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

Geneva 1st May 2003

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

N.B.: PLEASE VISIT OUR WEB PAGES:
American Marketing Association
www.OTHERWAYS.com
www.UPSI.com.lb
208.56.97.181

P.O.Box 165250 Achrafieh 1100-2030 - Beirut - Lebanon E-mail: otherways@dm.net.lb
Tel.: 00961-1-571100 - 572200 - 573300 - Mob: 00961-3-244848 - Fax: 00961-1-583637
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 LOUNGE (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

Hall 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 - SGHL
Account No. 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.
International Convention

GOLDEN FIVE CONTINENTS AWARD
(NEW MILLENNIUM 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 MILLENNIUM 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 Geneva - Switzerland
  The Intercontinental Hotel located in the heart of Geneva, only a few minutes drive from the Geneva International Airport. The price charged is around 10 USS and will be shown at the Taximeter.

- Visas for travel to Geneva - Switzerland
  Important: The company representatives who will receive the award in Geneva 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: "OMACClub"
  The Otherways Management Association Club is established 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 contacts, and therefore each year offering new business opportunities in the various meetings arranged annually 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 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 worldwide sector, 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 include:
  - A VIP Gold Membership Card will be sent to you by Courrier.
  - Work meeting & secretarial facilities are available at the business center of the club in Lebanon.
  - Data support on request for all Industrial, Trade, and Tourist 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 valuable tool 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 TIME, FOR ALL MEMBERS. DATES WILL BE GIVEN TO ALL MEMBERS BY MAIL OR FAX IN DUE TIME, FOR ALL MEMBERS. THE NEXT GATHERING WILL BE NEXT JULY 2003 IN BEIRUT, LEBANON.

Languages
The official languages of the convention are English, French and Russian. The conference is conducted in English, and all paper literature and supply, 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 14th of July 2003, the representatives of the award-winning companies can give a presentation of companies, describing its main characteristics, products, services, achievement, projects. This will help to firms know one another and make contacts and establish long-short open 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 help 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 9:00 P.M.

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

To confirm attendance:
Send the REGISTRATION FORM & COMPANY INTRODUCATION OTHERWAYS INT’L RESEARCH & CONSULTANTS
Beirut - Lebanon by E-mail or by Fax at 00961-1-59.36.37
E-mail: otherways@dm.net.lb / Websites: www.OTHERWAYS.com / www.upsi.com.lb - 208 56 97 181

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

OTHERWAYS MANAGEMENT ASSOCIATION Tel: 00961-1-571100 / 572200 / 573300 / 574400
Fax: 00961-1-583637 - Mobile: 00961-3-244848
P.O. Box: 165250 Achafrah
1100-2030 Beirut - Lebanon

REGISTRATION FORM & COMPANY INTRODUCTION

Please Fill in the requested information about your company

COMPANY DETAILS:

FULL COMPANY NAME: ___________________________________________

COUNTRY: ______________________________________________________

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 _________________________
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
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OTHERWAYS

3D's Research & Consulting

Mr. Charles S. Tabet, President

1102-2030 Beirut

LEBANON

Fax: 00961-1-497419

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 awarded 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 12th 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 it is possible to receive our Award some time later, or could it be collected by representative from our Embassy in Switzerland.

With gratitude for your understanding and best wishes.

Yours sincerely,

Ljubica Maricic

Municipality Mayor

Municipality Center Sarajevo
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

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 PAL 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 COURIER 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: SGBLILBBX
BANK P.O.BOX: 11- 2955 BEIRUT – LEBANON
BANK EMAIL: sg.smelfil@soegen.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
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 low. 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,

Markovic

Municipality Mayor
Municipality Centar Sarajevo
# Fax Call Report

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**OTHERWAYS**  
International Research & Consulting  
**BUSLIT**  
**LEBANON**  
**Ghaith Ibley**  
Senior Manager Customer Relations & Quality Standards  
Fax: 0096179886637  
Dear Mrs. Ghaith Ibley,  
Thank you for your letter. I will send to you copy of the SWIFT TRANSFER next week for our trophy, certificate, 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 a state institution for public administration, thus its main functions are determined by the state constitution and the law. Municipality domain is complex and its main activities are to ensure:  
- Needs of local citizens in domain of care for children, education, public protection, culture, sport, etc.  
- Necessary conditions for development of economy in its domain.  
- Ensuring of communal activities and other services.  
- Necessity of conditions for involvement of local community in decision-making process or realization of democratic rights of legal 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,  
**Muhamed Mucaj**  
Municipality Mayor  
Municipality Centar Sarajevo
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 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.

