INTERVIEW

William Dunn
Collaboration is our mission in Macedonia
Summary of economic trends

Viktor Delov
We offer wide range of investments in energetics and agriculture

Visit Macedonia
Explore Kokino, the Macedonian Stonehenge

Economic trends
Data show Reinvigoration of Economy

Tax matters
Macedonia introduces the withholding tax

Macedonia Stock Exchange
Ten years of growth

Biofuels
Macedonia’s potential in fossil and biofuels
Fields of Fuel

Macedonian Success stories

Why invest in Macedonia?
Tradition and trust!

Skopski Pazar a.d Skopje is a privately owned joint-stock company for green markets, trade and financial services. Its activities, facilities network, buildings and services cover the whole territory of the city of Skopje, a scope rarely matched by any other company.

Green markets are where the central activity of the company takes place. Green markets, organized by Skopski pazar are designed according to modern standards and equipped with stands, scales, shops, and warehouses. The majority of macedonian agricultural products can be found on these markets.

Trade is the second most important type of activity. The company has a 3 large warehouses, 2 shops for furniture, 1 beauty center - Unique and there are also 6 supermarkets known as SP Markets and 6 Discounts known as Discount Maxi D for retail trade with more than 3,000 m² net area. By the 2006 y. the company is planning to open more supermarkets. SP Markets won statue Merkur - prize given by Regional Chamber in Macedonia, for best markets in Macedonia two years in a row.

The Customs Terminal is well equipped with a complete infrastructure: customs office, shipment services, exchange office and catering service. The capacity of the terminal is about 10,000 m² and it can receive over 300 vehicles at one time.

Restaurants. The company operates two restaurants in the city of which the most prominent is the Restaurant 14. This Restaurant also offers catering services.

Continuity of Management. The basic motive for 400 employees, trained and specialized in various activities is Profit. The management staff stimulates work according to this principle, headed for a long time by Trajko Davtikovski, an economist, one of the most experienced and prominent businessmen in the entire country.


Readiness for new projects. The directions of Skopski Pazar's development are clearly set. The success has been an outcome of the constant openness to new ideas. Skopski Pazar is also ready to cooperate in carrying out projects and joint ventures with foreign partners. Skopski Pazar continues to work according to the motto: “We can work together.” Also the company owns 50% of the GORSKA VODA production company.
Contents

04 WHY INVEST IN MACEDONIA
Location, Location, Location

07 INVESTMENT NEWS
Slovenian Telecom Buys Internet Provider On.net for 4.7 Million Euros

10 MACEDONIAN SUCCESS STORIES

12 VISIT MACEDONIA
Explore Kokino the Macedonian Stonehenge

16 AMCHAM MEMBERS

17 BIOFUELS
Fields of Fuel

18 ECONOMIC TRENDS
Data show Reinvigoration of Economy

19 TAX MATTERS
Macedonia introduces the withholding tax

24 FITCH RATINGS
ProCredit Bank, first Bank assigned with FITCH RATING in Macedonia

25 MACEDONIA STOCK EXCHANGE
Ten years of growth

26 INTERESTING FEATURE
Facts you didn’t know about Macedonia
ST. CLEMENT OF OHRID THE ICON OF THE SLAVONIC CULTURE

26 FACTS YOU DIDN’T KNOW ABOUT MACEDONIA
St. Clement of Ohrid the icon of the Slavonic culture
Macedonia in the Bible

28 Upcoming AmCham events

29 Past AmCham Events
Why invest in Macedonia

This small and beautiful country that features excellent food, wine and wonderful people, offers many opportunities for business investment in markets such as energy, transportation, computers and information technology, agriculture, wine, food and beverage, construction, music, culture, and tourism.

The Republic of Macedonia – located in the “Heart of Southeast Europe” – is a “must consider” country for any US company interested in the production and distribution of products and services throughout the entire growing Southeast European market.

The key reason for Macedonia’s “must consider” status is Macedonia’s geographic location, about which more will be said below.

In addition, this small and beautiful country that features excellent food, wine and wonderful people, offers many opportunities for business investment in markets such as energy, transportation, computers and information technology, agriculture, wine, food and beverage, construction, music, culture, and tourism.

The country’s outlook is very favorable, a fact recognized in 2005 when the European Union delivered a large vote of confidence in Macedonia by granting it Candidate Status. US companies and institutions that have already recognized the value of Macedonia include Holiday Inn, Best Western, Ernst & Young, McCann Erickson, Avon Products, and the University of Pittsburg, which has established in Macedonia’s capital city Skopje a Graduate Center for Public Policy and Management.
Why invest in Macedonia

As indicated in the table left, Macedonia is a small country about the size of Vermont or New Hampshire. Population is 2 million and the literacy rate is 94%. Like the United States, Macedonia is home to people with diverse religious and cultural backgrounds. And the government is a Parliamentary Democracy.

As indicated above, the key reason for Macedonia’s “must consider” status is its geographic location. Because of its location, we believe that Macedonia is an ideal location for any US company interested in the production and distribution of products and services throughout the growing Southeast European market.

THERE ARE FOUR REASONS FOR THIS

FIRST, note that Macedonia – the small country shown in RED on the map – is the Keystone of a strategic Land Bridge that links the Adriatic and Black Seas. Europe calls this Land Bridge Transport Corridor VIII. Corridor VIII is an excellent transport alternative to the crowded Dardanelles and Bosporus.

SECOND, note that Macedonia – the small yellow country surrounded by Albania, Serbia and Montenegro, Bulgaria and Greece – is in the HEART of the large and growing market in Southeast Europe. Its immediate neighbors – Greece, Bulgaria, Albania, Serbia and Montenegro – comprise a market of 30 million people. The broader Southeast Europe market comprises a market of more than 140 million people, 200 million including nearby Italy.

THIRD, note that Macedonia is very well located with respect to the three major Mediterranean Transhipment ports, which are visited by the giant containerships that travel between Asia and Europe, making just one stop in the Mediterranean Sea to discharge and pick up containers. The three ports are Gioia Tauro (Maersk Sealand), Taranto (Evergreen) and Piraeus (Mediterranean Shipping Corporation), three of the largest containership operators in the World. These port links provide Macedonia with exceptional access to world markets.

FOURTH, note that Macedonia is at the junction of two key European Transport Corridors – Corridor VIII (East–West) and Corridor X (North–South) – making Macedonia an obvious choice as a Center for Distribution in Southeast Europe. We think it is absolutely the best choice.

OTHER OPPORTUNITIES

Production and distribution are not the only business opportunities available in Macedonia. Three examples of other business opportunities are provided below. The text is from “Doing Business in Macedonia: A Country Commercial Guide for U.S. Companies”, provided by the U.S. and Foreign Commercial Service and the U.S. Department of State in 2004:

1 FOOD AND BEVERAGES – The food and beverage industry is one of Macedonia’s most promising sectors, based on previous performance and potential. The industry nearly doubled between 1989 and 1995 relative to the rest of the economy. Macedonia’s fertile soil and suitable climate contribute to the strength of the country’s food production. Future investment opportunities lie in marketing specialty foods, as well as adding more value to those already being offered. Shifting from the export of wine in bulk to the export of bottled wine will introduce more value-added enterprise to this sector. In addition, the large state-owned agricultural consortia are in the process of concluding their privatization, which will present further opportunities.

2 CONSTRUCTION – The construction industry is recognized for its skilled personnel and use of modern technology, especially in the area of civil engineering and hydro-construction. For this reason, Macedonia has been a major supplier of construction labor, with small and large-scale projects in Central Europe, the Middle East and Russia. Macedonia has maintained access to the Russian market, even after the collapse of the Soviet Union.

3 TOURISM – The country’s geographical location, seasonal climate, and historic and religious sites provide favorable conditions for the development of the tourism industry. Macedonia has 90 hotels, 10 campgrounds, 2 tourist settlements and an additional 27,000 private beds. The total number of beds in all facilities exceeds
In summary, we believe that the Republic of Macedonia – located in the “Heart of Southeast Europe” – is an ideal location for any US company interested in serving the entire Southeast Europe market. This small and beautiful country, which in 2005 was awarded “Candidate Status” by the European Union, offers cultural diversity, a highly literate workforce, and business opportunities in a wide range of industries. Because of its location in the middle of a 140 to 200 million person market and its exceptional access to the services provided by the major transport companies that serve world markets, we think Macedonia qualifies as an obvious choice as a Center of Production and Distribution in Southeast Europe. As stated above, we think it is absolutely the best choice. Please visit. We will be very glad to see you.

WILLIAM F. HENNESSEY, transportation consultant

SLOVENIAN TELECOM BUYS INTERNET PROVIDER ON.NET FOR 4.7 MILLION EUROS

The president of Board of Managers of the Slovenian Telecom, Bojan Dremelj and the CEO of the SEAF Macedonia investment fund, Vladimir Peshevske, sealed an agreement for the purchase of 76% of the shares of the second biggest Internet provider in Macedonia - On.net.

The Slovenian Telecom paid 4.7 million euros for the purchase of the majority equity stakes. Dremelj announced that his company is going to invest around 1 million euros in new services.

“This is our first venture out of the Slovenian borders and it is a part of our intention to expand in the South-East European markets. We opted for On.net, since it is a young company with a clearly defined strategy. We are going to invest in Internet telephony and television”, said Dremelj.

On.net will soon sign an agreement for interconnection for using Macedonian telecom’s network in the fixed telephony for both domestic and foreign calls.

