAGES:

www.otherwaysme.com
www.otherwayslb.com
www.upsi.com.lb

Platinum Technology Award for Quality and Best Trade Name A Unique Award For this Unique Innovative Millennium

International Convention Association Otherways Management & Consulting - Geneva

BEIRUT October 23rd 24th 25th 2003

♦ Selection criteria for the

QUALITY SUMMIT PLATINUM AWARD

Based on information, polls and voting.

The **QUALITY SUMMIT PLATINUM TECHNOLOGY**

Award for Quality and Best Trade Name is presented to each company as entity,

for corporate achievement, to recognize

Prestige, Innovation, Quality and Excellence. For this purpose, a

voting process is carried out by mail, Internet or within awarded

companies, based on one or several of the following concepts:

Customer Satisfaction, Leadership, Continuing

Education and trading, Business Results, ISO 9002 - 14001

And TQM.

In addition to the voting process, ASSOCIATION OTHERWAYS MANAGEMENT & CONSULTING - GENEVA AND OTHERWAYS INT'L RESEARCH & CONSULTANTS gathers information through consultation of the media (press, radio and television), consultancy companies,

Advertising Agencies, Trade Fairs and Exhibits, Chambers of Commerce, Embassies, Polls, including the on-line macro poll, which is analyzed by the **QUALITY SUMMIT**

PLATINUM TECHNOLOGY AWARD for QUALITY and BEST TRADE NAME Selection Committee, which makes the final

decision to select the annual awardees.

♦ General Program:

HOTEL METROPOLITAN PALACE HOTEL - BEIRUT

Information Office:

AL SANAOUBAR LOUNGE

October, Thursday 23rd 2003

10 a.m. - 7 p.m.

Arrival of participants to the Hotel. All participants should register at our office in the Hotel located in Alsanaoubar lounge, where they will also receive promotional materials concerning the Award.

8:30 p.m.: Gathering at the Hotel. Bus will be waiting. Dinner will be outside the Hotel.

October, Friday 24th 2003

Dubai Hall

10:00 a.m.: Presentation of the Award-Winning Companies from all over the world.

Awarding of diploma accrediting Award by the President of OTHERWAYS INT'L RESEARCH AND CONSULTANTS and President of ASSOCIATION OTHERWAYS MANAGEMENT AND CONSULTANTS.

2:00 p.m.: Gathering at the main entrance of the Hotel to depart by pullmann for lunch.

8:00 p.m.: Cocktail Reception

9:00 p.m.: Dinner attended by the Authorities and Diplomatic Corps, and awarding of the Platinum Technology Award for Quality & Best Trade Name.

October, Saturday 25th 2003

9:30 a.m. Outside morning tour

1:00 p.m. Lunch

3:00 p.m. Outside tour

8:00 p.m. Dinner (outside the hotel)

October, Sunday 26th 2003

Alsanaoubar Lounge

From 8:30 to 10:30 a.m.: Handling out of photographic report and videos filmed during the various events of the previous day.

OTHERWAYS CONSULTANTS reserves the right to lodge participants in similar hotels if necessary.



QUALITY SUMMIT Beirut - Lebanon 2003 OTHERWAYS Int'l Research & Consultants

Payments details

The Company receiving this distinction must satisfy the cost of participation (attendance fees): 3900 USD (Three thousand nine hundred US Dollars)
As conference places are limited, early registration is recommended.

♦ **Deposit Payments**

Deposit payments should be made to OTHERWAYS INT'L RESEARCH & CONSULTANTS by full swift, or by full transfer to our account in Lebanon which reads:

Société Générale de Banque au Liban - SGBL

Account N° 001-004-360-223653-01-1

♦ **Swift Code: SGLILBBX**

When paying by Bank transfer, please quote your company name and delegate names.

♦ **Credit Card**

Euro Card - Visa - Master Card

American Express Cards are accepted.

♦ Your company will receive:

• Lodging for 3 nights (one double room) in the Metropolitan Palace Hotel Beirut - Lebanon. (nights of Thursday October 23rd, Friday October 24th, and Saturday 25th October 2003). Late check out on October 26th at 3.00 p.m.

• Participation in the business meeting that will be held on October 24th at which you will be able to present your company, its main services, products, activities, etc

• Two invitations for the **QUALITY SUMMIT Gala Dinner Ceremony** on October 24th at the Metropolitan Palace Hotel.

• The **QUALITY SUMMIT PLATINUM TECHNOLOGY AWARD** for Quality And Best Trade Name Trophy.

• Two certificates accrediting the Quality Award.

• CD-Rom with the 100 Points to achieve Quality TQM** (Total Quality Management)

• Graphics: Set of logos and posters for use in advertising.

• Photographs of the presentation of the Trophy and the Certificate to your representative.

• A Video Film about Lebanon Headquarters of OTHERWAYS INT'L RESEARCH & CONSULTANTS.

• Membership VIP Gold Card at OTHERWAYS MANAGEMENT ASSOCIATION CLUB

• Advertising Materials-Posters

• Publication of your firm's details together with the photograph of the moment of receiving of Award in the special Issue of OMAC and Otherways Magazine.

THE PLATINUM TECHNOLOGY AWARD FOR QUALITY AND BEST TRADE NAME AWARD IS OF VOLUNTARY ACCEPTANCE TO PROMOTE THE ACHIEVEMENTS OF YOUR COMPANY.

International Convention
PLATINUM TECHNOLOGY AWARD
(A UNIQUE AWARD FOR THIS



QUALITY SUMMIT Beirut-Lebanon 2003
FOR QUALITY AND BEST TRADE NAME
UNIQUE INNOVATIVE MILLENNIUM

Mr. Charbel S. Tabet
President - CEO

OTHERWAYS INT'L RESEARCH CONSULTANTS
BEIRUT - LEBANON

Takes great pleasure in informing your company that it has been awarded the

QUALITY SUMMIT
PLATINUM TECHNOLOGY AWARD FOR QUALITY AND BEST TRADE NAME
(A UNIQUE AWARD FOR THIS UNIQUE INNOVATIVE MILLENNIUM)

The Gala Dinner and Award Ceremony will take place at
the Metropolitan Palace Hotel - Beirut - Lebanon

Date: Monday October 24th, 2003, Time 21:00 (9 p.m.)

Useful information about Beirut - Lebanon and the QUALITY SUMMIT

◆ **Welcome to Beirut - Lebanon**

The Metropolitan Palace Hotel located in the heart of Beirut, only a few minutes drive from Beirut's International Airport.

The price charged is around 10 US\$ and will be shown at the Taximeter.

◆ **Visas for travel to Beirut - Lebanon**

Important: The company representatives who will receive the award in Beirut must apply for a visa in the nearest Lebanese Consulate or Embassy as soon as possible. Obtaining a valid visa for travel to Lebanon to attend the Convention is the sole responsibility of your company representatives before Embassy authorities.

If the owner or director of your company does not have a visa for Lebanon, you should apply for it sufficiently in advance from the Lebanese Embassy in your country, if there is one, or from the nearest Lebanese Consulate. ASSOCIATION OTHERWAYS MANAGEMENT & CONSULTING - GENEVA will help you to obtain it by sending you a formal, sealed invitation and a letter from the hotel confirming your reservation. Both these documents should be submitted to the Embassy when applying for your visa. Please inform us sufficiently in advance about the names of the people who will be attending.

◆ **Videos and photographic sessions (please consult):**

Specialized media companies and independent press Agencies will cover a variety of different aspects of the Convention, which will include attendees and the awards presentation. If your company is interested in obtaining a video cassette covering the most important scenes of your company representative's participation in the ceremony, you must contact OTHERWAYS INT'L RESEARCH & CONSULTANTS. The cost of the video is 150 USD.

OTHERWAYS MANAGEMENT ASSOCIATION CLUB: "OMAC"

Otherways Management Association Club is founded as part of Otherways Int'l Research and consultants business stimulation and promotion program. Its aim is to forge links between companies, which have been awarded prizes, thus establishing a continuity of relations, therefore each year offering new business opportunity in the various meetings arranged jointly by Otherways Int'l Consultants and Association

Otherways Management & Consulting, Geneva - Switzerland
The members who come from more than fifty countries will represent all manufacturing and service sectors. Membership is open to all those companies that have received an award from Otherways Int'l Research and consultants.

Otherways Management Association Club is currently preparing a web page on the internet with a description of the products and services of all member companies. The site will be available for consultation for thousands of companies interested in contacting the selected companies, which have recognized prestige worldwide and thereby multiply business possibilities for all the Club's members. Therefore, the awarded companies having also a page on the internet and wishing to announce the awarding of this prize on it could establish a link with the page of the Otherways Management Association Club, allowing the visitors to get more information about the international trophy which has been created by Otherways Int'l Research and consultants as part of its program of promotion of contacts and links between business people in the sector worldwide, offering its members an additional element of support and backing for promotional and marketing campaigns. All Awarded Companies in the different events that Association Otherways Management & Consulting - Geneva - Switzerland and Otherways Int'l Research & Consultants Lebanon organize in Europe & USA and overseas, will become members of Otherways Management Association Club.

The Club will be based in Lebanon. The Club scope of services and features is:

- A VIP Gold Membership Card will be sent to you by Courier.
- Work meeting & secretarial facilities are available at the business center of the club in Lebanon.
- Data support on request for all Industrial, Trade, and Touristic companies worldwide.
- Technical visits & meeting will be arranged to the companies & factories in Lebanon & Syria, to promote economical exchange, contacts and links between business people worldwide. This gathering is an instrument of communication for all companies and a vehicle for mutual acquaintances.
- The Club will help members to find markets & clients overseas to buy & market their products.
- The members will attend the yearly gala dinner in Lebanon at 5 stars hotel for free that Otherways Management Association Club Organizes.
- Touristic tours available all over Lebanon with our sister company: "Welcome Tours".

Dates will be given to all members by mail or fax in due time, for all members.

The next gathering will be next October 2003 in Beirut - Lebanon

The members are entitled yearly for free, a double room for three nights B & B at hotel in Beirut - Lebanon

The members of the Club will satisfy the cost of membership being 200 USD to be paid yearly to the headquarters of Otherways Int'l Research and Consultants in Lebanon.

◆ **Languages**

The official languages of the convention are English, French and Russian. The conference is conducted in English, and all conference literature and speech are supplied in English. Simultaneous translation into Russian will be available.

◆ **Presentation of the award winning companies**

During the working meeting, which will take place on the 24th of October 2003, the representatives of the award-winning companies can give a presentation of their company, describing its main characteristics, products, services, achievement, projects. This will help firms get to know one another and make contacts and establish links. In short, open up business opportunities with the 60 businessmen participating in the event.

◆ **SPECIAL OTHERWAYS INT'L RESEARCH & CONSULTANTS OFFICE:**

During the convention on the days of October 23-24 -25, OTHERWAYS is pleased to offer a full-service office staff inside the Metropolitan Palace Hotel to aid you in your convention registration as well as your hotel accommodation. The OTHERWAYS INT'L RESEARCH & CONSULTANTS office hours at the hotel are from 10:00 a.m. To 8:00 p.m.

◆ The event will be attended by authorities, members of the diplomatic corps and international businessmen, professionals in economy and the arts, members of the press, and experts in public relations and television.



OTHERWAYS INT'L RESEARCH & CONSULTANTS
Tel.: 00961-1-571100 / 572200 / 573300 / 574400
Fax: 00961-1-583637 - Mobile: 00961-3-244848
P.O. Box: 165250 Achrafieh
1100-2030 Beirut - Lebanon

To confirm attendance:
Send the REGISTRATION FORM & COMPANY INTRODUCTION to
OTHERWAYS INT'L RESEARCH & CONSULTANTS
Beirut - Lebanon by E-mail or by Fax at: 00961-1-58.36.37
E-mail: otherways@dm.net.lb / Websites: www.otherwaysme.com
www.otherwayslb.com / www.upsil.com.lb

REGISTRATION FORM & COMPANY INTRODUCTION



Please Fill in the requested information about your company

COMPANY DETAILS:

FULL COMPANY NAME: _____

C O U N T R Y : _____

EXACT COMPANY NAME TO APPEAR ON THE TROPHY: _____

FULL ADDRESS: _____

TEL: _____

FAX: _____

E-MAIL: _____

WEB PAGE: _____

COUNTRY: _____

NAME OF SENIOR EXECUTIVE: _____

POSITION: _____

NAME OF SECOND DELEGATE: _____

POSITION: _____

DATE OF ARRIVAL & DEPARTURE: _____

OUR COMPANY ACCEPTS THE CONDITIONS OF PAYMENT OF \$ 3900 US. DOLLARS (THREE THOUSAND NINE HUNDRED US DOLLARS) FOR COST OF PARTICIPATION, REPRODUCTION RIGHTS FOR UNIVERSAL PUBLICATION AND PROMOTIONAL MATERIALS AS WELL AS HOTEL LODGING IN A DOUBLE ROOM FOR THE NIGHTS OF October 23rd, 24th and 25th 2003

BRIEF DESCRIPTION OF YOUR BUSINESS ACTIVITIES:

DATE:

SIGNATURE & SEAL

BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo

MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1553/03
Sarajevo, 18/09/2003

OTHERWAYS
Int' Research & Consulting

Mr. Charbel S. Tabet, President

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Sirs,

I am extremely please that our Municipality has been chosen for the PLATINIUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME. It is great honour for me and my employs that our work is so highly valued.

I am so sorry that I cannot attend presentation of the PLATINIUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME on the 24th October 2003, because my work schedule is full at that time. We have started reforms that have to be finalised by the end of October; thus, the amount of work that has to be done so much greater than it was initially anticipated.

Thank you very much.

Looking forward to hear from you.

Sincerely yours,

Ljubiša Marković

Municipality Mayor
Municipality Centar Sarajevo



HP LaserJet 3200

HP LASERJET 3200

19 SEP-2003 12:36



Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
263	19/ 9/2003	12:35:03	Send	9009611583637	1:10	1	OK


BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
GRAD SARAJEVO
City Sarajevo
MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1553/03
Sarajevo, 18/09/2003

OTHERWAYS
Int' Research & Consulting
Mr. Charbel S. Tabet, President
1100-2030 Beirut
LEBANON
Fax: 00961-1-583637

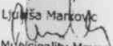
Dear Sirs,

I am extremely please that our Municipality has been chosen for the PLATINIUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME. It is great honour for me and my employs that our work is so highly valued.

I am so sorry that I cannot attend presentation of the PLATINIUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME on the 24th October 2003, because my work schedule is full at that time. We have started reforms that have to be finalised by the end of October; thus, the amount of work that has to be done so much greater than it was initially anticipated.

Thank you very much.
Looking forward to hear from you.

Sincerely yours,


Ljiljana Markovic
Municipality Mayor
Municipality Centar Sarajevo



KABINET - Amira

Šalje: INFORMATIKA - Samir
Poslano: 24.09.2003. 7:17
Prima: KABINET - Markovic Ljubisa
Kopija: KABINET - Amira
Predmet: OTHERWAYS - PLATINIUM TECHNOLOGY AWARD
Važnost: Visoko

FROM : OTHERWAYS INT'L RESEARCH & CONSULTANTS
TO : MUNICIPALITY CENTAR SARAJEVO - BOSNIA HERZEGOVINA

DEAR SIRs,

GREETINGS FROM LEBANON .

WE FEEL SORRY THAT YOU COULD NOT ATTEND AT THE PRESTIGIOUS EVENT "THE PLATINIUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME 2003 " WHICH WILL TAKE PLACE IN BEIRUT - LEBANON AT METROPOLITAN PALACE HOTEL , ON THE 23RD , 24TH, 25TH AND 26TH OCTOBER 2003.

WE CAN ARRANGE SENDING YOU TROPHY, CERTIFICATES AND ALL OTHER ADVERTISING MATERIALS BY ARAMEX EXPRESS COURIER . IF YOUR ANSWER IS POSITIVE, KINDLY SEND US A COPY OF YOUR TRANSFER TO OUR BANK ACCOUNT THE SUM OF //2340 // USD (3900 - 40 % = 2340\$ FOR NOT ATTENDING),

SUM BEING FOR REPRODUCTION RIGHTS FOR UNIVERSAL PUBLICATION AND PROMOTIONAL MATERIALS & CONSULTANCY FEES TO ENABLE US GIVE INSTRUCTIONS TO :

1. INCLUDE YOUR COMPANY PROFILE IN THE BOOK OF AWARDED COMPANIES FROM ALL OVER THE WORLD, WHICH IS UNDER PRINTING
2. PREPARE TROPHY, CERTIFICATES, AND ALL RELATED ADVERTISING MATERIALS TO BE DESPATCHED BY ARAMEX EXPRESS COURRIER TO YOUR COUNTRY.

OTHERWAYS INT'L RESEARCH & CONSULTANTS
C/O SOCIETE GENERALE DE BANQUE AU LIBAN - SGBL
ACCOUNT N° 001-004 -360 - 223653-01-1

BANK SWIFT CODE : SGLILBBX

BANK P.O.BOX: 11- 2955 BEIRUT - LEBANON

BANK EMAIL : sg.sinelfil@socgen.com <<mailto:sg.sinelfil@socgen.com>>

AGENCE SIN EL FIL - BEIRUT

UPON RECEIVAL OF THE SWIFT TRANSFER TO OUR ACCOUNT IN BEIRUT, OFFICIAL RECEIPT WILL BE FAXED TO YOU, ORIGINALS WILL REACH YOU BY EXPRESS COURIER.

THANKING YOUR KIND ATTENTION TO THE ABOVE & LOOKING FORWARD TO YOUR EARLY GOOD NEWS .

BEST PERSONAL REGARDS,

MRS. GHADA JBEILY CHIBANI
SENIOR MANAGER CUSTOMER RELATIONS
& QUALITY STANDARDS

BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo
MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1553/03
Sarajevo, 18/09/2003

OTHERWAYS
Int' Research & Consulting

Mrs. Ghada Jbeily Chibani

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

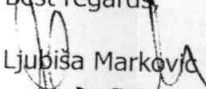
Dear Mrs. Ghada Jbeily Chibani

Thank you for your letter from 24st of September 2003. I will send to you copy of the SWIFT TRANSFER next week for our trophy "The PLATINIUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME", certificates and all other advertising materials, which you will send to us by DHL express courier.

Could you please let me know if we could receive our previos Award "The Golden Five Cintinents Award for Quality and Excellence" in the same way. Let me know regarding the details.

Thank you very much for your quck reply.
Looking forward to hear from you.

Best regards,


Ljubiša Marković

Municipality Mayor
Municipality Centar Sarajevo



Handwritten note:
24. 9. 03

HP LaserJet 3200



HP LASERJET 3200

24-SEP-2003 14:06

Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
306	24/ 9/2003	14:05:30	Send	9009611583637	1:20	1	OK

BOŠNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Centar Sarajevo
City Sarajevo
MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1553/03
Sarajevo, 18/09/2003

OTHERWAYS
Int' Research & Consulting

Mrs. Ghada Jbelly Chibani

1100-2030 Beirut
LEBANON


Fax: 00961-1-583637

Dear Mrs. Ghada Jbelly Chibani

Thank you for your letter from 24st of September 2003. I will send to you copy of the SWIFT TRANSFER next week for our trophy "The PLATINIUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME", certificates and all other advertising materials, which you will send to us by DHL express courier.

