

January 24, 2014

Dear Nemanja Kostic,

Congratulations!

Thank you for the amount of effort that you put into your role and I'd like to assure you that your efforts are appreciated. We know that in our busy working environment, we do not always take enough time to show our appreciation as effectively as we might hope. With this in mind we have developed our Group Operations Recognition Program and I want to thank you for your outstanding contribution.

This program is designed to reward your efforts and loyalty to our Group and represents our appreciation of your contribution and dedication to making our mission, vision and values come true every day.

You're a valuable member of Group Operations and your abilities and contributions will be an important part of our continued success.

Thanks again.

Sincerely,



Markus Nordlin
Group Head of Operations a.i.