The majority of the sold stocks, 60%, were in the possession of SEAF Investment fund.

The new owners announced that there will be no lay-offs, and instead they will increase the size of the stuff. Presently, 60 persons are employed with On.net.

A Slovenian Hotel Chain Will Build a Hotel on the Macedonian-Greek Border

Hit Gorica, a Slovenian corporation which owns casino and hotel chains in Slovenia, intends to build a hotel complex in Dojran, according to the economic portal Total.

The Macedonian Ministry of Transport and Communications confirmed the information, adding that Hit Gorica is completing the necessary documentation for the construction.

Hit Gorica has recently bought the Mrdaja Hotel in Dojran at a price of 3 million euros, which was then modified into a casino, and they also plan to build a casino in Gevgelija in the vicinity of the border with Greece.

The state-owned Slovenian corporation has been trying to enter Macedonia for more than a decade. It was one of the top bidders for the Kontinental Hotel, but it has not been able to invest in this country so far. At the moment, the corporation is engaged in talks for real estate operations in Skopje.

PRINCESS HOTEL CHAIN PLANS TO BUILD A HOTEL IN GEVGELIJA

The renowned Turkish businessman Rahmi Koc intends to build a casino in Gevgelija, in the vicinity of the border between Macedonia and Greece. Koc’s partner will be the renowned Turkish hotel and casino chain Princess, which will build a hotel of its own within Koc’s complex.

The Princess hotel and casino chain has hotels and casinos in Sofia and Plovdiv in Bulgaria, Bucharest, Romania, and Belarus, in the Caribbean and in many cities throughout Turkey.

Rahmi Koc, the dominant shareholder in Koc Holding, is on the top of the biggest tax payers in Turkey with a total personal tax of 6.87 million dollars for revenues amounting to 18.7 million dollars.
FRUCTAL MAK” SAVED SLOVENIAN “FRUCTAL” A LOSS

The Slovenian Juice manufacturer “Fructal”, in 2005, from the sales made revenues amounting to 13.84 billion tollars (57.6 million euros) and net profit amounting to 6.3 million tollars (26.250 euros). The results are in line with the expectations and much better than the year 2004, when the company was operating with losses.

The good score stems from the decrease of operation costs and the transfer of the production of fruit syrups in its own affiliated company in Macedonia, “Fructal Mak”, which brought about increase of sales and profits from the Macedonian market. Last year, “Fructal” sold 866.435 hectoliters of beverages, which enabled 62% of the revenues to come from the Slovenian market, an 8% increase compared to 2004. This year, “Fructal” intends to increase the sales by 6.5%. The Ajdovscina Company will be focused on retaining its market-share and growth of sales in Slovenia, and increase of sales in Italy, Austria, Czech Republic and Hungary, as far as abroad is concerned.

The business results of the company of the South-East European markets will be primarily influenced by the product supply coming from “Fructal”s facilities in Macedonia, since they are not that burdened with custom taxes and other spending, which makes them cheaper, “Fructal” says.

The Company expects a positive sales-share from the new “carton” packaging of the juices and the introduction of new juice manufacturing programs.

EVEN AUSTRALIA ACQUIRES 71.1% OF ESM DISTRIBUTION FOR 175 MILLION EUROS

Austrian EVEN purchased 71.1% of the stocks of the Electric Power Company of Macedonia (ESM) through the stock-exchange. The Austrians bought the share through a block transaction at the official market.

The state remains the owner of the rest of the company until the production, the experts made an assessment, according to which, EBRD’s share in ESM distribution and supply, is worth 19.9 million euros. Within 120 days of the transaction, EBRD has to decide how it will use its share in the company. The remaining 50 million euros which were credited to the account in the National bank of Macedonia by EVN, will remain in the bank, until EBRD makes a decision. The state will still be an owner of 10% of ESM’s stocks.

EVN offered 225 million euros to purchase 90% of the capital of ESM distribution and supply.

ISRAELI COMPANY JAF A WILL INVEST IN THE EXPANSION OF INO SPEKTAR

Israeli company Jafa is going to invest 15 million euros in Macedonia in the expansion of Ino Spektar, Skopje-based juice-manufacturing company owned by Zore Temelkovski. Economic portal Total got the information from sources in the teams negotiating the conclusion of the agreement between Jafa and Ino Spektar.

By developing the factory, the output of juices should double, which in turn would defeat both the domestic competition and the one that comes from the neighbouring countries, following the footsteps of the Rama margarine, which made a huge progress, when Jafa took over the production.

The Israelis have so far invested 2.5 million euros in supplying Ino Spektar with high-tech machines, design and packaging of the juices and drafting a marketing strategy. Around 38.000 euros alone are to be spent on training of Jafa’s employees. So far, 15 vehicles for transport of the juices were bought, and the Israelis concluded an agreement for the advertising campaign with the domestic marketing agency Indigo, which helped in the process of preparing the design for the packaging of the juices. Additionally, as Total published it earlier, Jafa re-branded Ino Spektar juices, and the Skopje factory will also produce the brands of natural juices ’Jafa Tropic’ and ’Jafa Fresh’, in accordance with an Israeli recipe. In the course of the negotiations held so far, it was announced that Ino Spectar forecasts an annual profit of 20 million euros, coming from the sale of the new brands on the markets in Serbia and Montenegro, Bosnia and Herzegovina, Bulgaria and Romania.
AmCham has lately gone through significant changes. How do you look upon the changes?

AMCHAM is a young institution. Like all organizations at this stage of development, it has experienced the usual “growing pains.” Despite this, AMCHAM has proved to be a valuable resource for Macedonia. One indicator of its value is its membership, which since 2001 has grown at a rate of about 15 percent annually, reaching almost 170 members in 2006. Another indicator is the enthusiastic positive response of members to new AMCHAM initiatives. For the first time, AMCHAM has undertaken a strategic planning process that so far has generated business-promotion activities which market Macedonia and Macedonian businesses among literally thousands of fellow AMCHAM organizations in the United States, Europe, and the rest of the world. In this context, AMCHAM also plans a series of sector-specific videoconferences that will create face-to-face opportunities for business between Macedonian companies and potential investors in the United States. None of these innovations would have been possible without energetic and dedicated Board members who are themselves leading businessmen, as well as a highly motivated and well-qualified professional staff, including administrative support staff Gordana Karanjuloska-Dimoska and Ana Tasevska, and talented Acting Executive Director, Ms. Biljana Markovic.

What are the priorities of AmCham in Macedonia?

AMCHAM has a number of important priorities. One of the most important is the attraction of foreign direct investment (FDI). Although there are well over 30 American companies doing some type of business in Macedonia, and most belong to AMCHAM, the FDI problem still requires much attention. With the exception of the years 2000-2001, FDI per capita from all sources has been like the economy as a whole—it is essentially stagnant. At 60 Euros per person, Macedonia has the lowest level of per capita FDI among all Central and Eastern European countries, including the “Western Balkan” countries Albania, Bosnia, Croatia, Serbia and Montenegro). Although data on FDI are unreliable and hard to find, it is still clear that promoting FDI is and must be an AMCHAM priority.

However, by focusing on FDI, I don’t want to suggest that AMCHAM can or should manage the process of FDI, for example, by negotiating contracts or locating venture capital. Although increasing FDI per capita is critically important, AMCHAM has important intermediate priorities including marketing and promoting Macedonia among Americans and other foreigners, most of whom (including many foreign residents in Skopje) have a seriously distorted political, economic, and cultural image of the country. For example, one American mayor asked me if Macedonia is an island; another, an international consultant, wondered if Greek is the national language; and a US commodity trader with pre-1991 investments in Macedonian metals and mining told me (on the advice of a U.S. Department of Commerce official with responsibility for the Balkans) that Macedonia is so politically unstable that it is perpetually on the verge of “civil war.” This distorted image is a product of the frequently incompetent international press, of misleading State Department country reports and travel warnings, and of the Government’s inability to recognize that Macedonia’s image abroad is one of its most important economic problems.

Therefore, challenging and correcting Macedonia’s false image abroad is a top intermediate priority. But it is not the only one. AMCHAM also seeks to provide information and research on potential foreign investors to AMCHAM members, and to forge concrete links between actively interested foreign investors and representatives of Macedonian companies. AMCHAM also assists visitors when they encounter the many difficulties of doing day-to-day business. Many times, these visiting potential investors lack...
the most basic information about how the government and the private sector actually work. Finally, AMCHAM serves as a vehicle for advocating governmental reforms which will benefit business. These include better public relations with the foreign press, providing more useful information and support to investors (not only so-called “one-stop shop” legal reforms), tax reforms and tax-free zones and incentives, and reforms of the legal-judicial system and customs.

What are the economic segments in which AmCham can extend the greatest assistance?
AMCHAM is able to assist almost any segment or sector of business in the country. To be sure, there are other active foreign chambers of commerce, for example, those of The Netherlands, Germany, and Europe (in a sense the EU), and each may tend towards one segment or sector. The same might be said for the reorganized Stopanska Komora. But AMCHAM recognizes that competition is a strategy appropriate mainly for businesses. It is collaboration, not competition, which is the most appropriate strategy for business-support organizations like chambers of commerce. AMCHAM is not designed to make US businesses more competitive vis-à-vis foreign ones; nor is it designed to compete with Stopanska and other local chambers for members, due fees, public visibility, or political advantage. All of these chambers need to collaborate in attracting FDI, correcting the false image of Macedonia abroad, sharing information, and facilitating concrete contacts among Macedonian and foreign businesses. (I should note that many US businesses have offices in Europe, and there is an organization of American Chambers of Commerce in Europe). In short, AMCHAM has opted for collaboration, not senseless competition with other chambers.

