



Transparency Report

KPMG d.o.o. Beograd

Belgrade, March 2020

Audit quality is fundamental to maintaining public trust and is the key measure on which our professional reputation stands

We define “audit quality” as being the outcome when audits are executed consistently, in line with the requirements and intent of applicable professional standards, within a strong system of quality controls

All of our related activities are undertaken in an environment of the utmost level of objectivity, independence, ethics and integrity

Contents

Message from our Senior Partner	5
KPMG in Serbia	7
Our structure and governance	9
System of quality control	12
Financial information	34
Partner remuneration	36
KPMG network arrangements	38
Statement by the management of KPMG d.o.o. Beograd on effectiveness of quality controls and independence arrangements	41
Appendices	43



Message from our Senior Partner



1. Message from our Senior Partner

Belgrade, 6 March 2020

Welcome to the 2019 edition of our Transparency Report, covering the period from 1 January 2019 to 31 December 2019. This Report presents the firm's structure, governance and our system of quality control which is in line with the KPMG Audit Quality Framework applicable to KPMG network firms globally. Although there is a legal requirement to issue a Transparency Report pursuant to Article 24 of the Law on Auditing (Official Gazette of RS No. 73/2019) and Article 5 of the Rulebook on Requirements for Performing Audits of Financial Statements of Public Enterprises (Official Gazette of RS No. 114/2013 and 92/2018), it is a requirement that we strongly support as it provides us with the opportunity to set out how we maintain and continuously improve our audit quality processes and provide professional services in full compliance with local expert and ethical standards, as well as international best practice.

Our Transparency Report provides insight into our audit quality measures. We have an unwavering commitment to audit quality and know that our standards must be of the very highest level in order to build and maintain public trust. Responsibility for quality starts at the top and means driving and reinforcing accountability through the complete chain of command in all our audit teams and practices so that every action helps us meet our rigorous quality objectives.

Our actions are guided by our values, vision and purpose. We have dedicated significant resources toward a comprehensive review of our protocols and practices to ensure the utmost consistency in our audit quality and client experience. All of our related activities are undertaken in an environment of the utmost level of objectivity, independence, ethics and integrity. Our values form the foundation of our approach to our services and shape how we work together, developing and supporting our people to be the best they can be.

This report plays an important role in communicating to all our stakeholders the key processes and controls we employ to safeguard the integrity and reliability of our services and to deliver work of the highest standard. We hope you find it a useful insight.



Uroš Ačanski
Senior Partner
KPMG in Serbia

Throughout this document, "KPMG" refers to the network of independent member firms operating under the KPMG name and affiliated with KPMG International Cooperative ("KPMG International") or to one or more of these firms or to KPMG International. KPMG International, a Swiss entity, provides no client services. Throughout the document, "we," "our," and "us" refer to KPMG d.o.o. Beograd. KPMG d.o.o. Beograd is a member firm of the KPMG network of independent firms affiliated with KPMG International. No member firm has any authority to obligate or bind KPMG International or any other member firm vis-à-vis third parties, nor does KPMG International have any such authority to obligate or bind any member firm.



KPMG in Serbia



2. KPMG in Serbia

KPMG d.o.o. Beograd traces its origins back in 1996. In 2001 a subsidiary company KPMG d.o.o. Podgorica was established in Montenegro. Our portfolio of services was further expanded in 2010 with the establishment of KPMG A.A.S. d.o.o.

2.1 Our business



Društvo za konsalting i reviziju KPMG d.o.o. Beograd (hereinafter: **KPMG d.o.o. Beograd**) is a professional services firm

that delivers Audit, Tax and Advisory services. KPMG d.o.o. Beograd traces its origins back in 1996 and today is one of the largest Audit, Tax and Advisory organizations in the Serbian market. Our firm comprises of average 260 people, including 8 partners in the year to 31 December 2019.

Our portfolio of services was further expanded in 2010 with the establishment of **KPMG A.A.S. d.o.o.**

Beograd which provides clients with accounting services, including payroll services, as well as advisory services in the area of accounting.

Our audit services in Serbia are provided only by KPMG d.o.o. Beograd. Full details of the services provided by KPMG d.o.o. Beograd can be found on the website www.kpmg.rs.

2.2 Our strategy



Our strategy is set by the Shareholder's Assembly of KPMG d.o.o. Beograd and demonstrates a commitment to quality and trust. Our focus is to invest significantly in priorities that form part of a multi-year collective strategy implementation that is taking place across our entire global network.

It is based on our global firm's vision to be the clear choice for our clients, our people and the community. In this regard, considerable attention has been focused on ensuring that we deliver the quality service that our clients expect from us and to continually put the focus on the importance of quality within our company.

Our strategy includes inputs on policies and professional practices set at a global, regional and national level. It is built around a series of priorities that all our people around the network are focused on every day in order to build trust and growth. These include:

- a relentless focus on quality and service excellence
- drive growth by investing in the talent, technology, solutions and capabilities needed to deliver real results to the biggest challenges clients face
- collaborating seamlessly to ensure clients benefit from our collective understanding, insight and innovation
- driving our inclusive and high performance culture where extraordinary people thrive and the contribution they make to clients, colleagues, our global network and the public at large goes beyond the here and now
- acting with integrity, supporting literacy and prosperity and making decisions that build trust because they make a lasting, positive impact on society, our communities and the wider world

Our purpose is to be recognized for our focus on quality, ethics, independence, integrity, innovation and professional excellence.



Our structure and governance



3. Our structure and governance

3.1 Legal structure



KPMG d.o.o. Beograd is affiliated with KPMG International Cooperative ("KPMG International"). KPMG International is a Swiss cooperative which is a legal entity formed under Swiss law. It is the entity with which all the member firms of the KPMG network are affiliated. Further details about KPMG International and its business, including our relationship with it are available in the 'Governance and leadership' section of the [2019 KPMG International Transparency Report](#).

KPMG d.o.o. Beograd is part of a global network of professional services firms providing Audit, Tax, and Advisory services to a wide variety of public and private sector organizations. The KPMG organization structure is designed to support consistency of service quality and adherence to agreed values wherever its member firms operate.

KPMG d.o.o. Beograd is a limited liability company incorporated under the Serbian Companies Law. KPMG CEE Holdings Limited, Cyprus ("KPMG CEE Holdings") is the majority member of KPMG d.o.o. Beograd with a 48,7% share. Apart from KPMG CEE Holdings, there are following 4 minority members, partners in KPMG d.o.o. Beograd: Uroš Ačanski with 30% of shares, Ivana Manigodić with 21,1% of share, Igor Lončarević and Biljana Bujić both holding 0,1% of shares.

KPMG d.o.o. Beograd is a member of the Chamber of Certified Auditors of the Republic of Serbia and is registered under number 23.

During the year to 31 December 2019, there was an average of 8 partners in KPMG d.o.o. Beograd (2018: 7 partners).

The firm adopts 30 September as its financial year end for reporting to KPMG International and 31 December for local statutory purposes. The fees reported to KPMG International for the financial year under review are disclosed in the financial information section of this report.

3.2 Name, ownership and legal relationships



KPMG is the registered trademark of KPMG International and is the name by which the member firms are commonly known. The rights of member firms to use the KPMG name and marks are contained within agreements with KPMG International.

Member firms are generally locally owned and managed. Each member firm is responsible for its own obligations and liabilities. KPMG International and other member firms are not responsible for a member firm's obligations or liabilities.

Member firms may consist of more than one separate legal entity. If this is the case, each separate legal entity will be responsible only for its own obligations and liabilities, unless it has expressly agreed otherwise.



3.3 Responsibilities and obligations of member firms



Pursuant to their membership agreements with KPMG International, member firms are required to comply with KPMG International's

policies, procedures and regulations including quality standards governing how they operate and how they provide services to clients to compete effectively. This includes having a firm structure that ensures continuity and stability and being able to adopt global strategies, share resources (incoming and outgoing), service multi-national clients, manage risk, and deploy global methodologies and tools.

Each member firm takes responsibility for its management and the quality of its work.

Member firms commit to a common set of KPMG values (see section 9.4).

KPMG International's activities are funded by a levy paid to it by member firms. The basis for calculating such amounts is approved by the Global Board and consistently applied to the member firms. A firm's status as a KPMG member firm and its participation in the KPMG network may be terminated if, among other things, it has not complied with the policies, procedures and regulations set by KPMG International or any of its other obligations owed to KPMG International.

3.4 Governance structure

National governance

KPMG d.o.o. Beograd applies high standards of corporate governance.

The main company body of KPMG d.o.o. Beograd is Shareholders' Assembly and the key leadership is represented by Director (who is also a Senior Partner). Comprehensive information on the management structure is available in the Business Registers Agency of the Republic of Serbia (www.apr.gov.rs).

Along with the Director, KPMG d.o.o. Beograd also has other partners and representatives who represent the company in certain legal matters and within certain limitations, but together they are responsible for long-term growth and sustainability of the firm.

Our Senior Partner

The Senior Partner is responsible for leading the firm's management and ensuring that all members receive accurate, timely and clear information and ensuring effective communication and relationships with the members at large.

Our Senior Partner is Uroš Ačanski who assumed this position in October 2018.

The firm management is responsible to manage the firm within the framework of prudent and effective controls, define the firm's strategy and monitor its fulfilment as well to manage the operations in accordance with the core values, standards and processes of KPMG d.o.o. Beograd. The management meets from time to time to undertake certain statutory duties for KPMG d.o.o. Beograd (including approving the annual accounts and the transparency report). Full details of those charged with governance for KPMG d.o.o. Beograd, including their biographies are set out in Appendix 9.2.



System of quality control



4. System of quality control

Overview

Tone at the top, leadership, and a clear set of values and conduct are essential to set the framework for quality. However, these must be backed up by a system of quality control that ensures our performance meets the highest professional standards.

To help all audit professionals concentrate on the fundamental skills and behaviors required to deliver a quality audit, KPMG has developed the Audit Quality Framework, based on International Standards on Quality Control (ISQC 1), issued by the International Auditing and Assurance Standards Board (IAASB) and on the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA), which apply to professional services firms that perform audits of financial statements.

KPMG International has quality control policies that apply to all member firms. These are included in KPMG's Global Quality & Risk Management Manual (Global Q&RM Manual) which applies to all KPMG partners and employees. KPMG d.o.o. Beograd is required to establish and maintain a system of quality control and design, implement, and test the operating effectiveness of quality controls.

KPMG d.o.o. Beograd is required to implement KPMG International policies and procedures and also adopts additional policies and procedures that are designed to address rules and standards as defined under the Law on Auditing of the Republic of Serbia, issued by Chamber of Certified Auditors of the Republic of Serbia and other relevant regulators as well as applicable legal and regulatory requirements.

Quality control and risk management are the responsibility of all KPMG d.o.o. Beograd partners and employees. This responsibility includes the need to understand and adhere to firm policies and associated procedures in carrying out their day-to-day activities. The system of quality control applies to all KPMG partners and employees wherever they are based.