Could you please let me know if we could receive our previos Award "The Golden Five Continents Award for Quality and Excellence" in the same way. Let me know regarding the details.

Thank you very much for your quck reply.
Looking forward to hear from you.

Best regards,

Ljiljana Marković
Municipality Mayor
Municipality Centar Sarajevo





26 september2003

FROM : OTHERWAYS INT'L RESEARCH & CONSULTANTS
TO : MUNICIPALITY CENTAR SARAJEVO - BOSNIA AND
 HEZERGOVINA

Dear Mr. LJUBISA MARKOVIC

Thanks your email of september 24th 2003.
 We thank you by anticipation for sending the copy of the swift transfer for the
 package of THE PLATINUM TECHNOLOGY AWARD FOR QUALITY & BEST
 TRADE NAME (Trophy, Certificates & all other advertising materials).
 We will express all of them by Aramex express courier, we will send you Airwaybill
 number very shortly regarding THE GOLDEN FIVE CONTINENTS AWARD FOR
 QUALITY AWAY & EXCELLENCE.
 We can also sending you the package of the trophy certificates & all advertising
 materials also by Aramex express courier, for the fees of 2340 USD .

Kindly confirm by return email, we thank you for all & look forward to meet you in
 the near future.

SLEIMAN C. TABELT
 Senior Manager Customer Relations
 & Quality Standards



BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo

MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1553/03
Sarajevo, 29/09/2003

OTHERWAYS
Int' Research & Consulting

Mr. Sleiman C. Tabet

1100-2030 Beirut
LEBANON

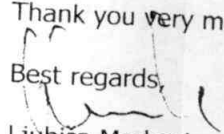
Fax: 00961-1-583637

Dear Mrs. Tabet,

Thank you for your letter from 26st of September 2003. Looking forward for you Airwaybill and our package. I will send to you copy of the SWIFT TRANSFER for our trophy "The Golden Five Continents Award for Quality Away & Excellence."

Thank you very much for your quick reply.

Best regards,


Ljubisa Markovic

Municipality Mayor
Municipality Centar Sarajevo

HP LaserJet 3200

HP LASERJET 3200

29-SEP-2003 12:00



Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
328	29/ 9/2003	11:59:34	Send	9009611583637	1:07	1	OK


BOSNIA AND HERZEGOVINA
FEDERATION OF BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo
MUNICIPALITY CENTER SARAJEVO
Municipality Mayor

No: 10-49-1553/03
Sarajevo, 29/09/2003

OTHERWAYS
Int' Research & Consulting

Mr. Sleiman C. Tabet


1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Mrs. Tabet,

Thank you for your letter from 26st of September 2003. Looking forward for you Airwaybill and our package.
I will send to you copy of the SWIFT TRANSFER for our trophy "The Golden Five Continents Award for
Quality Away & Excellence."

Thank you very much for your quick reply.

Best regards,

Ljiljana Marković

Municipality Mayor
Municipality Center Sarajevo

POSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo
MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1553/03
Sarajevo, 2/10/2003

OTHERWAYS
Int' Research & Consulting

Mr. Sleiman C. Tabet

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Mr. Tabet,

I am sending to you copy of the SWIFT TRANSFER for our trophies "The Golden Five Continents Awards For Quality and Excellence" and "The Platinum Technology Award For Quality & Best Trade Name", certificates and all other advertising materials, which you will send us by DHL express courier.

I am sending to you brief description of our business activities:
Municipality Centar Sarajevo is state institution/ public administration, thus, its main functions are determined by the state constitution and the law. Municipality domain its complex and its main activities are to ensure:

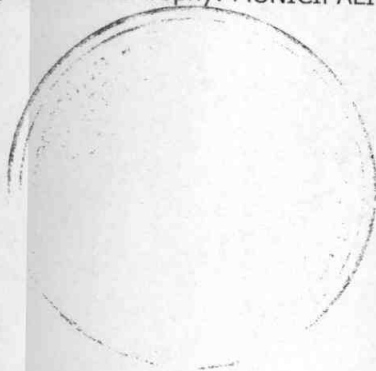
- Needs to local citizens in domain of care for children, education, social protection, culture, sport, etc.,
- Necessary conditions for development of economy in its domain,
- Carrying of communal activities and other services,
- Necessary conditions for involvement of local community in decision-making process or
- Realization of democratic rights of local community in management of Municipality.

And finally, exact name to appear on the trophy: MUNICIPALITY CENTAR SARAJEVO.

Best regards,


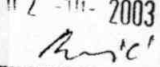
Ljubiša Markovic

Municipality Mayor
Municipality Centar Sarajevo



NALOG ZA IZVRŠENJE DOZNAKE U INOZEMSTVU

OBRAZAC 1450

1	NALOGODAVAC OPCINA CENTAR Sarajevo 663450 <small>Telefon Referent</small>	2	NAZIV BANKE Central Profit Banka	70
4	Nalog br. _____			
5	Doznačite poštom - brzojavom	Šifra valute _____	Oznaka valute _____	Iznos _____
6	U korist OTHERWAYS INTERNATIONAL RESERCH & CONSULTANTS			
7	Kod C/O SOCIETE GENERALE DE BANQUE AU LIBAN SGBL ACCOUNT NO 001004360-22365301-1			
8	Po osnovi KODICI ZA PROPAG. MATERIJAL ZA 2 PREST. INTERNAC. NAGRADE			
9	Nadležna banka CPB	Broj zaključka _____	Datum zaključka _____	
10	Zemlja iz koje se roba - usluga uvozi _____			
11	Ukupni br. naimen. _____			
12	Naziv i šifra po carinskoj nomenklaturi	Rok uvoza	Broj kred. prijave	Od
	USLUGA			
13	Red. br. naimen.	Korisnik robe - usluge	Matični broj	Režim
	01	Općina Centar Sarajevo	420065044008	
				Iznos u valuti USD = 4.680,00
14	PRIMJEDBA Pr. 12.91011000492148 TROŠKOVI INO-BANKE SMOU		NALOGODAVAC  Mjesto i datum _____ Pečat i potpis nalogodavca _____	
15	CENTRAL PROFIT BANKA SARAJEVO 02-10-2003  PRIMLJENO Pečat i potpis banke			
16	Nalog za knjiženje broj _____			
17	Šifra valute _____	Oznaka valute _____	Iznos u val. _____	Svalutom _____
18	Na teret			1
	U korist			2
19	Na teret			1
	U korist			2
20	Uplaćeno KM _____			
21	Mjesto i datum _____			
	Pečat i potpis _____			

HP LaserJet 3200

HP LASERJET 3200

2-OCT-2003 15:50



Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
348	2/10/2003	15:47:06	Send	9009611583637	2:54	2	OK

BOŠNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
Grad Sarajevo
MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-1553/03
Sarajevo, 2/10/2003

OTHERWAYS
Int' Research & Consulting
Mr. Sleiman C. Tabet
1100-2030 Beirut
LEBANON
Fax: 00961-1-583637

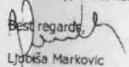
Dear Mr. Tabet,

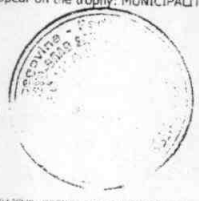
I am sending to you copy of the SWIFT TRANSFER for our trophies "The Golden Five Continents Awards For Quality and Excellence" and "The Platinum Technology Award For Quality & Best Trade Name", certificates and all other advertising materials, which you will send us by DHL express courier.

I am sending to you brief description of our business activities
Municipality Centar Sarajevo is state institution/ public administration, thus, its main functions are determined by the state constitution and the law. Municipality domain its complex and its main activities are to ensure:

- Needs to local citizens in domain of care for children, education, social protection, culture, sport, etc.,
- Necessary conditions for development of economy in its domain,
- Carrying of communal activities and other services,
- Necessary conditions for involvement of local community in decision-making process or
- Realization of democratic rights of local community in management of Municipality.

And finally, exact name to appear on the trophy: MUNICIPALITY CENTAR SARAJEVO.

Best regards

Ljiljana Markovic
Municipality Mayor
Municipality Centar Sarajevo





DATE 3/10/2003

CLIENT Municipality Centar Sarajevo
Bosnia Herzegovina

REFERENCE

CONCEPTS		AMOUNT
Participation Fees and Publicity Fees		2340 \$
Video System	PAL / SECAM NTSC	BETAMAX VHS
Extra invitations , dinner.....	
Extra invitations , Cocktail - lunch.....	
Cash		Amount
Traveller's Cheque	
Bankdraft	
Bank		Total
PAID		2340 \$
		2340 \$

Due From Municipality Centar Sarajevo - Bosnia Herzegovina, The Sum of Two Thousand three Hundred Fourty USD Only, For Reproduction Rights for Universal Publication & Promotional materials & Consultancy Fees For The Platinum Technology Award for Quality & Best Trade Name To be held On the 23rd, 24th, 25th & 26th of October 2003 at Metropolitain Palace Hotel - Beirut - Lebanon

OUR ACCOUNT IN LEBANON READS:

OTHERWAYS INT'L RESEARCH & CONSULTANTS
 C/ O SOCIETE GENERALE DE BANQUE AU LIBAN - SGBL
 ACCOUNT N° 001-004 -360 - 223653-01-1
 BANK SWIFT CODE : SGLILBBX
 BANK P.O.BOX: 11- 2955 BEIRUT - LEBANON
 BANK EMAIL : sg.sinelfil@socgen.com
 AGENCE SIN EL FIL - BEIRUT



ORIGINAL INVOICE



DATE 3/10/2003

CLIENTMunicipality Centar Sarajevo
Bosnia Herzegovina

REFERENCE

CONCEPTS	AMOUNT
Participation Fees and Publicity Fees	2340 \$
Video System PAL / SECAM NTSC BETAMAX VHS	
Extra invitations , dinner.....
Extra invitations , Cocktail - lunch.....
Cash Amount	2340 \$
Traveller's Cheque
PAID Bankdraft
Bank Total	2340 \$

Due From Municipality Centar Sarajevo - Bosnia Herzegovina, The Sum of Two Thousand three Hundred Forty USD Only, For Reproduction Rights for Universal Publication & Promotional materials & Consultancy Fees For The Five Continents Award for Quality & Excellence that was held On the 13th till 15th of July 2003 at Intercontinental Hotel - Geneva - Switzerland

OUR ACCOUNT IN LEBANON READS:**OTHERWAYS INT'L RESEARCH & CONSULTANTS**

C/ O SOCIETE GENERALE DE BANQUE AU LIBAN - SGBL

ACCOUNT N° 001-004 -360 - 223653-01-1

BANK SWIFT CODE : SGLILBBX

BANK P.O.BOX: 11- 2955 BEIRUT - LEBANON

BANK EMAIL : sg.sinelfil@socgen.com

AGENCE SIN EL FIL - BEIRUT

ORIGINAL INVOICE

x

From: "otherways" <otherways@dm.net.lb>
To: <centar@bih.net.ba>
Sent: 30.10.2003. 11:06
Subject: PLATINUM TECHNOLOGY AWARD

DEAR MR. MARKOVIC,

GREETINGS FROM LEBANON .

THE PACKAGE OF THE QUALITY SUMMIT PLATINUM TECHNOLOGY
AWARD FOR QUALITY & BEST TRADE NAME AND THE PACKAGE
OF THE FIVE CONTINENTS AWARD FOR QUALITY & EXCELLENCE
WILL DEPART TOMORROW BY DHL EXPRESS COURRIER UNDER
AIRWAYBILL NUMBER : **959 3323 250**

PLEASE CONFIRM ONCE YOU RECEIVE YOUR PACKAGES.

BEST REGARDS

MRS. GHADA JBEILY CHIBANI
SENIOR MANAGER CUSTOMER RELATIONS
& QUALITY STANDARDS

30.10.2003

10-79-2N 11-



Geneva 25th November 2003

THE GENERAL MANAGER
CENTAR MUNICIPALITY
SARAJEVO
MISS LTBI STREET, 1
SARAJEVO
BOSNIA HERZEGOVINA

Dear Sirs,

The 21st Century comes forward widening the path of past generations providing a new sphere full of challenges, opportunities where the angles of society in general and of the world market system in particular undergo a vast fluctuation where Quality & Excellent service act as a standard for companies who are striving to be elite in this field.

Your firm has been selected for its exceptional brand image and distinguished for the quality of its services especially in the High Quality customer service, which contributed decisively in the development of International commerce and in the integration of an ever global economy.

The selection committee of the **INTERNATIONAL GOLDEN AWARD FOR QUALITY & BUSINESS PRESTIGE AND THE "TQCS" ACCREDITATION PROGRAM (TOP QUALITY CUSTOMER SATISFACTION STANDARDS)** granted by Association Otherways Management & Consulting Geneva – Switzerland, in cooperation with Otherways Int'l Research & Consulting, Beirut – Lebanon chose to distinguish your company whose capacity of innovation had allowed it to be at the forefront of an extra ordinary unique up-leading corporation.

The selection committee is made up of a group of companies and prestigious professionals, which are Internationally distinguished in this field.

INTERNATIONAL GOLDEN AWARD FOR QUALITY & BUSINESS PRESTIGE AND THE "TQCS" ACCREDITATION PROGRAM (TOP QUALITY CUSTOMER SATISFACTION STANDARDS) will be presented on the 14th, 15th and 16th of March 2004 after a Cocktail Reception and a Gala Dinner celebration which will take place at the Intercontinental Hotel – Vienna with the participation of Commercial, Industrial & Quality Experts, Diplomatic Corps and VIP's from the local economic and cultural work.

This significant moment will be covered by Journalists & Managers of press agencies attending this ceremony. To confirm your attendance at the ceremony at your earliest convenience, please send the Registration form & the Participation conditions enclosed by fax to:

Otherways International Research & Consulting – Lebanon at Fax numbers: 00961 – 1 – 58 36 37
00961 – 1 – 57 55 00

CHARBEL S. TABET
President – CEO



Member of: **American Management Association**
American Marketing Association

N.B.: PLEASE VISIT OUR WEB PAGES:

www.otherwaysme.com
www.otherwayslb.com

INTERNATIONAL GOLDEN AWARD FOR QUALITY AND BUSINESS PRESTIGE
(A TITLE OF EXCELLENCE... ECHOING IN THIS EVOLUTIONARY ICON OF MAJESTY)

**International Convention
Association Otherways
Management & Consulting - Geneva**

Vienna at the 14th - 15th - 16th of March 2004

♦ **Selection criteria for the**

QUALITY SUMMIT GOLDEN AWARD

Based on information, polls and voting.

**The INTERNATIONAL GOLDEN AWARD
FOR QUALITY AND BUSINESS PRESTIGE**

presented to each company as entity,
for corporate achievement, to recognize
Prestige, Innovation, Quality and Excellence. For this purpose, a
voting process is carried out by mail, Internet or within awarded
companies, based on one or several of the following concepts:
*Customer Satisfaction, Leadership, Continuing
Education and trading, Business Results, ISO 9002 - 14001,
TQM and TQCS (Top Quality Customer Satisfaction Standards)*

In addition to the voting process, ASSOCIATION
OTHERWAYS MANAGEMENT & CONSULTING -
GENEVA AND OTHERWAYS INT'L RESEARCH &
CONSULTANTS gathers information through consultation
of the media (press, radio and television), consultancy
companies,

Advertising Agencies, Trade Fairs and Exhibits, Chambers
of Commerce, Embassies, Polls, including the on-line macro
poll, which is analyzed by the **INTERNATIONAL GOLDEN
AWARD FOR QUALITY AND BUSINESS PRESTIGE**

Selection Committee, which makes the final decision to select
the annual awardees.

♦ **General Program:**

Intercontinental Hotel - Vienna - Austria

Information Office:

BACH LOUNGE

March, Sunday 14th, 2004

10 a.m. - 7 p.m.

Arrival of participants to the Hotel. All participants should register at our office in the Hotel
located in Bach lounge, where they will also receive promotional materials concerning the
Award.

8:30 p.m.: Gathering at the Hotel. Bus will be waiting. Dinner will be outside the Hotel.

March, Monday 15th, 2004

Mozart Hall

10:00 a.m.: Presentation of the Award-Winning Companies from all over the world.
Awarding of diploma accrediting Award by the President of OTHERWAYS INT'L
RESEARCH AND CONSULTANTS and President of ASSOCIATION OTHERWAYS
MANAGEMENT AND CONSULTANTS - GENEVA, SWITZERLAND.

8:00 p.m.: Cocktail Reception at the Vierjahreszeiten lounge.

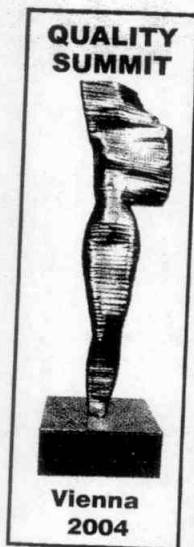
9:00 p.m.: Dinner attended by the Authorities and Diplomatic Corps, and awarding of
the International Golden Award For Quality and Business Prestige.

March, Tuesday 16th, 2004

Bach Lounge

From 9:00 to 11:00 a.m.: Handling out of photographic report and videos filmed during the
various events of the previous day.

OTHERWAYS CONSULTANTS reserves the right to lodge participants in similar hotels if necessary.



QUALITY SUMMIT Vienna - Austria 2004
**OTHERWAYS Int'l Research
& Consultants**

Payments details

The Company receiving this distinction must satisfy the
cost of participation (attendance fees): 3900 USD (Three
thousand nine hundred US Dollars)
As conference places are limited, early registration is
recommended.

♦ **Deposit Payments**

Deposit payments should be made to OTHERWAYS
INT'L RESEARCH & CONSULTANTS by full swift, or
by full transfer to our account in Lebanon which reads:
Société Générale de Banque au Liban - SGBL
Account N° 001-004-360-223653-01-1

♦ **Swift Code: SGLILBBX**

When paying by Bank transfer, please quote your
company name and delegate names.

♦ **Credit Card**

Euro Card - Visa - Master Card
American Express Cards are accepted.

♦ **Your company will receive:**

- Lodging for 2 nights (one double room) in the
Intercontinental Hotel - Vienna. (nights of Sunday, Monday,
14th, 15th of March 2004)
Late check out on March 16th at 1.00 p.m.
- Certificate of the TQCS - Switzerland
- Participation in the business meeting that will be held on
March 14th at which you will be able to present your
company, its main services, products, activities, etc
- Two invitations for the QUALITY SUMMIT Gala Dinner
Ceremony on March 14th at the Intercontinental hotel.
- The INTERNATIONAL GOLDEN SUMMIT FOR
QUALITY AND BUSINESS PRESTIGE
- Two certificates accrediting the Quality Award from
Association Otherways Management and Consultants
GENEVA - SWITZERLAND
- CD-Rom with the 100 Points to achieve Quality TQM**.
(Total Quality Management)
- Graphics: Set of logos and posters for use in advertising.
- Photographs of the presentation of the Trophy and the
Certificate to your representative.
- Membership VIP Gold Card at OTHERWAYS
MANAGEMENT ASSOCIATION CLUB
- Advertising Materials-Posters, etc...
- Publication of your firm's details together with the
photograph of the moment of receiving of Award in the
special Issue of OMAC and Otherways Magazine.