What are the segments where you expect the most significant results to be achieved?
Related to the previous question (#3) is the question of segments and sectors where we expect the most significant results to be achieved. I have already answered part of this question, by talking about priority areas where we expect good results (marketing, promotion, public relations, information and research, and pro-business advocacy). If we now speak about specific sectors, my view is that there are several sectors where Macedonia has a comparative advantage. These include tourism, including so-called “archeological-historical” tourism; development of the hotel and restaurant industry in key tourist sites including Popova Sapka, Solunska Glava, Matka, Ohrid, and perhaps Dojran and Prespa; building the wine and beverage industry to serve new hotels, restaurants, and tourist agencies and institutions; agricultural products including cheeses and lamb; the development of an advanced bio-fuels industry where gasoline and especially diesel fuel (“ekoloski dizel”) can be produced and marketed; the development of world-class skiing, snow-boarding, and ice skating facilities in mountainous sites; and the development of a genuinely world-class international golfing facility where international invitational tournaments could be held. Internationally, golf is one of the fastest growing sports, and there are few high-quality, easily accessible courses in the region other than one course in Kastoria.

What directions should AmCham take in the future in order to improve its position in Macedonia?
I have a simple answer to this question: Collaboration, Collaboration, Collaboration. Macedonia has been held back too long by senseless competition among chambers of commerce and other business-support organizations that should be dedicated to the same purpose. The various chambers of commerce—as well as successive Governments that have used the various chambers as political instruments—need to get their priorities straight. At AMCHAM we are trying to do this.
FERSPED AD

Fersped AD-Skopje is the biggest Macedonian forwarding company. Fersped has been established in 1968, since 1978 is has been operating as a completely independent company. Today after a period of transition, Fersped is a successful company with private capital. The company employs about 500 people in the core business. Today Fersped represents one of the best-standing companies in its field, with an annual turnover of about 70 to 80 million EUR.

Its core business is international and local forwarding with public and bonded warehousing. With new investments initiated in 1998, our company has been facing a number of challenges covering the following branches:
- hotel industry
- winery, vine growing and wine producing
- chance games
- sports and music

On 30th March 2006 on the occasion of its 10th anniversary, the Macedonian Stock Exchange awarded Fersped AD Skopje a plaque for a listed company whose shares represent the consisting element of the index MBI 10 of the Macedonian Stock Exchange.

FITOFARM

FITOFARM, for more than 16 years, is one of the leading pharmaceutical companies on the Macedonian market.

The company assortment contains 230 products in the medicine and cosmetic program. All these products are listed by world pharmacopoeias or made according to their own formulations, tested and approved by State Institute for Medicine Control and the Pharmaceutical Institute of the Medicine Faculty in Skopje. FITOFARM owns a property of 4000 m³ in the industrial zone of Skopje, where the company plans to construct a factory on 2000 sq.m. FITOFARM does not sale its products only in Macedonia, but it also has export relations with the surrounding countries.

AMAC SP J.S.C OHRID

The company has been established since 1960 as HTD Ohrid. Until April 1999, it operated as a Joint Venture Company with Limited Partnership “Zastava AGP”. In January 2002 the American company HP Investment of Holt Hickman invested in the company and established AMAC SP, an American - Macedonian company for production of seat belts. Today, it is a Joint Stock Company for Production and Sales of Car Components and Plastic Parts. AMAC is the biggest and most successful company in Ohrid, which beside the enlargement of its material and financial scope, AMAC SP raised the number of its employees to 900.

PROSPECTIVE PRODUCTS: external rear-view mirror with electric control, window regulator with electric control, safety belt with pretensioner & load limiter, non-airbag & airbag steering wheel, wire cages bicycle & motorcycle production & assembling, vehicle assembling in CKD, etc.

Future Investments: automatic material feeding lines, stamping out automatic machine (6000KN-Transfer Press), stamping out automatic machine (4000KN-Transfer Press), vertical fine blanking press (2500KN), multi spindle automatic machine with clamping head, recycling line for engineering thermoplastics, decorative brass coating line, laboratory & production equipment for safety belts’ control & testing, pressure diecasting machines, etc.

BUJOTO

Bujoto is a private company, established since 1979. The continuous investments in high technology and HR, as well as the continuous application of the world design trends, enabled Bujoto to present a long-term tradition in production of housing interior, business and public buildings. The wide pallet of products, the thousands furnished kitchens, bedrooms, living rooms, and children’s bedrooms, the complete designs of apartments, public buildings, offices etc., additionally confirm the company’s overall success. Today the company possesses 2500m2 of production plant and up-to-date technology that follows the examples of renowned producers from Italy and Germany. The continuous investments in technology enabled Bujoto to establish a completely new automatic line, build new facilities, production plant, administrative building and selling salon. The new buildings have a total surface of about 7500 m² and are located in Skopje.

IDEA PLUS DDB

IDEA Plus DDB is a communication agency that provides a widest spectrum of services in the area of strategic planning, creative concepts, production and media placement of communicational messages of our clients (market research, creating and planning promotion campaigns, promotional, advertising, and creative strategies, graphic design and print production, audio and video production and post-production, sales activities, events, public relations, sponsoring policies, internet activities, education). It exists since 1991 and since 1996 is a member of DDB Worldwide Communications Group Inc.

IDEA Plus DDB have become the first Agency in the field of communication services in West Balkan that have implemented the international Quality Management System standard ISO 9001:2000.

Our latest achievements are:
- “Golden Ladybug of Popularity” for Marketing Campaign of The Year for the campaign Mobihit for Mobimak;
- “The Invisible Free Woman in Skopje” calendar won the second place in the category of multi-page calendars, and the young Aleksandar Ivanovski won a special price for his work on this project;
KOMERCIJALNA BANKA AD SKOPJE

Komercijalna Banka AD Skopje – once again pronounced The Best Bank in Macedonia for 2006 by the Global Finance magazine

This year Global Finance has selected Komercijalna Banka AD Skopje as the best Bank in Macedonia for 2006, for the third time.

The eminent New York magazine Global Finance, which enters its 19th year of publishing in 2006 and has 50,000 subscribers and more than 250,000 readers in more than 158 countries, with assistance of eminent industry analysts, corporate executives and banking consultants, selected the best banks in the region and in 22 countries of Central and Eastern Europe. This is the thirteenth year that the magazine has selected top banking performers in emerging markets.

Komercijalna Banka AD Skopje has been pronounced The Best Bank in Macedonia by the following criteria: growth in assets, profitability, strategic relationships, customer service, competitive pricing and innovative products. Regional winner for this year is Bank Austria Creditanstalt.

Komercijalna Banka AD Skopje is the leading bank in the Republic of Macedonia, four times winner of “Bank of the Year” by The Banker and three times awarded as “The Best Bank in Macedonia” by Global Finance.

EUROLINK INSURANCE Inc.

On 1 March 2006, Eurolink Insurance Inc. Skopje celebrated 3 years of launching successful operations in the Macedonian insurance market.

We have managed to gather a portfolio of considerable number of insureds. Our company has a confidence of more than 50,000 clients, including big clients, small and medium businesses as also individuals. A team of experienced and trained experts is committed to providing them with effective services. Our analyses point to outstanding results in the process of client service particularly related to assessment and payment of claims.

Spreading the business, we opened 3 branch offices in Bitola, Ohrid and Stip at the end of 2005. Tendency of expanding in the market throughout the country will be on the 2006 agenda, aimed at fulfilling our expectations in respect of a steady prosperity of the company and meeting clients’ needs in a highly successful and professional manner.

GRANT THORNTON MACEDONIA

Grant Thornton, the Macedonian member firm of Grant Thornton International, is headquartered in Skopje, with 3 partners and 20 professionals, provides assurance and business advisory services, business consulting, corporate finance and tax and legal services. The firm has developed a high profile as advisors to the Government and industry in the Republic of Macedonia. We are auditors to major Macedonian companies and financial institutions and industries and have acted as advisors in significant potential inward investment transactions in the manufacturing industry on behalf of multi national companies. The strength of Grant Thornton International in each locality is reflected in the quality of our international organization. We operate in 111 countries, bringing together 22,000 personnel in 540 offices worldwide.

Grant Thornton Macedonia announces the opening of its office in UN-administered Kosovo. Located in the capital, Pristina the office will provide a full range of professional services full range of professional services as Audit and Assurance Services, Business Consulting, Corporate Finance, Project Finance, Public Sector Advisory, Growth and Strategic services, Recovery and Reorganisation, Risk Management, Private Client Services, Tax, Legal and Outsourcing services. The office opening is very exciting event for Grant Thornton, as it permits us to deliver the worldwide experience gained over decades on behalf of the Kosovo Economy.

FONKO WINES

It is our outmost pleasure to inform you that this spring FONKO WINES collected a number of prestigious awards and acknowledgements on international wine fairs:

Chardonnay du monde – More than 300 international wine tasters had awarded the FONKO’s wine - Chardonnay Special Limited Edition France Bronze with a bronze medal at international wine competition for the world’s best Chardonnay

73-rd International agriculture fair in Novi Sad – two important awards for Fonko Wines:

- Big Golden Medal for chardonnay, vintage 2005

International IN VINO festival in Belgrade - Third place was achieved for the best FOREIGN WHITE WINE according to the people’s choice.

