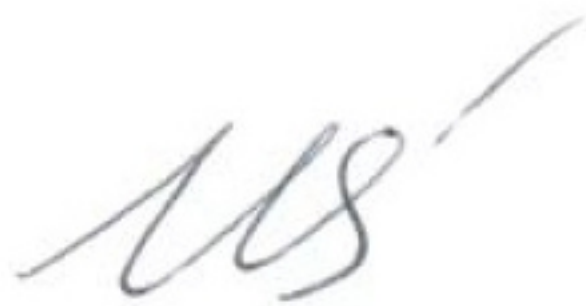


This is to acknowledge that
Gladis Audi, DipTrans

completed the training course

**Anticipating, preventing and dealing
with arguments and complaints**



Helen Shepelenko
TRAINING COORDINATOR



Gladis Audi