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.upsimlb.com
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 online 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. SANAOUIBAR 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.

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

QUALITY SUMMIT Beirut-Lebanon 2003

FOR QUALITY AND BEST TRADE NA
UNIQUE INNOVATIVE MILLENNIUM

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

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

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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 reception.

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 Lebanese 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. The visa application 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 charge for 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 urge ties between companies, which have been warded prizes, thus establishing a continuity of relations, therefore each year offering new business opportunities in the various meetings arranged jointly by otherways INT'L Consultants and Association.

OTHERWAYS INT'L RESEARCH & CONSULTANTS
Tel.: 00961-1-573100 / 572200 / 573300 / 574400
Fax: 00961-1-583637
Mobile: 00961-3-244848
P.O. Box: 165250 Achrafieh
1100-2030 Beirut - Lebanon

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 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 is supplied in English. Simultaneous translation into Russian will be available.

Presentation of the award winning companies

During the 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 major characteristics, products, services, achievement projects. This will help firms to know one another and make contacts and establish links. This short, open up business opportunities with the 60 businessmen participating in the event.

SPECIAL OTHERWAYS INT'L RESEARCH & CONSULTANTS OFFICE:

During the conference 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 businesses professionals in economy and the arts, members of the press and experts in public relations and television.

To confirm attendance, Send the REGISTRATION FORM & COMPANY INTRODUCTION to:
OTHERWAYS INT'L RESEARCH & CONSULTANTS
Beirut - Lebanon By E-mail or by Fax at 00961-1-583637
E-mail: otherways@dm.net.lb / Websites: www.otherwaysme.com
REGISTRATION FORM & COMPANY INTRODUCTION

Please Fill in the requested information about your company

COMPANY DETAILS:
FULL COMPANY NAME:

COUNTRY:

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
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 pleased that our Municipality has been chosen for the PLATINUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME. It is great honour for me and my employes that our work is so highly valued.

I am so sorry that I cannot attend presentation of the PLATINUM 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,

Ljuma Markovic  
Municipality Mayor  
Municipality Centar Sarajevo
Fax Call Report

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

OTHERSAYS
Inf Research & Consulting
Mr. Cherbel S. Tabet, President
1186-2530 Beirut
LEBANON
Fax: 00961-1-583637

Dear Sir,

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

I am so sorry that I cannot attend presentation of the PLATINUM 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,

MUNICIPALITY CENTER SARAJEVO
Municipality Mayor

Sarajevo, 15/9/2003
FROM: OTHERWAYS INTL RESEARCH & CONSULTANTS
TO: MUNICIPALITY CENTAR SARAJEVO - BOSNIA HERZEGOVINA

DEAR SIRS,

GREETINGS FROM LEBANON.


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 COURIER TO YOUR COUNTRY.

OTHERWAYS INTL 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
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 previous 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 quick reply. 
Looking forward to hear from you.

Best regards,

Ljubisa Markovic
Municipality Mayor
Municipality Centar Sarajevo

24.9.03
### Fax Call Report

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<th>Job</th>
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---

OTHERWAYS
Dr. Research & Consulting
Mrs. Ghada Ittay Chibani
1100-2020 Beirut
LEBANON
Fax: 00961-1-583637

Dear Mrs. Ghada Ittay Chibani

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

Could you please let me know if we could receive our previous Award "The Golden five Continets Award for Quality and Excellence" in the same way, let me know regarding the details.

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

P.S. regards

Laila Marzakh
Munipality Mayor
Municipality Center Saida

---

[Stamp]

[Signature]
FROM: OTHERWAYS INT'L RESEARCH & CONSULTANTS
TO: MUNICIPALITY CENTAR SARAJEVO – BOSNIA AND HERZEGOVINA

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. TABET
Senior Manager Customer Relations & Quality Standards
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
Fax Call Report

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

N: 36-49-1553/03
Sarajevo, 29/9/2003

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

Dear Mrs. Tabet,

Thank you for your letter from 26th of September. Looking forward for your Alwadybill and our package. I will send to you copy of the SWIFT TRANSFER for our trophy "The Golden Fee Commerts Award for Quality Away & Excellence."

