Welcome to FIS!

Wishing to make shopping a real pleasure and to offer all in just one place, we have opened FIS Shopping Centers all around Bosnia-Herzegovina and launched ourselves to the European market. For us, a customer is always in the focus which makes the key to our success. We started as a small family company.

Primarily respecting customers’ preferences and needs, with a clear vision of development and unhidden ambition to use our own capacities and opportunities, we are proud to say that today we are one of the leading national retailers. Our strategy to launch and develop the production of furniture and textiles of our own brand apart from the existing sales has turned out more than justified. After three decades of work, we have become an authentic Bosnia-Herzegovina brand.

FIS priorities have long been set as follows: to expand the sales network, increase production, strengthen our position in the market, create new job opportunities securing positive development processes in the local community, region and elsewhere...

We want to encourage new long-term friendship as well as to deepen the “old” one built with our business partners in order to provide better offer, products and solutions for our customers improving their everyday living.

Therefore, we would like you to be a chapter of our story taking a part in our vision and the opportunity to become a member to the winning team presenting a large FIS family!

Respectfull,

Pero Gudelj, co-owner
Our Method of
Innovation
and Investment

The strategic objectives of our company relate to the expansion of the sales network, production growth and new employment. Our way of achieving the fixed goals is quite simple based upon innovation and investment! Accepting challenges and following the global trends, we have been constantly introducing new ways of business improvement, research, possibilities and solutions. Innovation is supported by investment primarily into modern technology and building new capacities. The implementation of the Innovation & Investment Program is based on new job openings, which makes the FIS formula of success!

Thanks to our stable business operations and increasing employment, we want and we will even more support the economic development and significantly improve the quality of living in the community. We sincerely believe that the company growth based upon the solid economic grounds and strong Management and loyal employees’ efforts will largely contribute to the social progress.

The way we work and think is rewarded by the confidence of our customers, what makes our joint crowning accomplishment. The winning concept is based on responsibility and satisfied people, who are customers, employees, partners and the local community including our shared vision of a long-term Company perspective. The world of FIS is open to all of you.

Respectfull,

Snežana Gudelj, co-owner
Dear All,

It is my pleasure to present the development and growth of our company in the past as well as our plans for the future.

Starting as a small family company, over three decades now, FIS has become a modern shopping center equal to European and world trade centers, although not in size, but certainly by its quality services and rich offer.

All this has been achieved thanks to the great commitment of the two equal company owners, Mr. Pero and Mrs. Snezana Gudelj, who have managed the company for many years.

In the year 2015, the company leading is entrusted to a professional managing board.

Despite the before-said management change, the FIS objectives are well known making us pleased to fulfill them. A permanent improvement in the customer services, supply of goods, opening new shopping centers, growth and development of our own production are the goals we have been attempting to reach. Constant innovations, investments in the infrastructure, equipment and technology at all the company levels are of a strategic importance.

Numerous awards in the recent years confirm the before-mentioned, including the recognition of “FIS, a Friend to Customers” and this trust will never be broken. The customer has been and remains in the focus of our attention! We have been trying to provide better solutions, quality products and services for a more comfortable living, and to create an even more satisfying shopping.

In addition, the whole community is given a great importance. By investing into the production and expanding the sales network, employment possibilities have increased. We are continuing to invest in social, sports and cultural activities.

Thanks to the synergistic work of all the employees being a significant potential of our company, we are making confident steps into the implementation of ideas for the next period.

Company Director and Managing Board Chairman,
Mr. Zoran Maros
RETAIL

1995  The start of a successful business and a large retail chain takes place in a family house within which retail, and then wholesale is organized.
1997  First FIS shop with specialized departments and catering facilities built in Vitez.
1998  FIS shop opened in Banja Luka.
2000  FIS shop starts working in Cazin.
2001  FIS shop opened in Sanski Most.
2002  FIS shop opened in Bugojno.
2003  FIS shopping Center founded in Vitez.
2004  FIS shop built in Bijeljina.
2005  FIS shop starts working in Gracanica; FIS Furniture Showroom established in Split; Distribution network spreads over the neighboring countries.
2006  FIS shop opened in Sarajevo.
2008  FIS shop opened in Brčko FIS Furniture Showroom introducing its own brand of AMBYENTA established in Slavonski Brod.
2009  FIS shops start working in Livno and Žepče.
2012  New FIS shop opened in Banja Luka.
2013  New FIS shop opened in Sarajevo; New FIS Shop opened in Bugojno.
2014  New FIS shop starts working in Bihać.
2015  New bigger FIS shop starts working in Žepče
2016  New FIS shop opened in Mostar and Doboj-Jug.
The FIS Company is one of the leading domestic retail chains in Bosnia-Herzegovina. Apart from Trade as the basic business activity, we have successfully launched and developed the production of furniture and textiles and created our own brands.

**PRODUCTION**

**2000**  FIS textile production put in operation presenting its own GS line of socks; Top quality latest equipment used in the production; Monthly production capacity being 150,000 pairs of socks.