EUROMARKET MACEDONIA

On 1 March 2006, Euromarket Macedonia celebrated 3 years of launching successful operations in the Macedonian retail market.

Euromarket Macedonia is a leading retail company in the Republic of Macedonia, three times awarded as “The Best Retailer in Macedonia” by Global Finance and three times won the title of “Retail of the Year” by The Banker.

Euromarket Macedonia is the leading retailer in the Republic of Macedonia, three times winner of “Retail of the Year” by The Banker and three times awarded as “The Best Retailer in Macedonia” by Global Finance.

GRANT THORNTON MACEDONIA

Grant Thornton, the Macedonian member firm of Grant Thornton International, is headquartered in Skopje, with 3 partners and 20 professionals, provides assurance and business advisory services, business consulting, corporate finance and tax and legal services. The firm has developed a high profile as advisors to the Government and industry in the Republic of Macedonia. We are auditors to major Macedonian companies and financial institutions and industries and have acted as advisors in significant potential inward investment transactions in the manufacturing industry on behalf of multi national companies. The strength of Grant Thornton International in each locality is reflected in the quality of our international organization. We operate in 111 countries, bringing together 22,000 personnel in 540 offices worldwide.

Grant Thornton Macedonia announces the opening of its office in UN-administered Kosovo. Located in the capital, Pristina the office will provide a full range of professional services full range of professional services as Audit and Assurance Services, Business Consulting, Corporate Finance, Project Finance, Public Sector Advisory, Growth and Strategic services, Recovery and Reorganisation, Risk Management, Private Client Services, Tax, Legal and Outsourcing services. The office opening is very exciting event for Grant Thornton, as it permits us to deliver the worldwide experience gained over decades on behalf of the Kosovo Economy.
JOIN THE ADVENTURE

EXPLORE
KOKINO
THE MACEDONIAN STONEHENGE
If you are attracted by mysteries of any type, the megalithic observatory of Kokino is the right choice for astronomic viewing of the sky through the use of the precise natural marks left by a 38 centuries old civilization.
Stone thrones, astronomical marks, plateaus designed for observations of the sun, the moon and the stars - these are only a few of the elements of the ancient observatory of Kokino, where a civilization that inhabited this area 38 centuries ago, unidentified by now, carried out astronomical observations of the sky.

The megalithic observatory of Kokino has been discovered in 2001 by the archeologist Jovica Stankovski and it is believed it was created in the bronze era, i.e., in the second millennium B.C. People used it in order to follow the movement of the sun and the moon, as well as for observing other phenomena in the skies.

The megalithic observatory of Kokino has been discovered in 2001 by the archeologist Jovica Stankovski and it is believed it was created in the bronze era, i.e., in the second millennium B.C. People used it in order to follow the movement of the sun and the moon, as well as for observing other phenomena in the skies.

Observatory of Kokino is unique in the Balkans, and wider in Europe, for its values, whereas in its beauty it is up to par to the legendary Stonehenge.

It is located some thirty kilometers on the northeast of Kumanovo. This site has a diameter of 100 meters; it is scaled on two levels, underneath of the mountain peak Tatîkev Kamen. It was built on Vulcan rocks, on a hill 1,013 meters above the sea level. It was confirmed that this location is from 1,815 B.C. Archaeological and astronomical analyses have shown that the observatory is more than 3,800 years old.

The importance of the Observatory Kokino was confirmed by the U.S. space agency NASA. According to NASA, which earlier this year released a list ranking observatories by age, it is the fourth oldest in the world, after Abu Simbel in Egypt, Stonehenge in Britain and Angkor Wat in Cambodia.

The more detailed archaeo-astronomical research carried out in the following two years showed that the locality has all the characteristics of a holy place, but also of an older observatory for observation of celestial objects. The most important characteristic of the observatory includes positions for observation. Special markers of stone have been found, used for marking all characteristics points of the movement of the Sun and Moon on the east horizon.

Archaeological excavations are carried out on the upper platform on which valuable movable material has been
found (ceramic fragments mostly), animal bones, pyramidal weights, fragments of two hones (grind stones) made of filicit slate and a kelt mould.

The archaeological finding of this object is of great significance due to the dating in the transitional period. The already determined opinion that this time period is the time of the Barbaric attacks and weaponry is changed in these spaces, when tribes of higher culture lived here, who were socially organized, with a certain level of education and spiritual culture, which did not fall behind the cultures of the great Mediterranean centers at that time, such as Crete, Mycenae and Egypt. The complex proves that astronomical knowledge at this space did not fall behind their contemporaries in Egypt and Mesopotamia.

“Kokino has incredible astronomical preciseness and has a central observation post and accessory observation posts,” says physicist Gjore Cenev, the head of Macedonia’s Youth Cultural Centre Planetarium, who has been performing a detailed analysis of the site. “The observatory defines the four main positions of the Moon and three main positions of the Sun during a year, the autumnal and vernal equinox and winter and summer solstice.” One specially positioned marker shows that the observatory was also used to follow the movement of the star cluster Pleiades.

According to Cenev, the observatory was designed by the end of the Bronze Age and suggests a highly developed civilization. “Ancient people made their calendar with precision, with many markers and cuts in the rock and on some places on the observatory. The observatory also helped them to determine the time for harvest and other dates,” he says.

The importance of the Observatory Kokino was confirmed by the U.S. space agency NASA. According to NASA, which earlier this year released a list ranking observatories by age, it is the fourth oldest in the world.
AMCHAM MEMBERS

BOARD OF DIRECTORS OF THE AMERICAN CHAMBER OF COMMERCE IN MACEDONIA

President of the Board
William Dunn
Graduate Center for Public Policy and Graduate Center for Public Policy & Management in Macedonia

Vice President
Kristijan Polenak
Low Office Polenak

Secretary Treasurer
Dejan Kalinikov
SEAF Macedonia

Board Director
Irena Jakimova Apelgren
McCann Erickson

Board Director
Venko Shapkar
Amac SP, JSC

Board Director
Tose Kocevski
Picon

Consumer Goods
- Autocommerce•Euro Trade•Gemak Trade
- Gica Ohrdi•MBA International•Mak Auto
- Star•Medium Export•Meprin•Plvara
- Philip Morris•Protect•M•S•J Company
- McDonald’s•The Coca Cola Company
- Tutunski Kombinat Prilep•Vinarska Vizba
- Tivkesh•Vivakos•Wrigley•Geeprom
- Skopski Pazar•Tixex Marketi
- Avon Cosmetics•Tim Point
- Tehnometal Varadar•Vesso Corporation

Couriers and Distribution
- DHL Express Macedonia•Inter europa
- RSE Optimra/Fed Ex

Education and Human Resources
- AIMS Human Capital Macedonia Business Education Center New York College•QSI
- International School•SEE University
- Tetovo-BA Faculty•State University of Tetovo American College
- CIRKO-MES CE Faculty of Electrical Engineering
- CS Global•CIRKO-MES CE

Engineering, Construction and Real Estate
- Civil Engineering Institute•Granit GP
- Izis Bauart-Engineering•ADG Pelagonija
- Davos Invest

Finance
- Deloitte & Touche
- Diners Club International
- Envirol Consulting•Ernst & Young
- ETTEA Consulting•Eurostandard Bank
- Euroleasing•ProCredit Bank Macedonia
- Export & Credit Bank, Inc.
- Grand Tornton • Komercjalna Banka
- KPMG-Macedonia•Macedonian Stock Exchange
- Macedonian Franchise Association
- Makedonska Banka
- Price Waterhouse Coopers
- Tutunski Banka•Saving House Fulm
- Unitja Finansiska•Stedilnica Mladinec
- Stopanska Banka•SEAF-Makedonija

Hospitality and Event Centres
- Skopski Saem•Skopje Jazz Festival

Individuals
- Ms. Angelina Janevska
- Ms. Verica Hadzivasicova Markovska
- Mr. Sasha Andonovski
- Mr. Dejan Bokovski•Mr. Igor Ilievski
- Mr. Sasha Delinikov
- Mr. Dimitar Georgievski
- Mr. William N. Dunn
- Mr. Ivan Dzo Petreski
- Mr. Valerijan Monevski•Mr. Zlatko Antevski
- Mr. Zoran Kostovski
- Mr. Goran Koevski•Mr. Vladko Pashoski

Industrial Equipment and Energy
- Dasto•ESM Distribucija•EMO Ohrd
- Makpetrol•Makstil•Ohs•Okta Raffinery
- Petro M•ELEM A.D.
- IT•Duna Computers EIN-SOF
- Hermes Plus•5 & T Macedonia Intelicom
- Euro Computer Systems•Inet•Seavus
- Sigma SB, Skopje•Mikrosoft-EPG
- Pexim Computers•Neokom
- Ultra Computing•Unet
- USA-MAK Computers•Hewlett Packard IT
- BV Branch Office Skopje
- River Soft Computers•RSC

Insurance
- Eurolink Insurance Inc. •QBE•Sigal

Legal and Consulting
- Law Office Panova•Law Office Polenak
- e-Biz Project•Market Com Consultancy
- Booz Allen & Hamilton – WTD

Office Supplies
- Bioform•Yet OFSET MK

Pharmaceutical and Medical
- Alkaloid•DEUS Optico•Disakos•Fitofarm
- Makedonijaleko•MSD IDEA Inc. Affiliate
- Merck & Company Inc•Pharma Swiss

Publishing and Graphic Design
- Digital Media•Indigo Olytoun
- IDEA Plus DDB•Stratum Research
- Kapital•Studio Marketing J.W. Thompson
- Manaki Films•McCann Erickson
- Yellow Pages

Telecommunications
- Intracom•Macedonian Telecommunications
- Mobimak•Netra•Pikon•Tellit

Textile and Manufacturing
- Baraga•Klimko•Orka Holding•Otex
- Teteks•Fonko•Neon-Jovden
- P.I. Vitaminska AD Prilep• Ist Komerc•ITAL Ice

Travel, Tourism and Transport
- Fersped•Makedonijatourist•Orfej TA

Interior and Design
- Bujoto Marketing M•Agents•Woodform

Safety equipment
- Aries•Amac SP, JSP

Public Sector
- J.P. Vodovod i kanalizacija
- Zdruzenie na vozaci
- Avto Moto Sojuz na Makedonija

GO
- First Children’s Embassy in the World
- Megjashi•Foundation Open Society
- Institute-Macedonia
MACEDONIA’S POTENTIAL IN FOSSIL AND BIOFUELS

Fields of Fuel

Apart from the huge potential in the production of biodiesel and bioethanol, Macedonia also has 23.58 million tons of unproven oil reserves.

