



## Quality Policy

*Property management and rental company Dipos d.o.o. Belgrade strives to use its strengths and capacities to modernise its business operations and take a leading position in the Serbian real estate market. To make this mission a reality, we strictly adhere to taking a top-quality, professional approach to everything that we do. We are committed to continuously invest in our knowledge and the professional development of our team and we work tirelessly to improve our service offering for the properties we manage. We strive to be an organisation that inspires new ideas and that diligently listens to our clients and incorporates their feedback into our internal processes, in effect always working to improve our service offering.*

*In an effort to perpetually develop and improve the quality of our services, understand and fulfil the needs and expectations of our clients and business partners, and to position ourselves as a trusted partner above all, we have established an effective and efficient quality management system. In line with this objective, we are actively working on receiving ISO 9001:2015 standard certification.*

*Maintaining quality and continuous efforts for its improvement is a priority of the Company and its employees. Such an approach ensures that we are able to fulfil expectations of our present clients, and also to attract new ones.*

*Respecting sound competitive environment on the market, Property management and rental company Dipos d.o.o. Belgrade aims to ensure, first of all as a business entity, whose name stands for quality, knowledge, tradition and competence.*

*Our management and all employees are obligated to carry out their duties and professional responsibilities working always towards the selected goal – fight for the quality and improvement thereof, respecting and fulfilling at the same time the goals set for the quality implementation.*

*In this regard, as the most important priorities in the main activities of Property management and rental company Dipos d.o.o. Belgrade, the following goals are set forth:*

- To provide high-quality services, in accordance with international standards*
- To earn reputation and confidence as a trusted partner amongst our business partners, clients, key market stakeholders and the general community*
- To maintain our competitive edge by tirelessly working to improve and innovate our services and practices*
- To maintain and strengthen the business stability of the Company and its continuous profit growth*
- To have satisfied clients is our top priority. We safeguard our clients and prevent dissatisfaction by fostering partnerships with our clients through mutual exchange of experience, knowledge-sharing and inclusive problem solving*
- To constantly review and improve our quality management systems and to ensure that company processes comply with legal and other requirements as well as good business practice*



- To foster professional relationships with clients and other stakeholders
- To improve business processes and the professional development of our team
- To continuously improve the knowledge and professional capacities of our team in order to enhance competence and productivity
- To plan all activities in a timely and adequate manner
- To regularly review our quality management systems and to ensure that company processes and operations are efficient and effective
- To create optimal conditions to support a workplace that nurtures creativity and teamwork
- To establish high-quality internal and external communication channels to best convey our values, knowledge and share information
- To have the commitment of all employees in our team to adopt our values of integrity which are founded on the principles of integrity, professional ethics, respect, dedication and responsibility towards colleagues, clients and the ongoing quality of services that we provide
- To be responsible in procedures with clients, and raising ongoing awareness of employees of the importance of establishing relationships based on mutual trust as a base for successful business
- To increase employee satisfaction, whose motivation will result in higher efficiency of work
- To pay continuous care and create preconditions for a safer workplace and to protect the health and life of employees

By consistently pursuing the objectives of the quality policy, we shall ensure the sustainability, competitiveness and recognition of our services in the market.

The implementation of the Quality Policy of Property management and rental company Dipos d.o.o. Belgrade is primarily based on the principles of quality management, which is why it will always be subject to review and will be readapted to meet market conditions and the company goals.

General Manager  
Đoko Krivokapić