Thank you very much for your quick reply.

Best regards,

Ulići M. Mahić
Municipality Mayor
Municipality Center Sarajevo
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,

Ljubisa Markovic
Municipality Mayor
Municipality Centar Sarajevo
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Fax Call Report

O'REILLYMS
Inf. Research & Consulting

Ms. Sieman C. Tabet
1100-2030 Beirut
LIBANON
Fax: 00961-1-983637

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 Center Sarajevo is a state institution/patral administration, thus, its main functions are determined by the state constitution and the law. Municipality domain its competes 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,
  - Creating of commercial 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.

As stated, exact name to appear on the trophy: MUNICIPALITY CENTER SARAJEVO.

Sincerely yours,

[Signature]

[Name]
Municipality Mayor
Municipality Center Sarajevo
DATE 3/10/2003

CLIENT Municipality Centar Sarajevo
Bosnia Herzegovina

REFERENCE

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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 Platinium Technology Award for Quality & Best Trade Name To be held On the 23rd, 24th, 25th & 26th of October 2003 at Metropolitan 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

P.O.Box 165250 Achrafieh 1100-2030 - Beirut - Lebanon E-mail: otherways@dm.net.lb
Tel.: 00961-1-571100 - 572200 - 573300 - Mob: 00961 3 244848 - Fax: 00961-1-583637
DATE  3/10/2003

CLIENT Municipality Centar Sarajevo
            Bosnia Herzegovina

REFERENCE

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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 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 SOCETE 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@soegen.com
AGENCE SIN EL FIL – BEIRUT

ORIGINAL INVOICE

P.O.Box 165250 Achrafieh 1100-2030 - Beirut - Lebanon  E-mail: otherways@dm.net.lb
Tel.: 00961-1-571100 - 572200 - 573300 - Mob: 00961-3-244848 - Fax: 00961-1-583637
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
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. TABELT
President – CEO

Member of: American Management Association
American Marketing Association

N.B.: PLEASE VISIT OUR WEB PAGES:

www.otherwaysme.com
www.otherwayslb.com
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 training, Business Results, ISO 9002 - 14001, TQM and TQCS (Top Quality Customer Satisfaction Standards) In addition to the voting process, ASSOCIATION OTHERWAYS MANAGEMENT & CONSULTANTS - 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 Siebenerjahreiseten 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.

QUALITY SUMMIT Vienna - Austria 200 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 No 601-004-360-22365-03-1

Swift Code: SGLIBBXX
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 AWARD 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.

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

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

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 Embassy or Consulate as soon as possible. Obtaining a valid visa for travel to Austria is at the sole responsibility of your company representatives before any 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 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 presentations. If your company is interested in obtaining a video package covering the most important scenes of your company representative’s participation in the event, or must contact OTHERWAYS INT’L RESEARCH & CONSULTANTS, the cost of the video is $500 USD.

OTHERWAYS MANAGEMENT ASSOCIATION CLUB: "OMAC"

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

OTHERWAYS INT’L RESEARCH & CONSULTANTS

Tel.: 00961-1-571100 / 572200 / 573300 / 574400
Fax: 00961-1-585567 - Mobile: 00961-3-244484
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 / Website: www.otherwaysme.com
www.otherwaysbh.com
OTHERWAYS
Int' Research & Consulting

Mr. Charbel S. Tabet, President

1100-2030 Beirut
LEBANON

Fax: 00961-1-583637

Dear Mr. Tabet,

I am extremely pleased 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. 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 exatly 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
# Fax Call Report

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**OTHERWAYS**

Eco Research & Consulting

Mr. Charbel S. Tabet, President

3300-3300 Royal

LEBANON

Fax: 336615-883657

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Dear Mr. Tabet,

I am extremely pleased that our Municipality has been chosen for the International Golden Award for Quality. In Business Process And The "TQMS" 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 Center Sarajevo is a state institution public administratively, thus, its main functions are determined by the state constitution and the law. Municipality Sarajevo is complex and its main activities are to ensure:

- Needs to local citizens in domains of care for children, education, social protection, culture, sport, etc.
- Necessary conditions for development of economy in its domain.
- Funding 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, I am happy to appear on the trophy. MUNICIPALITY CENTER SARAJEVO.