**THE INTERNATIONAL GOLDEN AWARD FOR QUALITY AND BUSINESS PRESTIGE
IS OF VOLUNTARY ACCEPTANCE TO PROMOTE THE ACHIEVEMENTS OF YOUR COMPANY.**

ASSOCIATION OTHERWAYS MANAGEMENT & CONSULTING - SWITZERLAND & OTHERWAYS INT'L RESEARCH & CONSULTANTS

International Convention
INTERNATIONAL GOLDEN AWARD
(A TITLE OF EXCELLENCE... ECHOING



QUALITY SUMMIT Vienna - Austria 2004
FOR QUALITY AND BUSINESS PRESTIGE
IN THIS EVOLUTIONARY ICON OF MAJESTY

Mr. Charbel S. Tabet
President - CEO

OTHERWAYS INT'L RESEARCH & CONSULTANTS
BEIRUT - LEBANON

Takes great pleasure in informing your company that it has been awarded the

QUALITY SUMMIT
INTERNATIONAL GOLDEN AWARD FOR QUALITY AND BUSINESS PRESTIGE
(A TITLE OF EXCELLENCE... ECHOING IN THIS EVOLUTIONARY ICON OF MAJESTY...)

The Gala Dinner and Award Ceremony will take place at
Intercontinental Hotel - Vienna - Austria

Date: March 14 - 15 - 16, 2004, Time 21:00 (9 p.m.)

Useful information about *Vienna - Austria* and the **QUALITY SUMMIT**

♦ **Welcome to Vienna - Austria**

The Intercontinental Hotel located in the heart of Vienna, only 15 minutes drive from Vienna's International Airport.

The price charged is around 30 US\$ & will be shown at the Taximeter.

♦ **Visas for travel to Vienna - Austria**

Important: The company representatives who will receive the award in Vienna must apply for a visa in the nearest Austrian Consulate or Embassy as soon as possible. Obtaining a valid visa for travel to Austria to attend the Convention is the sole responsibility of your company representatives before Embassy authorities.

If the owner or director of your company does not have a visa for Austria, you should apply for it sufficiently in advance from the Austrian Embassy in your country, if there is one, or from the nearest Austrian Consulate. ASSOCIATION OTHERWAYS MANAGEMENT & CONSULTING - GENEVA will help you to obtain it by sending you a formal, sealed invitation and a letter from the hotel confirming your reservation. Both these documents should be submitted to the Embassy when applying for your visa. Please inform us sufficiently in advance about the names of the people who will be attending.

♦ **Videos and photographic sessions (please consult):**

Specialized media companies and independent press Agencies will cover a variety of different aspects of the convention, which will include attendees and the awards presentation. If your company is interested in obtaining a video cassette covering the most important scenes of your company representative's participation in the ceremony, you must contact OTHERWAYS INT'L RESEARCH & CONSULTANTS. The cost of the video is 150 USD.

♦ **OTHERWAYS MANAGEMENT ASSOCIATION CLUB: "OMAC"**

Otherways Management Association Club is founded as part of Otherways Int'l Research and consultants business stimulation and promotion program. Its aim is to forge links between companies, which have been awarded prizes, thus establishing a continuity of relations, therefore each year offering new business opportunity in the various meetings arranged jointly by Otherways Int'l Consultants and Association

Otherways Management & Consulting, Geneva - Switzerland

The members who come from more than fifty countries will represent all manufacturing and service sectors. Membership is open to all those companies that have received an award from Otherways Int'l Research and consultants.

Otherways Management Association Club is currently preparing a web page on the internet with a description of the products and services of all member companies. The site will be available for consultation for thousands of companies interested in contacting the selected companies, which have recognized prestige worldwide and thereby multiply business possibilities for all the Club's members. Therefore, the awarded companies having also a page on the internet and wishing to announce the awarding of this prize on it could establish a link with the page of the Otherways Management Association Club, allowing the visitors to get more information about the international trophy which has been created by Otherways Int'l Research and consultants as part of its program of promotion of contacts and links between business people in the sector worldwide, offering its members an additional element of support and backing for promotional and marketing campaigns. All Awarded Companies in the different events that Association Otherways Management & Consulting, Geneva - Switzerland and Otherways Int'l Research & Consultants Lebanon organize in Europe & USA and overseas, will become members of Otherways Management Association Club.

The Club will be based in Lebanon. The Club scope of services and features is:

- A VIP Gold Membership Card will be sent to you by Courier.
- Work meeting & secretarial facilities are available at the business center of the club in Lebanon.
- Data support on request for all Industrial, Trade, and Touristic companies worldwide.
- Technical visits & meeting will be arranged to the companies & factories in Lebanon & Syria, to promote economical exchange, contacts and links between business people worldwide. This gathering is an instrument of communication for all companies and a vehicle for mutual acquaintances.
- The Club will help members to find markets & clients overseas to buy & market their products.
- The members will attend the yearly gala dinner in Lebanon at 5 stars hotel for free that Otherways Management Association Club Organizes.
- Touristic tours available all over Lebanon with our sister company: "Welcome Tours".

Dates will be given to all members by mail or fax in due time, for all members.

The members are entitled yearly for free, a double room for three nights B & B at hotel in Vienna - Austria.

The members of the Club will satisfy the cost of membership being 250 USD to be paid yearly to the headquarters of Otherways Int'l Research and Consultants in Austria.

♦ **Languages**

The official languages of the convention are English, French and Russian. The conference is conducted in English, and all conference literature and speech are supplied in English. Simultaneous translation into Russian will be available.

♦ **Presentation of the award winning companies**

During the working meeting, which will take place on the 15th of March 2004, the representatives of the award-winning companies can give a presentation of their company, describing its main characteristics, products, services, achievement, projects. This will help firms get to know one another and make contacts and establish links, in short, open up business opportunities with the 60 businessmen participating in the event.

♦ **SPECIAL OTHERWAYS INT'L RESEARCH & CONSULTANTS OFFICE:**

During the convention on the days of March 14, 15, 16, OTHERWAYS is pleased to offer a full-service office staff inside the Intercontinental Hotel to aid you in your convention registration as well as your hotel accommodation. The OTHERWAYS INT'L RESEARCH & CONSULTANTS office hours at the hotel are from 10:00 a.m. To 8:00 p.m.

♦ The event will be attended by authorities, members of the diplomatic corps and international businessmen, professionals in economy and the arts, members of the press, and experts in public relations and television.

OTHERWAYS INT'L RESEARCH & CONSULTANTS

Tel.: 00961-1-571100 / 572200 / 573300 / 574400

Fax: 00961-1-583637 - Mobile: 00961-3-244848

P.O. Box: 165250 Achrafieh

1100-2030 Beirut - Lebanon

To confirm attendance:

Send the REGISTRATION FORM & COMPANY INTRODUCTION TO OTHERWAYS INT'L RESEARCH & CONSULTANTS

Beirut - Lebanon by E-mail or by Fax at: 00961-1-58.36.37

E-mail: otherways@dm.net.lb / Websites: www.otherwaysme.com
www.otherwayslb.com



BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo

MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-2454/03
Sarajevo, 12/ 1/2004

OTKAZAN PUT
DOPIS 16.2.2004.
→

OTHERWAYS
Int' Research & Consulting

Mr. Charbel S. Tabet, President

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Mr. Tabet,

I am extremely please that our Municipality has been chosen for the International Golden Award for Quality & Business Prestige And The "TQCS" Asreditatin Program (Top Quality Customer Satisfaction Standards). Thank you very much.

I am sending to you my Registration form, and brief description of our business activites:

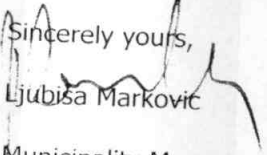
Municipality Centar Sarajevo is state institution/public administratin, thus, its main function are determined by the state constitution and the low. Muncioality domain its complex and its main activities are to ensure:

- Needs to local citizens in domain of care for children, education, social protection, culture, sport, etc,
- Necessary conditions for development of economy in its domain,
- Carrying of communal activities and other services,
- Necessary conditions for involvement of local community in decision-making process or
- Realization of democratic rights of local community in management of Municipality.

And finally, exact name to appear on the trophy: **MUNICIPALITY CENTAR SARAJEVO.**

The copy of the Swift Transfer for our trophy, and exsactly date of my arrival in Vienna, I will send you later.

See you soon in Vienna.

Sincerely yours,

Ljubisa Markovic

Municipality Mayor
Municipality Centar Sarajevo

HP LaserJet 3200



HP LASERJET 3200

13-JAN-2004 13:50

Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
255	13/ 1/2004	13:48:39	Send	9009611583637	1:42	2	OK


 BOSNIA AND HERZEGOVINA
 FEDERATION BOSNIA AND HERZEGOVINA
 Canton Sarajevo
 City Sarajevo
MUNICIPALITY CENTAR SARAJEVO
 Municipality Mayor

No: 10-49-2454/03
Sarajevo, 12/ 1/2004

OTHERWAYS
 Int'l Research & Consulting
 Mr. Charbel S. Tabet, President
 1100-2030 Beirut
 LEBANON
 Fax: 00961-1-583637

Dear Mr. Tabet,

I am extremely please that our Municipality has been chosen for the International Golden Award for Quality & Business Prestige And The "TQCS" Accreditation Program (Top Quality Customer Satisfaction Standards). Thank you very much.

I am sending to you my Registration form, and brief description of our business activities:

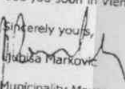
Municipality Centar Sarajevo is state institution/public administratin, thus, its main function are determined by the state constitution and the law. Municipality domain its complex and its main activities are to ensure:

- Needs to local citizens in domain of care for children, education, social protection, culture, sport, etc,
- Necessary conditions for development of economy in its domain,
- Carrying of communal activities and other services,
- Necessary conditions for involvement of local community in decision-making process or
- Realization of democratic rights of local community in management of Municipality.

And finally, exact name to appear on the trophy: **MUNICIPALITY CENTAR SARAJEVO.**

The copy of the Swift Transfer for our trophy, and exsactly date of my arrival in Vienna, I will send you later.

See you soon in Vienna.

Sincerely yours,

 J. Markovic
 Municipality Mayor
 Municipality Centar Sarajevo

REGISTRATION FORM & COMPANY INTRODUCTION



Please Fill in the requested information about your company

COMPANY DETAILS:

FULL COMPANY NAME: MUNICIPALITY CENTAR SARAJEVO

COUNTRY: BOSNIA AND HERZEGOVINA

EXACT COMPANY NAME TO APPEAR ON THE TROPHY: MUNICIPALITY CENTAR SARAJEVO

FULL ADDRESS: MUNICIPALITY CENTAR SARAJEVO
SARAJEVO, MISS IRBI 4
BOSNIA AND HERZEGOVINA

TEL: 381 33 663 726
33 663 728

FAX: 33 663 726
33 663 945

E-MAIL: office@citycenter.ba

WEB PAGE: www.citycenter.ba

NAME OF SENIOR EXECUTIVE: LUBISA MARKOVIĆ

POSITION: MUNICIPALITY MANAGER

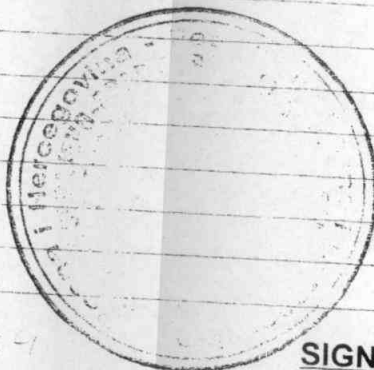
NAME OF SECOND DELEGATE:

POSITION:

DATE OF ARRIVAL & DEPARTURE: 5 JULY 2004 - 12 JULY 2004

OUR COMPANY ACCEPTS THE CONDITIONS OF PAYMENT OF \$ 3900 US. DOLLARS (THREE THOUSAND NINE HUNDRED US DOLLARS) FOR COST OF PARTICIPATION, REPRODUCTION RIGHTS FOR UNIVERSAL PUBLICATION AND PROMOTIONAL MATERIALS AS WELL AS HOTEL LODGING IN A DOUBLE ROOM FOR THE NIGHTS OF MARCH, 14th AND 15th, 2004, AT THE INTERCONTINENTAL HOTEL VIENNA - AUSTRIA

BRIEF DESCRIPTION OF YOUR BUSINESS ACTIVITIES:



DATE: 12 JULY 2004

SIGNATURE & SEAL



REGISTRE DU COMMERCE
DU CANTON DE VAUD

REGISTRE PRINCIPAL

N° réf. 2003/05323

N° féd. CH-550-1034684-3

Nyon, the 13th of January 2004

From : Association Otherways Management & Consulting
Nyon – Canton de Vaud - Switzerland

To : Mrs. Ljubica Markovic
Company Name : MUNICIPALITY CENTAR SARAJEVO – BOSNIA & HERZEGOVINA
Address : 71 000 Sarajevo Ulica Miss Irbi 1, Bosnia – Herzegovina
Nationality : BOSNIAN

**Invitation letter addressed to the Austrian Embassy in BOSNIA & HERZEGOVINA
Visa sector – Austrian Consulate.**

We hereby invite : Mrs. Ljubica Markovic
From the Company : MUNICIPALITY CENTAR SARAJEVO – BOSNIA & HERZEGOVINA
to our "Association Otherways Management & Consulting" (Switzerland), at the
Intercontinental Hotel Vienna – Austria, for mutual business cooperation's discussion, and
open together with our Management & Consulting Association, many other future
opportunities, from March 14th 2004, leaving on March 16th 2004.

Accommodation and full board is reserved, for Mrs. Ljubica Markovic
representing MUNICIPALITY CENTAR SARAJEVO – BOSNIA & HERZEGOVINA
and prepaid by Association Otherways Management & Consulting, Nyon – Switzerland at
Intercontinental Hotel in Vienna- Austria.

All expenses and leaving the country are guaranteed by our Association (Switzerland)
from Vienna Airport. Our Management will have a representative waiting at the Airport of
Vienna for pick up to the Intercontinental Hotel in Vienna, where they will be staying full
board and on our Association's expenses.

Find attached a copy of the Hotel Reservation at the Intercontinental Hotel in Vienna,
Austria. Original Letter of Invitation has been expressed to you by ARAMEX Courier under
Airway Bill number NO: 430074046

Dear Valuable Guest, Looking Forward to meeting you Within our Association on the 14th
of March 2004, at the Intercontinental Hotel in Vienna, Austria.

SIMON KHAI RALLAH
President - CEO

CHARBEL S. TABEL
Vice - President





INTERCONTINENTAL
WIEN

To: Austrian Embassy in Bosnia & Herzegovina
From: InterContinental Wien, Convention Sales Department
Re: Confirmation of Reservation for Visa purposes
Association Otherways Management & Consulting, Nyon - Switzerland
March 14 - 16, 2004

Dear Sirs,

Our hotel has the pleasure to inform you that we have booked a room with breakfast prepaid by the Association Otherways Management & Consulting which is located in Nyon, Switzerland in the name of

Name: Mr. Ljubica Markovic
Company: Municipality Center Sarajevo - Bosnia & Herzegovina
Country: Bosnia & Herzegovina
Confirmation nr: 557785

Mr. Markovic will be attending the International Golden Award for Quality & Business Prestige which is going to be held at the InterContinental Wien. We look very much forward to welcoming Mr. Markovic to Vienna and the InterContinental Wien soon.

The hotel reservation is prepaid by the Association Otherways Management & Consulting, Nyon - Switzerland, one of our clients, located at the following address:

Association Otherways Management & Consulting
Chemin de Prélaz 24
1260 Nyon
Tel: + 41 78 764 76 38 Fax: + 41 22 361 18 94
Email: otherways@otherwaysme.com
Registre du Commerce - N° rcf.2003/05323, N° fed. CH-550-1034684-3
in Nyon - Switzerland.

Yours sincerely,

InterContinental Wien

Alexandra Dietrich
Alexandra Dietrich
Convention Sales Manager

p:0043 1 711 22 147

f:0043 1 711 22 265

alexandra.dietrich@interconti.com

DO NOT KNOW WHAT IT TAKES

Johannesgasse 28, 1037 Wien, Österreich Tel.: 0043-1-711 22 147 / Fax.: 0043-1-711 22 265
www.vienna.intercontinental.com
vienna@interconti.com



REGISTRE DU COMMERCE DU CANTON DE VAUD

REGISTRE PRINCIPAL
No réf. 2003/05323
N° féd. CH-550-1034684-3

Association Otherways Management & Consulting

Association inscrite le 04 juin 2003

Réf.	Nom
1	Association Otherways Management & Consulting
	Siège
1	Nyon
	Adresse
1	24, chemin de Prélaz, c/o Verena Khairallah
	Dates des statuts
1	12.04.2003
	Organes:
1	Assemblée générale; direction de 4 membres; organe de révision.
	But, observations
1	<u>But:</u> mise à disposition d'informations afin d'optimiser le système de gestion, de communication et de développement d'entreprises du monde entier.

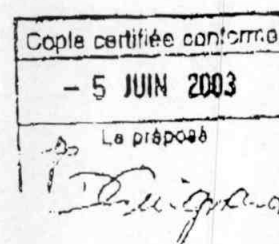
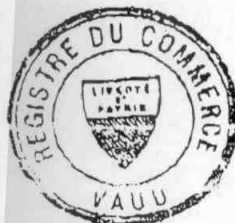
Réf.	Ressources
1	Finances d'entrée; cotisations.

Réf.			Personnes ayant qualité pour signer		
Inscr.	Mod.	Rég.	Nom et prénom, origine, domicile	Fonctions	Mode de signature
1			Khairallah Simon, de Nyon, à Nyon	membre de la direction président	signature collective à 2
1			Tahet Charbel S., du Liban, à Beyrouth (Liban)	membre de la direction vice-président	signature collective à 2

Réf.	JOURNAL		PUBLICATION FOSC	
	Numéro	Date	Date	Page
1	5323	04.06.2003		

Inscription non encore publiée mais approuvée par l'office fédéral du registre du commerce (art. 115, al. 2 ORC)

Moudon, le 05 juin 2003



MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-2454/04
Sarajevo, 21/1/2004

OTHERWAYS
Int' Research & Consulting

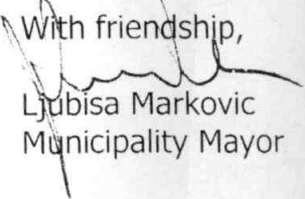
Mr. Simon Khairallah, President-CEO
Mr. Charbel S. Tabet, Vice-President
1100-2030 Beirut
LEBANON

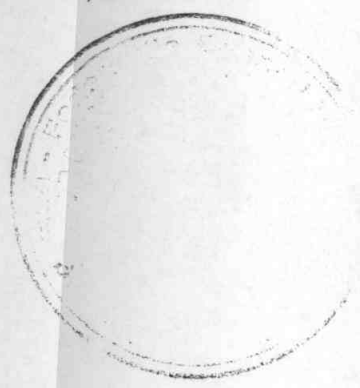
Fax: 00961-1-583637

Dear Sirs,

I received your letter from 13 January 2004. I am very thankful to your Association for every think you have done for Municipality Centar Sarajevo. As your Association prepaid my accommodation and expenses in Vienna, could you be so kind to inform me how much I need to pay for award.
Thank you once again.

I am looking forward to see you soon.