While this Transparency Report summarizes KPMG's approach to audit quality, it may also be useful for stakeholders interested in member firms' Tax and Advisory services, as many KPMG quality control procedures and processes are cross-functional and apply equally to all services offered.

Audit quality framework

At KPMG d.o.o. Beograd audit quality is not just about reaching the right opinion, but how that opinion is reached. It is about the processes, thought and integrity behind the auditors' report. The outcome of a quality audit is the delivery of an appropriate and independent opinion in compliance with relevant professional standards and applicable legal and regulatory requirements. To help all audit professionals concentrate on the fundamental skills and behaviors required to deliver a quality audit, KPMG International has developed the Audit Quality Framework.

KPMG's audit quality framework introduces a common language that is used by all KPMG firms to describe what drives audit quality and to help highlight to their audit professionals how they contribute to its delivery.

Tone at the top' sits at the core of the Audit Quality Framework's seven drivers of audit quality and helps ensure that the right behaviors permeate all KPMG firms. All of the other drivers create a virtuous circle because each driver is intended to reinforce the others. Each of the seven drivers is described in more detail in the following sections of this report.





4.1 Tone at the top



KPMG global leadership, working with regional and member firm leadership, plays a critical role in establishing our commitment

to quality and the highest standards of professional excellence. A culture based on quality, integrity and ethics is essential in an organization that carries out audits and other services on which stakeholders and investors rely.

At KPMG d.o.o. Beograd we promote a culture in which consultation is encouraged and recognized as a strength.

Tone at the top means that KPMG d.o.o. Beograd leadership demonstrates commitment to quality, ethics and integrity and communicates its commitment to clients, stakeholders, and society at large to earn public trust.

The KPMG values are set out in **Appendix 9.4**.

KPMG Global Code of Conduct

KPMG's commitment to integrity and quality is enshrined in the KPMG values that lie at the heart of the way we do things. They define KPMG's diverse and inclusive culture and our commitment to the right personal and professional conduct emphasizing that, above all, KPMG people act with integrity. The KPMG values are communicated clearly to all people and are embedded into member firms' people processes — induction, performance development and reward.

Building on the KPMG values is the [KPMG Global Code of Conduct](#). Member firms, including KPMG d.o.o. Beograd are required to adopt, as a minimum standard, the Global Code of Conduct.

KPMG d.o.o. Beograd Code of Conduct

In addition, the KPMG d.o.o. Beograd Code of Conduct lays out the expectations of ethical behavior for all partners and employees at KPMG d.o.o. Beograd and is built on the foundation of the KPMG values. The KPMG Code of Conduct emphasizes that each partner and employee is personally responsible for following the legal, professional, and ethical standards that apply to his or her job function and level of responsibility.

The KPMG Code of Conduct sets out our commitments and includes provisions that require KPMG d.o.o. Beograd partners and employees, in summary to:

- comply with all applicable laws, regulations, professional standards and KPMG d.o.o. Beograd policies
- work with the right clients and third parties
- focus on quality
- maintain our objectivity and independence
- not tolerate any illegal or unethical acts, committed within KPMG d.o.o. Beograd, by clients or suppliers, or public officials with whom we deal
- protect information
- compete fairly
- help our people to be extraordinary
- be responsible corporate citizens
- build public trust.

All KPMG d.o.o. Beograd partners and employees are required to:

- comply with both the Global Code of and confirm their compliance with the Code of Conduct, and
- complete regular training covering the Code.

Individuals are encouraged to speak up when they see something that makes them uncomfortable or that is inconsistent with the KPMG values.

Moreover, everyone at KPMG is responsible for reporting, and is required to report, any activity that could potentially be illegal or in violation of the KPMG values, KPMG policies, applicable laws, regulations or professional standards.

We have procedures and established channels of communication so that our people can report ethical and quality issues. Retaliation is prohibited against individuals who 'raise their hand' and speak up in good faith.

In addition, the [KPMG International hotline](#) is a mechanism for all KPMG partners, employees, clients and other third parties to confidentially report concerns they have relating to certain areas of activity by KPMG International itself, activities of KPMG member firms or the senior leadership or employees of a KPMG member firm.

At KPMG d.o.o. Beograd, we regularly monitor the extent to which our people feel that the firm lives the KPMG values through the Global People Survey (refer to section 4.5.6).



Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

4.2 Leadership responsibilities for quality and risk management



KPMG d.o.o. Beograd demonstrates commitment to quality, ethics and integrity, and communicates our focus on quality to clients, stakeholders and society. Our leadership plays a critical role in setting the right tone and leading by example — demonstrating an unwavering commitment to the highest standards of professional excellence and championing and supporting major initiatives.

Our leadership team is committed to building a culture based on quality, integrity and ethics, demonstrated through their actions - written and video communications, presentations to teams and one-to-one discussions. The following individuals have leadership responsibilities for quality and risk management at KPMG d.o.o. Beograd.

Senior Partner

In accordance with the principles in ISQC 1, our Senior Partner Uroš Ačanski has assumed ultimate responsibility for KPMG d.o.o. Beograd system of quality control. Details of some of the measures that he and the rest of the Board have taken to ensure that a culture of quality prevails within KPMG d.o.o. Beograd are set out in the following sections of this report.

Risk Management Partner

Operational responsibility for the system of quality control, risk management and compliance in KPMG d.o.o. Beograd has been delegated to the Risk Management Partner (RMP) who is responsible for setting overall professional risk management and quality control policies and monitoring compliance for KPMG d.o.o. Beograd. The RMP has a direct reporting line to the Senior Partner. The RMP consults with the appointed Area Quality and Risk Management Leader.

The RMP is supported by a team of partners and professionals in each of the functions.

Ethics and Independence Partner

The Ethics and Independence Partner has primary responsibility for the direction and execution of ethics and independence policies and procedures in KPMG d.o.o. Beograd and reports on ethics and independence issues to the RMP.

The Audit, Tax and Advisory functions – Function Heads

The three heads of the client service functions (Audit, Tax and Advisory) are accountable to the Senior Partner for the quality of service delivered in their respective functions. Between them, they determine the operation of the risk management, quality assurance and monitoring procedures for their specific functions within the framework set by the RMP. These procedures make it clear that, at the engagement level, risk management and quality control is ultimately the responsibility of all professionals in the firm.

KPMG d.o.o. Beograd Head of Audit is responsible for leading a sustainable high-quality Audit practice that is attractive to KPMG partners and employees. This includes:

- setting the right ‘tone at the top’ by demonstrating an unwavering commitment to the highest standards of professional excellence, including skepticism, objectivity, and independence
- developing and implementing strategies to monitor and maintain knowledge and skills required of partners and employees to fulfil their professional responsibilities
- working with the RMP to monitor and address audit quality and risk matters as they relate to the Audit practice, including an annual evaluation of activities considered to be key to audit quality.

A Head of Audit is assisted by the Audit Quality Partner and the RMP in maintaining a system of quality control.

Audit Leadership Team

The Audit Leadership Team of KPMG d.o.o. Beograd was meeting on a biweekly basis during 2019 and these meetings included regular discussions about current and emerging audit quality issues arising from external and internal quality review processes, queries being raised by engagement teams, root cause analysis procedures and other quality matters identified from a variety of sources. These were debated, other observations collected from client-facing teams were considered, and actions agreed. Typically, most of these actions are short term, in which case they are developed and communicated through the regular technical briefings issued to the whole Audit function of KPMG d.o.o. Beograd and also, if considered of sufficient magnitude, included in the next mandatory training.

For more complex issues (which might require amendments to KPMG’s global audit methodology or audit tools) these will be raised with the KPMG International Global Audit groups for consideration and potential development of solutions by the KPMG Global Solutions Group (KGSG) and the International Standards Group (ISG). For more information about the KGSG and the ISG refer to section 4.6.4.



4.2 Leadership responsibilities for quality and risk management

Investing in continuous improvement

KPMG globally continues to invest significantly in audit quality across the Global Organization. We are building on our sound audit quality foundations, both in terms of how we manage our firms and our audit engagements. This means significant ongoing investment in our system of quality management, global monitoring of audit quality, our professionals and enhanced support, technology and tools for engagement teams.

Our global audit quality program ensures consistent deployment of investments to enhance and support a common approach.

4.3 Association with the right clients

4.3.1 Acceptance and continuance of clients and engagements

Rigorous global client acceptance and continuance policies are vital to being able to provide high-quality professional services.

KPMG's client and engagement acceptance and continuance systems and processes are designed to identify and evaluate any potential risks prior to accepting or continuing a client relationship, or performing a specific engagement.

KPMG firms must evaluate whether to accept or continue a client relationship, or perform a specific engagement. Where client/engagement acceptance (or continuance) decisions pose significant risks, additional approvals are required.

4.3.2 Client and engagement acceptance process

Client evaluation

KPMG d.o.o. Beograd undertakes an evaluation of every prospective client.

This involves obtaining sufficient information about the prospective client, its key management and significant beneficial owners and then properly analyzing the information to be able to make an informed acceptance decision. This evaluation includes completion of a questionnaire to assess the client's risk profile and obtaining background information on the client, its key management, directors and owners. In addition, we obtain additional information required to satisfy our local legal and regulatory requirements.

Engagement evaluation

Each prospective engagement is also evaluated to identify potential risks in relation to the engagement. A range of factors are considered as part of this evaluation, including potential independence and conflict of interest issues (using Sentinel™, KPMG's conflicts and independence checking system), intended purpose and use of engagement deliverables, public perception, as well as factors specific to the type of engagement. For audit services, these include the competence of the client's financial management team and the skills and experience of partners and employees assigned to staff the engagement. The evaluation is made in consultation with other senior KPMG d.o.o. Beograd partners and employees and includes review by quality and risk management leadership as required.

Where audit services are to be provided for the first time, the prospective engagement team is required to perform additional independence evaluation procedures, including a review of any non-audit services provided to the client and of other relevant business and personal relationships.

Similar independence evaluations are performed when an existing audit client becomes a public interest entity or additional independence restrictions apply following a change in the circumstances of the client.

Depending on the overall risk assessment of the prospective client and engagement, additional safeguards may be introduced to help mitigate the identified risks. Any potential independence or conflict of interest issues are required to be documented and resolved prior to acceptance.

A prospective client or engagement will be declined if a potential independence or conflict issue cannot be resolved satisfactorily in accordance with professional standards and our policies, or if there are other quality and risk issues that cannot be appropriately mitigated.



4.3 Association with the right clients

4.3.3 Continuance process

KPMG d.o.o. Beograd undertakes an annual re-evaluation of all its audit clients. The re-evaluation identifies any issues in relation to continuing association and any mitigating procedures that need to be put in place (this may include the assignment of additional professionals such as an Engagement Quality Control (EQC) reviewer or the need to involve additional specialists on the audit).

Recurring or long running non-audit engagements are also subject to periodic re-evaluation.

In addition, clients and engagements are required to be re-evaluated if there is an indication that there may be a change in their risk profile, and as part of the continuous independence evaluation process, engagement teams are required to identify if there have been any changes to previously identified threats or if there are new threats to independence. The threats are then evaluated and, if not at an acceptable level, are eliminated or appropriate safeguards are applied to reduce the threats to an acceptable level.