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

See you soon in Vienna.

Afford yours,

[Signature]

Municipality Mayor
Municipality Centre Sarajevo

---

**NOTE:** This document contains personal and sensitive information. Please handle with care.
REGISTRATION FORM & COMPANY INTRODUCTION

Please Fill in the requested information about your company

COMPANY DETAILS:

FULL COMPANY NAME: MUNICIPALITY CENTRE JAKOVICE

COUNTRY: BOSNIA AND HERZEGOVINA

EXACT COMPANY NAME TO APPEAR ON THE TROPHY: MUNICIPALITY CENTRE JAKOVICE

FULL ADDRESS: MUNICIPALITY CENTRE JAKOVICE JAKOVICE, POSTA KB1 46342 BOSNIA AND HERZEGOVINA

TEL: 036-030642 036-030642 036-030642 036-030642

FAX: 036-030642 036-030642 036-030642 036-030642

E-MAIL: municipal@jakovo.net

WEB PAGE: municipal@jakovo.net

COUNTRY: BOSNIA AND HERZEGOVINA

NAME OF SENIOR EXECUTIVE: JUBISAA MARKOVIC

POSITION: MUNICIPALITY CHAIRMAN

NAME OF SECOND DELEGATE: MUNICIPALITY CHAIRMAN

POSITION:

DATE OF ARRIVAL & DEPARTURE: 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: 2004

SIGNATURE & SEAL
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
the “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 KHAIRALLAH
President – CEO

CHARBEL S. TABELT
Vice – President
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 Prébaz 24
1260 Nyon
Tel: + 41 78 764 76 38       Fax: + 41 22 361 18 94
Email: otherways@otherwaysmc.com
in Nyon – Switzerland.

Yours sincerely,
InterContinental Wien

Alexandra Dietrich
Convention Manager
p:0043 1 711 22 147
f:0043 1 711 22 263
alexandra_dietrich@intercontinental.com

QD Know what it TAKES
Johannseggasse 28, 1037 Wien, Österreich Tel.: 0043-1-711 22 147 / Fax: 0043-1-711 22 263
www.makethingshappen.com
Vienna@intercontinental.com

Jan. 16 2004 05:33PM
Association Otherways Management & Consulting
Association inscrite le 04 juin 2003

Réf. | Nom
--- | ---
1 | Association Otherways Management & Consulting

Sége

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 | mise à disposition d’informations afin d’optimiser le système de gestion, de communication et de développement d’entreprises du monde entier.

Résources

Finances d’entrée: cotisations.

Réf.

Personnes ayant qualité pour signer

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<td>signature collective à 2</td>
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<td>Tabet Charbel S., du Liban, à Beyrouth (Liban)</td>
<td>membre de la direction vice-président</td>
<td>signature collective à 2</td>
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Réf. | JOURNAL | PUBLICATION FOSC
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| Numéro | Date | Numéro | 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
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
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OTHERWAYS
Int' Research & Consulting,
Mr. Simon Khalafallah, President-CEO
Mr. Charbel S. Tabet, Vice-President
1150-5200 Beirut
LEBANON
Fax: 00961-1-583637

Dear Sirs,

I received your letter from 12 January 2004. I am very thankful to your Association for every think you have done for Municipality Centre 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 kind wishes,
Lebiski Markovic
Municipality Mayor
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. TABEET

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.
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 Vieana 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 you copy of Swift Transfer for our Trophy.

Thank you very much for your quick reply.

Best regards,

Lubica Markovic
Municipality Mayor
Municipality Centar Sarajevo
### Fax Call Report

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

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Thank you very much for your quick reply.

Best regards,

Muhi刊 Hakki
Municipality Mayor
Municipality Center Sarajevo

———

NATIONAL AND INTERCONTINENTAL FEDERATION OF DOMESTIC AND INTERNATIONAL COMMERCIAL ENTERPRISES

MUNICIPALITY CENTER SARAJEVO

Municipality Mayor

No: 104-49-2464/54
Sarajevo, 16/03/2004

Hand stamp: 21903 SARAJEVO, MUNICIPALITY, 21903 SARAJEVO, BOSNIA HERCEGOVINA, MUNICIPALITY, BOSNIA HERCEGOVINA, MUNICIPALITY, BOSNIA HERCEGOVINA
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