With friendship,

Ljubisa Markovic
Municipality Mayor



HP LaserJet 3200



HP LASERJET 3200

23-JAN-2004 17:38

Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
389	23/ 1/2004	17:36:52	Send	9009611583637	1:09	1	OK

No: 10-49 2454/04
Sarajevo, 21/1/2004

OTHERWAYS
Int' Research & Consulting

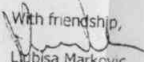
Mr. Simon Khairallah, President-CEO
Mr. Charbel S. Tabet, Vice-President
1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Sirs,

I received your letter from 13 January 2004. I am very thankful to your Association for every think you have done for Municipality Centar Sarajevo. As your Association prepaid my accommodation and expenses in Vienna, could you be so kind to inform me how much I need to pay for award.
Thank you once again.

I am looking forward to see you soon.

With friendship,

Ljiljana Markovic
Municipality Mayor



x

From: "otherways" <otherways@dm.net.lb>
To: <centar@bih.net.ba>
Sent: 23.01.2004. 19:10
Subject: INT'L GOLDEN AWARD FOR QUALITY & BUSINESS PRESTIGER

Dear Mr. Markovic;

Warm Greetings from Lebanon.

I have received your fax tonight.
I hope you are doing well in all with your family in Sarajevo.

I look forward to meet you this coming March 2004 in Vienna.

In fact, the Participation Fees is Three Thousand Nine Hundred US Dollars which includes 2 nights Bed & Breakfast and 2 dinners. (The Prizegiving Ceremony on the 15th of March in the Hotel and the outside dinner on the 14th of March 2004).

Should you need more than 2 days, cost for single room at group rate is 170 Euros, and 190 Euros for double room Bed & Breakfast for your companion. (very special price for Otherways). The Normal price is 270 Euros.

We await the swift transfer by next week.

Thank you for your understanding Dear Mr. Markovic.

Please accept my Best Personal Regards.

CHARBEL S. TABET

PRESIDENT - CEO

N.B.: I offer you two more nights bed & breakfast at Intercontinental Hotel - Vienna at our own expenses Dear Excellency & Brother Mr. Markovic.

Hope you will enjoy.



BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo

MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-2454/04
Sarajevo, 16/02/2004

OTHERWAYS
Int' Research & Consulting

Mr. Charbel S. Tabet

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Mrs. Tabet,

I am so sorry that I cannot come to Vienna in March 2004, because of some unexpected duty.

Could you be so kind to send me our International Golden Award for Quality & Business Prestige and The "TQCS" Accreditation Program by DHL Express courier? If that is possible, please send me an original invoice so I could pay expenses. I will send to you copy of Swift Transfer for our Trophy.

Thank you very much for your quick reply.

Best regards,

Ljubiša Marković

Municipality Mayor
Municipality Centar Sarajevo



HP LaserJet 3200



HP LASERJET 3200

16-FEB-2004 16:11

Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
96	16/ 2/2004	16:10:38	Send	9009611583637	1:10	1	OK



BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Center Sarajevo
City Sarajevo

MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-2454/04
Sarajevo, 16/02/2004

OTHERWAYS
Int' Research & Consulting

Mr. Charbel S. Tabet

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Mrs. Tabet,

I am so sorry that I cannot come to Vienna in Mart 2004, because of some unexpected duty.

Could you be so kind to send me our International Golden Award for Quality & Business Prestige and The "TQCS" Accreditation Program by DHL Express courier? If that is possible, please send me an original invoice so I could pay expenses. I will send to you copy of Swift Transfer for our Trophy.

Thank you very much for your quick reply.

Best regards,

Ljubisa Markovic

Municipality Mayor

Municipality Centar Sarajevo





February 17, 2004

Dear Brother Mr. Markovic;

I have received your fax today and I really could not believe that you could not come to Vienna.

However, I feel myself that I will be the first who will be visiting Sarajevo very shortly and I will give you very soon date of arrival. It is going to be in April.

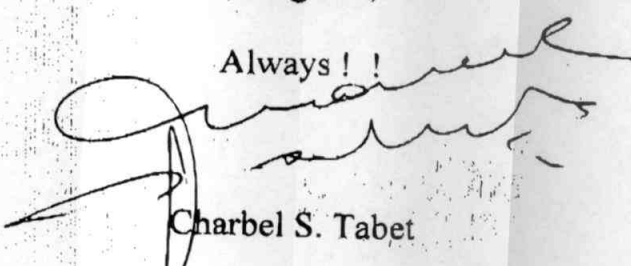
Regarding the package of the Quality Summit of the International Golden Award for Quality and Business Prestige, we will be delighted to send you the package by DHL, express courier.

Please find attached a copy of the original invoice to enable you to make the swift transfer of the fees regarding the Quality Summit.

I look forward to meet you very shortly Dear Brother,

Best Regards,

Always !!



Charbel S. Tabet



DATE 22/01/2004

**CLIENT Municipality Centar Sarajevo
Bosnia Herzegovina**

REFERENCE

CONCEPTS	AMOUNT
We invoice you FEES BEING FOR Reproduction Rights for Universal Publication & Promotional materials & Consultancy Fees For The Int'l Golden Award for Quality & Business Prestige Vienna - Austria 2004	2340 USD
Cash	Amount
Traveller's Cheque
Bankdraft
Bank
PAID	Total
	2340 USD

Due From **Municipality Centar Sarajevo - Bosnia Herzegovina**, The Sum of Two Thousand Three Hundred Fourty USD Only, For Reproduction Rights for Universal Publication & Promotional materials & Consultancy Fees For The INT'L GOLDEN Award for Quality & Business Prestige To be held On the 14th & 15th of March 2004 at INTERCONTINENTAL Hotel - VIENNA / AUSTRIA

OUR ACCOUNT IN LEBANON READS:

OTHERWAYS INT'L RESEARCH & CONSULTANTS

C/O SOCIETE GENERALE DE BANQUE AU LIBAN - SGBL

ACCOUNT N° 001-004 -360 - 223653-01-1

BANK SWIFT CODE : SGLILBBX

BANK P.O.BOX: 11- 2955 BEIRUT - LEBANON

BANK EMAIL : sg.sinelfil@socgen.com

AGENCE SIN EL FIL - BEIRUT

ORIGINAL INVOICE



BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo

MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-2454/03
Sarajevo, 23/02/2004

OTHERWAYS
Int' Research & Consulting

Mr. Charbel S. Tabet

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Mr . Tabet,

Thank you for your letter from 17st of February 2004. I am sending to you copy of the SWIFT TRANSFER for our trophy International Golden Award for Quality & Business Prestige and the "TQCS" Accreditation Program.

Looking forward to see you at Sarajevo.

Best regards,

Ljubiša Markovic

Municipality Mayor

Municipality Centar Sarajevo



NALOG ZA IZVRŠENJE DOZNAKE U INOZEMSTVU

OBRAZAC 1450

1	NALOGODAVAC <i>Opština Centar Sarajeva</i> <i>66-1150</i>		NAZIV BANKE <i>Central Profit Bank</i>		3	70	
4	Telefon	Referent	Nalog br.				
5	Doznačite poštom - brzojavom		Šifra valute	Oznaka valute	Iznos		
6	U korist <i>OTHER WAYS - INT'L RESERCH & CONSULTANTS</i>						
7	Kod <i>SOCIETE GENERALE DE BANQUE AULIBAN-SGBL</i> <i>ACCOUNT N° 001-004-360-223653-01-1</i>						
8	Po osnovi <i>PARTICIPACIJA</i>						
9	Nadležna banka <i>CPB</i>	Broj zaključka	Datum zaključka				
10	Zemlja iz koje se roba - usluga uvozi					11	Ukupni br. naimen.
12	Naziv i šifra po carinskoj nomenklaturi		Rok uvoza	Broj kred. prijave	Od	V.K.	OUP
13	Red. br. naimen.	Korisnik robe - usluge	Matični broj	Režim	Izvor sreds.	Iznos u valuti	
	<i>01</i>	<i>Opština Centar Sarajeva</i>	<i>42006544009</i>			<i>USD 2,340,00</i>	
14	PRIMJEDBA - <i>1291011000492148</i>			15			
	Mjesto i datum <i>Sarajeva 20.02.04</i>		Pečat i potpis nalagodavca				
16	Nalog za knjiženje broj		Pečat i potpis banke				
17	Šifra valute	Oznaka valute	Iznos u val.	S valutom			
18	Na teret				1		
	U korist				2		
19	Na teret				1		
	U korist				2		
20	Uplaćeno KM						
21	Mjesto i datum						
	Pečat i potpis						

HP LaserJet 3200

HP LASERJET 3200

23-FEB-2004 14:50



Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
135	23/ 2/2004	14:48:08	Send	9009611583637	2:19	2	OK



BOSNIA AND HERZEGOVINA
FEDERATION BOSNIA AND HERZEGOVINA
Canton Sarajevo
City Sarajevo
MUNICIPALITY CENTAR SARAJEVO
Municipality Mayor

No: 10-49-2454/03
Sarajevo, 23/02/2004

OTHERWAYS
Int' Research & Consulting

Mr. Charbel S. Tabet

1100-2030 Belrut
LEBANON

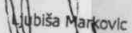
Fax: 00961-1-583637

Dear Mrs. Tabet,

Thank you for your letter from 17st of February 2004. I am sending to you copy of the SWIFT TRANSFER for our trophy International Golden Award for Quality & Business Prestige and the "TQCS" Accreditation Program.

Looking forward to see you at Sarajevo.

Best regards,

 Ljubiša Marković

Municipality Mayor
Municipality Centar Sarajevo





www.bhtelecom.ba

Dioničko društvo BH Telecom Sarajevo

Franca Lehara 7, 71000 Sarajevo, BiH

Kabinet generalnog direktora

tel: +387 33 255 140, 255 150; fax: +387 33 221 111

Broj: 03.2.3 - 7.1 - 14218/ 14 - 3

Sarajevo, 04.09.2014. godine

Na osnovu člana 14. stava (2) Zakona o slobodi pristupa informacijama u Federaciji BiH ("Službene novine Federacije BiH", broj: 32/01 i 48/11) (u daljnjem tekstu Zakon) i člana 88. stava (1) Statuta Dioničkog društva BH Telecom Sarajevo, a u vezi sa Zahtjevom za pristup informacijama Centra za istraživačko novinarstvo od 13.06.2014. godine, generalni direktor d o n o s i

R J E Š E N J E

Centaru za istraživačko novinarstvo (dalje: "podnosilac zahtjeva"), odobrava se pristup informacijama traženim od Dioničkog društva BH Telecom Sarajevo (u daljnjem tekstu : Bh Telecom), povodom zahtjeva za pristup informacijama, od 13.06.2014. godine, obzirom da je u toku postupka utvrđeno da ne postoje razlozi za uskraćivanje pružanja tražene informacije.

O B R A Z L O Ž E N J E

- (1) Podnosilac zahtjeva, obratio se Dioničkom društvu BH TELECOM Sarajevo sa zahtjevom za pristup informacijama vezanim za dodjelu međunarodnog priznanja, nagrade za kvalitet organizacije Actualidad iz 2007. godine, BH Telecom-u.
- (2) Nakon zaprimanja zahtjeva pristupljeno je utvrđivanju da li postoje izuzeci od davanja informacija u skladu sa članovima 6.,7., i 8. Zakona . Tom prilikom utvrđeno je da u skladu sa navedenim članovima ne postoji izuzetak u vezi sa davanjem traženih informacija.
- (3) Podnosiocu zahtjeva se odobrava pristup traženih informacija iz stava (1) obrazloženja i uvidom u službenu evidenciju dostavlja se informacija, kako slijedi:

Obzirom da BH Telecom može davati podatke pravnim i fizičkom licima jedino ako su takvi podaci označeni kao dostupni za javnost, podnosilac zahtjeva, slijedom upita iz akta od 13.06.2014. godine obavlještava se o sljedećem:

1. Na dodjelu pomenute nagrade putovao je zaposlenik g. Mujagić Adnan, rukovodilac Centra za upravljanje kvalitetom; ista je objavljena 20.10.2007. godine u Bukureštu (Rumunija).
2. Putni troškovi su iznosili 1.094,37 KM; isti nisu isplaćivani iz budžetske stavke , već iz vlastitih sredstava Bh Telecom Sarajevo, u skladu sa usvojenim planom poslovanja.
3. Troškovi kotizacije su postojali.
4. Kotizacija ostalih torškova iznosila je 4.200,00 eura.
5. BH Telecom Sarajevo obavješten je o predmetnoj nagradi od strane Actualidad-a, pismenim dopisom od 18.09.2007. godine.

1-2

Kantonalni sud Sarajevo Br. UF/I-520/04 Identifikacioni broj: 4200211100005 Porezni broj: 0107880400 PDV broj: 200211100005



Računi BH Telecoma d.d. Sarajevo

RAIFFEISEN BANK d.d. BiH Sarajevo, KM: 1610000030950092; IBAN: BA39 1611 0000 0124 8933; SWIFT: RZBABA2S; UNICREDIT BANK d.d. Mostar, KM: 3383202250226088; IBAN: BA39 3383 2048 9065 5134; SWIFT: UNCRBA22; NLB TUZLANSKA BANKA d.d. Tuzla, KM: 1322600311707003; IBAN: BA39 1322 6100 8654 6771; SWIFT: TBTUBA22; PROCREDIT BANK d.d. Sarajevo, KM: 1941016842101124; EUR IBAN: BA39 1941 0168 4210 0251; USD IBAN: BA39 1941 0168 4210 2385; SWIFT: MEBBBA22; UNION BANKA d.d. Sarajevo, KM: 1020500000020853; SWIFT: UBKSBA22; INTESA SANPAOLO BANKA d.d. Sarajevo, KM: 1540012000318547; IBAN: BA39 1540 0120 0031 8547; SWIFT: UPBKBA22;



www.bhtelecom.ba

Dioničko društvo BH Telecom Sarajevo

Franca Lehara 7, 71000 Sarajevo, BiH

Kabinet generalnog direktora

tel: +387 33 255 140, 255 150; fax: +387 33 221 111

Na osnovu predhodno navedenog, donesena je odluka kao u dispozitivu ovog akta.

Pouka o pravnom lijeku:


Protiv ovog Rješenja može se podnijeti prigovor generalnom direktoru Dioničkog društva BH Telecom, ulica Franca Lehara broj 7, 71 000 Sarajevo.

Prigovor se predaje na navedenu adresu, u roku 8 dana od dana prijema ovog rješenja.

Dostaviti:

- Centar za istraživačko novinarstvo; Dolina 11, 71 000 Sarajevo; ✓
- Službeniku za informisanje u Izvršnoj direkciji za razvoj poslovanja;
- a/a.

Generalni direktor


mr. Nedžad Rešidbegović, dipl.ing.el.

2-2

Kantonalni sud Sarajevo Br. UF/I-520/04 Identifikacioni broj: 4200211100005 Porezni broj: 0107880400 PDV broj: 200211100005

Računi BH Telecoma d.d. Sarajevo

RAIFFEISEN BANK d.d. BiH Sarajevo, KM: 1610000030950092; IBAN: BA39 1611 0000 0124 8933; SWIFT: RZBABA2S; UNICREDIT BANK d.d. Mostar, KM: 3383202250226088; IBAN: BA39 3383 2048 9065 5134; SWIFT: UNCRBA22; NLB TUZLANSKA BANKA d.d. Tuzla, KM: 1322600311707003; IBAN: BA39 1322 6100 8654 6771; SWIFT: TBTUBA22; PROCREDIT BANK d.d. Sarajevo, KM: 1941016842101124; EUR IBAN: BA39 1941 0168 4210 0251; USD IBAN: BA39 1941 0168 4210 2385; SWIFT: MEBBBA22; UNION BANKA d.d. Sarajevo, KM: 1020500000020853; SWIFT: UBKSBA22; INTESA SANPAOLO BANKA d.d. Sarajevo, KM: 1540012000318547; IBAN: BA39 1540 0120 0031 8547; SWIFT: UPBKBA22;



**JAVNA USTANOVA DOM ZDRAVLJA
KANTONA SARAJEVO
GENERALNI DIREKTOR
BROJ: 01-05-5494-2/14
Dana, 04.07.2014. godine
Sarajevo, Vrazova 11**

**Centar za istraživačko novinarstvo
n/r novinarko Jasna Fetahović**

Predmet: Informacija

U vezi Vašeg dopisa kojim ste nam se obratili, a u vezi informacija o međunarodnim priznanjima koja su dobijala preduzeća, institucije i pojedinci iz BiH, obavještavamo Vas:

- Na pitanje, "**Ko je putovao na dodjelu, kada i gdje je dodjela održana?**", obavještavamo Vas da je Međunarodni Komitet za selekciju B.I.D., 2004. godine, tokom 16-e međunarodne Konvencije "Kruna za kvalitet" u kategoriji Zlato, London 2004, odlučila da međunarodnu nagradu dodjeli Javnoj ustanovi Dom zdravlja Kantona Sarajevo. Na poziv predsjednika B.I.D.-a, na dodjelu nagrade uz saglasnost Upravnog odbora Ustanove putovala je delegacija na čelu sa generalnim direktorom prim. dr Slobodanom Trninićem i šefom Službe OPZZ, Jatić dr Zaimom. Nagrada je dodijeljena 29.11.2014. godine u Londonu. Kao punopravni član B.I.D.-a, selekcionni odbor i komitet iste organizacije je odlučio da JU Dom zdravlja Kantona Sarajevo, za 2005. godinu, dodjeli nagradu Century International Quality Era Award in the Platinum Category. Nagrada je dodijeljena 18.04.2005. godine u Ženevi a nagradi su prisustvovali generalni direktor prim. dr Slobodan Trninić i šef Službe OPZZ, Jatić dr Zaim.
- Na pitanje, "**Na koji način ste saznali za nominaciju za nagradu, kako ste obavješteni?**", obavještavamo Vas da je obavještenje o dodjeli nagrade i poziv za učešće na ceremoniji, stiglo putem pošte.


GENERALNI DIREKTOR
Prim. dr. Dženana Hanović
spec. opšte medicine



Dostaviti:

1. Naslovu s prilogom
2. Generalni direktor
3. a/a

**JU DOM ZDRAVLJA
KANTONA SARAJEVO**
Vrazova 11
EFS
Sarajevo, 04.07.2014.g.

-GENERALNI DIREKTOR-

PREDMET: Dostava podataka –veza dopis CIN br.01-06-5494/14

U skladu sa dopisom CIN br.01-06-5494/14 vezanim za pristup informacijama obavještavamo Vas o sljedećem:

1. U glavnoj knjizi su evidentirani troškovi dnevnica i službenog putovanja po ovom osnovu i isti inkorporirani u finansijske izvještaje sačinjene za 2004 i 2005 godinu koji su prošli zakonsku proceduru vezanu za izradu, usvajanje i revidiranje izvještaja za javne ustanove.
2. Isplate po ovom osnovu su vršene putem blagajne a obzirom da je u skladu sa zakonskom regulativom rok čuvanja knjigovodstvenih isprava na osnovu kojih su uneseni podaci u pomoćne knjige (kao što je blagajna) 7 godina, po osnovu istog ne posjedujemo fizičku dokumentaciju.
3. J.U. Dom zdravlja Kantona Sarajevo posluje i sačinjava finansijske izvještaje po kontnom planu za preduzeća (privredu) a ne po kontnom planu za budžetske institucije , tako da budžetske stavke koje su naznačene na poslanom dopisu i za koje se traže podaci nisu primjenjive za kontni plan naše Ustanove.