4.3.4 Withdrawal

Where KPMG d.o.o. Beograd obtains information that indicates that we should withdraw from an engagement or from a client relationship, we consult internally and identify any required legal, professional and regulatory responsibilities. We also communicate as necessary with those charged with governance and any other appropriate authority.

4.3.5 Client portfolio management

KPMG d.o.o. Beograd leadership appoints engagement partners who have the appropriate competence, capabilities, time and authority to perform the role for each engagement.

We review each audit partner's client portfolio at least annually in individual discussions with the audit partner. The reviews consider the industry, nature and risk of the client portfolio as a whole along with the competence, capabilities and capacity of the partner to deliver a quality audit for every client.

4.4 Clear standards and robust audit tools



All KPMG professionals are expected to adhere to KPMG International and KPMG d.o.o., Beograd policies and procedures, including independence policies, and are provided with a range of tools and guidance to support them in meeting these expectations. The policies and procedures set for audit engagements incorporate the relevant requirements of accounting, auditing, ethical and quality control standards, and other relevant laws and regulations.

4.4.1 Our approach to audit

KPMG has been investing significantly in evolving the network's Global Organization's audit capabilities and will continue to do so in the coming years including a new global electronic audit workflow delivered through KPMG Clara platform – KPMG's smart, modular audit platform – capable of continually integrating new and emerging technologies, with advanced capabilities embedded that leverage data, automation, and visualization. Data & Analytics (D&A) is integral to the way how KPMG member firms obtain audit evidence and interact with clients in the digital era.

KPMG's high-quality audit process will continue to include:

- **timely partner and manager involvement** throughout the engagement
- **access to the right knowledge** including involvement of specialists, training and experience requirements and relevant industry expertise
- **critical assessment of all audit evidence obtained during the audit**, exercising appropriate professional judgment
- **ongoing mentoring, supervision and review** of the engagement team managing and documenting the audit.

4.4.1.1. Consistent audit methodology and tools

The KPMG audit methodology developed by the KPMG Global Solutions Group (KGSG) is based on the requirements of the International Standards on Auditing (ISAs) as well as the auditing standards of PCAOB and AICPA. The KPMG audit methodology is set out in KPMG Audit Manual (KAM) and includes additional requirements that go beyond the ISAs, which KPMG International believes enhance the quality of the audit. The methodology emphasizes applying appropriate professional skepticism in the execution of audit procedures and requires compliance with relevant ethical requirements, including independence. Enhancements to the audit methodology, guidance and tools are made regularly to be in compliance with standards, emerging auditing areas of focus and audit quality results (internal and external). Key topics include risk identification, assessment and response, accounting estimates, group audits and audit sampling.



4.4 Clear standards and robust audit tools

KPMG member firms may add local requirements and/or guidance in KAM to comply with additional professional, legal, or regulatory requirements.

KAM contains examples and guidance for, among other things, procedures intended to identify and assess the risk of material misstatement and procedures to respond to those assessed risks.

The KPMG audit workflow is enabled through eAudit's, an activity-based workflow and electronic audit file used by all KPMG member firms. eAudit is KPMG's audit documentation workflow that allows professionals to complete high quality and consistent audits. eAudit integrates KPMG's audit methodology, guidance and industry knowledge, and the tools needed to execute and document the audit work performed.

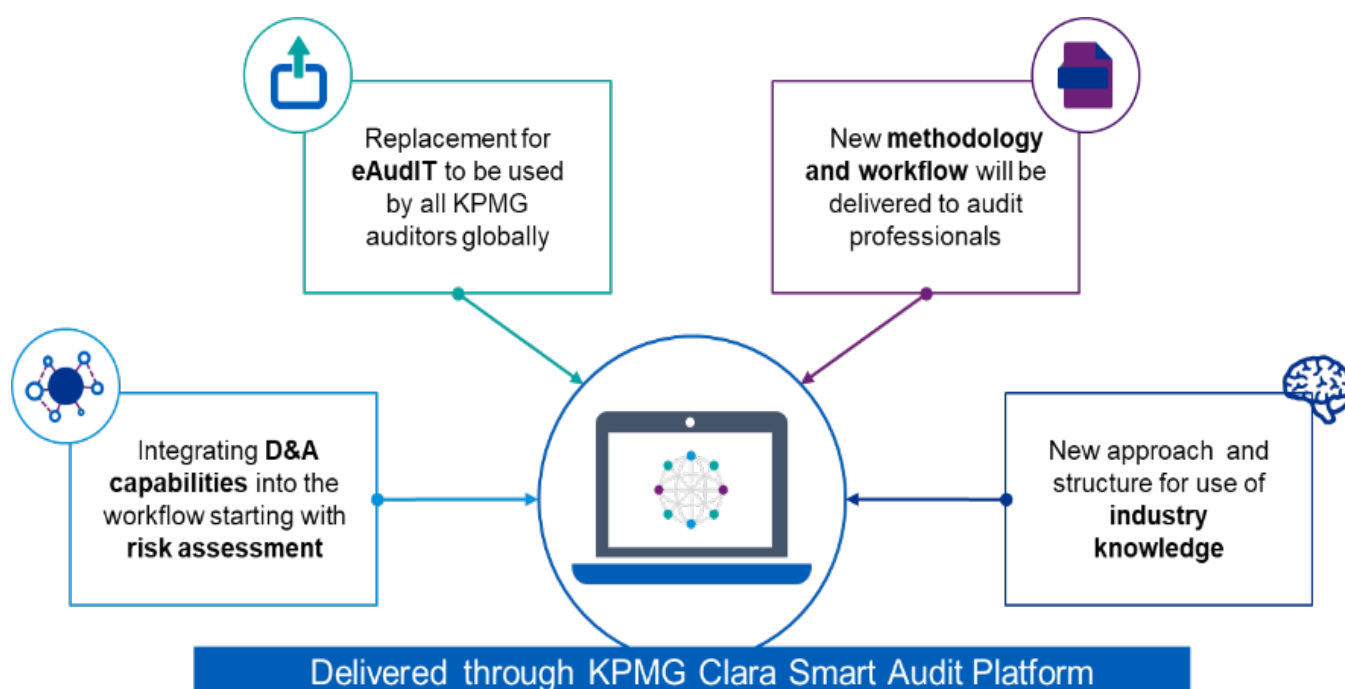
eAudit can be "scaled" to present the relevant requirements and guidance, depending on the nature of the entity to be audited and in accordance with professional standards and applicable legal and regulatory requirements. It provides direct access to KPMG's audit guidance, professional standards and documentation templates.

KPMG Clara, KPMG Clara Workflow and Audit Data & Analytics (D&A)

KPMG International is making significant investments to improve audit quality, drive consistency in execution of audits and strengthen both the member firm and global monitoring of engagements.

KPMG Clara

The global launch of KPMG Clara created a smart audit platform that brings together KPMG's audit Data & Analytics (D&A) capabilities, innovative new technologies, collaboration capabilities and audit workflow.





Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

4.4 Clear standards and robust audit tools

KPMG Clara Workflow

Building on the launch of KPMG Clara in 2017, KPMG International is creating a new workflow tool that will be used by KPMG member firm audit teams to execute and document KPMG audits. It will be intuitive, user-friendly and modern. The new system will genuinely be a workflow – guiding audit teams through a series of steps in a logical sequence aligned to the standards with a clear display of information and visuals, knowledge and guidance available at the moment of need, and with embedded advanced data and analytics (D&A) capabilities. The workflow and methodology will also be scalable – adjusting the requirements to the size and complexity of the audit engagement. This globally-driven project will significantly overhaul and redesign the execution of an audit by KPMG professionals and drive improvements in audit quality.

KPMG Clara workflow incorporates monitoring capabilities (e.g. data mining) at the engagement level for use by member firms. The KPMG Clara workflow was piloted in 2018, with initial deployment globally in 2019 and full deployment beginning in 2020. The predecessor audit workflow tool, eAudit, is expected to be decommissioned in the 2021 fiscal year.

Audit data & analytics (D&A)

KPMG's audit, powered by D&A is designed to:

- **enhance audit quality**; by providing a deeper understanding of data populations, giving focus to higher risk transactions;
- **be secure**; by restricting access to data both in transit and within KPMG's IT environments; and
- **be transparent**; by facilitating detailed analysis to uncover the reasons behind, and root causes of, outliers and anomalies and provide increased visibility into higher risk transactions and process areas.

D&A tools and routines are built on principles and professional standards underlying an audit and do not relieve auditors of their responsibilities.

4.4.2 Independence, integrity, ethics and objectivity

4.4.2.1 Overview

Auditor independence is a cornerstone of international professional standards and regulatory requirements. KPMG International has detailed independence policies and procedures, incorporating the requirements of the IESBA Code of Ethics. These are set out in KPMG's Global Quality & Risk Management Manual, which applies to all KPMG member firms. Automated tools, which must be used for every prospective engagement to identify potential independence and conflict of interest issues, facilitate compliance with these requirements.

These policies are supplemented by other processes to ensure compliance with the standards issued by ISQC1. These policies and processes cover areas such as firm independence (covering, for example, treasury and procurement functions), personal independence, firm financial relationships, post-employment relationships, partner rotation and approval of audit and non-audit services.

The Partner-in-Charge of the Global Independence Group is supported by a core team of specialists to help ensure that robust and consistent independence policies and procedures are in place at KPMG member firms, and that tools are available to help the firms and their personnel to comply with these requirements.

KPMG d.o.o. Beograd has a designated Ethics and Independence Partner (EIP) who has primary responsibility for the direction and execution of ethics and independence policies and procedures in KPMG d.o.o. Beograd. The EIP is responsible for communicating and implementing KPMG global policies and procedures and ensuring that local policies and procedures are established and effectively implemented when they are more stringent than the global requirements. The EIP fulfills this responsibility through:

- implementing/monitoring the ethics and independence quality control process and structure within the firm;
- approving/appointing partners responsible for ethics and independence within the firm;
- overseeing the processes related to the evaluation of specific independence threats in connection with clients and prospective clients;
- participating in the development and delivery of training materials,
- monitoring compliance with policies;
- implementing procedures to address non-compliance; and
- overseeing the disciplinary process for ethics and independence matters.

Amendments to KPMG International's ethics and independence policies in the course of the year are included in regular quality and risk communications with member firms. Member firms are required to implement changes as specified in the communications, and this is checked through the internal monitoring programs described in 4.7.1.

KPMG d.o.o. Beograd partners and employees are required to consult with the EIP on certain matters as defined in the Global Q&RM Manual. The EIP may also be required to consult with the Global Independence Group, depending upon the facts and circumstances.



Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

4.4 Clear standards and robust audit tools

4.4.2.2 Personal financial independence

KPMG International policies require that KPMG member firms and KPMG professionals are free from prohibited financial interests in, and prohibited financial relationships with, KPMG member firm assurance and audit clients (by definition, 'audit client' includes its related entities or affiliates), their management, directors, and, where required, significant owners. All KPMG partners — irrespective of their member firm and function — are generally prohibited from owning securities of any audit client of any member firm.