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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 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 : SGLLBBX
BANK P.O.BOX: 11- 2955 BEIRUT - LEBANON
BANK EMAIL : sg.sinelfil@socgen.com
AGENCE SIN EL FIL – BEIRUT

ORIGINAL INVOICE
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

71000 SARAJEVO, Miss Irbi 1, tel/fax: 00387 663-726, 00387 663-729, E-mail: centar@bih.net.ba
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| Pečat i potpis nalogodavca |

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| Pečat i potpis |

| ODB. KUNA CENTAR SARAJEVO |
| Sarajevo |
| Oznaka nalogodavca: 1350 |
### Fax Call Report

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**BOSNIA AND HERZEGOVINA**
**FEDERATION BOSNIA AND HERZEGOVINA**
**Central Sarajevo**

**MUNICIPALITY CENTAR SARAJEVO**
**Municipality Mayor**

---

No: 10-492454/01
Sarajevo, 23/02/2004

---

**OTHERWAYS**
Int’l Research & Consulting

Mr. Charbel S. Tabet
1100-2030 Beirut
LEBANON
Fax: 00961-1-583637

Dear Mrs. Tabet,

Thank you for your letter from 17th 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,

Municipality Mayor
Municipality Center Sarajevo

---

71000 SARAJEVO, P.O. Box 1, t/fax: 00387 165-720, 00387 663-720, E-mail: sarajevo@vsvd.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
www.bhtelecom.ba
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

RJEŠENJE

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.

OBRADJUJE

(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.


(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 fizičkim licima jedino ako su takvi podaci označeni kao dostupni za javnost, podnosilac zahtjeva, slijedom upita iz akta od 13.06.2014. godine obavještava se o sljedećem:

2. Putni troškovi su iznosili 1.094,37 KM; isti nisu isplativani iz budžetske stavke, već iz vlastitih sredstava Bh Telecom Sarajevo, u skladu sa usvojenim planom poslovanja.
3. Troškovi kotizacije su postojali.
4. Kotizacija ostalih troškova 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.
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.
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, "Na koji način ste saznali za nominaciju za nagradu, kako ste obavještani?", obavještavamo Vas da je obavještenje o dodjeli nagrađe i poziv za učešće na ceremoniji, stiglo putem pošte.
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. Isplata po ovom osnovu su vršene putem blagajne a obzirom da je u skladu sa zakonskom regulativom rok čuvanja knjigovodstvenih isprava na osnovu kojih su unoseni podaci u pomoćne knjige (koja je blagajna) 7 godina, po osnovu istog ne posjeduju 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.

Dostavljeno:
- naslov

- šef EFS
- a/a

Adnan Spahić, direktor
Poštovani g-dine,


Dodjela nagrade 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 korona. 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 podstak kompanijama iz 166 zemalja kojima su dodijeljene nagrade prethodnih godina a koje su imale koristi od proizvodnje dobrobiti i predstavljanjem 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 uvjeti učestvovanja i planirani program.

Da biste potvrdili vaše učestvovanje na ceremoniji, molimo da pošaljete popunjeni obrazac za registraciju (vidjeti pošiljenu priloženu informaciju) na fax u Madrid, Španija.

S poštovanjem,

Jose 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-crowns.com

"B.I.D. je rezervirano za 28. i 29. u Thistle tower Hote

Ja, Emira Konjičadić, stalni sudički tumač za engleski jezik

potvrdjena da je ovaj pristup vjeran originalu.

Sarajevo, 28.11.2004.

Emira Konjičadić
Međunarodna nagrada "Kruna za kvalitet"
London 2004

ZLATNA KATEGORIJA

GALA VEČERA I CEREMONIJA DODJELA NAGRADA ODRŽATA SE U THISTLE TOWER HOTEL CONVENTION HALL LONDON, ENGLAND
THISTLE TOWER HOTEL (St. Katharine's Way, London E1W 2LD)

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

lažu će prisustvovati organi vlasti, članovi diplomatskog koris međunarodni biznismeni, izvanštveni odnosi i televizija.

