

## CUSTOMER CHARTER

*The Regional Development Agency **SIMORA** was founded by the Sisak - Moslavina County in 2006. with the aim of promoting regional and local economic development. **SIMORA** operates as “one stop service centre” which assists foreign and indigenous investors in establishing or expanding their businesses – at every stage of the process, and after the operation develops.*

### MISSION

SI-MO-RA ltd aspires to promote and guide development projects of Sisak – Moslavina County by stimulating FDI and entrepreneurial development and increasing life standard of all County citizens.

### VISION

Coordinator of FDI and entrepreneur activities in partnership with other stakeholders in Sisak – Moslavina County and wider area

Main actor in networking innovative companies

Active partner in creating Society of knowledge

Model of quality and professionalism in all business segments: desirable employer, reliable and recognizable business partner and socially responsible company.

### OUR COMMITMENTS

- to carry out necessary activities in efficient, effective and professional manner*
- to provide all necessary and accurate information in time*
  - to address you with respect and courtesy*
  - to maintain a mutual relation in confidential manner*
- We will acknowledge your inquiry immediately and provide a response within 2 working days.*

We want to make sure your experience, and the quality of service you receive, is consistent throughout our organization. So if we don't get it right then we want you to tell us what happened and how we could do things better.

**SI-MO-RA LTD**

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