KPMG member firms use a web-based independence compliance system (KICS) to assist our professionals in complying with personal independence investment policies. This system contains an inventory of publicly available investments and provides a tracking mechanism for required users to report acquisitions and disposals of their financial interests. The system facilitates monitoring by identifying and reporting impermissible investments and other non-compliant activity (i.e., late reporting of an investment acquisition).

All Partners and all manager grade and above client-facing employees are required to use the KICS system prior to entering into an investment to identify whether they are permitted to do so. They are also required to maintain a record of all of their investments in publically traded entities in KICS, which automatically notifies them if any investment subsequently becomes restricted. Newly restricted investments must be disposed of within five business days of the notification. KPMG monitors partner and manager compliance with this requirement as part of our program of independence compliance audits of a sample of professionals. The Global Independence Group provides guidance and suggested procedures relating to the audit and inspection by KPMG member firms of personal compliance with KPMG's independence policies. This includes sample criteria including the minimum number of professionals to be audited annually.

In 2019 over 20 of KPMG d.o.o. Beograd partners and employees were subject to these audits (this included approximately 63% of our partners).

4.4.2.3 Employment relationships

Any KPMG d.o.o. Beograd professional providing services to an audit client irrespective of function is required to notify our EIP if they intend to enter into employment negotiations with that audit client. For partners, this requirement extends to any audit client of any KPMG member firm that is a public interest entity.

Former members of the audit team or former partners of KPMG d.o.o. Beograd are prohibited from joining an audit client in certain roles unless they have disengaged from all significant connections to KPMG d.o.o. Beograd, including payments which are not fixed and predetermined and/or would be material to KPMG d.o.o. Beograd and ceased participating in KPMG d.o.o. Beograd business and professional activities.

Key audit partners and members of the chain of command for an audit client that is a public interest entity are subject to time restrictions (referred to as 'cooling-off' periods) that preclude them from joining that client in certain roles until a defined period of time has passed.

We communicate and monitor requirements in relation to employment and partnership of KPMG d.o.o. Beograd professionals by audit clients.

4.4.2.4 Firm financial independence

KPMG member firms must also be free from prohibited interests in, and prohibited relationships with, audit clients, their management, directors and, where required, significant owners.

In common with other KPMG member firms, KPMG d.o.o. Beograd uses KICS to record its own direct and material indirect investments in listed entities and funds (or similar investment vehicles) as well as in non-listed entities or funds. This includes investments held in pension, and employee benefit plans.

Additionally, KPMG d.o.o. Beograd is required to record in KICS all borrowing and capital financing relationships, as well as custodial, trust and brokerage accounts that hold member firm assets.

On an annual basis, KPMG d.o.o. Beograd confirms compliance with independence requirements as part of the Risk Compliance Program.

4.4.2.5 Business relationships/ suppliers

KPMG d.o.o. Beograd has policies and procedures in place that are designed to ensure its business relationships with audit clients are maintained in accordance with the IESBA Code of Ethics and other applicable independence requirements, such as those promulgated by the SEC.



Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

4.4 Clear standards and robust audit tools

Business acquisitions, admissions and investments

If KPMG d.o.o. Beograd is in the process of considering the acquisition of, or investment in, a business, it is required to perform sufficient due diligence procedures on the prospective target to identify and address any potential independence and risk management issues prior to closing the transaction. Specific consultations with the Global Independence Group and Global Quality & Risk Management are required to enable independence and other issues to be addressed when integrating the business into KPMG d.o.o. Beograd and the wider Global Organization.

Independence clearance process

KPMG d.o.o. Beograd follows specific procedures to identify and evaluate threats to independence related to prospective audit clients that are public interest entities; these procedures, also referred to as 'the independence clearance process,' must be completed prior to accepting an audit engagement for these entities.

Independence training and confirmations

All KPMG d.o.o. Beograd partners and client facing professionals, as well as certain other individuals, must complete independence training that is appropriate to their grade and function upon joining KPMG d.o.o. Beograd and on an annual basis thereafter.

New partners and client facing employees who are required to complete this training must do so by the earlier of (a) seven days after joining KPMG d.o.o. Beograd or (b) before providing any services to, or becoming a member of the chain of command for, any audit client (by definition, "audit client" includes its related entities or affiliates).

We also provide all partners and employees with biennial training on:

- the Global Code of Conduct and ethical behavior, including KPMG's anti-bribery policies, compliance with laws, regulations, and professional standards; and
- reporting suspected or actual non-compliance with laws, regulations, professional standards, KPMG and KPMG's policies.

New partners and employees are required to complete this training within seven days of joining KPMG d.o.o. Beograd. All KPMG partners and employees are required to sign, upon joining KPMG d.o.o. Beograd and thereafter, an annual confirmation stating that they have remained in compliance with applicable ethics and independence policies throughout the year.

Non-audit services

All KPMG firms are required, at a minimum, to comply with the IESBA Code of Ethics and applicable laws and regulations related to the scope of services that can be provided to audit clients.

KPMG d.o.o. Beograd are required to establish and maintain a process to review and approve all new and modified services that are developed by KPMG d.o.o. Beograd. KPMG d.o.o. Beograd's EIP is involved in the review of potential independence issues.

In addition to identifying potential conflicts of interest, Sentinel™, facilitates compliance with these policies. Certain information on all prospective engagements, including service descriptions and fees must be entered into Sentinel™ as part of the engagement acceptance process. When the engagement is for an audit client, an evaluation of potential threats and safeguards is also required to be included in the Sentinel™ submission. Lead audit engagement partners are required to: maintain group structures for their publicly traded and certain other audit clients as well as their related entities or affiliates in Sentinel™, and they are also responsible for identifying and evaluating any independence threats that may arise from the provision of a proposed non-audit service and the safeguards available to address those threats.

Fee dependency

KPMG International's policies recognize that self-interest or intimidation threats may arise when the total fees from an audit client represent a large proportion of the total fees of the member firm expressing the audit opinion. These policies require KPMG member firms to consult with their Area Q&RM Leader where it is expected that total fees from an audit client will exceed 10 percent of the annual fee income of the member firm for two consecutive years. In the event that the total fees from a public interest entity audit client and its related entities were to represent more than 10 percent of the total fees received by a particular member firm for two consecutive years, these policies further require that:

- This would be disclosed to those charged with governance at the audit client; and
- A senior partner from another KPMG member firm would be appointed as the engagement quality control (EQC) reviewer.

No audit client accounted for more than 10 percent of the total fees received by KPMG d.o.o. Beograd over the last two years.



Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

4.4 Clear standards and robust audit tools

Resolving conflicts of interest

Conflicts of interest can arise in situations where KPMG d.o.o. Beograd partners or employees have a personal connection with the client which may interfere, or be perceived to interfere, with their ability to remain objective, or where they are personally in possession of confidential information relating to another party to a transaction. Consultation with the Risk Management Partner (RMP) or the EIP is required in these situations.

KPMG International policies are also in place to prohibit KPMG partners and staff from accepting gifts and hospitality from audit clients, unless the value is trivial and inconsequential, is not prohibited by relevant law or regulation and is not deemed to have been offered with the intent to improperly influence the behavior of the audit team member or the member firm. KPMG partners and staff are also precluded from offering inducements, including gifts and entertainment, which are made or perceived to be made with the intent to improperly influence the behavior of the recipient or which would cast doubt on the individual's or the member firm's integrity, independence, objectivity or judgment.

All KPMG member firms and personnel are responsible for identifying and managing conflicts of interest, which are circumstances or situations that have, or may be perceived to have an impact on a member firm and/ or its partners or employees in their ability to be objective or otherwise act without bias.

All KPMG member firms must use Sentinel™ for potential conflict identification so that these can be addressed in accordance with legal and professional requirements. KPMG d.o.o. Beograd has risk management resource/s who are/is responsible for reviewing any identified potential conflict and working with the affected member firms to resolve the conflict, the outcome of which must be documented.

Escalation and dispute resolution procedures are in place for situations in which agreement cannot be reached on how to manage a conflict. If a potential conflict issue cannot be appropriately mitigated, the engagement is declined or terminated.

Independence breaches

All KPMG d.o.o. Beograd personnel are required to report an independence breach as soon as they become aware of it to the EIP. In the event of failure to comply with our independence policies, whether identified in the compliance review, self-declared or otherwise, professionals are subject to an independence disciplinary policy. All breaches of independence rules must be reported to those charged with governance as soon as possible except where alternative timing for less significant breaches has been agreed to with those charged with governance.

KPMG d.o.o. Beograd has a documented and communicated disciplinary policy in relation to breaches of independence policies, incorporating incremental sanctions reflecting the seriousness of any violations. Our Disciplinary Committee oversees policies and procedures in relation to ethical matters and breaches of requirements.

Matters arising are factored into our promotion and compensation decisions and, in the case of engagement leaders and managers, are reflected in their individual quality and risk metrics.

Compliance with laws, regulations and anti-bribery and corruption

Compliance with laws, regulation and standards is a key aspect for everyone at KPMG d.o.o. Beograd. In particular, we have zero tolerance of bribery and corruption.

We prohibit involvement in any type of bribery — even if such conduct is legal or permitted under applicable law or local practice. We also do not tolerate bribery by third parties, including by our clients, suppliers or public officials.

Further information on KPMG International anti-bribery and corruption policies can be found on the [anti-bribery and corruption site](#).

Partner and firm rotation

Partner rotation

KPMG International partner rotation policies are consistent with or exceed the requirements of the IESBA Code of Ethics and require all member firms to comply with any stricter local applicable rotation requirements.

KPMG d.o.o. Beograd partners are subject to periodic rotation of their responsibilities for audit clients under applicable laws, regulations, independence rules and KPMG International policy. These requirements place limits on the number of consecutive years that partners in certain roles may provide audit services to a client, followed by a 'time-out' period during which time these partners may not:

- participate in the audit;
- provide quality control for the audit;
- consult with the engagement team or the client regarding technical or industry-specific issues;
- in any way influence the outcome of the audit;
- lead or coordinate professional services at the client;
- oversee the relationship of the firm with the audit client; or
- have any other significant or frequent interaction with senior management or those charged with governance at the client



Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

4.4 Clear standards and robust audit tools

Partner and firm rotation

Partner rotation

KPMG d.o.o. Beograd monitors the rotation of audit engagement leaders (and any other key roles, such as the Key Audit Partner and Engagement Quality Control Reviewer, where there is a rotation requirement) and develops transition plans to enable allocation of partners with the necessary competence and capability to deliver a consistent quality of service to clients.

Firm rotation

KPMG d.o.o. Beograd is permitted to act as an auditor for a Banks, Public Listed Entities and Leasing companies for a maximum period of five years and for Funds maximum period of three years and not to act as auditor for such clients for one year thereafter (referred to as the 'cooling off period').

KPMG d.o.o. Beograd has processes in place to track and manage audit firm rotation.