Macedonia is a country with total agricultural employments of 1.6 million people/months or the equivalent of 145,000 full-time employees, more than half of whom are engaged in the crop production, which gives it a huge potential for production of biodiesel and bioethanol.

The area occupied by farm land in Macedonia, amounts to 1.3 million hectares (51% of the total area of the country), of which 577,000 hectares (22%) are classified as arable land. The amiable climatic preconditions enable the presence of nearly all the plants that can be used to produce bio-diesel and bio-ethanol (Table 1). The arable land is not used to its full capacity that makes room for investments in this area, as well.

The agricultural products have a low buy-out price (e.g., the wheat is bought at 6-8 denars i.e. 8-12 American cents per kilogram), and the average salary in Macedonia is estimated at around 12,000 denars (240 US dollars); this enables the hiring of manpower in the possible alternative fuel factories.

British-based company Organic Fuel Ltd. has already expressed interest to build biodiesel and bioethanol factories in the fertile regions of Polog and Pelagonija. The possible investment totals around 50 million euros. The talks between Organic Fuel Ltd. and the Macedonian government are under way.

“Our assessments say that Macedonia could compensate at least 7% of its demand of oil with biofuels. That would not decrease the oil-dependence, but it does offer a significant energy alternative”, says Nathaniel Felton, a manager of Organic Fuel Ltd.

Macedonia-Kuwait Minor?

Macedonia has 23.85 million tons of unproven oil reserves, show the results of excavations which were carried out between 1965 and 1970, and which were lately actualized by the Kapital business weekly. The findings of the project called ‘Kuwait Minor’ (according to the composition of the soil in the explored regions in Macedonia which resembles the composition of Kuwait’s soil) indicate that the reserves are located in a 4,000 cubic metres basin in the area between Veles, Ovce Pole and Kavadarci, at a depth not smaller than 1,500 meters.

Still, the report drafters warn that the estimates should be taken with a pinch of salt. According to the method of 15% exploitation which was applied at those days, the reserves come down to 3.58 million tons of oil, provided that the deposit are kept in their entirety. However, even when one considers the bleakest scenario that Macedonia has 2 million tons of oil reserves, as well as the fact that the country consumes 23,000 barrels per day, that means that if the reserves were to be exploited, Macedonia would not have to import even a drop of crude oil or gasoline for two years.

At the time of the research, the oil cost 2 dollars per barrel. According to this price, the bleakest option might earn Macedonia 26 million dollars which, corrected for inflation, today would be 290 million dollars worth. Given the price of the oil today, the sum would exceed 700 million dollars.

The Macedonian economy minister Fatmir Besimi stated that the government will enter into talks with the Canadian company Bankers Petroleum which would like to go through the possibilities of excavating for oil and gas in Macedonia. Furthermore, Besimi stated that the draft-law on mineral raw materials, which is under the examination in the Macedonian Parliament, includes oil, as well. According to the procedure, the interested party should first apply for a research concession, and then for an exploitation approval.

<table>
<thead>
<tr>
<th>Plant</th>
<th>Area (hectares)</th>
<th>Crop (tons)</th>
<th>Crop (tons/ha)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wheat</td>
<td>103.166</td>
<td>373.359</td>
<td>3.6</td>
</tr>
<tr>
<td>Corn</td>
<td>44.769</td>
<td>179.000</td>
<td>4</td>
</tr>
<tr>
<td>Barley</td>
<td>49.969</td>
<td>170.116</td>
<td>3.4</td>
</tr>
<tr>
<td>Sugar beet</td>
<td>1.033</td>
<td>43.182</td>
<td>41.8</td>
</tr>
<tr>
<td>Sunflower seeds</td>
<td>5.000</td>
<td>5.422</td>
<td>1.1</td>
</tr>
<tr>
<td>Potato</td>
<td>13.430</td>
<td>174.600</td>
<td>13</td>
</tr>
</tbody>
</table>

Source: Ministry of Agriculture, Forestry and Water Supply of Republic of Macedonia

*Macedonia produces more than 100,000 tons of fruit annually*
Macedonia completed last year with gross domestic product (GDP) growth of 4%. Last year’s GDP of 4.523 billion euros is expected to increase this year by additional 266 million euros, to 4.788 billion euros. The projections point to the fact that Macedonia’s economy is slowly, but surely, increasing the pace of growth.

After the last year’s huge decline, Macedonia’s industrial production is slowly recuperating. The data indicates that the industrial production in February indicates a monthly increment of 6.9%, at a low comparative basis from the previous month. On an annual level, the industrial production in Macedonia has declined by 2.2%, which is mainly due to the decline in the production in the processing industry and the sector in charge of supplying electric energy, water and gas.

It is symptomatic that the biggest declines are registered in the production of basic metals (-21.1%), tobacco products (-23.4%) and metal products in the processing phase of the metals (-19.5%), the sectors that contribute greatly to the Macedonian economy.

The data indicates that during the first two months this year, only 7 industrial branches registered growth, which composes 23.4% of the total industrial production.

The survey results carried out by the managers of the companies in the processing industry are encouraging. They expect increments in the production and the orders, as well as increments in the employment sector during this next period.
Macroeconomic stability remains the most significant anchor

Macroeconomic stability remains the most significant anchor of Macedonia’s economy.

The inflation rate is still relatively low, although there has been a slight increment during February. The inflation rate in February amounted to 2.6% on an annual level, which is a small increment because of the increased consumption of beverages and tobacco by 17.7%.

According to the data of the Ministry of Finance, the Macedonian export in the period from 2000 to 2005 has increased nearly two times, from 566 million dollars to 1.084 billion dollars. The biggest export market for Macedonia is still the European Union, where 57.9% of the total Macedonian exports are placed.

During February, 123.8 million dollars worth goods and services have been exported, which is a monthly increment of 22%, mainly because of the increased export of oil derivatives, food, clothes and tobacco. The import amounted to 157.8 million dollars in February, which is a 8.3% decrease. Due to the import slump, the trade deficit for the first two months has been decreased by 10.9%, to 88.3 million dollars.

Foreign currency credits for citizens increased by 210%

Perhaps the most indicative trend that signifies that things are looking up for Macedonia’s economy is the intensive crediting of the private sector, on the part of the banks.

The total amount of credits approved by the banks to companies and citizens, reached 69.5 billion denars at the end of January i.e. 1.13 billion denars, which indicates an annual increment of 20.2%. The data of the National Bank of Macedonia (NBM) indicates that, for a period of a single year, the banks have approved credits to companies and citizens, amounting to 191 million euros.

The greatest increment, of 210%, is registered in the foreign currency credits for citizens. At the end of January, the total amount of foreign currency credits approved by the bank has increased to 13.9 million euros, which is an annual increment of 6.6 million euros. Analysts deem that the increasing of foreign currency crediting is because of the attractive products offered by the bank in the recent year, as well as the trend of decreasing the interest rates for such credits.

A 44.5% increment is registered in the foreign currency credits for companies as well. Their amount at the end of January was estimated at 269 million euros.

In spite of the incremental tendency of foreign currency crediting, the share of the denar credits is still dominant. Out of the total of 1.13 billion euros of credits for companies and citizens, more than 75% or 853 million euros are denar credits.

Average annual interest rate of denar credits amounts to 12%, while the average annual interest rate of foreign currency credits amounts to 7.9% on a yearly level.

New changes in the Corporate Income Tax Law

MACEDONIA INTRODUCES THE WITHHOLDING TAX

The withholding tax system is well known and established in many countries in the world, including all of the Macedonia’s neighbors. However, it should be noted that the changes of the tax regulation came not very pre-announced, with no transition period, so that the companies having some existing payment obligations towards partners abroad may have felt some additional un-expected and un-accounted for tax burden.

Just a couple of days prior to the New 2006, the Parliament of the Republic of Macedonia adopted several amendments to the Corporate Income Tax Law in the country. The first concept of the existing Law was enacted back in 1993 and these amendments represent its tenth jubilee amendment. Three major news are the primary features of the last amendments:
Precise definition of the term permanent establishment of a foreign legal entity

This precision has been obviously made following the need to enable the provision of the Macedonian Corporate Income Tax Law, which stipulates that legal entities non-resident in Macedonia have the status of tax payers for the income generated in Macedonia. As of January 1 2006, any permanent location of activity, on which some business of a foreign entity is being conducted, either directly or indirectly, is considered to be its permanent establishment for the purposes of the Corporate Income Tax Law. This can be a management location, affiliation, office, plant, workshop, mine, source of oil and gas, quarry, or other location of natural resources utilization. Furthermore, construction localities, construction projects, assembling, installation or supervision activities and performing services with a duration longer than 12 months will have the status of a permanent establishment. Such will be the status of any provision of services, including consulting services, the duration of which is longer than 9 months within any twelve-months period.

