

Q3
2014



**GOOD PEOPLE MAKE
GREAT BUSINESS**



INVESTORS IN PEOPLE

Questers is Now Certified

WORKING WITH INVESTORS IN PEOPLE

Working with Investors in People is an internationally recognized people management standard, founded over 20 years ago. IIP, a Government-backed organization is widely seen as the UK's highest authority in people management.

The main IIP principle is GOOD PEOPLE MAKE GREAT BUSINESS, something that Questers has as a mission, and therefore we believe IIP standards and Questers make a perfect fit.

Questers' business model believes that people's strengths, people's ambitions and people's ideas are the engine of the business success. Questers is fully devoted to the continuous development of its employees and is committed to creating an environment for development and effective management based on the core value of its business. We have policies in place to develop our people's skills and potential, encourage and enable professional skills progression and improve staff involvement at work.



JULY

The final two stages of the **Table Football Tournament** took place on the last day of July. We had 4 teams competing for the great prizes: two teams from Javelin – HS and MaLo Fight, one from BlueSource and one from Peer1 - Agraria. All Questers employees had the chance to enjoy intensive semi-finals followed by extraordinary finals. MaLo Fight managed to beat the competition and won the gold leaving HS in a

second place. Meanwhile the team of BlueSource had already won the first game of the match for the 3rd place but Agraria didn't give up and got to a twist winning the bronze medals. All finalists were awarded Karting vouchers earning the chance to gather for a revenge at another "battle field".

Spectators and teams enjoyed delicious food and refreshing drinks in the relaxing atmosphere of qClub.

AUGUST

We are happy to announce that the **DEGUSTATION MARKET** we hosted on August 14th 2014 to celebrate the kick-off of Continue Healthy Living - Cooperating with Farmhopping was followed by great interest. Questers employees were offered to taste a great variety of organic products from different farms all over the country while "farmhoppers" were presenting

the benefits of the platform that serves as a marketplace for sustainable farms and how the order process works. Usually orders are picked up from the platform's headquarters but to make it easier for our employees we are now organised in a buyer group which gives us the opportunity to receive the delicious fresh farm products every week directly at our office.





SEPTEMBER

BEER DEGUSTATION

In September we dived deep into the world of beer and had an unforgettable experience! During the guided beer tasting that we organised on 25th September in our favourite qClub we were offered the opportunity to taste

and appreciate 16 different types of beer from different beer styles such as ale, lager, dark, unfiltered, wheat, fruit and Trappist beer and were proved that there is a beer for everyone, even for those who say they don't like it.



PEOPLE AND WELL-BEING

SPORTS & HOBBIES

To keep the sport spirit high in addition to the strong Football club we are very proud of we are glad to announce the opening of two more Sport clubs - a Running Club for the race enthusiasts and a Table Tennis Club for the lovers of this sport. The kick-off of the Table Tennis Club was on 18 September when Questers provided a tennis table for the first players and their spectators. We are glad to share Questers is going to regularly reserve tables during out of office hours for games and competitions at Ping-Pong

Club Paradise, an indoor sports and entertainment facility. Please confirm your participation in advance at hobby@questersgroup.com.

To stay fit and in shape we wish to remind you about the opportunity to request a fitness card for 8 visits per month as part of our social programme. Flais fitness center is located just a minute away from the office and in order not to be alone in the quest of gaining strength we offer you the possibility to request an additional card for a friend or relative.



SEPTEMBER

PERFORMANCE AND TRAINING

BEYOND THE KEYBOARD: SOFT SKILLS TRAINING PROGRAMME COMMUNICATING IN TEAMS IN HIGHLY DYNAMIC ENVIRONMENT

In September Questers continued the soft skills training program with the next training session focused on Communication which was held on 30th of Sept, 13:00h at qClub. The topic this time was **COMMUNICATING IN TEAMS IN HIGHLY DYNAMIC ENVIRONMENT** and was open to all teams.

Sharing his professional experience and giving tips for effective communication our partner Simon

Harris from International House Sofia involved the participants in different cases and tasks to help them share knowledge in groups and also apply the presented tools in a real life situation. Everyone got the chance to not only be part of a virtual military situation simulation but also to find out more about Leadership, Delegating, Prioritizing and approaches for effective communication in high-pressure situations.



Giving Help
TOGETHER



DONATION CAMPAIGNS

Touched by the tragedy of **the floods in northwest Bulgaria** and the fate of our compatriots in the town of Miziya we have launched a donation campaign in support of the victims. We were collecting products of first necessity and cash to purchase fresh water on site. All donations amounting to 225 BGN were delivered to the major of the village of Krushovitsa in the affected region. We wish to say a big thank you to all of you who contributed and wish to remind you that no act of kindness, however small, is ever wasted.

Further to our Charity program focused on child care and education, in August we became part of the charity initiative **“Donate a Book”** in support of children without parental care. We ask everyone to contribute to the ongoing campaign by giving books (old or new) on the dedicated bookshelf in qClub. All collected books will be regularly delivered to Child Care Facilities.

“Donate a book” is an initiative that started almost 3 years ago and has been a registered NGO since 2012. “Donate a book” is a group of volunteers that gather books (either at home or at their workplace) and donates them to



the orphanages in Bulgaria in the end of each month. So far they have been in more than 20 orphanages, have donated more than 7,000 books. They also take regularly new volunteers to the orphanages – to meet and become friends with the children.

QUESTERS CHARITY PROGRAM

Questers continues its long-term support in favour of the National Children University hospital. As our tradition goes, the amount donated by you through the charity vouchers from the Social Program has been doubled by Questers. The donation which amounts to 2000 BGN will support the purchase of modern and high-tech medical equipment for the hospital's Neonatal unit - 2 thermal beds for premature

babies. Premature infants are patients at the highest risk and the appropriate care for them from the very first days can save lives.

The Neonatal unit is the only specialized national center for diagnostics and treatment of premature children from all over the country.

The total price of the two beds is 40,000 BGN, but the value of life is priceless!



Social benefits **UPDATES**



Spaghetti Company

SOCIETE GENERALE
ЕКСПРЕСБАНК

PRIVATE HEALTH INSURANCE

We are glad to announce all our employees are now presented the benefits of the new and improved Gold Plus health packages.

CAR INSURANCE

50 BGN Discount for Car insurance Kasko from Generali

CHILD CARE CENTER

30 % Discount for “Little Lions” – Modern child care center and party club with great facilities and very sophisticated Montessori education program

SPAGHETTI COMPANY

10% Discount at “Spaghetti Company” in Bulgaria Mall for their delicious fusion menu

BANK SERVICES

Preferential terms for mortgages, credit cards etc. from SG Express Bank