Korisne informacije o Londonu i XVI Konvenciji međunarodne nagrade "Kruna kvaliteta"
London 2004

VEDA: 11 — 28020 MADRID, SPAIN - Tel: +34 91 597 33 65 Fax: +34 91 556 20 29 or +34 91 555 56 02

Vise informacija na internetu na http://www.bid-crown.com

1. Business Initiative Directions

B.I.D. Business Initiative Directions

GENERAL YACQUE, 11 — 28020 MADRID, SPAIN - Tel: +34 91 597 33 65 Fax: +34 91 556 20 29 or +34 91 555 56 02

E-mail: convention@bid-crown.com Tel.: +34 91 597 33 65

2. D. Prieto

Predsjednik Business Initiative Directions

i

Dayle L. Fickling

Podpredsjednik B.I.D.

sa velikom zadovoljstvom obavijestavaju vašu kompaniju da je u ovoj konvenciji dobio nagradu "Kruna za kvalitet".

Međunarodna nagrada "Kruna za kvalitet"
London 2004

ZLATNA KATEGORIJA

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E-mail: convention@bid-crown.com Tel.: +34 91 597 33 65
Ovaj Obrazac za registraciju Nije Valjan kao hotelska rezervacija
Samo hotelski voucer iz BID-a će služiti kao garantacija za vašu hotelsku sobu.

OBRAZAC ZA REGISTRACIJU
OLIMO DA POPUNITE TRAŽELE INFORMACIJE O VAŠOJ KOMPANIJI UZV KOMPANIJE

KOJI JE PRITIVAN NAGRADU POLOŽAJ U KOMPAJNIJ UZV KOMPANIJE

JAN NAZIV KOMPANIJE KOJI SE POHAVIT NA TROFEO

MILA DATUM DOLEKA OD DOLEKA BROJ UČESNIKA

TELEFON

MAIL

WEB STRANICA

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Samo hotelski voucer iz BID-a će služiti kao garantacija za vašu hotelsku sobu.
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 IQM system

Genoa, April 18, 2005

Jose E. Prieto
Executive President of BID, Business Initiative Directions
CENTAR ZA ISTRAŽIVAČKO NOVINARSTVO
N/R MAIDA SALKANOVIĆ
UL. DOLINA BROJ 11
SARAJEVO

Broj: 0202-24N-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 namijenjena u te svrhe, a 2013 godine odlazak u London realizirano iz sredstava od strane sponzora.
3. Osim putnih nije bilo nikakvih drugih troškova.
5. Obavješteni smo putem pošte, i putem poziva koji je upućen od strane gore navedene institucije.

S poštovanjem,

[Stampa]

[Potpis]

GEN. DIREKTOR
PROF. DR. DAMIR AGANOVIĆ
Apoteka Beograd

Broj: 24990
Datum: 30.07.2014.

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 prisustvovali Olivera Gordić, tadašnji direktor Apoteka „Beograd“ i Valentina Stojanović, tada direktor Sektora za marketing Apoteka „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 prepisaka 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 Management & 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,
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,

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 snabdijevanja nije više zaposlena u Apoteci „Beograd“.

S poštovanjem,

[Signature]

Tamara Radoš, dipl.pravnik
Madrid, September 25th 2009

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,

[Signature]

Arsenio Pardo Rodriguez
President

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

Name of the company: PHARMACO, BEGRADE
Address: BOJANSKA 16, 11
Town / city: BEGRADE, Country: SERBIA
Tel.: 381 11 381 30 00
Fax: 381 11 381 60 00
E-mail: office@apteka-kocevar.co.rs

Names of the participants attending the event:
- OLIVIERA GORDICE
- VESNA TOMIC
- VJESTIC SAVICE
- NEDELJKA MANASLOVIC
- DRAGAN SILLIC

Passport data (nr., date and issue's place):

Name of the person receiving the Award:

P. S. PHARM, OLIVIERA GORDICE

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:

1. Two nights accommodation for two people in a double room (reservation for December 13th and 14th) in the Hotel Melli Castilla (Capitan Haya Street 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 December 14th at 9:30 hours, in the Hotel Melli Castilla, and at which you will be able to present your company, its main services, products, activities, etc.
3. Handing over of the Gold Medal for Business Excellence as a special reference to your company's Director.
4. CD Rom of the 7.000 Trade Leaders' Club members including their address and classified by activities and countries.
5. Two invitations for the award-giving lunch at which the trophies will be given. on December 14th in the Hotel Melli Castilla.
6. 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.
7. Handing over of the trophy/sculpture in bronze and marble made by the sculptor Martin Perillan. Diploma accrediting the award.
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. 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.
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 publishers and has as its main purpose the promotion of business 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 does not continue to fulfill the standards of image, business and quality on which it was based. In this case the attendance fees will be returned.