4.5 Recruitment, development and assignment of appropriately qualified personnel



One of the key drivers of quality is ensuring that our professionals have the appropriate skills and experience, passion and purpose, to deliver the highest quality in audit. This requires appropriate recruitment, development, reward, promotion, retention and assignment of professionals.

The KPMG performance development approach, linked to the KPMG values, and is designed to articulate what is required for success — both individually and collectively. Ensuring Audit quality is an essential element of the training, planning and development underway to support the KPMG Clara Workflow roll-out and the associated updated KPMG audit methodology, with processes embedded in all KPMG learning programs.

4.5.1 Recruitment

KPMG in Serbia is committed to building an extraordinary people experience for all KPMG partners and employees and prospective partners and employees.

We strive to be an employer of choice by creating an environment where our people can fulfill their potential and feel proud and motivated to give their best.

Our recruitment strategy is focused on drawing entry-level talent from a broad talent base, including working with established universities, colleges, but also working with secondary schools, helping build relationships with a younger, diverse talent pool at an early age.

We also recruit significant numbers at an experienced hire levels.

All candidates submit an application and are employed following a variety of selection processes, which may include (application screening, competency-based interview)s. These leverage fair and job-related criteria to ensure that candidates possess the appropriate characteristics to perform competently, are suitable and best placed for their roles.

All candidates submit an application and are employed following a variety of selection processes, which include application screening and competency-based interviews. We recruited over 85 new graduates and trainees in the year ended 30 September 2019 (2018: approximately 93).

Where individuals are recruited for senior grades, a formal independence discussion is conducted with them by the Ethics and Independence Partner or a delegate. We do not accept any confidential information belonging to the candidate's former firm/employer.

Upon joining our firm, new personnel are required to participate in a comprehensive on-boarding program, which includes training in various areas, including ethics and independence. This also includes ensuring that any issues of independence or conflicts of interest are addressed before the individual can commence as a partner or employee with the firm.

4.5.2 Personal development

Development

We have launched a new approach to performance development built around the *Everyone a Leader* performance principles, *Open Performance Development*, which includes:

- Global role profiles;
- a goal library; and
- Standardized review forms.

Open Performance Development is linked to the KPMG values and designed to articulate what is required for success — both individually and collectively. We know that by being clear and consistent about the behavior we're looking for and rewarding those who role model these behaviors, will enhance our ability to achieve quality and we have articulated this through our performance principles of seeking growth, inspiring trust and delivering impact.



4.5 Recruitment, development and assignment of appropriately qualified personnel

4.5.2 Personal development

Development

At the same time, we are driving a shift in our performance-driven culture, supported by and enacted through leading technology that allow us to embed audit quality to the assessment of performance and the decisions around reward as well as drive consistency across the Global Organization.

A culture of continuous improvement is encouraged to drive feedback, both positive and developmental, from both junior and senior colleagues, as well as peers.

We monitor quality and compliance incidents and maintain quality and compliance metrics in assessing the overall evaluation, promotion and remuneration of partners but also directors and managers. These evaluations are conducted by performance managers and partners who are in a position to assess performance.

It is important that all our professionals have the necessary business and leadership skills in addition to technical skills to be able to perform quality work (see section 4.6.1).

In relation to audit, opportunities are provided for professionals to develop the skills, behaviors, and personal qualities that form the foundations of a successful career in auditing. Courses are available to enhance personal effectiveness and develop technical, leadership, and business skills.

In recognition that some KPMG professionals are unable to always attend training courses in person, to complement the mix between education, collaboration and experience, and to provide training accessible at the right time in a flexible and interactive approach, we also provide training via online learning and virtual classrooms.

Our professionals are also developed for high performance through access to coaching and mentoring on the job, stretch assignments, and country rotational and global mobility opportunities.

4.5.3 Inclusion and diversity programs

We work hard to foster an inclusive culture. Being inclusive enables us to bring together successful teams with the broadest range of skills, experiences and perspectives.

Our leadership and management teams also need to reflect the diversity within our firm and the diversity of our clients.

We believe that the established KPMG Global Inclusion and Diversity strategy provides the framework to drive the actions that are necessary to promote inclusive leadership at KPMG d.o.o. Beograd and across all KPMG member firms

4.5.4 Reward and Promotion

KPMG's policy prohibits audit partners from being evaluated on or compensated based on their success in selling non-assurance services to audit clients.

Evaluation process including quality and compliance metrics

All professionals, including partners, have annual goal-setting and performance reviews. Each professional is evaluated on their agreed-upon goals, demonstration of our leadership competencies, technical capabilities and market knowledge. A culture of continuous improvement is encouraged to drive feedback – both formal and informal, from junior and senior colleagues, as well as peers. Feedback gathered forms an integral part of performance reviews.

We monitor quality and compliance incidents and maintain quality metrics in assessing the overall evaluation, promotion and remuneration of partners [and directors and managers]. These evaluations are conducted by performance managers and partners who are in a position to assess performance.

Reward

We have compensation and promotion policies that are, clear, simple, and linked to the performance review process which, for partners, includes the achievement of key audit quality and compliance metrics. This helps our partners and employees know what is expected of them, and what they can expect to receive in return. The connection between performance and reward is achieved through [calibration/moderation meetings] where relative performance across a peer group is discussed and used to inform reward decisions.

Reward decisions are based on consideration of both individual and organizational (member firm) performance.

The results of performance evaluations directly affect the promotion and remuneration of partners and employees and, in some cases, their continued association with KPMG.



Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

4.5 Recruitment, development and assignment of appropriately qualified personnel

Reward

The extent to which our people feel their performance has been reflected in their reward is measured through the Global People Survey, with action plans developed accordingly.

Promotion

The results of performance evaluations directly affect the promotion and remuneration of partners and employees and, in some cases, their continued association with KPMG.

Partner admissions

Our process for admission to partnership is rigorous and thorough, involving appropriate members of leadership. Our criteria for admission to the partnership are consistent with our commitment to professionalism and integrity, quality, and being an employer of choice. These are strongly aligned to KPMG's behavioral capabilities and are based on consistent principles.

4.5.5 Assignment of professionals

KPMG d.o.o. Beograd has procedures in place to assign both engagement partners and other professionals to a specific engagement on the basis of their skill sets, relevant professional and industry experience, and the nature of the assignment or engagement. Function heads are responsible for the partner assignment process. Key considerations include partner experience and capacity - based on an annual partner portfolio review - to perform the engagement taking into account the size, complexity and risk profile of the engagement and the type of support to be provided (i.e. the engagement team composition and specialist involvement).

Audit engagement partners are required to be satisfied that their engagement teams have appropriate competencies, training and capabilities, including time, to perform audit engagements in accordance with audit, professional standards, and applicable legal and regulatory requirements. This may include involving specialists from our own firm, other KPMG member firms or external experts.

When considering the appropriate competence and capabilities expected of the engagement team as a whole, the engagement partner's considerations may include the following:

- an understanding of, and practical experience with, audit engagements of a similar nature and complexity through appropriate training and participation
- an understanding of professional standards and legal and regulatory requirements

- appropriate technical skills, including those related to relevant information technology and specialized areas of accounting or auditing
- knowledge of relevant industries in which the client operates
- ability to apply professional judgment
- an understanding of KPMG's quality control policies and procedures
- Quality Performance Review (QPR) results and results of regulatory inspections.

4.5.6 Insights from our people – Global People Survey (GPS)

Annually invites all its people to participate in an independent Global People Survey to share their perception about their experience working for KPMG. The GPS provides an overall measure of our people's engagement through an Employee Engagement Index (EEI) as well as insights into areas driving engagement which may be strengths or opportunities. Results can be analyzed by functional or geographic area, grade, role, gender to provide additional focus for action. Additional insight is provided on how we are faring on categories known to impact engagement.

The survey also specifically provides our leadership and KPMG global leadership with results related to audit quality upholding the KPMG values, employee and partner attitudes to quality, leadership and tone at the top.

KPMG monitors results and takes appropriate actions to communicate and respond to the findings of the survey. This includes monitoring GPS results including those related to audit quality and tone at the top, and employee engagement through the EEI. The results of the GPS are also aggregated for the entire Global Organization and are presented to the Global Board each year and appropriate follow-up actions agreed.

All professionals are provided with the technical training and support they need to perform their roles. This includes access to internal specialists and the professional practice department, which are made up of senior professionals with extensive experience in audit, reporting and risk management, either to provide resources to the engagement team or for consultation. Where the right resource is not available within KPMG access is provided to a network of highly skilled KPMG professionals in other KPMG member firms.

At the same time, audit policies require all KPMG audit professionals to have the appropriate knowledge and experience for their assigned engagements.



4.6 Commitment to technical excellence and quality service delivery

4.6.1 Lifetime learning strategy

Formal training

Annual training priorities for development and delivery are identified by the Audit Learning and Development steering groups at global, regional and, where applicable, at a local level. Training is delivered using a blend of classroom, digital learning and performance support to assist auditors on the job.

Mentoring and on the job training

Audit Learning and Development teams work with subject matter experts and leaders from member firm Department of Professional Practice (DPP) as appropriate, to ensure the training is of the highest quality, is relevant to performance on the job and is delivered on a timely basis.

4.6.2 Licensing and mandatory requirements for IFRS and U.S. GAAP engagements

Licensing

All our professionals are required to comply with applicable professional license rules and satisfy the Continuing Professional Development (CPD) requirements in the jurisdiction where they practice The Chamber of Certified Auditors of the Republic of Serbia. Policies and procedures are designed to facilitate compliance with license requirements. We are responsible for ensuring that audit professionals working on engagements have appropriate audit, accounting and industry knowledge, and experience in the local predominant financial reporting framework.

Mandatory requirements – IFRS and U.S.GAAP engagements

In addition, we have specific requirements for partners, managers and EQC reviewers working on IFRS engagements in countries where IFRS is not the predominant financial reporting framework.

Similar policies apply to engagements performed outside the U.S. to report on financial statements or financial information prepared in accordance with U.S. GAAP and/or audited in accordance with U.S. auditing standards, including reporting on the effectiveness of the entity's internal control over financial reporting (ICOFR). These require that the partner, manager, and EQC reviewer have completed relevant training and that the engagement team, collectively, has sufficient experience to perform the engagement or has implemented appropriate safeguards to address any shortfalls.

4.6.3 Access to specialist networks

KPMG engagement teams have access to a network of local KPMG specialists as well as specialists in other KPMG member firms. Specialists who are members of an audit team and have overall responsibility for specialist involvement on an audit engagement have the competencies, capabilities and objectivity to appropriately fulfill their role. Training on audit concepts is provided to these specialists.

The need for specialists (e.g. Information Technology, Tax, Treasury, Actuarial, Forensic, Valuation) to be assigned to a specific audit engagement is considered as part of the audit engagement acceptance and continuance process.

4.6.4 Culture and Consultation

KPMG engagement teams have access to a network of local KPMG specialists as well as specialists in other KPMG member firms. Specialists who are members of an audit team and have overall responsibility for specialist involvement on an audit engagement have the competencies, capabilities and objectivity to appropriately fulfill their role. Training on audit concepts is provided to these specialists.