ŠeF EFS:

Adnan Senić dipl.ecc.

Dostavljeno:

- naslov
- šef EFS
- a/a

BID Business Initiative Directions

General Yagüe, 11 - 28020 Madrid, Spain - Tel.: +34 91 597 33 69 Fax: +34 91 556 20 29 or +34 91 555 56 02

Madrid, 5 oktobar, 2004

DOM ZDRAVLJA SARAJEVO JU

Na ruke Gen. direktora
Vrazova 11
71000 SARAJEVO
BOSNA I HERCEGOVINA

Poštovani g-dine,

Međunarodni Komitet za Selekciju B.I.D., Business Initiative Directions, koju čini grupa kompanija i uglednih profesionalaca odlučila je ove godine da vam tokom 16-e Međunarodne Konvencije „Kruna za kvalitet“ London 2004 dodijeli Međunarodnu Nagradu „Kruna za kvalitet“ u kategoriji Zlato, DOMU ZDRAVLJA SARAJEVO JU.

Dodjela nagrada će se održati u Londonu, Ujedinjenom Kraljevstvu tokom Međunarodne konvencije „Kruna za kvalitet“ u ponedjeljak 29 novembra sa početkom u 18:30 u Thistle Tower Hotel Convention Hall, jednom od najmodernijih i izvanrednih hotela u Ujedinjenom Kraljevstvu. Događaju će prisustvovati i druge kompanije iz cijelog svijeta koje će dobiti nagrade u kategoriji: zlato, platina i dijamant zajedno sa najistaknutijim liderima iz različitih oblasti biznisa, stručnjaka za kvalitet, ličnosti na polju kulture i članova diplomatskog kora. Najznačajnije momente učestvovanja predstavnika vaše kompanije u ovom događaju će pokrivati reporteri, televizija i fotografi za medije.

Sa korporacijskim programima B.I.D., Business Initiative Directions, omogućava stalnu podršku i podstrek kompanijama iz 166 zemalja kojima su dodijeljene nagrade prethodnih godina a koje su imale koristi od promocije dodjeljivanjem B.I.D. međunarodnih nagrada za kvalitet. Dodjela nagrade povećava javnu svjesnost privrženosti vaše kompanije za kvalitet.

Prisustvovanje konvenciji omogućava vašoj kompaniji mogućnost da pretvori nagradu u simbol komunikacije. U tu svrhu, dostavljamo vam uvjete učestvovanja i planirani program.

Da biste potvrdili vaše učestvovanje na ceremoniji, molimo da pošaljete popunjeni obrazac za registraciju (vidjeti poleđinu priložene informacije) na fax u Madrid, Španija.

S poštovanjem,

José E. Prieto
Predsjednik

Molimo pošaljite obrazac za registraciju na:
Business Initiative Directions
Madrid, Španija
Fax: (+34) 91 555 56 02
(+34) 91 556 20 29
Tel: (+34) 91 597 33 69
e-mail: convention@bid-crow1.com

*Da biste imali izbor opcije za video snimke,
molimo da kontaktirate B.I.D.
urede u Španiji do 19 novembra.

*B.I.D. je rezervisno noćenje
za 28 i 29 u Thistle Tower Hotel

„Ja, Emira Konjhadžić, stalni suđski tumač za engleski jezik

potvrđujem da je ovaj prijevod vjeran originalu.”

Sarajevo, 18. Oktob. 2004.

Brezi

str. 3

252450

Emira Konjhadžić
Emira Konjhadžić



XVI MEĐUNARODNA DODJELA KRUNE ZA KVALITET

B.I.D. - QC100 KONVENCIJA
L O N D O N 2 0 0 4
28. - 29. NOVEMBAR

B. I. D. Business Initiative Directions
GENERAL YAGÜE, 11 - 28020 MADRID, SPAIN - Tel.: +34 91 597 33 69 Fax: +34 91 556 20 29 or +34 91 555 56 02



Jose E. Prieto

Predsjednik Business Initiative Directions

i

Dayle L. Fickling

Podpredsjednik B.I.D.

sa velikim zadovoljstvom obavještavaju vašu kompaniju da joj je dodijeljena

Međunarodna nagrada "Kruna za kvalitet"

London 2004

ZLATNA KATEGORIJA

GALA VEČERA I CEREMONIJA DODJELE NAGRADA ODRŽATI ĆE SE U
THISTLE TOWER HOTEL CONVENTION HALL LONDON, ENGLAND

THISLE TOWEL HOTEL (St. Kathrine's Way, London E1W 1LD)

Datum: Ponedjeljak 29. novembar 2004.

Vrijeme: 18:30 (6:30 poslije podne)

Učestvovali će prisustvovati organi vlasti, članovi diplomatskog kora i međunarodni biznismeni, predstavnici iz ekonomije i umjetnosti, novinari i stručnjaci za javne odnose i televizija.

B.I.D. nagrada se pojavila prethodnih godina na televiziji i u raznim medijskim aspektima na pet kontinenta

Korisne informacije o Londonu i XVI Konvenciji međunarodne nagrade "Kruna kvaliteta"

London:
London je najveći grad u Ujedinjenom Kraljevstvu, u centru svjetskih finansija sa efikasnom tehnološkom strukturom bez premoa, kao i visokom koncentracijom stručnih kadrova. Međutim, London nije samo biznis i industrija, poznata je i zbog brojnih parkova, prodavnica i zbirki umjetnosti. Svi smješteni u bogatog istorijskog ambijenta.

Putovanje u London, U.K.:
Predstavnik kompanije koji će biti nagrađivan mora što prije podnijeti zahtjev za vizu u najbližem konzulatu ili ambasadi. Osim putne vize za putovanje u U.K. treba imati i vize za druge zemlje u kojima ste putovali u druge zemlje. Putovanje u London, U.K. je najvažnije za vašu kompaniju. (Konsultovati sa službenikom konzulata o putovanju u London, U.K.)

Video snimci i fotografisanje:
Specijalizirane medijske kuće i nezavisne novinske agencije će pokrivati bezbroj raznih aspekata konvencije, uključujući učesnike i dodjelu nagrada. Ako je vaša kompanija zainteresovana za video snimke koje obuhvataju najvažnije scene učesnika vašeg kompanije u ceremoniji, morate stupiti u kontakt sa B.I.D. prije 19. novembra.

Televizija:
One kompanije koje podnesu zahtjev prije 19. novembra da žele imati intervju za televiziju, bit će snimljeni. B.I.D. će pružiti pomoć kompanijama koje to traže u organizaciji pružanja video informacija za štampu za emitovanje na televiziji prema njihovom izboru. (Konsultovati sa B.I.D.) (Uputstva za poslovne inicijative)

Specijalni ured B.I.D.-a:
U Londonu će, tokom Konvencije 28. i 29. novembra, Business Initiative Directions sa zadovoljstvom staviti na potpuno raspolaganje uredske usluge službenika u Thistle Tower Hotelu u Londonu, od 10 sati prije podne do 5 sati poslije podne (17:00), kako bi vam pomogli da se registrujete u Konvenciji, kao i sa hotelskim smještajem.

Radno vrijeme (cijele godine):
Naše radno vrijeme je od ponedjeljka do petka, od 9 sati u jutro do 3 sati poslije podne (20:00), (evropsko vrijeme). Kontakt se preko faksa ili e-maila može obaviti u svako doba dana i noći.

B.I.D. širom svijeta:
B.I.D. Business Initiatives Directions dodjeljuje nagrade kompanijama i profesionalcima iz 166 zemalja od 1986. Svake godine masmediji emituju vijesti koje se odnose na Konvenciju u korist dobitnika nagrada i kompanija koje oni predstavljaju. B.I.D. organizuje natjecanja i izdaje novine, knjige,

magazine i TV programe na engleskom, španskom, francuskom, portugalskom i ruskom jeziku. U fokusu je politika kompanije u oblasti kvaliteta, nacionalne i internacionalne trgovine, novih proizvoda, i finansijskih resursa u industriji i sektoru pružanja usluga. Klijenti B.I.D.-a se protežu od velikih korporacija do kompanija sa lokalnim tržištem.

B.I.D. u štampi:
Važnost B.I.D. Business Initiatives Directions raste iz godine u godinu u svijetu poslovnih komunikacija, što se vidi pojavljivanjem na cijelim stranicama u vodećim publikacijama iz poslovnog sektora. U stvari, novine Cinco Dias, izdavač dnevnog dijela Wall Street Journala, posvetio je tri pune stranice i jednu dvostruku stranicu B.I.D.-u. Jedna od fotografija uključuje Jose E. Prieta, predsjednika i CEO B.I.D.-a sa Bill Clintonom, 42. Predsjednikom Sjedinjenih Država. Pored toga, radio BBC u Londonu, programu za svijet, emitirao je vijesti o B.I.D.-u. QC 100 u Ženevi i TV kanal: nekoliko zemalja imali su intervju sa Jose E. Prieto na raznim Međunarodnim konvencijama o kvalitetu.

Više informacija na internetu na <http://www.bid-crown.com>

Da bi potvrdili prisustvo

Pošaljite OBRAZAC ZA REGISTRACIJU (vidjeti poledinu) na B.I.D. Spain

Ekspresnom poštom ili faksom: +34 91 556 20 29 - +34 91 556 20 29

E-mail: convention@bid-crown.com Tel.: +34 91 597 33 69



Business Initiative Directions



OBRAZAC ZA REGISTRACIJU

XVI MEĐUNARODNA DODJELA "KRUNE ZA KVALITET"

B.I.D. - QC100 KONVENCIJA
LONDON 2004

kriterij selekcije za međunarodnu dodjelu "Krone za kvalitet"

London, 28. i 29. novembar 2004.

Generalni program

29. novembar 2004.

- 12:00 Kafa dobrodošlice za prisutne kompanije
- 18:30 Zajedničko fotografisanje grupe primalaca sa zasjedanja MEĐUNARODNE DODJELE "KRUNE ZA KVALITET"
- 19:00 Gala večera Međunarodne dodjele krune za kvalitet
- 20:00 Dodjela nagrada
- 21:00 Fotografisanje
- 21:30 Kraj ceremonije

Rever značka za nagrađene

Nagrađeni Konvencijom London 2004. će primiti rever značku (pozlaćetu) koju je dizajnirao slavni međunarodni umjetnik Ignacio Ascenjo radi identifikacije i olakšanja komunikacije tokom događaja.

Klub globalnih partnera

Na Konvenciji će najistaknutije kompanije postati novi članovi Kluba globalnih partnera pod vođstvom Business Initiative Directions

Kategorije: Zlato, platina i dijamant

na osnovu informacija, anketa i glasanja idjeti www.bid-crown.com

MEĐUNARODNA DODJELA "KRUNE ZA KVALITET" se odjeljuje svakoj kompaniji pojedinačno za doprinosi uspjeh, priznato vođstvo, kvalitet, inovaciju, izvrsnost, tehnologiju, usluge kupcima i estiz; u tu svrhu, postupak glasanja se vrši poštom, internetom ili unutar nagrađenih kompanija na jedan od koliko slijedećih načina:

izabela QC100, zadovoljstvo kupaca, vođstvo, tehnologija, neprestalno usavršavanje i obuka, poslovni rezultati, ISO 9000 i TQM.

red postupka glasanja, uputstvima za poslovne aktivnosti prikupljaju se informacije putem konsultacija edija (štampa, radio i televizija), konsultativnih kompanija, oglasnih agencija, sajmova trgovine i sponata, trgovinskih komora, ambasada i anketa, koje alizira Selektivni komitet MEĐUNARODNE DODJELE KRUNE ZA KVALITET", koji donosi konačnu odluku za bor kompanije za nagradu godine.

Kompanija koja prima ovo odličje mora uplatiti troškove učešća: 3.500 Eura (tri hiljade i pet stotina Eura). Uplata se mora izvršiti 28. novembra ili 29. na salteru B.I.D u predvorju Thistle Tower Hotela (St. Katherine's Way, London EIW ILD).

Televizija:

Predstavnici nagrađenih kompanija koji su prethodno napravili aranžman preko B.I.D., prije 19. novembra, će imati TV intervju. Zakazivanje intervjua se mora obaviti po dolasku u London.

Vaša kompanija će primiti

- Dvije pozivnice za gala večeru MEĐUNARODNE DODJELE "KRUNE ZA KVALITET".
- Trofej MEĐUNARODNE DODJELE "KRUNE ZA KVALITET", ZLATNA KATEGORIJA
- Certifikat o nagrađenom kvalitetu
- QC100 poena TQM (Menadžment za sveukupni kvalitet).
- Dokument o privrženosti principima TQM QC100.
- Grafika: Komplet logoa za korištenje u oglašavanju i slikograf trofeja
- Obavijest za štampu i fotografije dodjele trofeja vašem predstavniku.
- Spavanje dvije noći (dvokrevetna soba) u Thistle Tower Hotelu (noći nedjelja 28. novembra i ponedjeljak 29. novembra sa uključenim doručkom)**.
- Poslovni susret: B.I.D. će organizovati "Kafu dobrodošlice! Za kompanije koje prisustvuju Konvenciji radi upoznavanja jednih s drugim i prilike za uspostavljanje poslovnih odnosa.

* Kombinovana snaga nagrade i QC100 TQM omogućava vašoj kompaniji ostvarenje uspješnog cilja. Međunarodna dodjela krune za kvalitet jača vašu privrženost kvalitetu, a TQM osnažuje menadžment. Model TQM QC100 uključuje najnovije načine za upravljanje, proizvodnju, marketing i oglašavanje.
** Organizacija B.I.D. rezerviše pravo da smjesti učešnike u sličnim hotelima, ako bude potrebno.

Da bi potvrdili svoje prisustvo, stupite u kontakt sa našim uredom u Madridu na slijedeće brojeve:
Fax: +34 91 556 20 29 - +34 91 555 56 02 Tel.: +34 91 597 33 69 E-mail: convention@bid-crown.com

**Ovaj obrazac za registraciju NIJE VALJAN kao hotelska rezervacija
Samo hotelski voučer iz BID-a će služiti kao garancija za vašu hotelsku sobu**

OBRAZAC ZA REGISTRACIJU

OLIMO DA POPUNITE TRAŽENE INFORMACIJE O VAŠOJ KOMPANIJ IZIV KOMPANIJE

IME KOJE ĆE PRIMITI NAGRADU		POLOŽAJ U KOMPANIJ
IME	PREZIME	
KONČAN NAZIV KOMPANIJE KOJI ĆE SE POJAVITI NA TROFEJU		
IMLA	DATUM DOLASKA I ODLASKA	BROJ UČESNIKA
IX	TELEFON	
MAIL	WEB STRANICA	

Da bi potvrdili vaše prisustvo, molimo da stupite u kontakt sa našim uredom u Madridu na slijedeće brojeve:
Fax: +34 91 556 20 29 - 91 555 56 02
Tel.: +34 91 597 33 69
E-mail: convention@bid-crown.com

Slati ekspresnom poštom ili FAKSOM na:
B.I.D. Business Initiative Directions
General Yagüe, 11
28020 MADRID - SPAIN

Naša kompanija prihvata uslove plaćanja od 3.500 Eura (tri hiljade pet stotina Eura) za troškove učešća, prava reprodukcije za publikaciju i promotivni materijal, kao i hotelski smještaj u dvokrevetnoj sobi za noći nedjelja 28. novembar i ponedjeljak 29. novembra, doručak uključen

olimo vas da iskoristite priliku i glasate za kompaniju u kojoj radite, predlažete da primite nagradu B.I.D. na predodređenoj lokaciji: Zemlja

Sarajevo, 18. Oktobar 2004
Broj: 696/07

DATUM, POTPIS I PEČAT
Zemlja

Emira Konjuhović
Emira Konjuhović



CENTURY



Century International

Quality Era Award

As Executive President of the Century International Quality Era Award, it is a privilege to present this

CERTIFICATE

to

JAVNA USTANOVA DOM ZDRAVLJA KANTONA SARAJEVO

in recognition of outstanding commitment to
Quality and Excellence, which merits the

CENTURY INTERNATIONAL PLATINUM QUALITY ERA AWARD

in the realm of Customer Satisfaction, Leadership, Strategic Planning and Benchmarking,
as established in the QC100 TQM system

Geneva, April 18, 2005

Jose E. Prieto

Executive President of BID, Business Initiative Directions





**KLINIČKI
CENTAR
UNIVERZITETA
SARAJEVO**

**CENTAR ZA ISTRAŽIVAČKO NOVINARSTVO
N/R MAIDA SALKANOVIĆ
UL. DOLINA BROJ 11
SARAJEVO**

Broj: 0202-24-08

Datum: 16.06.2014. godine

PREDMET: Odgovor na zahtjev od 13.06.2014. godine

Poštovani,

ovim putem Vam dajemo slijedeće informacije, koje se odnose na gore navedeni zahtjev u skladu sa Odredbama Zakona o slobodnom pristupu informacijama i u skladu sa članom 11. i članom 14. navedenog Zakona, a u vezi sa vašim istraživanjem na kome radite, a odnosi se na međunarodna priznanja koje je dobila Pedijatrijska klinika KCUS-a, u periodu od 2012 i 2013 godine. Navedena priznanja su dodijeljena Pedijatrijskoj Klinici KCUS-a na osnovu odluke i pismenog obavještenja Institucije, a to je ESQR:EUROPEAN SOCIETY FOR QUALITY RESEARCH. Navedena priznanja se odnose na nagradu za kvalitet u 2012. i 2013. godini. Vezano za Vaš upit, a za navedeni period provjerili smo sve vezano za priznanja i ovim putem Vas obavještavamo da je sve provedeno u skladu sa važećim Zakonskim propisima.

U vezi s tim dajemo Vam slijedeće informacije:

1. Na navedene dodjele priznanja putovala je gospođa acc. prof. dr. Senka Dinarević i to 2012. godine, dodjela nagrade je bila u Rimu, a 2013. godine u Londonu.
2. Putni troškovi za odlazak u Rim 2012. godine realizirani su iz budžetskih sredstava Kliničkog centra KCU, i to iz sredstava koja su namjenjena u te svrhe, a 2013 godine odlazak u London realizirano iz sredstava od strane sponzora.
3. Osim putnih nije bilo nikakvih drugih troškova.
4. Nije izvršeno plaćanje nikakvih naknada.
5. Obavješteni smo putem pošte, i putem poziva koji je upućen od strane gore navedene institucije.

6. Za sve druge informacije molimo da se obratite Pravnoj službi Kliničkog centra u Sarajevu a sve shodno odredbama člana 11. i člana 14. Zakona o slobodnom pristupu informacijama.

S poštovanjem,



GENERALNI DIREKTOR

PROF. DR. DAMIR AGANOVIĆ

[Handwritten signature]

[Handwritten mark]

[Handwritten initials]



Apoteka Beograd

Broj: 2483

Datum: 30.07.2014 god.