We accept the foregoing conditions

Signature and seal

[Signature]

[Date]

ODLUKU
(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.

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 Gordić                  Passport data: 007823892 date of issue 28.08.2009., date of expiry 28.08.2019., place of issue MUP R Srbije PU za grad Beograd

Vesna Tomic                    Passport data: 007882403 date of issue 15.09.2009., date of expiry 15.09.2019., place of issue MUP R Srbije PU za grad Beograd

Rozsava Manojlovic            Passport data: 007875696 date of issue 12.09.2009., date of expiry 15.02.2019., place of issue MUP R Srbije PU za grad Beograd

Dragana Simić                 Passport data: 004904697 date of issue 02.08.2005., date of expiry 02.08.2015., place of issue MUP R Srbije SUP Jagodina

Valentina Savic                Passport data: 006923907 date of issue 24.11.2008., date of expiry 24.11.2018., 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 Merosloje 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 assets 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 OGSVM 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 commercial and professional contacts and find out about innovations, new technologies and markets... The Award is the 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 - 00961-1-579500

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

SIRET N° : 480 117 274 00013
35 AVENUE GENERAL DE GAULLE - 92280 LA GARENNE COLOMBES - FRANCE
Tel: 000 33 6 42 06 99 31 E-mail: otherways@otherwaysme.com - Website: www.otherwaysme.com
POZIV ZA ODLAZAK U BERLIN


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
Ниш, Булевар Др Зорана Ђинђића бр.6
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
Ư, 2014 год.

Ваш број:
Ниш 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 koe 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 Upavnog 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.
   - 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,

[Подпис]

Drež. med. Dimitrije Janković
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 MILLENIUM 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 MILLENIUM 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.tradleadersclub.com.

Looking forward to hearing from you, we remain

yours sincerely,

[Signature]

President

Encl. Full information re the award.
INTERNATIONAL EUROPE AWARDS FOR QUALITY
(NEW MILLENNIUM AWARD)

Editorial Office
CONFIRMATION OF ATTENDANCE
Trade Leaders' Club

Madrid, 21st March 2011

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 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. 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 Perílán. Diploma accrediting the award.

6. Handing over of the “Gold Medal for Business Excellence” as a special reference 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 does not continue to fulfill 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 3872403  Fax: +34 91 408 7837  e-mail: info@editorialofice.com
www.tradeleadersclub.com
26th International Europe Award for Quality
(New Millennium Award)

Madrid
From 20th to 22nd March 2011

Commercial authorities and diplomatic corps presiding the award presentation.

Handing over of the International Europe Award for Quality.

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

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 distinguishing 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 Ofice, addressed a short speech to all the awardees.

Commercial promotion meeting and presentation of the awarded companies.

Businessmen from 35 countries will receive the International Award.

The International Europe Award for Quality was created by Editorial OFICE 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.

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 Ofice 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.

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

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, artistical and gastronomic offer, as well as a fascinating nightlife. 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, artistical and gastronomic offer.
SOME COMPANIES AWARDED IN 2010:

EURL GROUZ BENHACINE PRODUCTION AGRO ALIMENTAIRE
Production of milk, butter, cream, cheese.

QUED ATHMENIA WILAYA DE MILA, Algeria
Collects: Mr. Abdenacer Benhacine, Chairman, and Mr. Boubaker Ghabane.

JOCUTLA, S.A. DE P.R. DE R.L.
Production and processing of coffee.

XALAPA, VERACRUZ [Mexico]
Collects: Mr. Eduardo Assad Azurara, Manager, and Mrs. Angelica Mayela.

KONYA SUGAR INDUSTRY & COMMERCE INC. Sugar production.

KONY, Turkey.
Collects: Mr. Can Kaptan and Mr. Agil Hambı, 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.

SCEM 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 BUNAR, PERAK, Malaysia.
Collects: Ms. Toh Mei Yong, Manager.

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

GRIESHEIM / MOLSHEIM, France.
Collects: Mr. Charles Elias, President.
EDITORIAL OFFICE 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 Oficio'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 Oficio.