The need for specialists (e.g. Information Technology, Tax, Treasury, Actuarial, Forensic, Valuation) to be assigned to a specific audit engagement is considered as part of the audit engagement acceptance and continuance process.

KPMG encourages a strong culture of consultation that supports member firm teams throughout their decision-making processes and is a fundamental contributor to audit quality. We promotes a culture in which consultation is recognized as a strength and that encourages all KPMG professionals to consult on difficult or contentious matters.



4.6 Commitment to technical excellence and quality service delivery

4.6.4 Culture and Consultation

To assist audit engagement professionals in addressing difficult or contentious matters, protocols have been established for consultation and documentation of significant accounting and auditing matters, including procedures to facilitate resolution of differences of opinion on engagement issues. In addition, the KPMG Global Q&RM Manual includes mandatory consultation requirements where certain matters are identified such as concerns over client integrity.

Technical consultation and global resources

Technical auditing and accounting support is available to all member firms and their professionals through the KPMG Global Solutions Group (KGSG) (formally referred to as the Global Service Centre (GSC) and the ISG as well as the US Capital Markets Group for SEC foreign registrants.

KPMG Global Solutions Group (KGSG)

The KGSG's mission is to drive success for KPMG's global network of Audit practices through collaboration, innovation and technology. The KGSG develops, maintains and deploys KPMG's audit methodology and technology-based tools used by KPMG audit professionals to facilitate effective and efficient audits. With three global locations, one in each region, the KGSG Audit team is made up of professionals with backgrounds in audit, IT, data science, mathematics, statistics, and more from around the world who bring diverse experiences and innovative ways of thinking to further evolve KPMG's audit capabilities.

International Standards Group (ISG)

The ISG works with Global IFRS and ISA topic teams with geographic representation from around the world to promote consistency of interpretation of IFRS and auditing requirements between member firms, identify emerging issues, and develop global guidance on a timely basis.

Member firm professional practice resource

Appropriate consultation support on auditing and technical accounting matters is provided to audit engagement professionals through our professional practice resources (referred to as Department of Professional Practice or DPP). DPP also assists engagement teams where there are differences of opinion either within teams or with the EQC reviewer. Unresolved differences are required to be escalated to senior partners for final resolution. The ISG is also available for consultation when required.

4.6.5 Developing business understanding and industry knowledge

A key part of quality is having a detailed understanding of the client's business and industry.

For significant industries, global audit sector leads are appointed to support the development of relevant industry information, which is made available to audit professionals through the KPMG audit workflow. This knowledge comprises examples of industry audit procedures and other information (such as typical risks and accounting processes). In addition, industry overviews are available that provide general and business information in respect of particular industries, as well as a summary of the industry knowledge provided in the KPMG audit workflow.



4.7 Performance of effective and efficient audits



How an audit is conducted is as important as the final result. KPMG d.o.o. Beograd partners and employees are expected to demonstrate certain key behaviors and follow certain policies and procedures in the performance of effective and efficient audits.

4.7.1 Ongoing mentoring, supervision and review

We understand that skills build over time and through exposure to different experiences. To invest in the building of skills and capabilities of KPMG professionals, without compromising on quality, KPMG d.o.o. Beograd promotes a continuous learning environment and supports a coaching culture.

Ongoing mentoring, coaching and supervision during an audit involves:

- engagement partner participation in planning discussions
- tracking the progress of the audit engagement
- considering the competence and capabilities of the individual members of the engagement team, including whether they have sufficient time to carry out their work, whether they understand their instructions, and whether the work is being carried out in accordance with the planned approach to the engagement
- helping engagement team members address any significant matters that arise during the audit and modifying the planned approach appropriately
- identifying matters for consultation with more experienced team members during the engagement.

A key part of effective mentoring and supervision is timely review of the work performed so that significant matters are promptly identified, discussed and addressed.

4.7.1.1. Timely engagement quality control (EQC) reviewers

EQC reviewers are independent of the engagement team and have the appropriate experience and knowledge to perform an objective review of the more critical decisions and judgments made by the engagement team and the appropriateness of the financial statements.

The EQC is an important part of KPMG's framework for quality. An EQC reviewer is required to be appointed for audits, including any related review(s) of interim financial information, of all listed entities, non-listed entities with a high public profile, engagements that require an EQC review under applicable laws or regulations, and other engagements as designated by the Risk Management Partner or country Head of Audit.

Although the engagement partner is ultimately responsible for the resolution of financial reporting and auditing matters, the EQC reviewer must be satisfied that all significant questions raised have been resolved before an audit can be considered complete.

KPMG d.o.o. is continually seeking to strengthen and improve the role that the EQC reviewer plays in audits, as this is a fundamental part of the system of audit quality control.



4.7 Performance of effective and efficient audits

4.7.1.2 Reporting

Auditing standards as applicable in the Republic of Serbia, the Law on Auditing of the Republic of Serbia, by-laws of the National Bank of Serbia and the Securities Commission of the Republic of Serbia, largely dictate the format and content of the auditors' report that includes an opinion on whether client's financial statements give a true and fair view. Experienced engagement partners form all audit opinions based on the audit performed.

In preparing auditors' reports, engagement partners have access to extensive reporting guidance and technical support through consultations with our DPP, especially where there are significant matters to be reported to users of the auditors' report (e.g. a modification to the opinion or through the inclusion of an 'emphasis of matter' or 'other matter' paragraph, as well as key audit matters to be communicated).

4.7.1.3 Insightful, open and honest two-way communication

Two-way communication with those charged with governance, often identified as the Audit Committee (or any other applicable equivalent oversight body), is key to audit quality and is a key aspect of reporting and service delivery.

At KPMG d.o.o. we stress the importance of keeping those charged with governance informed of issues arising throughout the audit and the need to listen to and understand their views. We achieve this through a combination of reports and presentations, attendance at Audit Committee or board meetings, and, when appropriate, ongoing informal discussions with management and members of the Audit Committee or other equivalent oversight body.

Audit Committee Institute

In recognition of the demanding and important role that Audit Committees play for the capital markets and also of the challenges that they face in meeting their responsibilities, the [Audit Committee Institute](#) (ACI) aims to help audit committee members enhance their commitment and ability to implement effective audit committee processes. The ACI operates in more than 40 countries across the globe and provides audit committee members with authoritative guidance (such as the ACI [Audit Committee Handbook](#)) on matters of interest to Audit Committees; updates on issues like EU audit reform, changes to accounting standards and other matters of interest to Audit Committees (such as cyber security and corporate culture); and the opportunity to network with their peers during an extensive program of technical updates and awareness seminars.

The ACI's offerings cover the array of challenges facing Audit Committees and businesses today — from risk management and emerging technologies to strategy and global compliance.

IFRS Institute

KPMG's Global IFRS Institute provides information and resources to help the KPMG d.o.o., Beograd, Board and Audit Committee members, executives, management, stakeholders and government representatives gain insight and access thought leadership about the evolving global financial reporting framework.





4.7.2 Client confidentiality, information security, and data privacy



The importance of maintaining client confidentiality is emphasized through a variety of mechanisms including the Global KPMG d.o.o. Beograd Code of Conduct, training, and the annual affidavit/confirmation process, that all KPMG professionals are required to complete.

We have a formal document retention policy concerning the retention period for audit documentation and other records relevant to an engagement in accordance with the relevant IESBA requirements and Law on Audit of the Republic of Serbia as well as other applicable laws, standards and regulations.

We have clear policies on information security that cover a wide range of areas. Data Privacy policies are in place governing the handling of personal information, and associated training is required for all KPMG d.o.o. Beograd personnel and professionals.



4.8 Commitment to continuous improvement



KPMG commits to continually improve the quality, consistency and efficiency of KPMG audits.

Integrated quality monitoring and compliance programs enable member firms to identify quality deficiencies, to perform root cause analysis and develop, implement and report remedial action plans, both in respect of individual audit engagements and the overall system of quality control.

The quality monitoring and compliance programs (see section 4.8.1 for details) are globally administered and consistent in their approach across all member firms, including the nature and extent of testing and reporting. KPMG d.o.o. Beograd compares the results of its internal monitoring programs with the results of those of any external inspection programs and take appropriate action.

4.8.1 Internal monitoring and compliance programs

KPMG d.o.o. Beograd monitoring programs evaluate both:

- engagement performance in compliance with the applicable standards, applicable laws and regulation and KPMG International policies and procedures; and
- KPMG d.o.o. Beograd compliance with KPMG International policies and procedures and the relevance, adequacy and effective operation of key quality control policies and procedures.

Our internal monitoring program also contributes to the assessment of whether our system of quality control has been appropriately designed, effectively implemented, and operates effectively. These include:

- Quality Performance Reviews (QPR) and Risk Compliance Programs (RCP), which are conducted annually across the Audit, Tax and Advisory functions; and
- A cross functional Global Compliance review (GCR) program which is conducted at least every three years.

The results and lessons from the integrated monitoring programs are communicated internally and appropriate action is taken at local, regional and global levels.

Audit Quality Performance Reviews (QPRs)

The QPR program assesses engagement level performance and identifies opportunities to improve engagement quality.

Risk-based approach

Each engagement leader in every KPMG member firm is reviewed at least once in a three year cycle. A risk-based approach is used to select engagements.

KPMG d.o.o. Beograd conducts the annual QPR program in accordance with KPMG International QPR instructions. The reviews are performed at KPMG d.o.o. Beograd level and are monitored regionally and globally. Member firm Audit QPR reviews are overseen by a senior experienced lead reviewer independent from the member firm.

Reviewer selection, preparation and process

There are robust criteria for selection of reviewers. Review teams include senior experienced lead reviewers that are independent of the member firm under review.

Training is provided to review teams and others overseeing the process, with a focus on topics of concern identified by audit oversight regulators and the need to be as rigorous as external reviewers.

Evaluations from Audit QPR

Consistent criteria are used to determine engagement ratings and member firm Audit practice evaluations.

Audit engagements selected for review are rated as 'Satisfactory', 'Performance Improvement Needed' or 'Unsatisfactory'.

Reporting

Findings from the QPR program are disseminated to member firm professionals through written communications, internal training tools, and periodic partner, manager and staff meetings.

These areas are also emphasized in subsequent inspection programs to gauge the extent of continuous improvement.

Lead audit engagement partners are notified of less than satisfactory engagement (defined as 'Performance Improvement Needed' or 'Unsatisfactory') ratings on their respective cross-border engagements. Additionally, lead audit engagement partners of parent companies/head offices are notified where a subsidiary/affiliate of their client group is audited by a member firm where significant quality issues have been identified during the QPR.



4.8 Commitment to continuous improvement

Risk Compliance Program (RCP)

KPMG International develops and maintains quality control policies and processes that apply to all KPMG member firms. These policies and processes, and their related procedures, include the requirements of ISQC 1. During the annual RCP, we perform a robust assessment program consisting of documentation of quality controls and procedures, related compliance testing and reporting of exceptions, action plans and conclusions.