PRIMALAC: Dragana Pećo
Centar za istraživačko novinarstvo Srbije
Resavska 28/II - Beograd

PREDMET: Odgovori na pitanja

Poštovana g-djo Pećo,

Postupajući po Vašem zahtevu, a saglasno Zakonu za pristup informacijama od javnog značaja, dostavljamo Vam odgovore na postavljena pitanja:

I U vezi priznanja INTERNATIONAL AWARD FOR EXCELLENCE IN PRODUCTS AND SERVICES

- 1) „Trade leaders club” se obratio Apoteci „Beograd” dopisom i pozivom za dodelu nagrade, od 12.10.2009.godine (zaveden u delovodni protokol Apoteke br.3003 od 12.10.2009.g),
- 2) Dodela nagrade je održana u Madridu od 13.12.-15.12.2009.godine,
- 3) Dodeli nagrade su prisustvovala Olivera Gordić, tadašnji direktor Apoteke „Beograd” i Valentina Stojanović, tada direktor Sektora za marketing Apoteke „Beograd”,
- 4) Ukupni troškovi primanja nagrade su iznosili 5.673,00EUR, i to:
 - uplata za učešće.....4.180,00EUR i
 - avio karte i smeštaj za dve osobe.....1.493,00EUR
- 5) U prilogu Vam dostavljamo sledeću dokumentaciju: poziv „Trade leaders club” br.3003 od 12.10.2009.g, e-mail prepiska i odgovor Valentine Stojanović, tadašnjeg direktora Sektora za marketing i Odluku Upravnog odbora br.51 od 20.11.2009.god (zavedena u delovodni protokol Apoteke „Beograd” pod br. 3444/4 od 20.11.2009.god).

II U vezi priznanja ZA SAVRŠENOST, KVALITET I IDEALNE PERFORMANSE

- 1) „Otherway Managment & Consalting” se obratio Apoteci „Beograd” e-mail dopisom i pozivom za dodelu nagrade od 21.12.2012.godine,
- 2) Dodela nagrade je održana u Berlinu 29.03.2010.godine,
- 3.)Dodeli nagrade su prisustvovala: Olivera Gordić, tadašnji direktor Apoteke „Beograd”, Valentina Stojanović, tada direktor Sektora za marketing Apoteke „Beograd” i Milena Pantelić, tada pomoćnik direktora za Sektor komercijalnih poslova i snabdevanja u Apoteci „Beograd”,




Apoteka Beograd

- 4) Sve troškove učešća i boravka u Berlinu u periodu od 28.03. do 31.03.2010.godine za sve tri zaposlene snosio je „Berlin-Chemie”, saglasno pozivnom pismu od 13.03.2010.godine,
- 5) U prilogu Vam dostavljamo sledeću dokumentaciju: poziv „Otherway Managment & Consalting” od 21.12.2012.godine i pozivno pismo „Berlin-Chemie” od 13.03.2010.godine.

III Saglasno navedenom, obaveštavamo Vas da je tadašnja direktorka Apoteke „Beograd”- Olivera Gordić, danas zaposlena na radnom mestu farmaceuta u apoteci „Takovo”, koja posluje kao organizaciona jedinica Apoteke „Beograd”, a tadašnja direktorka Sektora za marketing - Valentina Stojanović, danas radi na radnom mestu rukovodioca Službe odbrane, zaštite, bezbednosti i zdravlja na radu u Apoteci „Beograd”. Milena Pantelić, ranije pomoćnik direktora za Sektor komercijalnih poslova i snabdevanja nije više zaposlena u Apoteci „Beograd”.

S poštovanjem,


APOTEKA „BEOGRAD”
Tamara Radan, dipl.pravnik

editorial office

trade leaders' club

Madrid, September 25th 2009

АПOTEKA "БЕОГРАД"
У БЕОГРАДУ

ПРИМЉЕНО: 12.10.2009			
Име	Епај	Позив	Број
	3003		

APOTEKARSKA USTANOVA BEOGRAD
Bojanska 16 / Iv
11000 BEOGRAD
SERBIA

Attn. General Manager

Dear Sir,

We are very glad to let you know that our Committee for the Selection of the INTERNATIONAL AWARD FOR EXCELLENCE IN PRODUCTS & SERVICES, an award which our publishing house has created in collaboration with the TRADE LEADERS' CLUB to distinguish a firm of every industrial branch whose products and services have deserved universal acclaim along the course of the year, has chosen APOTEKARSKA USTANOVA BEOGRAD to receive this year award. This trophy has been created as a recognition and promotion of the organizational quality philosophy, allowing the enterprise to achieve the excellence.

The INTERNATIONAL AWARD FOR EXCELLENCE IN PRODUCTS & SERVICES will be presented to your company after a lunch to be held on coming 14th December at the Hotel Meliá Castilla (Capitán Haya, 43 - Madrid, Spain), with the participation of commercial authorities, members of the Diplomatic Corps and VIPs from the local economic and cultural world.

The Director of your company will also receive the Gold Medal for Business Excellence as a personal recognition to his work and professionalism.

Among the planned acts for such an event, there is a work meeting meant to promote business contacts among the different enterprises attending the ceremony. During this meeting, the directives of the awarded companies (from more than 35 countries) will be invited to present their firms and main activities.

TV and broadcasting network journalists, managers of press agencies and foreign correspondents in Madrid will also attend this ceremony.

We kindly request you to confirm your participation at your earliest convenience, returning the attached "confirmation of attendance" sheet duly signed, together with the short profile of your company. Please feel free to contact Mr. Roso, in case you'll need any further information, on the fax and phone numbers given above or visit our web page: www.tradeleadersclub.com
Looking forward to hearing from you, we remain,

Yours faithfully

Arsenio Pardo Rodriguez
President

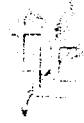
Enc. Information concerning the trophy.
Web site: www.tradeleadersclub.com

INTERNATIONAL AWARD FOR EXCELLENCE IN PRODUCTS & SERVICES



(NEW MILLENNIUM AWARD)

Madrid, December 14th 2009



Editorial Office

CONFIRMATION OF ATTENDANCE

Trade Leaders Club

Name of the company PHARMACY BELGRADE
Address BOJANSKA 16/IV
Town / city BELGRADE Country SERBIA
Tel. +381 112452648 Fax +381 113440030 E-mail OFFICE@APOTEKABEOGRAJ.CO.RS
Names of the participants attending the event OLIVERA GORDIC, VESNA TOMIC, VALENTINA SAVIC Passport data (nr., date and issue's place)
NEGOSLINA Mavojlovic, DRAGANA Simic (ENCLOSED PASSPORT DATA)
Name of the person receiving the Award B.Sc. PHARM. OLIVERA GORDIC

BUSINESS

Short description or history of your company for publication in the book of award-winning companies and for a 1/2 page's advertisement in the special edition of our magazine Trade Leaders' Club (you can send this on a separated page. Please, enclose the logo of your company).

CONDITIONS

The fees for attendance are 4.150.-Euros, which must be paid on arrival on December 13th when registering at our office located in the hotel.

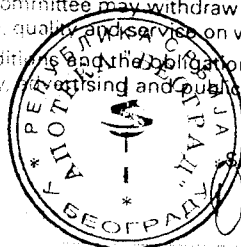
Acceptance of the International Award for Excellence in Products & Services (New Millennium Award) entitles the award-winning company to use the image of the trophy and the various graphic material supplied in any advertising and promotional material it sees fit, under the sole condition that the year the trophy was awarded must be mentioned.

THE ATTENDANCE FEES ALSO INCLUDE:

- Two nights accommodation for two people in a double room (reservation for December 13th and 14th) in the Hotel Meliá Castilla (Capitán Haya Street 43, Madrid - Spain). If you want two single rooms the second room will be at your charge.
 - Participation in the business meeting that will be held on December 14th at 9.30 hours, in the Hotel Meliá Castilla, and at which you will be able to present your company, its main services, products, activities, etc.
 - Handing over of the Gold Medal for Business Excellence as a special deference to your company's Director.
 - CD Rom of the 7.000 Trade Leaders' Club members including their address and classified by activities and countries.
 - Two invitations for the award-giving lunch at which the trophies will be given, on December 14th in the Hotel Meliá Castilla. Should you wish more than two people to attend the lunch we can provide you with more invitations at the cost price of the lunch.
 - Handing over of the trophy/sculpture in bronze and marble made by the sculptor Martín Perillán. Diploma accrediting the award.
 - Two thousand self-adhesive labels with the logo of the trophy.
 - Publication of the details of your firm in the book of award-winning companies, a copy of which will be given to all the business-people attending the working meeting.
 - Publication of a 1/2 page's advertisement of your company in the special edition of the TRADE LEADERS' CLUB magazine devoted to the event including the profile of your company, the photo showing the moment of the award presentation and your logo.
 - Colour photographic report of the various acts in which you take part.
 - The entitlement of your company's president or director to belong to the "Trade Leaders' Club", which was founded by our publishing group to promote exchange and links between companies and business people throughout the world.
 - The Editorial OFFICE selection committee may withdraw the trophy if the company to which it was awarded it does not continue to fulfil the standards of image, quality and service on which it was based. In this case the attendance fees will be returned.
- We accept the foregoing conditions and the obligation to pay the attendance fees in order to be entitled to the world-wide rights to reproduce the trophy, advertising and publicity material referred to in this contract.

Date:

Signature and seal



TO CONFIRM ATTENDANCE: Return this document duly completed and signed by fax, e-mail or urgent post, with the required texts to: Editorial Office/Trade Leaders' Club, c/ Germán Pérez Carrasco, 63, 28027 Madrid - Spain
Tel: +34 91 3672403 Fax: +34 91 408 7837 e-mail: info@editorialoffice.com
www.tradeleadersclub.com



Apoteka Beograd

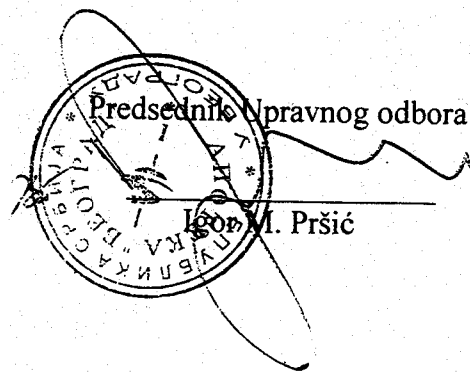
Broj: 3444/4

Datum: 20.11.2009.

Na osnovu člana 30. Statuta Apoteke „Beograd“ br. 271. od 31.01.2007.god, Upravni odbor Apoteke „Beograd“ je na VIII redovnoj sednici Upravnog odbora održanoj 13.11.2009.godine, doneo je sledeću

O D L U K U (br.51.)

1. Odobravaju se novčana sredstva potrebna za učešće Apoteke „Beograd“ u manifestaciji dodele nagrade International Award Excellence in Products&Services (New Millenium Award) u Madridu, u iznosu od:
 - uplata za učešće.....4.180,00 EUR i
 - avio karte i smeštaj za dve osobe.....1.493,00 EUR.


Predsednik Upravnog odbora
Igor M. Pršić

Dostavljeno:

- Sektoru za ekonomsko-finansijske poslove,
- Pravnoj službi
- Arhivi

Sir/ Madam.

* As we agreed, we are sending our confirmation of attendance. You will receive our confirmation letter also by post (with signature and seal) but just in case we are sending it by e mail. We will also send you scan version of sealed confirmation.

Name of the company: **Pharmacy Belgrade**
Address: **Bojanska 16/IV, Belgrade, Serbia**
Tel: +381 11 2452648
Tel fax: +381 11 3440030
E mail: office@apotekabeograd.co.rs

Names of participants attending the event:

Olivera Gordic Passport data: **007823892** date of issue **28.08.2009.** date of expiry **28.08.20019.,** place of issue **MUP R Srbije PU za grad Beograd**

Vesna Tomić Passport data: **007882403** date of issue **15.09.2009.** date of expiry **15.09.20019.,** place of issue **MUP R Srbije PU za grad Beograd**

Marijosa Manojlovic Passport data: **007875696** date of issue **12.09.2009.** date of expiry **15.02.20019.,** place of issue **MUP R Srbije PU za grad Beograd**

Dragana Simic Passport data: **004904697** date of issue **02.08.2005.** date of expiry **02.08.20015.,** place of issue **MUP R Srbije SUP Jagodina**

Valentina Savic Passport data: **006923907** date of issue **24.11.2008.** date of expiry **24.11.20018.,** place of issue **MUP R Srbije PU za grad Beograd**

Name of the person receiving the Award : **B.Sc.Pharm Olivera Gordić, General manager**

Please find enclosed data about our company(short description) and our logo (two versions- Serbian and English)

VERY IMPORTANT: In order to participate to the event all five participants must get visas for Spain. Can you urgently send us an **INVITATION LETTER** for the event with the list of all five participants (**with names and passport data from the above**) with date of arrival **11.12.2009.** and departure **16.12.2009.** **Invitation letter must be sign with the stamp (seal).** Since we need it **urgently,** please send it by e mail(sign with the stamp) and by post.

Please send us back up information as soon as you receive this e mail in order to organize getting of visas on time.

Looking forward to see you in Madrid,

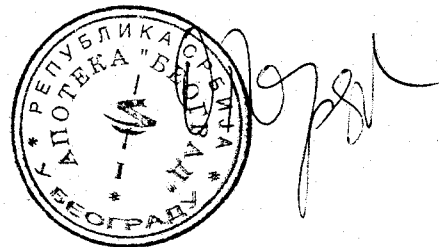
Best regards,

Valentina Stojanović
Direktor marketinga

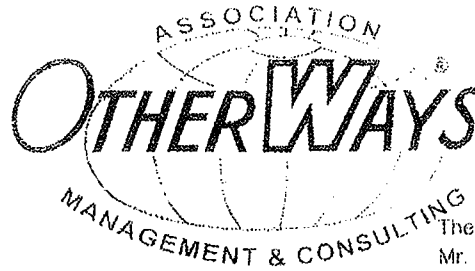
APOTEKA „BEOGRAD,,
Bojanska 16/IV, Beograd
Tel: +381 11 2432682
Tel fax: +381 11 3440030
GSM : +381 063 249715
E mail: valentina.stojanovic@apotekabeograd.co.rs
www.apotekabeograd.co.rs

PHARMACY BELGRADE

Pharmacy Belgrade was founded on January 27th 1971 by the Assembly of the City of Belgrade. It is the largest pharmacy chain institution and regional leader in the Balkans with 103 pharmacies, 2 galenic laboratories with 132 galenic products and certified analytical control laboratory. The greatest assets are over 1100 employees that includes 51 specialist. As stated in the mission and vision of the company, the key of its success is the union of traditional and modern. It was successfully certified by ISO 9001:2000 standard by the SIQ-Slovenian Institute for Kakovost in Meroslovje and successfully implemented the principles of Good pharmaceutical practice, Good laboratory practice and Good manufacturing practice. For improving quality, Pharmacy Belgrade was acknowledged the "Oscar of Quality" in 2007 for Human Resource Management and Customer Satisfaction, and in 2008 for Leadership, Processes and Human Resources. Pharmacy Belgrade is teaching base for pharmacy school students and host of the foreign exchange pharmacy student program. In the year 2007, comparing to 2006, Pharmacy Belgrade increased profits by 52% to 20,4 million Euros and in 2008, comparing to 2006 by 73% to 23.3 million Euros. In 2007 Pharmacy Belgrade increased assets by 69% compared to the 2006, and in 2008 comparing to 2006 by 121%. Total financial assests rose from 2006 in 2007 by 131% and in 2008 comparing to 2006 by 231%. In the future Pharmacy Belgrade plans continuation of further work on the already implemented OGSM method by introducing Performance Management Program-PMP, the introduction of integrated quality management system - ISO 9001, ISO 14001 and OHSAS 18001, continuing introduction of DATA-matrix system of prescriptions in all pharmacies in the institution, adopting and implementing the policy of social responsibility, based on the guidelines of ISO 26000 and further cooperation with countries in the region that have adopted new ways to market business



Monday December 21, 2009



The General Manager:
Mr. OLIVERA GORDI
PHARMACY BELGRADE
BOJANSKA 16 IV -- BEOGRAD

SERBIA

Dear Mr. OLIVERA,

This year, "OMAC" - Otherways Management Association Club -Paris will be celebrating:

THE GLOBAL AWARD FOR PERFECTION AND IDEAL PERFORMANCE
&
THE " TOTAL QUALITY CUSTOMER SATISFACTION " ACCREDITATION PROGRAM

The International Award has been created in Europe to reward firms from all over the world, which have distinguished themselves in the field of Quality & Excellence.

The selection committee of the above mentioned Award has decided to grant:

" PHARMACY BELGRADE "

this prestigious award that support your Business identity in future promotional and marketing actions. The companies that win the Awards make their firms known in a multi sector forum. They exchange experiences, make new commercial and professional contacts and find out about innovations, new technologies and markets... The award is thus a communication tool serving the interests of the companies on display and a testimony of their efforts to achieve constant improvements in technological development and quality and their continuous struggle to improve their brand name. Including the award in your promotional campaigns and marketing will be a valuable tool and a solid backing for your future actions. By participating in the convention you will have the opportunity to establish commercial and professional contacts and the chance of presenting your products or services in an international forum counting businessmen coming from the five continents.

The Prize Giving Ceremony will be presented on the 29th of March 2010 after a Cocktail reception and a Gala Dinner Celebration that will take place at the the Intercontinental Hotel - Berlin - Germany with the participation of the Consular and Diplomatic Corps.

This prize will nurture your company greater fame and serves as recognition of success and symbol of triumph.

To confirm your attendance at the ceremony at your earliest convenience, please send the Registration Form by fax our offshore office at: 00961-1-583637 : 00961-1-575500

Our Contacts: Tel: 00961-1-571100 - 00961-1-572200 - 00961-1-573300 - 00961-1-574400

Mobile: 00961-3-244848 E-mail: otherways@otherwaysme.com

CHARBEL S. TABET
PRESIDENT-CEO

Member: American Management Association
American Marketing Association

STREET N° : 480 117 274 00013
33 AVENUE GENERAL DE GAULLE - 92250 LA GARENNE COLOMBES - FRANCE
Tel: 00 33 6 12 96 91 93 E-mail: otherways@otherwaysme.com - Website: www.otherwaysme.com



PREDSTAVNIŠTVO BEOGRAD

Prilepska 1, 11000 Beograd Tel: + 381 11/ 3067-460, 3067-467, 3657-098 Fax: +381 11 / 3657-101

e-mail: office@berlin-chemie.rs

13.03.2010.

POZIV ZA ODLAZAK U BERLIN

Berlin Chemie AG Predstavništvo Srbija, kao organizator putovanja, poziva predstavnike Apoteke Beograd, mr ph Oliveru Gordić, mr ph Valentinu Savić i mr ph Milenu Pantelić na internacionalnu dodelu nagrade THE GLOBAL AWARD FOR PERFECTION AND IDEAL PERFORMANCE & THE „TOTAL QUALITY CUSTOMER SATISFACTION” koje će se ove godine dodeljivati u Berlinu 29.03.2010. u organizaciji kompanije Association OTHER WAYS Management & Consulting.

Ovim takodje potvrđujemo da naša kompanija Berlin Chemie snosi sve troškove njihovog boravka u Berlinu od 28.03. do 31.03.2010. (registracija, avio karte i smeštaj).

Za Berlin Chemie AG

Vladimir Hudjec
Country Manager



АПOTEKA НИШ

Ниш, Булевар Др Зорана Ђинђића бр.6
Телефон: 018/512-281, 512-296, Факс: 512-297
E-mail: info@apotekanis.co.rs
www.apotekanis.co.rs
ПИБ 100334157
Текући рачун: 840-582661-85

Centar za istraživačko
novinarstvo Srbije

11000 Beograd
Resavska 28/II
novinarka Dragana Pećo

Ниш,.....^{25.}.....20¹⁴..год.