Creating mechanisms for taxing the income of legal entities non-residents in Macedonia and not having a permanent establishment in Macedonia for the income generated in Macedonia.

Introduction of the withholding tax is the second large news to the Corporate Income Tax Law. Starting with January 1 2006, domestic legal entities, or foreign persons with permanent establishments in the Republic of Macedonia paying proceeds to foreign persons, irrespective of whether the payment is done in the country or abroad is to withhold a tax, according to the rates as described below. Types of income distributed by the withholding tax rates and exceptions thereof are presented in the schedule below:

<table>
<thead>
<tr>
<th>Withholding tax rate of 10%</th>
<th>Withholding tax rate of 15%</th>
<th>Exceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest income</td>
<td>Income from dividends</td>
<td>Transfer of part of the net income of a foreign legal units subsidiary abroad, for which a tax was previously paid</td>
</tr>
<tr>
<td>Income generated by renting immovable property in Macedonia</td>
<td>Income from authors fees</td>
<td>Income from interest from debt instruments issued and/or guaranteed by Macedonian Government, by the Central Bank and by banks or other financial institutions representing the Government of the Republic of Macedonia</td>
</tr>
<tr>
<td>Income from management fees; consulting, financial, technical, administrative, research and other services</td>
<td>Income from recreational or sports activities in Macedonia</td>
<td></td>
</tr>
<tr>
<td>Income from renting movable property in Macedonia</td>
<td>Income from management fees; consulting, financial, technical, administrative, research and other services</td>
<td></td>
</tr>
<tr>
<td>Income from in competitions in Macedonia (for incomes higher than EUR 500 per contest</td>
<td>Income from interest on deposits in banks located in Macedonia</td>
<td></td>
</tr>
<tr>
<td>Income from insurance premia for insurance or reinsurance against risk in Macedonia</td>
<td>Income from mediating or consulting in relation to state securities on the international financial market</td>
<td></td>
</tr>
<tr>
<td>Income from providing telecommunication services between Macedonia and other country</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Limiting of the tax allowances and tax holidays.

The Corporate Income Tax numerates tens of different tax allowances or tax holidays. These could be used cumulatively until the end of 2005. The latest amendments have a provision that the tax payers are allowed to select one type of tax holiday for the fiscal year only among the several available.

And although it is not really a change to the Law, let us remind of another situation which is interesting to mention in this occasion as well. The (already) famous provision of Macedonian Corporate Tax Law (that the companies established by foreign capital of at least 20%, are exempt from corporate income tax in proportion to the foreign investment in the company for three years starting from the year when the company generates profit) is in place only until 31.12.2006. Companies established after that date will be subject to the normal income tax rate, irrespective of the source of their capital. This might be an incentive for foreign investors planning to invest in Macedonia to use the advantage of the tax benefit still existing until the end of the year.

VERICA HADZI VASILEVA-MARKOVSKA, Partner in Ernst &Young
KRSTO NESTOROV, Partner in Nestorov Consulting
The Deloitte difference
In Macedonia since 1994.

We are proud of:
Our client list. It consists of many major international and large national companies.
To all our clients we deliver our best practices.

We believe in:
Outstanding value to clients
Commitment
Integrity
Strength from cultural diversity
Client services

We are recognized for:
Quality and efficiency of delivery
Integrity and independent approach
Innovation
Exceptional people

All these factors combine to create the Deloitte difference.

DELOITTE DOOEL SKOPJE
tel. +389 2 311 13 00 - fax. +389 2 311 95 44
Minopoli Trudostij Golegoviov 28-II/19
1000 Skopje, Republic of Macedonia
crmkmacedonia@deloitte.com - www.deloitte.com
In December last year, Macedonia has become a candidate for full membership in the European Union. Has this political decision increased the interest of the possible foreign investors?

For more than a decade, Macedonia has a consistent and stable macroeconomic policy: low inflation rate, stable currency, market liberalization process, good credit ratings, open governmental policy towards foreign investors. As of recently, a successful reform has been carried out by introducing the one-stop-shop system for registration of companies. All of this contributes to Macedonia’s bettering of its business climate in order to attract investments. On the other hand, the candidacy status for membership in the European Union is a further stability guarantee for the foreign companies, from which stems the safety of foreign companies investments. The experience of other countries shows that during the pre-accession period, a handful of businesses move into the candidate countries. It was the case with Poland, Czech Republic, Slovenia, Slovakia, and recently with Bulgaria and Croatia. This brought about an increase of the possible foreign investors’ interest to invest in Macedonia, and therefore we are bound to expect an increased inflow of foreign capital during this period.

Which sectors are the most appealing to the foreign investors who contact with the Agency?

Lately, more and more companies refer to the Agency of Foreign Investments. We provide information on the legislation, the taxation and the fiscal policy and all other details which might be of any interest; we provide them with contacts with our authorities - the state institutions, we offer analysis of certain sectors and activities. I would like to stress that so far the greatest interest pertains to small and large hydroelectric power plants, thermal power plants and windmills for biodiesel production. Interest has also been shown in the building industry. Foreign companies are interested in building appartments. Besides building relatively cheap flats for young married couples, the companies are also interested in building in elite suburbs. Particularly interesting is the project of opening a Technological park - first of a kind in the country. The project includes a competent Slovenian institution with the pertinent know-how, which has chosen Macedonia as a partner, recognizing the intellectual potential of the country. An area of particular interest to the European countries is the agricultural business and Macedonia’s processing industry as well as the wine-producing sector, the dairy products sector, as well as the meat and meat products.
Do we have a strategy targeting the top-priority sectors in the country in the process of attracting foreign capital?

In order for the Agency to select priority sectors, it monitors the movements of the domestic market, it analyzes the studies conducted so far, it monitors the initiatives for forming associations, forming clusters and it demands from the foreign donators to created sector studies in the area in which they still have not been created. Apart from a general advertisement of the country, we need to promote some sectors, which we felt are of the essence. With MIGA’s (Multilateral Investor Guarantee Agency) assistance, which drafted the initial strategy and the action plan for the operating of the Agency, the following key sectors have been selected: the agricultural business and the food processing industry, automobile components, information technology, textile and leather.

How satisfied are the foreign companies with the business climate in the country?

Until recently, the process of registering a company posed a serious problem, but now, with the formation of the one-stop-shop system, the problem has been solved. Still, one of the key outstanding problems is the fact that a foreigner cannot become an owner of land in this country. Notwithstanding this, the fact that the foreigners who are already here help develop the business, and this is a clear indication of the good business conditions in the country.

What has the Agency done so far, one year since it was established?

Our goal is to provide all possible information and services for potential investors and to those who want to offer for sale or for common investments in a single plane. We are quite a new industry in the country and our goal is to be the first instance that foreign investors would address, when they need information on the investments climate in the country. Our task is to provide quality, professional and accurate information in the pre-investment stages and to merge those who would want to invest with those who are up for investments. So far, we have established contacts with investors from Austria, Italy, Slovenia, Germany, Israel, Greece, Croatia, Bulgaria and other countries. They require information on the tax policy, the fiscal conditions, the legislation, the workforce fees, the proper timing of investments. To us, it is very important that, although the time-span is quite short, many people perceive us as a serious partner. So far, we have realized investments of Macedonian-Polish investors ARLEN in Delcevo, which produces basic and loan textile. We are also working on a technological camp with Slovenian partners, and there are projects for investments in collective housing. We have some promotional publications, participation at numerous international gatherings, where the investment opportunities in Macedonia were presented.

You have published several leaflets which might be of some use to the investors. How useful was that for the possible foreign investors, in practice?

In the publications we have published, we stated the comparative advantages of investing in Macedonia. All data can be found on our website, as well. Apart from this, the ‘Mapping the investment potential of Macedonia’ has been posted to each Macedonian embassy in the world, and we have handed it out to the foreign embassies in Skopje, Belgrade (Serbia) and Sofia (Bulgaria). We also submitted the publication to more than 100 possible investors in the EU member-states. Within our project, we located 40 companies which expressed their interest in selling or investing together with a common partner. At present, talks are being held for the investments of two companies from a EU member-state in the milk and dairy products sector in Macedonia.

What do we have to do in order to increase the foreign investments rate?

When making a decision where to invest, the foreigners examine and evaluate all the factors which might be of importance in the decision-making process. I feel that to us, the most important thing is to promote Macedonia on a large-scale abroad and, with regards to the country, to work on creating a business climate which would appeal to foreign investors. I would like to stress that we have good conditions to get investments because the financial and fiscal amenities which are on offer for the investors could compete with the ones that exist in the region.
PROCREDIT BANK, FIRST BANK ASSIGNED WITH FITCH RATING IN MACEDONIA

ProCredit is the first bank to be assigned credit rating of "BB" from the international rating agency Fitch Ratings, as maximum credit rating an institution can reach, since limited with the Macedonia's Country Ceiling of "BB". The rating for ProCredit Bank represents great achievement and positive perspectives in the operations. The good mark reflects the stability and safety of the Bank, confirming its credit expertise and ability to detect the risk in its early stage, taking in consideration the specific economic environment, in which we are operating. The ProCredit banks were established to provide financing to micro and SME customers. The ProCredit network currently consists of 19 banks in Eastern Europe, Latin America and Africa with total assets of EUR 2.3bn. ProCredit Holding AG Frankfurt is the major shareholder of ProCredit Bank and is responsible for all major group functions, including strategic decisions, risk management controls and group supervision.