The objectives of the RCP are to:

- document, assess and monitor the extent of compliance of KPMG d.o.o. Beograd system of quality control with Global Quality & Risk Management policies and key legal and regulatory requirements relating to the delivery of professional services; and
- provide the basis for KPMG d.o.o. Beograd to evaluate that the firm and its personnel comply with relevant professional standards and applicable legal and regulatory requirements.

Where deficiencies are identified, we are required to develop appropriate action plans and monitor the status of each action item.

Global Compliance Review (GCR) program

Each member firm is subject to a GCR conducted by KPMG International's GCR team, independent of the member firm, at least once in a 3 year cycle.

The GCR team performing the reviews is independent of the KPMG member firm and is objective and knowledgeable of Global Quality and Risk Management policies. GCRs assess compliance with selected KPMG International policies and procedures and share best practices among member firms.

The GCR provides an independent assessment of:

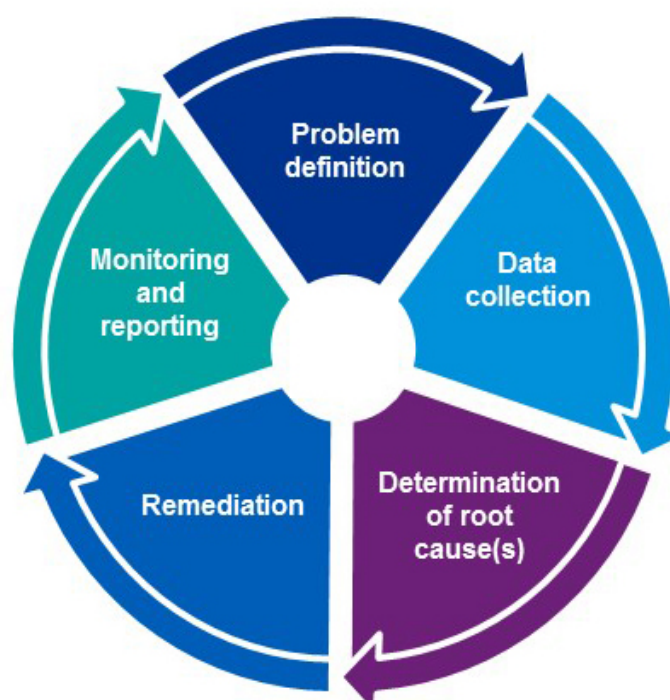
- a member firm's commitment to quality and risk management (tone at the top) and the extent to which its overall structure, governance and financing support and reinforce this commitment;
- a member firm's compliance with KPMGI policies and procedures; and
- the robustness with which the member firm performs its own compliance program (RCP).

KPMG d.o.o. Beograd develop action plans to respond to all GCR findings and agree these with the GCR team. Our progress on action plans is monitored by the GCR central team. Results are reported to the Global Quality & Risk Management Steering Group and, where necessary, to appropriate KPMG International and regional leadership, to help ensure timely remedial actions taken by the member firm.

Root cause Analysis (RCA)

KPMG d.o.o. Beograd performs root cause analysis to identify and address audit quality issues in order to prevent them from recurring and help identify good practices as part of continuous improvement. In 2019, RCA training based on our Global RCA 5 Step Principles was attended by those individuals at KPMG d.o.o. Beograd who will be performing RCA or directing those performing RCA. The training provides a common platform for advancing the practices and skills associated with resourcing, planning and conducting RCA.

The Global RCA 5 Step Principles are as follows:





Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

4.8 Commitment to continuous improvement

Root cause Analysis (RCA)

It is the responsibility of all KPMG member firms to perform RCA and thereby identify and subsequently develop appropriate remediation plans for the audit quality issues identified.

KPMG d.o.o. Beograd's Head of Audit is responsible for the development and implementation of action plans as a result of RCA, including identification of solution owners. Our Risk Management Partner monitors their implementation.

Monitoring of complaints

We have procedures in place for monitoring and addressing complaints received relating to the quality of our work. These procedures are detailed in our General Terms of Business that are component part of each and every contract when we are engaged to provide professional audit, tax and advisory services.

Other assessment of audit quality

N/A

4.8.2 Recommendations for improvements

At a global level, through the GAQSC and the Global Quality & Risk Management Steering Group, KPMG International reviews the results of the quality monitoring programs, analyzes member firm root causes and action plans and develops additional global actions as required.

Global remediation plans developed by KPMG International are aimed at changing culture and behavior across the Global Organization and at driving consistent engagement team performance within KPMG member firms. The remediation plans have been implemented through the development of global training, tools and guidance to drive consistency, ensure the fundamentals are right and that best practice is shared across the Global Organization.

4.8.3 External feedback and dialogue

Regulators

In KPMG d.o.o. Beograd the Chamber of Certified Auditors (hereinafter Chamber) has been carrying out independent inspections for a number of years. They completed their work on the 2017 inspection of the KPMG d.o.o. Beograd in October.

None of the external inspections have identified any issues that have a material impact on the conduct of our statutory audit business.

Client feedback

We proactively seek feedback from clients through in-person conversations and third-party surveys to monitor their satisfaction with services delivered. We endeavor to take this feedback and make dynamic changes at both the engagement level and firm level to meet clients' needs.



Financial information



Financial information

Overview of the total revenues of the Company for consulting and auditing KPMG d.o.o. Beograd in fiscal year 2019:

Revenues	RSD
Total revenues	1,676,665,033.67
Audit revenues	559,157,653.11
— Statutory audit	419,368,239.83
— Other audit services	139,789,413.28
Consulting revenues	1,117,507,380.56
— Tax	342,828,965.12
— Advisory	774,678,415.44

For the fiscal year 2019 the Company for consulting and auditing KPMG d.o.o. Beograd has achieved operating revenues from services in the amount of RSD 1,676,665,033.67.

The revenues from the financial statement audits are stated in the amount of RSD 559,157,653.11, which is 33% of the total operating revenues generated by the Company from the sale of services, while service revenues from tax consulting and other non-audit services are presented in the amount of RSD 1,117,507,380.56, representing 67% of the total operating revenues from services in the respective year.



Partner remuneration



Partner remuneration

At the beginning of each financial year the key audit partners receive allocations of income and the level of internal competences they have to take care of, which is also formalized through internal My Performance Development system (KPMG's global appraisal system).

Based on these objectives, the expected profitability of the entire audit firm as well as the years of experience as a partner and/or director in the audit firm, the key audit partner is given the “target level of annual income.”

The key audit partners receive the major part of this “target level of annual income” in the form of regular fixed monthly salary, while a variable element is determined at the end of the financial year, taking into account the actual level of income, the quality of the performed work, as evidenced by KPMG wide quality review programs and the overall profitability of the entire firm.

Audit partners are not permitted to have objectives related to, or receive any remuneration from, selling non-audit services to their audit clients. In addition, a part of their performance-related component is based on an assessment of their ability to deliver audit quality.



KPMG network arrangements



KPMG network arrangements

7.1 Legal structure



The independent member firms of the KPMG network are affiliated with KPMG International, a Swiss cooperative which is a legal entity formed under Swiss law.

KPMG International carries on business activities for the overall benefit of the KPMG network of member firms but does not provide professional services to clients. Professional services to clients are exclusively provided by member firms.

One of the main purposes of KPMG International is to facilitate the provision by member firms of high-quality Audit, Tax, and Advisory services to their clients. For example, KPMG International establishes and facilitates the implementation and maintenance of uniform policies, standards of work and conduct by member firms, and protects and enhances the use of the KPMG name and brand.

KPMG International is an entity that is legally separate from each member firm. KPMG International and the member firms are not a global partnership, joint venture, or in a principal or agent relationship or partnership with each other. No member firm has any authority to obligate or bind KPMG International or any other member firm vis-à-vis third parties, nor does KPMG International have any such authority to obligate or bind any member firm.

More information about the KPMG Network can be found in the [2019 International Annual review Report](#).

7.2 Responsibilities and obligations of member firms



Under agreements with KPMG International, member firms are required to comply with KPMG International's policies and regulations including quality standards governing how they operate and how they provide services to clients to compete effectively. This includes having a firm structure that ensures continuity and stability and being able to adopt global strategies, share resources (incoming and outgoing), service multi-national clients, manage risk, and deploy global methodologies and tools.

Each member firm takes responsibility for its management and the quality of its work. Member firms commit to a common set of KPMG values (as set out in the Appendices to this document).

KPMG International's activities are funded by amounts paid by member firms. The basis for calculating such amounts is approved by the Global Board and consistently applied to the member firms. A firm's status as a KPMG member firm and its participation in the KPMG network may be terminated if, among other things, it has not complied with the policies and regulations set by KPMG International or any of its other obligations owed to KPMG International.

7.3 Professional indemnity insurance



Insurance cover is maintained in respect of professional negligence claims. The cover provides a territorial coverage on a worldwide basis and is principally written through a captive insurer that is available to all KPMG member firms.

7.4 Governance structure



The key governance and management bodies of KPMG International are the Global Council, the Global Board, and the Global Management Team.

Global Council

The Global Council focuses on high-level governance tasks and provides a forum for open discussion and communication among member firms.

It performs functions equivalent to a shareholders' meeting (albeit KPMG International has no share capital and, only has members, not shareholders).

Among other things, the Global Council elects the Global Chairman and also approves the appointment of Global Board members. It includes representation from 59 member firms that are "members" of KPMG International as a matter of Swiss law. Sublicensees are generally indirectly represented by a member.

Global Board

The Global Board is the principal governance and oversight body of KPMG International. The key responsibilities of the Global Board include approving strategy, protecting and enhancing the KPMG brand, overseeing management of KPMG International, and approving policies and regulations. It also admits member firms.

The Global Board includes the Global Chairman, the Chairman of each of the three regions (the Americas; Asia Pacific (ASPAC); and Europe, the Middle East, and Africa (EMA)) and a number of senior partners of member firms.



Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

Global Board

It is led by the Global Chairman, who is supported by the Executive Committee, consisting of the Global Chairman, the Chairman of each of the regions and currently three other senior partners of member firms. The list of Global Board members, as at October 2019 is available in the [KPMG Global Review](#).

One of the other Global Board members is elected as the lead director by those Global Board members who are not also members of the Executive Committee of the Global Board (“non-executive” members). A key role of the lead director is to act as liaison between the Global Chairman and the “non-executive” Global Board members.

Global management team

The Global Board has delegated certain responsibilities to the Global Management Team. These responsibilities include developing global strategy by working together with the Executive Committee. The Global Management Team also supports the member firms in their execution of the global strategy and is responsible for holding them accountable for commitments.

It is led by the Global Chairman and includes the Global Chief Operating Officer, Global Chief Administrative Officer, global function and infrastructure heads, and the General Counsel.

The list of Global Management Team members as at October 2019 is available in [the KPMG Global Review](#).

Global Steering Groups

The Global Steering Groups represent the function and infrastructure groups of KPMG International and are the main driving groups of the organization. They act under delegated authority from the Global Board and oversight by the Global Management Team, in particular the Global Audit Steering Group, Global Audit Quality Steering Committee and Global Quality Risk Management Steering Group work closely with regional and member firm leadership to:

- establish and communicate appropriate audit and quality/risk management policies;
- enable effective and efficient risk processes to promote audit quality;
- proactively identify and mitigate critical risks to the network.