Ваш број:

Наш број: 01-1577 /

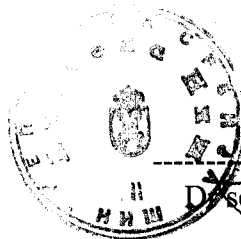
ПРЕДМЕТ:

Dostava traženih informacija i dokumentacije

U vezi Vašeg zahteva za pristup informacijama od javnog značaja koji je dostavljen 25.07.2014.god. a u vezi sa međunarodnim priznanjem koje su u Madridu 2011.god dobili Apoteka Niš i direktor Radojko Matić od strane GTLC, blagovremeno Vam dostavljamo sledeće informacije i fotokopije dokumentacije:

- a/ Trade leaders club i Editorijal office je prvi put kontaktirao Apoteku i direktora ustanove 05.01. 2011.god.
- b/ Dodela nagrade je bila dana 21.03.2011.god. u Madridu.
- v/ Na dodelu nagrade je otputovao direktor ustanove Radojko Matić, dipl.ecc spec i pomoćnik direktora za finansijske, pravne i opšte poslove Ivan Pavlović, dipl.ecc.
- g/ Ukupni troškovi prevoza i smeštaja koje je platila ustanova su 233.200,00 din.
- d/ U prilogu dopisa dostavljamo fotokopije sledećih dokumenata:
 - pismo od 05.01.2011. god sa priložima,
 - dopis- potvrda Apoteke Niš o prisustvu na dodeli nagrade od 28.01.2011.god.
 - Odluku Upravnog odbora Apoteke Niš br. 01-354/1 od 25.02.2011.god o odobravanju službenog puta direktoru Apoteke Radojku Matiću i pomoćniku direktora za finansijske, pravne i opšte poslove Ivan Pavloviću, dipl.ecc. i u Madrid od 18-22 .03. 2011. god.
 - Predračun troškova prevoza i smeštaja br.18/11 od 02.03.2011. „Euroturs“ Niš
 - Račun br.306/11 od 04.03.2011. „Euroturs“ Niš
 - Analitička kartica dobavljača „Euroturs „Niš za 2011.god

S poštovanjem,



DIREKTOR,

Disci.med. Dimitrije Janković



editorial office



trade leaders' club

CLUB LIDERES DEL COMERCIO

C/. Germán Pérez Carrasco, 63 (Edificio OFICE)
28027 MADRID (Spain)

+34 913 672 403/2/1

Fax +34 914 087 837

E.mail: office@editorialoffice.com

www.tradeleadersclub.com

Madrid, 5th January 2011

APOTEKARSKA USTANOVA NIS
Bulevar Dr Zorana Djindjica, 6
RS - 18000 NIS
SERBIA

Attn. General Manager

Dear Sir,

The Selection Committee of the XXVI INTERNATIONAL EUROPE AWARD FOR QUALITY - NEW MILLENNIUM AWARD, yearly granted by our publishing house and the TRADE LEADERS' CLUB, has found APOTEKARSKA USTANOVA NIS worthy of receiving this prize in 2011. The decision is based on information provided by the 7.000 entrepreneurs members of the TRADE LEADERS' CLUB, coming from 112 countries.

The prizegiving ceremony of the XXVI INTERNATIONAL EUROPE AWARD FOR QUALITY - NEW MILLENNIUM AWARD is going to take place in Madrid, on March 21st, during a lunch to be held at the Hotel Meliá Castilla (Capitán Haya, 43 - Madrid, Spain). It will be presided over by commercial authorities, as well as diplomatic corps and representatives of the economic and cultural sectors of the country.

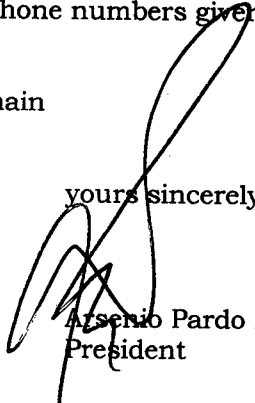
Among the planned acts for such an event, there is a work meeting meant to promote business contacts among the different enterprises attending the ceremony. During this meeting, the representatives of the awarded companies (from more than 30 countries) will be invited to introduce their firms and main activities.

The Director of your company will also receive the Gold Medal for Business Excellence as a personal recognition to his work and professionalism.

We kindly request you to confirm your participation at your earliest convenience, by sending us the attached "confirmation of attendance" sheet duly signed, together with the short profile of your company by fax or e-mail. Please feel free to contact our Mr. Roso in case you'll need any further information, on the e-mail, fax and phone numbers given above. You can also visit our web site: www.tradeleadersclub.com.

Looking forward to hearing from you, we remain

yours sincerely,


Arsenio Pardo Rodríguez
President

Encl. Full information re the award.
Web site: www.tradeleadersclub.com.

INTERNATIONAL EUROPE AWARD FOR QUALITY

(NEW MILLENNIUM AWARD)

Madrid, 21st March 2011



Editorial Office



Trade Leaders' Club

CONFIRMATION OF ATTENDANCE

Name of the company

Address

Town / city Country

Tel. Fax E-mail

Names of the participants attending the event Passport data (nr., date and issue's place)

.....

Name of the person receiving the Award

BUSINESS

Short description or history of your company for publication in the book of award-winning companies (you can send this on a separated page. Please, enclose the logo of your company).

.....
.....
.....
.....

CONDITIONS

The attendance fees are 4,250 euros, or equivalent in US\$, which must be paid on arrival on March 20th when registering at our office located in the hotel.

Acceptance of the International Europe Award for Quality (New Millennium Award) entitles the award-winning company to use the image of the trophy and the various graphic material supplied in any advertising and promotional material it sees fit, under the sole condition that the year the trophy was awarded must be mentioned.

THE ATTENDANCE FEES ALSO INCLUDE:

1. Two nights accommodation for two people in a double room (reservation for 20th and 21st March) in the Hotel Meliá Castilla (Capitán Haya, 43 – Madrid, Spain). If you want two single rooms the second room will be at your charge.
2. Participation in the business meeting that will be held on the March 21st at 9.30 hours, in the Hotel Meliá Castilla, and at which you will be able to present your company, its main services, products, activities, etc.
3. CD Rom of the 7.000 Trade Leaders' Club members including their address and classified by activities and countries.
4. Two invitations for the award-giving lunch at which the trophies will be given, on the March 21st in the Hotel Meliá Castilla e. Should you wish more than two people to attend the lunch we can provide you with more invitations at the cost price of the lunch.
5. Trophy/sculpture in bronze and marble by the sculptor Martín Perillán. Diploma accrediting the award.
6. Handing over of the "Gold Medal for Business Excellence" as a special deference to your company's Director.
7. Two-thousand self-adhesive labels with the logo of the trophy.
8. Publication of the details of your firm in the book of award-winning companies, a copy of which will be given to all the business-people attending the working meeting.
9. Edition and mailing to your e-mail of the summary about the prize giving ceremony including the information of your company and your photo receiving the award, so you could forward it to your main clients, distributors, banks, etc.
10. Colour photographic report of the various acts in which you take part.
11. The entitlement of your company's president or director to belong to the "Trade Leaders' Club", which was founded by our publishing group to promote exchange and links between companies and business people throughout the world.
12. The Editorial OFFICE selection committee may withdraw the trophy if the company to which it was awarded it does not continue to fulfil the standards of image, quality and service on which it was based. In this case the attendance fees will be returned.

We accept the foregoing conditions and the obligation to pay the attendance fees in order to be entitled to the world-wide rights to reproduce the trophy, advertising and publicity material referred to in this contract.

Date

Signature and seal

TO CONFIRM ATTENDANCE: Return this document duly completed and signed by fax or urgent post, with the requested texts to:
Editorial Office/Trade Leaders' Club; c/ Germán Pérez Carrasco, 63; 28027 Madrid – Spain
Tel.: +34 91 3672403 Fax: +34 91 408 7837 e-mail: info@editorialoffice.com
www.tradeleadersclub.com

26th International Europe Award for Quality (New Millennium Award)



Commercial authorities and diplomatic corp presiding the award presentation.



The prizegiving celebration offers an excellent opportunity for establishing new commercial and professional contacts.

Madrid

From 20th to 22nd March 2011



Handing over of the International Europe Award for Quality.



Work meeting and presentation of the awarded companies.

From 20th to 22nd March 2011 Madrid is going to host more than 200 businessmen from the five continents which will meet in this incomparable town on the occasion of the INTERNATIONAL EUROPE AWARD FOR QUALITY (New Millennium Award) presentation. The Trade Leaders' Club created this prize with the aim of dis-

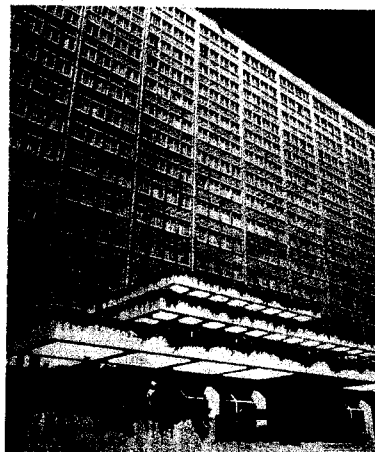
tinguishing those companies devoted to improve the quality of their products or services as well as promoting commercial contacts amongst the companies from all the countries with the European market.

All the awardees will have a unique opportunity for presenting their products or services during the important

event of presentation of all the awarded companies. This event will take place before the prizegiving ceremony, which will be presided over by Spanish authorities related to foreign trade as well as the diplomatic corps representing the countries of the companies receiving this international recognition of quality.

The hotel Meliá Castilla, an ideal setting for the conference

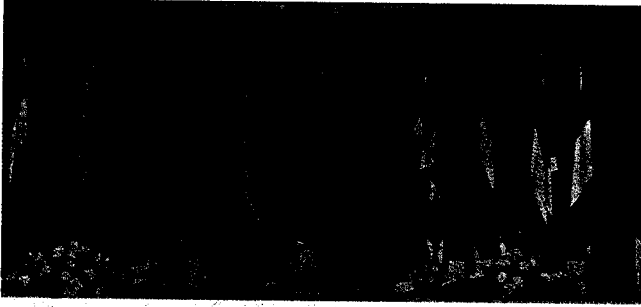
The Hotel Meliá Castilla is possibly the biggest and most luxurious convention hotel in Europe and its level of service far exceeds the most demanding of



expectations. This fact, in conjunction with its location in the heart of Madrid's financial and economic district, at only 15 minutes from the airport and the fairgrounds, makes it the ideal place to do business.

C/. Capitán Haya, 43 /
Tel.: (34) 91 567 50 00
Fax: (34) 91 567 50 51
www.meliacastilla.solmelia.com /
28020 MADRID (Spain).

INTERNATIONAL EUROPE AWARD FOR QUALITY 2010

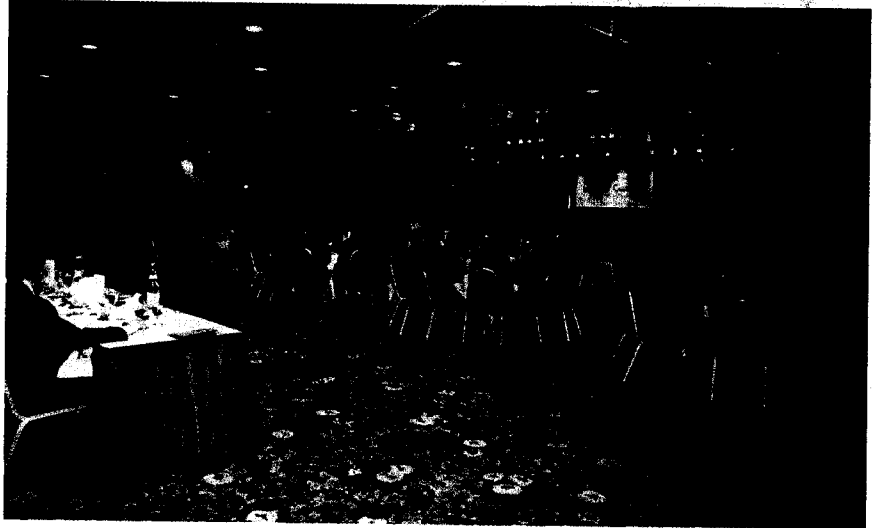


The previous edition of the International Europe Award for Quality —celebrated in March 2010 at Paris— was a new success for all the awardees and for the organization.

THE BACKING OF A SYMBOL OF BUSINESS ACTION

On receiving the International Europe Award for Quality you will benefit from the opportunity of becoming a part of a select group of companies whose managers have received recognition in their respective fields for their trajectory and business prestige. Including the trophy on your promotional campaigns and marketing will be a valuable tool and a solid backing for your future actions.

The award-winning companies have the right to belong to the International Trade Leaders' Club.

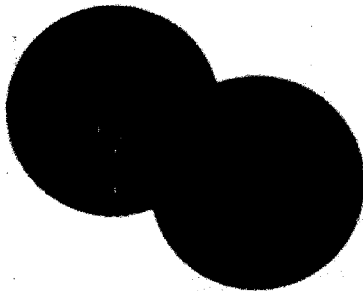


Lunch offered to celebrate the handing over of the International Europe Award for Quality.

The members of the Trade Leaders' Club are consulted to decide on the awarding of the trophy

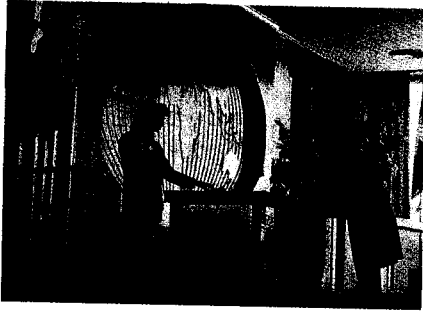
The 7,000 business people in the Trade Leaders' Club, amongst which there is a high percentage of businessmen belonging to your field of activity, are consulted every

year so they can put forward companies which, in their experience, have shown an outstanding business trajectory and satisfied their customers.



GOLD MEDAL FOR BUSINESS EXCELLENCE

Reproduction of the golden medal that will be presented to the Director of your company as a personal recognition of his work.

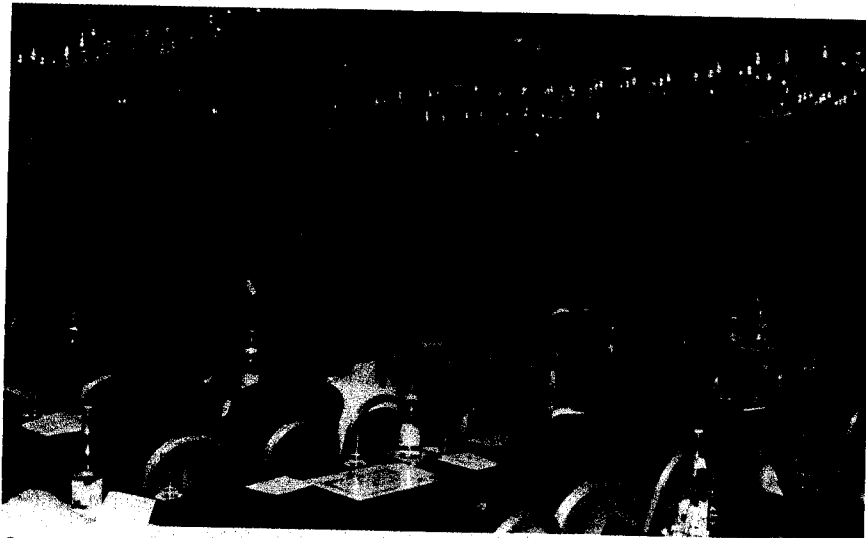


The organization has an information office at the hotel.



Mr. Arsenio Pardo, President of Editorial Office, addressed a short speech to all the awardees.

The International Europe Award for Quality was created by Editorial OFFICE and the TRADE LEADERS' CLUB as a part of their promotion program, in order to get contacts amongst businessmen from all over the world, offering an additional support for their own publicity and marketing campaigns.



Commercial promotion meeting and presentation of the awarded companies.

AWARD-WINNING COMPANIES ON THE INTERNET

The Trade Leaders' Club has a page in Internet including information about the International Europe Award for Quality as well as information about Editorial Office and the Trade Leaders' Club. The awarded companies having a page in Internet too and wishing to announce the awarding of this prize on it, could establish a "link" with the page of the Trade Leaders' Club so the visitor could get more information about the Trophy, consulted by thousands of business people from all over the world.



Businessmen from 35 countries will receive the International Award.

The picture of this International Europe Award for Quality can be used as a support of any marketing and promotion campaign.

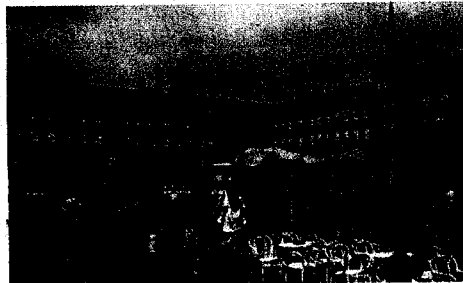
Madrid, economical, financial and cultural crossroads



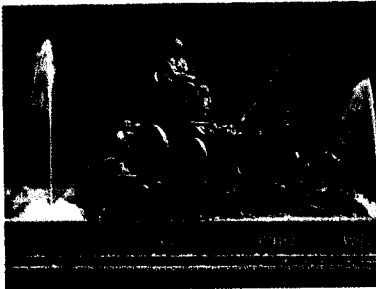
Colon Square.



Madrid, city of fairs and congresses.



Plaza Mayor (historical center).



Cibeles fountain.



Madrid, friendly and cozy city.

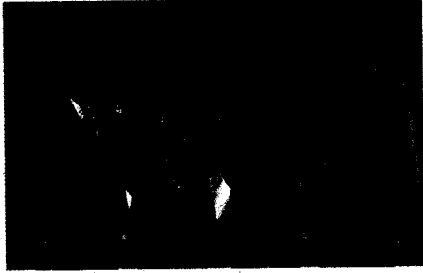
The expansion of the Spanish economy has elevated the importance of Madrid as a neuralgic centre for business. If we add the traditional importance of Madrid as a bridge between European and South America, we find that Madrid is, more than ever, the ideal place for business. Additionally, Madrid, is a cosmopolitan city which has a relevant place as a headquarters of international fairs and congresses. Apart its great importance as a financial and industrial centre, Madrid presents to the visitor a wide culture, artistic and gastronomic offer, as well as a fascinating night life. The attendants to the convention will have the opportunity of visiting all the attractions of a town which has become by its own means a centre of international relations and destination of millions of tourists every year.

Madrid, is a cosmopolitan city which has a relevant place as a headquarters of international fairs and congresses. Besides, the city presents to the visitor a wide culture, artistic and gastronomic offer.

SOME COMPANIES AWARDED IN 2010:

EURL GROUZ BENHACINE PRODUCTION AGRO ALIMENTAIRE

Production of milk, butter, cream, cheese.



Oued Athmenia
Wilaya de Mila,
Algeria

Collects:
Mr. Abdenacer
Benhacine,
Chairman, and
Mr. Boubaker
Ghobane.

JOCUTLA, S.A. DE P.R. DE R.L.