PROKID ACTIVITIES CONTINUING AGAIN THIS YEAR

ProCredit Bank’s Branches are continuing their social activities in building saving habits and responsibility, as the ProKid weekends dedicated to the youngest clients of the bank and their families.

This year, the most pro-active branches were the Branch in Ohrid and the biggest central branch of ProCredit Bank in Skopje. Ohrid – developing the creative skills, the Branch in Ohrid organized an exhibition of drawings and exposed all the creative works from the citizens.

Skopje Center - ProKid Party together with the stars from the children festival “Potocinja”, who were singing, dancing and spent unforgettable moments with the visitors. For every opened ProKID savings account, ProCredit Bank awarded its youngest clients with small present, ProKID savings book, ProKID identification card, ProKID small savings safe with a key, and red branded T-shirts.

ProKid activities are interactive and free for all the visitors, basically organized in the premises of ProCredit Bank. The main aim is to increase the awareness among children to save and to be responsible for their own future. The historical overview in the last year presents successful events as: drawings, day of creativity, games without frontiers, savings park etc. bringing lots of children together, showing that the kids have special corner and special attention in ProCredit Bank. In total, 21 children have their ProKid accounts and save regularly.

NEWS FROM THE NGO DEPARTMENT:

The specialized department in ProCredit Bank, operating exclusively with international and local NGOs and GO’s other non-resident entities, reached the number of 60 active accounts of non-governmental and governmental organizations, present in the country and in the region during the past year.

Besides the offer of general banking services, the benefits of individual treatment to everybody, transparent pricing, complete financial services for employees as well employees salary processing are of great convenience for the organizations.

Also, one of the competitive advantages for the regionally present organizations, is the wide network of ProCredit Banks in the Eastern-European region, in terms of good account communication, fast and convenient transfers of funds, thus offering the clients the same proven quality of service.

NEW PRODUCTS FOR THE NGO CLIENTS

- Employees in international non-government and government organization can completely use banking services as debit cards ProCard, Visa Electron or Maestro, credit cards Master or Visa Classic, Consumer Overdraft, all kinds and currencies of deposit accounts, as well as Renovation and Consumer Loans.

The team especially trained to operate with NGOs and GO’s, has an individual approach towards every account holder, avoiding the „waiting lines system” and serving them with maximum care and devotion.

Daniela Naumova
Supervisor Client Advisor tel: 02/321-9998
d.naumova@procreditbank.com.mk

Ana Petrovska
Senior Client Advisor tel: 02/321-9999
a.petrovska@procreditbank.com.mk

Branch Skopje 1
Partizanski Odredi, 1
1000 Skopje
TEN YEARS OF GROWTH

The Macedonian Stock Exchange was founded on September 13, 1995 and commenced trading on March 28, 1996, as a central marketplace for trading in securities and the first organized stock exchange in the history of the Republic of Macedonia. MSE has 20 shareholders (8 brokerage houses, 8 banks, 1 insurance company and 3 private investors). Currently, MSE has 17 members - 11 brokerage houses and 6 banks. The MSE is organized as a for profit joint stock company. The main managing bodies at the MSE are: Shareholders Assembly and Board of Directors (13 members: 8 non-executive directors representing the shareholders and trading participants of MSE, 3 independent members and 2 executive members);

Trading on MSE is performed completely electronically via MSE order driven electronic trading system, called BEST. Trading on MSE is performed completely electronically via executive members); trading participants of MSE, 3 independent members and 2 Assembly and Board of Directors (13 members: 8 non-executive directors representing the shareholders and trading participants of MSE, 3 independent members and 2 executive members);

Trading on MSE is performed completely electronically via MSE order driven electronic trading system, called BEST. Trading on MSE is performed completely electronically via executive members); trading participants of MSE, 3 independent members and 2 Assembly and Board of Directors (13 members: 8 non-executive directors representing the shareholders and trading participants of MSE, 3 independent members and 2 executive members);

Trading on MSE is performed completely electronically via MSE order driven electronic trading system, called BEST. Trading on MSE is performed completely electronically via executive members); trading participants of MSE, 3 independent members and 2 Assembly and Board of Directors (13 members: 8 non-executive directors representing the shareholders and trading participants of MSE, 3 independent members and 2 executive members);

Trading on MSE is performed completely electronically via MSE order driven electronic trading system, called BEST. Trading on MSE is performed completely electronically via executive members); trading participants of MSE, 3 independent members and 2 Assembly and Board of Directors (13 members: 8 non-executive directors representing the shareholders and trading participants of MSE, 3 independent members and 2 executive members);
Although Macedonia is a young state, since it became independent in 1991, its roots run deep into history. The name “Macedonia” is the oldest surviving name of a country on the continent of Europe. The ancient Macedonians were a distinct nation, ethnically, linguistically, and culturally different from their neighbors. Their origins are in the ancient Brygian (Phrygian) substratum that occupied the whole of Macedonian territory and in Indo-European superstratum, which settled here at the end of the 2nd millennium. Archaeological evidence shows that old European civilization flourished in Macedonia between 7000 and 3500 BC.

Alexander the Great, King of Macedonia, the greatest warrior that the world had known

During the reign of Alexander the Great, King of Macedon [336-323 BC], Macedonia reaches the peak of its military power. He spreads Macedonian culture to the East. Alexander III the Great (356-323 BC) carries the Macedonian armies into Asia and conquers the Persian Empire. Macedonia becomes the world’s largest Empire stretching from Europe, to North Africa and India. Alexander’s reign inspired many famous army leaders with his heroic achievements and unique battle strategies.

THE MOST POWERFUL ANCIENT ARMY
THE MACEDONIAN PHALANX

Philip II (359-336 BC) raises Macedonia into the greatest European Power after subduing all of Macedonia’s neighbors - Illyrians, Thracians, and Greeks and marks the beginning of the Macedonian Era. Philip provided his Macedonian soldiers in the phalanx with sarissa, a spear which was long 6 meters, about 18 feet. The sarissa, when held upright by the rear rows of the phalanx (there were usually eight rows), helped hide maneuvers behind the phalanx from the view of the enemy. When held horizontal by the front rows of the phalanx, it was a brutal weapon for people could be run through from 20 feet away.

Cleopatra, the last Egyptian Pharaoh was Macedonian

Cleopatra was the last pharaoh of Egypt, who came to power at the age of 17. She reigned from 51-30 B.C. Cleopatra was Macedonian, but she was still an Egyptian queen and worshipped as a God, and considered to be the New Isis. Cleopatra was famous for her raving beauty, intelligence, wit and charm. Cleopatra was brilliant, strong-willed, quick-witted, and fluent in nine languages. She was also a mathematician and a shrewd businesswoman. She had a charismatic personality, was a born leader and a very ambitious monarch. She was renowned for her political dealings with ancient Rome and the affairs with the leading men of Rome, Julius Caesar and Mark Antony.

Macedonia in the Bible

“And a vision appeared to Paul in the night; There stood a Macedonian man, and prayed him, saying, Come over into Macedonia, and help us” (Bible, Acts 16:9). In 51 AD for the first time on European soil, in the Macedonian towns Philippi, Salonika and Beroea, the Apostle Paul preached Christianity. In 52 and 53 he sent epistles to the people of Salonika; in 57 he came to Macedonia again, and in 63 he sent epistles to the people of Philippi. The first European to convert to Christianity is a Macedonian girl by the name of Lydia.
**The First Slavic University established in Ohrid**

St. Kliment and St. Naum of Ohrid, established the first Slavic University, the Ohrid Literary School and turned Ohrid into the oldest cultural temple in the world of the Slavs. 3,500 teachers, clergy, writers, and other literary figures emerged from this Ohrid Literary School. Their activity was crowned with the laying of foundations of a Slavonic cultural, educational, and ecclesiastical Organization, where the Slavonic alphabet was used and the Old Slavonic language was introduced in religious services. The establishment of the first Slavic bishopric, later to become an Ohrid Archbishopric during the reign of Samuel, marked the beginning of the Macedonian Orthodox Church.

**Ohrid, the Jerusalem in the Balkans**

Inhabited even more than 3000 years ago, Ohrid is mostly famous for its sacral monuments and for the 365 churches - one for each day in the year - dating from the 4th century A.D. and onwards. Within them, they shelter an immeasurable treasure of frescoes, icons, woodcarving and untouchable, but clearly present vibrations of the essence of the Macedonian people. Ohrid was episcopal center in the period of the very beginnings of Christianity (IV, V, VI century), and we can see today how grandiose the early-Christian basilicas were since there are remains with magnificent floor mosaics. The frescos and icons in the Ohrid churches are considered as masterpieces of the Balkan renaissance in the art that took place at the same time as the European renaissance. All these values of Ohrid were valorized in 1980 when Ohrid and Ohrid Lake were designated as world cultural and natural heritage protected by UNESCO.