The roles of the Global Audit Steering Group and the Global Quality & Risk Management Steering Group are detailed in section ‘Governance and leadership’ of the [KPMG International Transparency Report](#).

Each member firm is part of one of three regions (the Americas, ASPAC, and EMA). Each region has a Regional Board comprising a regional chairman, regional chief operating officer, representation from any sub-regions, and other members as appropriate. Each Regional Board focuses specifically on the needs of member firms within their region and assists in the implementation of KPMG International’s policies and processes within the region.

Further details about KPMG International including the governance arrangements, can be found in section ‘Governance and leadership’ of the [KPMG International Transparency Report](#).

7.5 Area Quality & Risk Management Leaders



The Global Head of Quality, Risk and Regulatory appoints Area Quality & Risk Management Leaders (ARL) who serve a regular and ongoing monitoring and consultation function to assess the effectiveness of a member firm’s efforts and processes to identify, manage and report significant risks that have the potential to damage the KPMG brand. Significant activities of the ARL, including member firm issues identified and related member firm response/remediation, are reported to Global Quality & Risk Management (GQ&RM) leadership.

The objectives of the ARL role are to:

- assist GQ&RM leadership in the monitoring of member firms’ quality and risk activities;
- work with GQ&RM leadership and the International Office of General Counsel (IOGC) when significant brand and legal risk issues occur to assist in ensuring that matters are properly handled; and
- assist in monitoring the effectiveness of member firm remediation of significant issues, including identification of the root cause(s) of serious quality incidents.



Statement by the management of KPMG d.o.o. Beograd

on effectiveness of quality controls and independence arrangements



Statement by the management of KPMG d.o.o. Beograd

on effectiveness of quality controls and independence arrangements

The measures and procedures that serve as the basis for the system of quality control for KPMG d.o.o. Beograd outlined in this report aim to provide a reasonable degree of assurance that the statutory audits carried out by our firm comply with the applicable laws and regulations. Because of its inherent limitations, the system of quality controls is not intended to provide absolute assurance that non-compliance with relevant laws and regulations would be prevented or detected.

The management of KPMG d.o.o. Beograd has considered:

- the design and operation of the quality control systems as described in this report
- the findings from the various compliance programs operated by our firm (including the KPMG International Review Programs as described in section 4.8.1 and our local compliance monitoring programs); and
- findings from regulatory inspections and subsequent follow up and/or remedial actions

Taking all of this evidence together, the management of KPMG d.o.o. Beograd confirms with a reasonable level of assurance that the systems of quality control within our firm have operated effectively in the year to 31 December 2019.

Further, the management of KPMG d.o.o. Beograd confirms that an internal review of independence compliance within our firm has been conducted in the year to 31 December 2019.

Belgrade, 6 March 2020

Uroš Ačanski
Senior Partner



Appendices



Appendices

9.1 Key legal entities and areas of operation

Name of Entity	Legal Structure	Regulatory Status	Nature of Business	Area of Operation
KPMG d.o.o. Beograd	Limited Liability Company	Active business entity	Audit, Tax and Advisory	Serbia
KPMG AAS d.o.o. Beograd	Limited Liability Company	Active business entity	Bookkeeping and payroll services	Serbia
KPMG d.o.o. Podgorica	Limited Liability Company	Active business entity	Tax and Advisory	Montenegro



9.2 Details of those charged with governance at KPMG d.o.o. Beograd

As at 31 December 2019, there are eight partners in KPMG d.o.o. Beograd.



UROŠ AČANSKI

Uroš is a Senior Partner and the Head of Advisory.

He has 15 years of professional experience with KPMG Serbia and Montenegro.

Uroš holds international and domestic professional qualifications (member of ACCA and Serbian KOR).



IVANA MANIGODIĆ

Ivana is an Audit Partner.

She has 23 years of professional experience with KPMG Serbia and Montenegro.

Ivana holds international and domestic professional qualifications (member of ACCA and Serbian KOR).



9.2 Details of those charged with governance at KPMG d.o.o. Beograd



VLADIMIR SAVKOVIĆ

Vladimir is an Audit Partner and Audit Quality Partner with 19 years of professional experience.

He holds international and domestic professional qualifications (member of IIA and Serbian KOR).



GORAN SKROBONJA

Goran is an Audit Partner.

He has 14 years of professional experience with KPMG Serbia and Montenegro.

Goran holds international and domestic professional qualifications (member of ACCA and Serbian KOR).



9.2 Details of those charged with governance at KPMG d.o.o. Beograd



NIKOLA ĐENIĆ

Nikola is a Partner and the Head of Audit.

He has 12 years of professional experience with KPMG in Serbia, Montenegro and USA, from various financial advisory and assurance engagements.

Nikola holds international and domestic professional qualifications (member of ACCA and Serbian KOR).



ALEKSANDAR BUČIĆ

Aleksandar is an Advisory Partner with more than 16 years of professional experience.

He is Head of Public Sector & Development Cooperation in Serbia and Montenegro, Coordination with the EU funded engagements in CEE region.



9.2 Details of those charged with governance at KPMG d.o.o. Beograd



IGOR LONČAREVIĆ

Igor Lončarević is a Partner and the Head of Tax & Legal.

He has 17 years of professional experience with KPMG Serbia and Montenegro.

Igor is a member of International Fiscal Association and Serbian Fiscal Society.



BILJANA BUJIĆ

Biljana is a Partner in the Tax & Legal department..

She has 22 years of professional experience including the last 16 years with KPMG Serbia and Montenegro.

Biljana is a member of International Fiscal Association and a founding member of Serbian Fiscal Society.



9.3 Public interest entities

During the previous fiscal year 2019 KPMG d.o.o. Beograd performed the statutory audit of financial statements for the year 2018 of the following public listed entities:

Agroexport a.d. Beograd

Auto kuća Kompresor Servis, remont i promet a.d. Beograd

Fabrika šećera Crvenka a.d. Crvenka

Fabrika šećera Šajkaška a.d. Žabalj

Intereuropa - Logističke usluge a.d. Dobanovci

Messer Tehnogas a.d. Beograd

Vino Župa a.d. Aleksandrovac



Message from our Senior Partner	KPMG in Serbia	Our structure and governance	System of quality control	Financial information	Partner remuneration	KPMG network arrangements	Statement by the management of KPMG d.o.o. Beograd	Appendices
---------------------------------	----------------	------------------------------	---------------------------	-----------------------	----------------------	---------------------------	--	------------

9.3 Public interest entities (continued)

Other public interest entities (large entities)

A&P d.o.o. Dobanovci	Intesa Leasing d.o.o. Beograd
Adidas Serbia d.o.o. Beograd	Knjaz Miloš a.d. Aranđelovac
AirSERBIA a.d. Beograd	Koncern Bambi a.d. Požarevac
Aman d.o.o. Surčin	Lilly Drogerie d.o.o. Beograd
AWT International d.o.o. Beograd	Marbo Product d.o.o. Beograd
Banca Intesa a.d. Beograd	Merkur osiguranje a.d.o. Beograd
British American Tobacco a.d. Vranje	Akcionarsko društvo za životno osiguranje
DAD Dräxlmaier Automotive d.o.o. Zrenjanin	Metro Cash & Carry d.o.o. Beograd
DDOR-Garant a.d. Beograd DUDPF	Mona d.o.o. Beograd
DPF DDOR Garant Ekvilibrio	Narodna banka Srbije, Beograd
DPF DDOR Garant Štednja	Nestle Adriatic S d.o.o. Beograd
Direct Media d.o.o. Beograd	Opportunity banka a.d. Novi Sad
Don Don d.o.o. Beograd	Patent Co. d.o.o. Mišićevo
Elektromreža Srbije a.d. Beograd	Perutnina Ptuj - Topiko d.o.o. Bačka Palanka
Elixir Agrar d.o.o. Šabac	Peštan d.o.o. Bukovik
Elixir Group d.o.o. Šabac	PKB Korporacija a.d. Beograd
Elixir Prahovo d.o.o. Prahovo	Real Knitting d.o.o. Gajdobra
Elixir Zorka - Mineralna đubriva d.o.o. Šabac	Roaming Electronics d.o.o. Beograd
Eurobank a.d. Beograd	RZD International Ogranak Beograd - Stari Grad
Fresenius Medical Care Srbija d.o.o. Vršac	Serbia Broadband – Srpske kablovske mreže d.o.o. Beograd
Galenika a.d. Beograd	Strauss Adriatic d.o.o. Šimanovci
Generali a.d. Beograd DUDPF	Tarkett d.o.o. Bačka Palanka
DPF Generali Basic	Tehnomanija d.o.o. Beograd
DPF Generali Index	Telenor d.o.o. Beograd
Grawe osiguranje a.d.o. Beograd	Triglav osiguranje a.d.o. Beograd
HBIS Group Serbia Iron & Steel d.o.o. Beograd	Veletabak d.o.o. Novi Sad
Henkel Srbija d.o.o. Beograd	Wagen-International d.o.o. Beograd
Imlek a.d. Beograd	Wiener RE Akcionarsko društvo za reosiguranje, Beograd
Ingram Micro d.o.o. Beograd	Wiener Stadtsische osiguranje a.d.o. Beograd
Intesa Invest a.d. Beograd DUIF	ZU Apoteka Lilly Drogerie, Beograd
OIF Intesa Invest Cash Dinar	
OIF Intesa Invest Comfort Euro	

9.4 KPMG's values

KPMG people work together to deliver value to clients. We believe strongly in a common set of shared values which guide our behavior when dealing with both clients and each other:

We lead by example

At all levels we act in a way that exemplifies what we expect of each other and our clients.

We work together

We bring out the best in each other and create strong and successful working relationships.

We respect the individual

We respect people for who they are and for their knowledge, skills and experience as individuals and team members.

We seek the facts and provide insight

By challenging assumptions and pursuing facts, we strengthen our reputation as trusted and objective business advisers.

We are open and honest in our communication

We share information, insight and advice frequently and constructively and manage tough situations with courage and candor.

We are committed to our communities

We act as responsible corporate citizens by broadening our skills, experience and perspectives through work in our communities and protecting the environment.

Above all, we act with INTEGRITY

We are constantly striving to uphold the highest professional standards, provide sound advice and rigorously maintain our independence.



KPMG d.o.o. Beograd

Kraljice Natalije 11
11000 Belgrade, Serbia
Tel: +381 (0)11 20 50 500
Fax: +381 (0)11 20 50 550
[Email: info@kpmg.rs](mailto:info@kpmg.rs)

kpmg.com/socialmedia



kpmg.com/app



© 2020 KPMG d.o.o. Beograd, a Serbian limited liability company and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ('KPMG International'), a Swiss entity. All rights reserved.

The information contained herein of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

The KPMG name and logo are registered trademarks or trademarks of KPMG International. Sentinel is a trademark of KPMG International.