Production and processing of coffee.



Xalapa,
Veracruz
(Mexico)

Collects:
Mr. Eduardo Assad
Azuara, Manager,
and Mrs. Angelica
Mayela.

KONYA SUGAR INDUSTRY & COMMERCE INC. Sugar production.



Kony, Turkey.

Collects:
Mr. Cem Kaptan
and Mr. Agci
Hambi, Managers.

MPS GREENERY DEVELOPERS LTD.

Manufacturer and exporter of organic fruits,
vegetables, milk and other livestock products.



Kolkata, India.

Collects:
Mr. Pramatha
Nath Manna,
Manager.

PAVICENTRO / PREFABRICAÇÃO, S.A. Producer of pre-concrete elements and glass fiber reinforced concrete.



Aveiro, Portugal.

Collects:
Dr. Mario Ruiz
Matas, President.

SGEM O.J.S. CO. SPETSGIDROENERGOMONTAZH

Building and contracting.



St. Petersburg,
Russia

Collects:
Mr. Alexander
Migurenke,
Director of
Engineering
Centre.

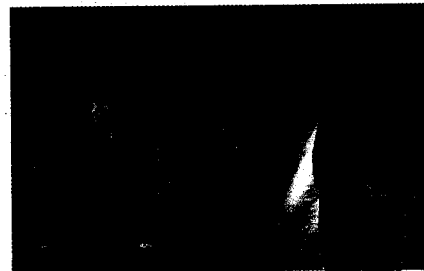
SIANG HENG PLASTICWARE SDN BHD. Distributor of plastic products.



Parit Buntar,
Perak, Malaysia.

Collects:
Ms. Toh Mei Yong,
Manager.

T.E.I. S.A.S Engineering.



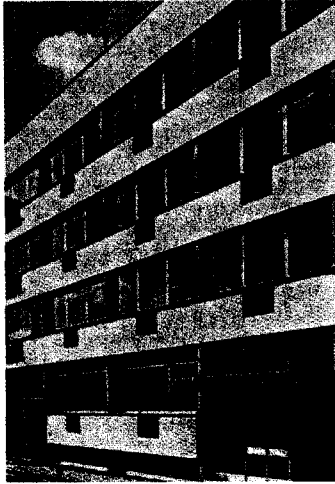
Griesheim /
Molsheim,
France.

Collects:
Mr. Charles
Elias, President.

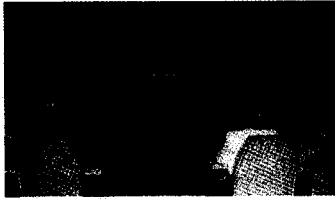


Headquarters:

C/ Germán Pérez Carrasco, 63 - 28027 MADRID (Spain)
Tel. +34 913 672 403 - Fax: +34 914 087 837
E-mail: info@editorialofice.com - www.tradeleadersclub.com



Headquarters of Editorial Office in Madrid.

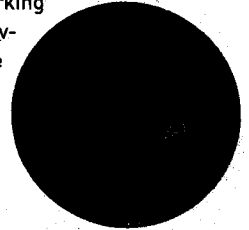


Foundation of the Trade Leaders' Club in Madrid.

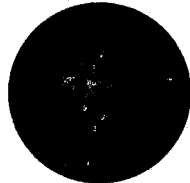
EDITORIAL OFICE is an international publishing house founded in 1950. Since that moment it has been publishing a variety of trade and sectorial journals. The TRADE LEADERS' CLUB was founded in 1978 as a part of Editorial Office's business stimulation and promotion programme. Its aim is to forge links between companies which have been awarded prizes by the publisher and its publications, thus establishing a continuity of relations, and therefore, each year, offering new business opportunities in the various meetings they arrange jointly. Today, it comprises over 7,000 companies in 110 countries, representing all manufacturing and service sectors. Membership is free and is open to all those companies that have received an award from Editorial Office.

The Trade Leaders' Club member companies in CD ROM

The Trade Leaders' Club has edited a CD ROM including the 7.000 member companies classified by countries and fields of activity. All these companies have a well-known prestige and entrepreneurial trajectory so this information constitutes an important working tool as well as an increase of business opportunities world-wide. By receiving the trophy, your company gets the right of belonging to the Trade Leaders' Club and to be included in the next edition.



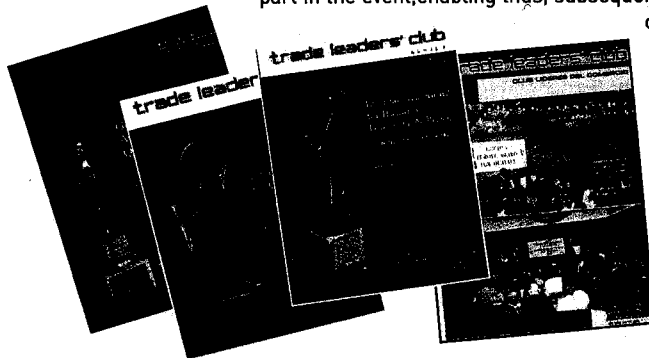
Gold Medal for Business Excellence



During the presentation of the awarded companies to be held in the morning, the Manager of your company will receive the Gold Medal for Business Excellence as a special appreciation to his-her contribution to the development of the company.

Book of award-winning companies

A multilingual guide about the award-winning companies is published on the occasion of every award ceremony. This book is handed over to all the participants. It shows the address and main activities of all the companies taking part in the event, enabling thus, subsequent commercial contacts.



info@apotekanis.co.rs

From: <info@apotekanis.co.rs>
To: <office@editorialoffice.com>
Sent: 28. januar 2011 13:21
Attach: Nagrada engleski.doc; iVAN 1.doc
Subject: APOTEKA NIS-NIS PHARMACY

Dear Sir,

We would like to confirm our participation in your prizegiving ceremony of the XXVI International Europe Award for Quality-New Millenium Award.
Please send us futher information

Sincerly yours,

Matic Radojko-General Director

28.1.2011

РЕПУБЛИКА СРБИЈА
АПОТЕКА НИШ
Број 01-25/11
25.2.2011
— Н И Ш — ГОД

АПОТЕКА НИШ
Bulevar Dr Zorana Đinđića 6
Niš

Nao snovu člana 25 stav 1 tačka 21 Statuta Apoteke Niš, Upravni odbor Apoteke Niš na sednici održanoj dana 24.02.2011 godine donosi sledeću

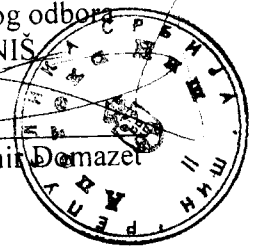
O D L U K A

Odobrava se put u Madrid direktoru Apoteke Niš Radojku Matiću i pomoćniku direktora za finansijske, pravne i opšte poslove Ivanu Pavloviću u periodu od 18 do 22 marta 2011 godine.

Imenovani putuju na dodelu Evropske nagrade za kvalitet koju je Apoteka Niš dobila kao priznanje za svoj rad i dodelu zlatne medalje Business Excellence direktoru Apoteke Niš Radojku Matiću od strane Trade Leaders club.

Predsednik Upravnog odbora
АПОТЕКЕ НИШ

Dipl.pravnik Vladimir Demazel





» EUROTURS NIS «

18000 Niš, ul. Cara Dušana 94
Licenca OTP - 400/10 od 23.02.2010.
PIB: 100501854, Matični broj 17048180
Tekući račun: 160-11760-07 Banca Intesa
105-240-85 AIK banka

D.O.O. Tel./fax. +381(0)18/521-200; 257-855; 249-255; 248-264; 292-020; 292-021; fax 292-060, www.euroturs.rs

• Apoteka Niš

Predračun br. 00018/11

Bul. Zorana Djindjića 6

Datum: 02/03/2011 Niš

Sifra: -00988/11 Ugovor: 00988/11

18000 Niš

Matični broj: 17048180

PIB: 100501854

PIB 100334157

Rb.	Predmet	Iznos
1.	Zadužujemo Vas na ime posete kongresu u Madridu i to : za troškove avionskog prevoza (18/22.mart), transfera u Madridu i smeštaja za Pavlović Ivan, Matić Radojko (18/20.mart, 2 jednokrevetne sobe na bazi polupansiona) u iznosu od :	233,200.00

Iznos: 233,200.00

Provizija: 0.00

Kamata: 0.00

PDV nije iskazan saglasno odredbi clana 35 zakona o P.D.V.

Slovima: (dvestotinetridesettrihiljadestotine DIN) Svega: DIN 233,200.00

Tekući račun 160-11760-07 Banka: Banca Intesa

Datum prometa usluga: 22/03/2011 Niš


Tosic Andrijana


Zoran Petković

02 3/3



EUROTURS NIS

18000 Niš, ul. Cara Dušana 94
Licenca OTP - 400/10 od 23.02.2010.
PIB: 100501854. Matični broj: 17048180
Tekući račun: 160-11760-07 Banca Intesa
105-240-85 AIK banka

D.O.O. Tel./fax: +381(0)18/521-200, 257-855; 249-255; 248-264; 292-020; 292-021; fax 292-060, www.euroturs.rs

Apoteka Niš

8.3.2011 Račun br. 00306/11

Bul. Zorana Djindjića 6

Datum: 04/03/2011 Niš

Sifra: -00988/11 Ugovor: 00988/11

18000 Niš
PIB 100334157

Matični broj: 17048180 PIB: 100501854

Rb.	Predmet	Iznos
-----	---------	-------

1.	Na ime posete kongresu u Madridu i to: za troškove avionskog prevoza (18/22.Mart), transfera u Madridu i smeštaja za Pavlović Ivanu, Matić Radojka (18/22.Mart, 2 jednokrevetne sobe na bazi polupansiona) U iznosu od:	233,200.00
----	--	------------

Iznos: 233,200.00

Provizija: 0.00

Kamata: 0.00

PDV nije iskazan saglasno odredbi člana 35 zakona o P.D.V.

Slovima: (dvestotinetridesettrihijadedvestotine DIN

) Svega: DIN

233,200.00 ✓

Tekući račun 160-11760-07 Banka: Banca Intesa

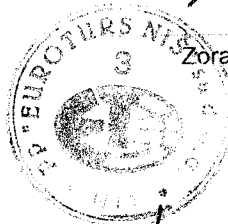
Evidencija izvršenih plaćanja:

03-Mar-11	233,200.00	DIN
-----------	------------	-----

Datum prometa usluga: 22/03/2011 Niš

Tosic Andrijana

Zoran Petković



422231=

2521117 5247

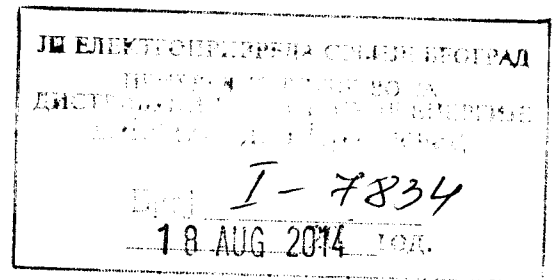
EUROTURS NIS
 18000 NIŠ
 CIPRIJANA 94
 PIB: 100501854
 M.BROJ: 17048180
 UČESNIK: 100334157
 233 200 00 T
 CT: 0 00%
 DT: 0 00
 ET: 233 200 00
 FT: 233 200 00
 39 YINITY
 233 200 00
 4EK: 233 200 00
 YINAKENO: 233 200 00
 POBRATILY: 233 200 00
 04 03 2011-17 26
 SW 3234

Analiticke kartice

Za period od 01.01.2011 Do 31.12.2011

Datum	Nalog	Opis	Broj dokumenta	Datum dokumenta	Duguje	Rotrazuje	Saldo
Konto: 2521114 Dobavljači u zemlji-usluge							
Partner: 5247							
03.03.2011	BR 45 61	IZVOD-41	45	03.03.2011	233,200.00	0.00	233,200.00
10.03.2011	RR 12 126	RN.306/11-KONGRES	306/11	04.03.2011	0.00	233,200.00	0.00
Partner 5247					233,200.00	233,200.00	0.00
Konto 2521114					233,200.00	233,200.00	0.00

Привредно друштво за дистрибуцију електричне енергије
„Центар“ д.о.о Крагујевац
Број



На основу члана 16. став 9. Закона о слободном приступу информацијама од јавног значаја („Службени гласник РС“ број 120/04, 54/07, 104/09 и 36/10), у вези са Захтевом за приступ информацијама од јавног значаја заведеног у Привредном друштву „Центар“ д.о.о. Крагујевац под бројем I-7068 од 28.07.2014. године, подносиоца Драгане Пећо, Центар за истраживачко новинарство Србије (ЦИНС), Београд, достављамо Вам

ОБАВЕШТЕЊЕ

о изради копије документа који садржи тражену информацију

Поступајући по Захтеву за приступ информацијама од јавног значаја заведеног у Привредном друштву „Центар“ д.о.о. Крагујевац под бројем I-7068 од 28.07.2014. године, достављамо Вам копију документа који садржи информацију која се односи на трошкове за дневнице и визе, исплаћене запосленима у ЕД „Електроморава“ Пожаревац који су путовали у Шпанију (Мадрид) у периоду 18.07.2009. – 21.07.2009. године. ради доделе признања.

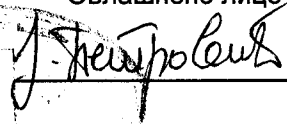
На доделу признања упућени су запослени Павле Павловић, тадашњи директор огранка ЕД „Електроморава“ Пожаревац и Драган Марковић, главни стручни сарадник у Служби за квалитет ЕД „Центар“ д.о.о.

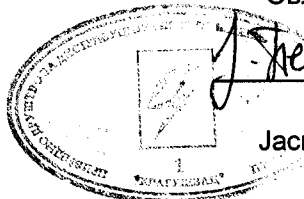
Из копије приложених докумената (Налог за исплату бр.232 и 233 од 15.07.2009. године и Обрачун аконтације за службени пут у Шпанију) констатује се да је за наведено путовање ЕД „Електроморава“ Пожаревац исплатила дневнице и трошкове за визе у укупном износу од 26.200,00 динара за двоје запослених, а да су трошкови смештаја и авионског превоза били плаћени.

Увидом у књиговодствену документацију Привредног друштва „Центар“ д.о.о. Крагујевац, констатује се да ово привредно друштво, као и огранак ЕД „Електроморава“ Пожаревац нису сносили никакве друге трошкове везане за службени пут у Шпанију у наведеном периоду.

У вези осталих захтева које сте навели под а. и д, обавештавамо Вас да је комуникација са Global Trade Leaders Club (GTLС) обављана путем мејлова у 2009. години и да у огранку ЕД „Електроморава“ Пожаревац ова кореспонденција није сачувана.

У случају потребе за додатним обавештењима, стојимо Вам на располагању.

Овлашћено лице

Јасмина Петровић





ПРИВРЕДНО ДРУШТВО ЗА ДИСТРИБУЦИЈУ ЕЛЕКТРИЧНЕ ЕНЕРГИЈЕ

ЦЕНТАР доо Крагујевац
ЕД ЕЛЕКТРОМОРАВА Пожаревац
-ОЈ ПОЖАРЕВАЦ-



Место *Почин* Датум *15.07.09*

Налог за исплату бр. 232

Благајна нека исплати од

Таблора Табле

У готовом – у чеку бр. _____ од _____

Опис и темегњица исплате			Динара
<i>исплата монтажних услуга</i>			<i>13.100,00</i>
Динара <i>исплата монтажних услуга</i>			<i>13.100,00</i>
<input checked="" type="checkbox"/> рач.	Екон. јед	Динара	Благајник <i>Саванка</i> Исплату примио <i>Tabla</i>
Ликвидатор			Књижио
Укупно			<i>52901</i>

OBRACUN AKONTACIJE ZA SLUZBENI PUT U SPANIJU ZA:

PAVLOVIC PAVLA
MARKOVIC DRAGANA

Pavlović Pavle i Marković Dragan saiju se na službeni put u Spaniju radi dodele priznanja, u periodu 18.07.2009-21.07.2009.godine, te će tako radnici provesti na službenom putu u inostranstvu 3 dana i jedan dan u zemlji (odlazak na aerodrom i povratak sa istog) Troškovi smestaja i avionskog prevoza placeni su.

Visina propisane dnevnice za Spaniju iznosi 79 EUR, a isplacuje se 40% tj 31.60 EUR
Srednji kurs EUR na dan 15.07.2009 iznosi 93.0254

OBRACUN POJEDINACNE DNEVNICE

3 dnevnic x	31.60 eur	94.80 EUR	
viza za Spaniju	placeno u dinarima	EUR	
ukupno		94.80 EUR	
za obracun		94.80 EUR	
94.80	x	93.0254	8,818.81 dinara
viza za Spaniju			3,263.00
dnevnic u zemlji			1,000.00
ukupno dinara			13,081.81
ukupno za isplatu		13,081.81	zaokr 13.100.00

Konacan obracun uradice se po povratku radnika sa puta.

obracunao

[Signature]

kontrolisao

[Signature]



odobrava direktor

[Signature]

4

ПРИВРЕДНО ДРУШТВО ЗА ДИСТРИБУЦИЈУ ЕЛЕКТРИЧНЕ ЕНЕРГИЈЕ

ЦЕНТАР доо Крагујевац
ЕД ЕЛЕКТРОМОРАВА Пожаревац
-ОЈ ПОЖАРЕВАЦ-



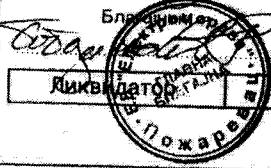
Место *Пожаревац* Датум *15.07.09*

Налог за исплату бр. *233*

Благајна нека исплати од *Марковић Драган*

У готовом – у чеку бр. _____ од _____

Опис и темељница исплате			Динара
<i>исплата месечнице службеног терета</i>			<i>13.000</i>
Динара <i>Марковић Драган</i>			<i>13.000</i>
У ч. рач.	Екон. јед.	Динара	Исплату примио <i>Драган Марковић</i> Књижио
Укупно			<i>52904</i>



OBRACUN AKONTACIJE ZA SLUZBENI PUT U SPANIJU ZA:

PAVLOVIC PAVLA
MARKOVIC DRAGANA

Pavlovic Pavle i Markovic Dragan salju se na sluzbeni put u Spaniju radi dodele priznanja, u periodu 18.07.2009-21.07.2009.godine, te ce tako radnici provesti na sluzbenom putu u inostranstvu 3 dana i jedan dan u zemlji (odlazak na aerodrom i povratak sa istog) Troškovi smestaja i avlonskog prevoza placeni su.

Visina propisane dnevnice za Spaniju iznosi 79 EUR, a isplacuje se 40% tj 31.60 EUR. Srednji kurs EUR na dan 15.07.2009 iznosi 93.0254

OBRACUN POJEDINACNE DNEVNICE

3 dnevnic x	31.60 eur	94.80 EUR	
viza za Spaniju	placeno u dinarima	EUR	
ukupno		94.80 EUR	
za obracun		94.80 EUR	
94.80	x	93.0254	8,818.81 dinara
viza za Spaniju			3,263.00
dnevnic u zemlji			1,000.00
ukupno dinara			13,081.81
ukupno za isplatu		13,081.81	zaokr 13,100.00

Konacan obracun uradice se po povratku radnika sa puta.

obracunao



kontrolisao



odobrava direktor

