

# CERTIFICATE



EUROPEAN SOCIETY FOR QUALITY RESEARCH

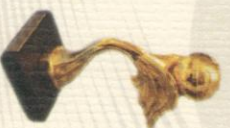
**LHAKI GROUP OF COMPANIES**

In recognition of its extraordinary achievements in customer satisfaction and outstanding results in quality management is hereby declared the winner of the

**EUROPEAN AWARD FOR BEST PRACTICES 2011**

in the

**GOLD CATEGORY**



With all honors, rights and privileges thereto. In testimony whereof the corresponding signature and seal have been affixed this day, December 4, 2011 in Brussels, Belgium.

A handwritten signature in black ink, appearing to read 'H. H. H. H.', written over a faint blue line.

Executive Director