**2005**  Furniture Factory of AMBYENTA established; Initial amount of 10 million EUR invested in launching the production and best equipment; FIS launches its own brand of AMBYENTA designed for solid-wood and panel furniture.

**2007**  Production of eco pellet-fuel starts. Annual production capacity of 13,500 tons fully placed on the market.

**2009**  FIS starts producing baby and children’s clothes of the ANBINNI brand. The brand of ANBINNI soon becomes one of the most popular and well known ones in Bosnia-Herzegovina.

**2015**  The construction of the production hall of 12,500 m² in the complex furniture factory Ambyenta.
FIS Ltd. is a family company whose strong expansion is based on the defined principles of responsible and modern business conduct. Our partnership with other companies is based on the highest standards of business ethics. Respecting the value of our customers who come first, we have earned and preserved the trust of our customers, business partners and the wider community. The business policy in accordance with the needs and requirements of our customers gives us the power to successfully respond to the challenges of the domestic and foreign markets.
The great importance of FIS’ “work force” confirms the fact that FIS employs more than 3,000 workers and that number is growing continuously. Steady growth and development of employees, their training, educating, motivating and building careers are everyday “tasks”. Because of a wide range of activities, employees of various professions have the opportunity to prove themselves, and to realize their ambitions, to build up. We are especially pleased to give an opportunity to many creative, imaginative people, especially young people with just finished school or study, and prosperous environment of the local company.
The FIS Company covers 350,000 square meters of a production and modern retail area. The range of consumer goods numbering over 250,000 items is carefully selected for our customers. The offer grows from day to day and includes FIS' own products, as well as products of numerous domestic and foreign suppliers. The motto our company work under is: “The Best Quality at the Best Price!”. In modern shopping centers, apart from sales, there are many other facilities built to make the shopping experience more pleasant and complete.

In addition to the many benefits for our customers, we emphasize FIS Consumers Club, which today has more than 120,000 members. FIS offer is not only aimed at the end consumer. Many wholesale buyers are our partners for years. With our responsible and professional approach, we successfully collaborate and this direction resulted in a mutual satisfaction, with over 2000 regular partners, with continuous supply of a wide range of products with competitive prices.
18 PRODAJNIH CENTARA

VITEZ

CAZIN

BUGOJNO

BRČKO

ŽEPČE

ČELINAC

BIJELJINA

DOBEO JUG

BANJA LUKA

MOSTAR

DUJMOVAČA

SLAVONSKI BROD

DUGOPOLJE

SANJSKI MOST

GRAČANICA

Shopping with pleasure...
QUALITY POLICY AND MANAGEMENT SYSTEM

The quality policy that we cherish and which we insist for the third decade, as a significant manufacturer, led us into the center of things on the Bosnian market. The controlling system of quality is grounded on the high standards met during the process of generating new values.

ISO 9001
The ISO 9001 System Certification proves that the quality management system implemented in our furniture production is in line with the best operational requirements and gives complete confidence all the necessary internal processes serve the quality needs and customers’ satisfaction.

OEKO-TEX 100
Oeko-Tex 100 certificate proves that we are taking care of the quality control of textile products. The Oeko-Tex Standard 100 label is attached to the GS socks and ANBINNI children’s clothes produced by FIS. The certificate is a proof of quality that our textile products are made without ingredients that can be harmful to human health.

Buy and use domestic
By displaying the sign “Buy and use domestic” the brands we are pleased to offer everyone customers own product, the Bosnian product, and to prove that in every respect can stand “shoulder to shoulder” with the products developed economies. Joining the family of domestic producers give a concrete contribution to strengthening the economy and creating new jobs.
AWARDS

The proven quality and earned customers’ confidence have resulted in numerous awards and prizes.

Qudal
The AMBYENTA furniture is recognized as the top quality one in Bosnia-Herzegovina, therefore being awarded with the Qudal Medal for Quality on the basis of the ICERITAS research.

Best buy award
FIS is a shopping center with the best ratio of price and quality in Bosnia-Herzegovina!

Highest Creditworthiness Rating
(Highest Creditworthiness rating) is an internationally recognized certificate issued for the economic quality of a business entity and compliance with the high standards of the EU.

Because we value our customers!
That we really appreciate our customers and focus our business towards their wishes, confirmed entry into the ICERTIAS Customers’ Friend program at the end of the year 2015. The customer, and their satisfaction and a positive shopping experience is at the heart of our business. Because we appreciate our customers.
To the domestic and foreign market, we have successfully launched our own brands of AMBYENTA, GS, ANBINNI and FIS HOME!

FIS turned a new page ten years ago and made a multi-million investment in modern technology and industrial facilities to launch and develop our own production.

Today, we are a respectable and one of the leading regional producers of furniture and textiles. To the domestic and foreign market, we have successfully launched our own brands of AMBYENTA (panel and solid-wood furniture), GS (socks), ANBINNI (baby clothing) and FIS HOME (home textiles)!