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.
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 further information.

Sincerely yours,

Matic Radojko-General Director
APOTEKA NIŠ
Bulevar Dr Zorana Dindica 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

ODLUKA

Odobrava se put u Madrid direktoru Apoteke Niš Radojku Matiću i pomoćniku direktora za finansijske, pravne i opštce poslove Ivanu Pavloviću u perodu 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
APOTEKE NIŠ

Dipl. pravnik Vladimir Damazel
### Predračun br. 00018/11

**Datum:** 02/03/2011 Niš  
**Sifra:** -00988/11 **Ugovor:** 00988/11  
**Matični broj:** 17048180  **PIB:** 100501854

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**Kamata:** 0.00  
**Svega:** DIN 233,200.00

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

**Tekući račun 160-11760-07 Banka: Banca Intesa**

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**Datum prometa usluga:** 22/03/2011 Niš

**Tosić Andrijana**

**Zoran Pešković**

3/3
Apoteka Niš
Bul. Zorana Djindjića 6
18000 Niš
PIB 100334157

Datum: 04/03/2011 Niš
Sifra: 00988/11 Ugovor: 00988/11

Matični broj: 17048180 PIB: 100501854

1. Na ime posete kongresu u Madridu i to za troškove avionskog prevoz (TB/22 Mart), transfersa u Madridu i smeštaja za Pavlović Ivana, Matić Radojka (18/22 Mart, 2 jednokrevetne sobe na bazi polupansiona) u iznosu od:

Iznos: 233,200.00
Provizija: 0.00
Kamata: 0.00

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

Tekući račun 160-11760-07 Banka: Banca Intesa

Datum prometa usluge: 22/03/2011 Niš
Tosic Andrijana

Zoran Petković

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ОБАВЕШТЕЊЕ

о изради копије документа који садржи тражену информацију


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 приложенih 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 биле 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 (GTLC) 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
<table>
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<tr>
<th>Динара</th>
<th>Опис и темељнице исплате</th>
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<th>Намјени</th>
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|        | исплати прим
<br>Ликвидатор |        |

Укупно: 52,901
**OBRACUN AKONTACIJE ZA SLUŽBENI PUT U SPANIJU ZA:**

**PAVLOVIĆ PAVLA**
**MARKOVIĆ DRAGANA**

Pavlović Pavle i Marković Dragana salju se na službeni put u Spaniju radi dodjele priznanja, u periodu 18.07.2009-21.07.2009. godine, te ce tako radnici provesti na službenom putu u inostranstvu 3 dana i jedan dan u zemlji (odlazak na aerodrom i povratak sa istog) troškovi smeštaja i avionskog prevoza plaćeni su.

Visina proplasane 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**

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<thead>
<tr>
<th>Viz za Spaniju</th>
<th>31,60 EUR</th>
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<th>8,818.81 dinara</th>
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<td>ukupno dinara</td>
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| ukupno za isplatu | 13,081.81 zaokr | 13,100.00 |

Konacen obracun uradice se po povratku radnika sa puta.

obracunao: [Initials]
kontrolisao: [Initials]

[Stamp: Obrada direkta]
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OBRACUN AKONTACIJE ZA SLUŽBENI PUT U SPANIJU ZA:

PAVLIVIC PAVLA
MARKOVIC DRAGANA

Pavlović Pava i Marković Dragan salju 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 plaćeni su.

Visina propisane dnevnice za Spaniju iznosi 79 EUR, a isplacuje se 40% tj 31.60 EUR
Srednji kura EUR na dan 16.07.2009 iznosi 93.0254

<table>
<thead>
<tr>
<th>OBRACUN POJEDINACNE DNEVNICE</th>
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<tr>
<td>3 dnevnice x 31.60 eur viza za Spaniju</td>
</tr>
<tr>
<td>x 94.80 EUR</td>
</tr>
<tr>
<td>ukupno za obracun</td>
</tr>
</tbody>
</table>

| 94.80 eur x 93.0254 dinara | 8.818.81 dinara |
| x 3.203.00 | 1.000.00 |
| ukupno dinara | 13.818.81 |

| ukupno za isplatu | 13.818.81 zaokr 13.100.00 |

Konačan obracun uradice se po povratku radnika sa puta.

obracunao  
kontrolisao  
odobreva direktor