**Macedonia gave the Cyrillic alphabet to the Slavic world**

In the 9th century, two Macedonians, brothers Cyril and Methodius, created the first Slavonic alphabet, thus paving the way for Slavic literacy and promoting Christianity among the Slavic peoples. The two brothers translated Christian scriptures in the language used by the local Slavs. In the years to come, Sts. Cyril and Methodius spread literacy and Christianity among the Slavic peoples, starting from the southern-most Slavs, reaching as far as the Slavs of Moravia (in the Czech and Slovak Republics). Their alphabet was a foundation of the modern Cyrillic alphabet used by the Macedonians, as well as the Russians, Serbs, Montenegrins, and Bulgarians.

**Blessed Mother Teresa born in Skopje, Macedonia**

Mother Teresa dedicated her life to the cause of humanity. She has done a great work to the poorest of the poor, she was gentle, human and full of energy, apostle of love devoted to the slums of Calcutta, who become a respected and loved citizen of the world. Her work among the poverty-stricken of Calcutta made her one of the world’s most famous people, and she was beatified by Pope John Paul II in October 2003. This extraordinary woman was born as Agnes Gonxha Bojaxhiu on 27 of August 1910 in Skopje, Macedonia. Mother Teresa spent 18 years of her life in Skopje, before she went to Ireland in 1928 to join the Institute of the Blessed Virgin Mary, sailing later, to India as a teacher. Mother Theresa was born in Skopje and remains a part of city life. Her birthplace is commemorated with a plaque in the center of town, on the exact location of the house where she was born.
Upcoming AmCham events

GLOBAL CONNECTIONS
AmCham will seize the cutting-edge technological advantages, in order to organize a serial of interactive Video Conferences with the US Chamber of Commerce, International Chambers of Commerce, distinguished business leaders etc. All the members interested in EU and US Markets are invited to participate on these unique events. The members can interact with representatives from the Chambers of Commerce, and can gain insight into various export practices, quotes, customs regulations, business opportunities etc.

MEMBER TO MEMBER EVENTS
The M2M event is a good opportunity for your company to initiate a social event on which you can present your firm, new products or services, attract potential partners for your business etc. AmCham is responsible to organize the presentation, and to animate a selected group of our members to participate on the event.

COMMITTEES
AmCham encourages the creation of Committees that will pursue members’ interests and will communicate their needs with the relevant authorities. Through the committee system, AmCham Macedonia encourages cooperation among companies within the same industry, across industries or within the same profession, enabling them to identify and address common issues, and achieve common goals. Members are welcome to initiate committee of any kind and to involve the other members in its activities.

REGIONAL BUSINESS FORUMS
AmCham’s vision is to instigate a strong mutual cooperation among the international and the regional Chambers and to advocate a creation of joint strategy. Therefore, our goal is to regularly host Regional Business Forums with representatives from the international Chambers, where our members can discuss concrete projects and proposals from the Macedonian business community.

SEMINARS, ROUNDTABLES, TRAININGS
AmCham organizes seminars and roundtables on a variety of topics that address the business needs of our members. All the members are strongly encouraged to participate with their ideas and suggestions regarding the specific corporate interests that they might have. AmCham, on these meetings, invites experts from different areas, and allows our members actively participate in shaping the business environment by openly expressing their opinion.

AMCHAM MISSION
AmCham is a non-profit business association, comprised of renowned enterprises, organizations and individuals, who share the goal of promoting the economic development of Macedonia and profilling the country as a good investment opportunity.

HOW TO JOIN
For more information about the AmCham application process, please do one of the following:
- Visit our website and fill in the online application form
- Send an e-mail to contact.amcham@mt.net.mk and request an application form
- Call ++389 2 3216 714 and communicate directly with our dedicated staff

SOCIAL RESPONSIBILITY
The Chamber organizes regular Charity Events, picnics, balls, sport tournaments etc., and collects donations for associations of citizens that are in need of financial and other types of support. AmCham recognizes the negative effect of the Brain Drain trend in the country, and strives through its activities to initiate a campaign that will increase the awareness of the relevant authorities. For this purpose, AmCham will encourage the members to participate on a Job Fair, and will promote the benefits of hiring interns or employees from the pool of creative young students or graduates.
MACEDONIA GRANTED A CANDIDATE STATUS BY THE EUROPEAN UNION

Leadership Luncheon with Ms. Radmila Sekerinska, Deputy Prime Minister

“Latest achievements of the Macedonian Government regarding the Country’s EU Integration”

On December 23rd 2005, AmCham hosted the popular Leadership Luncheon in the Aleksandar Palace Hotel. This event was a great opportunity for our guests to celebrate the candidate status of Macedonia in the EU and to hear the speech of Ms. Radmila Sekerinska, Deputy Prime Minister, on that topic. In front of a big number of representatives from our member companies, foreign missions, embassies etc., Ms. Sekerinska stated: “Last weekend a strong political message was sent to the citizens of the Republic of Macedonia – our state became an official candidate country for EU membership. We are all proud of this achievement, and we should be proud. Macedonia deserved it. It was not easy to take the most risky political decisions at risky times, but at the end it showed that it pays off. The leadership was evident.”

The event enabled the guests to openly express their opinion and to send a message to the government about the problems that the business community in Macedonia encounters. Ms. Sekerinska invited the business sector to actively participate in the creation of the Governmental Policies, with the following words: “We are here at the right time and for a good cause. I want to discuss with you today the 2006 AGENDA. Specifically, I would like to emphasize “discuss”, because it is extremely important that we are on this project together, that you as part of the business sector take some of the ownership of this process. I don’t want to lecture you or just elaborate what we are going to do as a government, but get your feedback and valuable advice on that.”

One of the most important roles of AmCham is the stimulation of the public-private dialogue. This partnership is a crucial factor in improving the overall business climate and for increasing the level of investments in the country. The dialogue between the business community and the Customs Administration was initiated in order to enable easier implementation of the new Customs Law. The new law is a positive change in the Macedonian legislature; it enables easier trade of goods, eliminates the administrative barriers to a great extent and ensures compliance of the domestic regulations with the EU legislature.

All AmCham Members can request materials and presentations from the conference. For more information, call 3.216.714 or e-mail us at contact.amcham@mt.net.mk.
Past AmCham Events

WELCOME COCKTAIL
Thursday, 9th of February, Euro Business Center

We are pleased to inform you that the first Welcome Cocktail was organized on 9th of January, 2006 in the Euro Business Center. It is our belief that this event is a nice opportunity for Amcham to involve the new members in the community, and at the same time to stimulate social networking and exchange of information among all of our members. Due to the success of the first Welcome Cocktail, we plan to frequently organize such events for the future new members.

The Representatives of four companies had a chance to present their corporate values, products, achievements etc., in front of representatives of the existing member companies. Mr. Arben Gega and Mr. Michael Lathamme from the Economical Attaché at the US Embassy in Macedonia, as Special Guests on the Cocktail, awarded the new members with an official AmCham Membership Certificate.

THE COMPANIES THAT PRESENTED ON THE EVENT ARE:

- CS GLOBAL
- SEAVUS
- OFSET MK
- SIGMA SB

We truly believe that events like this stimulate networking and creation of synergies among our members, and we strongly encourage you to participate on similar events and to contribute to the creation of a common vision and strategy.

HEALTH AND PHARMACY COMMITTEE

On March 21st in the premises of the European Business Centre the Healthcare & Pharmaceutical Committee at AmCham organized an Open Discussion with the director of the Macedonian Drug Agency, Romil Sandzakoski. The participants discussed on the following topics:

1. Changes in drug law regulations
2. Control over the import of drugs with low quality
3. Compliance of the Macedonian Drug Law with the European one
4. Recent increase of the VAT for the Pharmaceutical sector
5. The drugs that enter the market are of a highest quality, to organize an ongoing drug quality control, to implement mechanisms for a liberal drug market, to enable an easy registration and to issue licenses.

The purpose of the meeting was finding solutions for the problems that the domestic and international pharmaceutical companies face in doing business on the Macedonian Market.

The Group made the following conclusions:

1. The government must urgently establish a Drug Agency that will be responsible to ensure that the drugs that enter the market are of a highest quality, to organize an ongoing drug quality control, to implement mechanisms for a liberal drug market, to enable an easy registration and to issue licenses.
2. A new law for drugs must be urgently created. The current law hinders the entrance of multinational companies in the Market, as it is not compliant with the international pharmaceutical market rules.
3. The drugs can not be classified as consumer goods, and the procedures that regulate the import of consumer goods can not be applied to the drug’s import.
4. The VAT rate of 18% is too high and is the main stimulator of the grey economy in the pharmaceutical sector. The suggested rate of 8% will not only decrease the level of grey economy, but will also significantly decrease the price of the medicines for the final users.

Health and Pharmacy Committee Members:
- Alkaloid
- Makedonijalek
- Fitofarm
- Disako
- Deus Optik
- MSD Idea
- Pharma Swiss
Know-how и искуства од водечка светска мрежа, комбинирани со одлично познавање на домашниот пазар. Веќе 10 години во Македонија.

- Стратешко планирање
- Истражување на пазарот и анализа
- Графички дизајн, веб дизајн
- Аудио, видео и принт продукција
- Дизајнирање и водење рекламни кампани
- Закуп на медишки простор и медиоско планирање
- Односи со јавноста (Public Relations)
- Организација на настани, промоции и наградни игри

McCANN ERICKSON
WE MAKE IMPORTING SIMPLE.

Importing

Importing with DHL

One company. One currency. One invoice.

DHL Import Express takes care of everything. From initial pick-up to final delivery – with expert customs clearance in between. We’ll quote you one price upfront and stick to it, and you’ll receive a single invoice in your local currency. So there’s less paperwork and no nasty surprises.

Call (02) 312 11 11 or visit www.dhl.com.mk