

CUSTOMER CHARTER

*Vukovar-Srijem County Development Agency **HRAST Ltd.** was founded by the Vukovar-Srijem County in 2007. with the aim of promoting regional and local economic and overall development. **HRAST Ltd.** operates as “one stop service Centre” which assists foreign and indigenous investors in establishing or expanding their businesses – at every stage of the process, and after the operation develops.*

MISSION

HRAST Ltd. aspires to implement County's Development Strategy, improve and coordinate all development activities, plan the future development according to the Development Strategy of Croatia and those of European Union, as well as create positive FDI and entrepreneur's environment thus increase life standard of all County citizens.

VISION

to be a dynamic and respectable institution which fosters development of Vukovar-Srijem County, and provides users and regional environment variety of useful services, contents and programmes

Coordinator of FDI and entrepreneur activities in partnership with other stakeholders in Vukovar-Srijem County and wider area

Implementer of Quality Standards Policy

Main actor in networking innovative companies

Active partner in improving investment climate

OUR COMMITMENTS

- providing full information assistance to investors
 - handling of investment incentives
- providing foreign and indigenous partner search
 - provisioning of aftercare services
 - supplier identification
- respond quickly to initial investor's inquiry