Meeting the highest market standards, our brands have been recognized for their top quality and design.

Environmental awareness, encourage the production of environmentally-friendly fuel - pellets, certainly one of the fuels of the future.

Leaning on furniture production, pellet production is goal-directed in care of the environment.

We offer an high-quality ecological fuel, which we also use to heat our facilities.
AMBYENTA

Through life together...
Furniture manufacturing Ambyenta

A significant segment of the FIS is one of the largest and most modern furniture factories in the region. Various production of different types of furniture, and employs about 600 workers. Since the beginning of production, especially in recent years, we significantly invest in modern equipment that guarantees world-class quality.

The AMBYENTA program consists of the following:
- Housing Furniture to meet each family’s wishes
- Office Furniture
- Interior design and business premises furnishing
- Furniture parts on demand

Design projects and their performance to customers’ request is one of the most successful business segments of AMBYENTA.

The rich and wide AMBYENTA offer also includes semi-finished products, furniture parts, interior doors, flooring, stairways, tools & accessories… 30% of the total furniture sales is exported abroad with the future tendency to increase.

ambyenta.com
The ANBINNI clothing is made of high quality cotton in a variety of patterns and warm pastel colors. The baby program of ANBINNI includes bed linens, canopies, pillows, quilts and blankets as well as pajamas, leggings, bodysuits, T-shirts, bibs and caps. The OEKO TEX Standard 100 is a European certificate for textile products which guarantees that textiles do not contain an impermissible amount of chemicals and are environmentally friendly. The ANBINNI Clothing possesses the OEKO TEX Certificate Class 1, which guarantees the materials used for the clothing production and the colors used for the printed applications do not contain any harmful ingredients and can be used in direct contact with the skin of young children.
Clothes for happy childhood.
The GS men’s, women’s and children’s socks are made of fine and natural materials tested in reputable licensed laboratories.

Due to their modern patterns and top quality, GS socks have secured their place in the domestic market.

Color stability, high quality and comfort as well as colors and patterns that follow fashion trends are the features meeting the demanding European standards.

The monthly production capacity is 100,000 pairs of socks made of cotton and bamboo yarn.

Bamboo being recognized as the healthiest and most comfortable natural material across the world has fast made our customers aware of the quality and advantage of such an attractive product.
Our long-term goal is continuous growth by increasing the technological capacity, investing in the human resources, developing new products and entering into new markets.
A wide range of bed linens, quilts & pillows and catering textiles have been launched to the market under the brand FIS HOME!

We are here for you.
The ones who like active mountain vacation can find at the tourist resort of Eko-FIS Vlastic as follows:

- Mini soccer and tennis courts
- Table tennis
- Indoor and outdoor swimming-pools
- Sauna
- Outdoor barbecue in the shade
- Playgrounds for children
- Bicycling
- Mountaineering
- Restaurant
- Adrenaline Park
Tourist resort ECO-FIS Vlasic is located 1 km from Babanovac, and is open for guests and visitors throughout the year. The complex is designed so that nature lovers have a reason to come in winter and summer, besides the ski slopes, there are offered numerous sports - recreational and wellness facilities.

When planning and implementing the project, the leading idea was to offer, apart from the natural beauty and fresh mountain air, different opportunities of enjoying Vlasic throughout the year.

The existing resources are ideal for team-building programs.
PRINTING

The quality services of effective printing and embroidery are provided at a specialized department located in Vitez.

In addition to selling a variety of advertising material, we can also offer the following:

- **Screen printing (silkscreen)**
  T-shirts, work clothes, chair mats and other textiles
- **Embroidery on fabrics to a given sample**
  Towels, sports equipment, caps, shirts, T-shirts, neckties
- **Laser engraving on the chosen promotional material**
  Pens, key chains, glass, metal, ceramics, leather, wood ...
- **Pad printing (Tampography)**
  Pens, lighters, ashtrays, coffee cups ...
The logistical support in the field of forwarding services and transport of all kinds of goods for the purposes of the FIS distribution network has been provided by the FIS ŠPED Company since the autumn of the year 2000. Thanks to the fleet of over 50 vehicles and the engagement of a professional team, we are able to meet the demands of modern markets and transport.
Feeling the pulse of the times we live in and taking into account the needs, obligation to create, and socially responsible business management, we set up our strategy based on the before-said. Due to specific projects, we give our contribution to raising the standards and quality of the life in the surroundings. Through our donations, we support many associations and organizations entering into our ‘book of unconditional friendship’. Our sponsorship is aimed at the promotion and development of sport, culture, education and environmental protection. Mutual cooperation and partnership help us improve and develop the society we live in and to contribute to the community.

Concrete projects contribute to raising the standards and quality of the life all around!
We are active in the community
FIS Shopping Centers

Bijeljina, 2014.
Cazin, 2015.
Sarajevo, 2013.
Bihać, 2014.
Bugojno, 2013.
Gračanica, 2014.
Mostar, 2016.
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