



WELCOME TO DIPOS MONTHLY NEWSLETTER!

In July several countries marked their national days including the United States, France and Montenegro. Prompted by such occasions, in this issue we present the history and importance of bilateral relations between the Republic of Serbia and these three countries.

We also introduce you further to the services within our portfolio, focusing on investment maintenance we funded by 5.7 million euros during the previous five years.



TESLA AND PUPIN AS SYNERGY OF POTENTIAL

Dating back to the 19th century, bilateral relations between the United States and the Republic of Serbia have been guided by complex historical developments and deeply rooted spirit of alliance.

The first official traces of American diplomatic representatives reporting about the activities of Serbian rulers were recorded in 1835, when Commodore David Porter from Constantinople informed his ministry on the honors that Prince Milos Obrenovic received from the Ottoman Empire.

The rise of the Serbian state also led to the official establishment of bilateral relations between the former Principality of Serbia and the United States. The first honorary consulate general of Serbia was established in 1879 in New York, and soon afterwards the Trade Agreement and the Consular Convention were ratified, documents which laid the foundation for diplomatic, economic and all other ties.

The most memorable event took place on 28 July 1918, when the Serbian flag flew over the White House to honour, as president Woodrow Wilson said, the "gallant people of Serbia" and their heroic deeds and victims after the Great War.



Today, both countries strive to strengthen ties, not only political and economic, but also scientific, educational and cultural. Serbia seeks to establish itself as an active, responsible and reliable partner which is at the same time the pillar of regional stability, while the USA offers continued commitment to Serbia's development and the shared vision of its European Union membership.

Several million Serbs living and working in the United States today significantly contribute to its contemporary development. Among the first to have played crucial role in its early establishment was the first immigrant of Serbian origin, Đorđe Šagić, or George Fischer. Ranked among the 30 most influential Americans of his time, he successfully fought from the high official positions he held for the abolition of slavery, Texas independence and its integration into to the United States.

The most impressive examples of joint potential of the two countries are reflected in the works of Nikola Tesla and Mihajlo Pupin, scientists of Serbian origin who lived and worked in America. Their discoveries have forever changed the world's reality and took humanity to new dimensions.

Alliance of Serbia and France

FROM LILACS TO KALEMEGDAN

Marriage of the French noble Helen of Anjou to Serbian King Stefan Uroš I marked not only the beginning of diplomatic ties between the two countries, but also laid the foundation for a constructive and immersive influence of inspiring French ideas on the development of Serbian society. The Valley of Lilacs, which the king planted to honor her, may be considered as a symbol of historical local affection towards this country.

Queen consort Helen of Anjou was also the first Frenchwoman to leave a significant trace in Serbian history. Upon her arrival to Serbia she turned Orthodox, founded monasteries, and after her death was proclaimed a saint. She was known for promoting education and literacy, and for her care for the poor.

Although not fighting the enemy in the same lines, there are reports that Napoleon Bonaparte told his warriors in 1809 about a magnificent military leader - Karadjordje: "It is easy for me to be great with our experienced army and huge resources, but far to the south, in the Balkans, there is one military leader, emerged from the simple peasant people, who, gathering his shepherds, managed to shake the foundations of the Ottoman Empire without weapons and only with cherry-tree cannons, and to free his enslaved people from the yoke of others. Well, that is Black George - to him belongs the glory of the greatest military leader."

By the middle and at end of the 19th century, the French influence in Serbia became stronger. Progressive French thought found its way to Serbia and remained major support for the steps Serbian society was taking towards Europe. Numerous Serbs, later high-ranking political officials and scientists, were educated in France. The great influence is reflected in the fact that France sent its official envoy to help Serbia draft the new Constitution of Sretenje.

With the establishment of the Consular Agency in Belgrade, which was administered by Francois Duclos, on March 19, 1839, diplomatic relations between Serbia and France officially began. Forty years later, on January 30, 1880, Jovan Marinović officially handed over his credentials to the President of the Republic of France, Jules Grévy, which made him the first ambassador of Serbia in Paris.



Serbia and France were allies in both world wars and fought bravely on the side of the victors and liberators of Europe.

Today, Belgrade is the only city outside France with Order of the Legion of Honour, awarded personally by General d'Epere, the leader of the united Serbian-French liberation army. Belgrade's Skadarlija is the only bohemian district in the world which is officially twinned with Montmartre in Paris.

In July 2019, marking 180 years of diplomatic relations, the President of France Emanuel Macron stated in his speech in Serbian language in front of the Monument of Gratitude to France in Kalemegdan Park: "France loves you the way you loved her", thus articulating the common interests of two states to continue their partnership.

Diplomatic affairs and traditional bonds between Serbia and Montenegro

CENTURIES OF BROTHERHOOD AND FRIENDSHIP

The connection between Serbia and Montenegro has been the strongest throughout history in times of crisis, during wars and suffering, when our two nations together fought for survival. To this date, that bond has remained strong and unbreakable, with traditionally good friendly relations. Recently, special attention has been paid to the development of economic relations and mutual support in the process of accession to the European Union.

It is interesting that diplomatic relations at the level of ambassadors between Serbia and Montenegro for centuries - did not exist. The first representative of the Kingdom of Serbia in Cetinje was appointed back in 1897, but formal diplomatic relations were only as diplomatic representative offices. If one of the rulers intended to discuss an issue with the head of another state, individuals would then go on a mission to Cetinje or Belgrade.

There were no official diplomatic relations nor opening of embassies even after the Berlin Congress in 1878, when both Serbia and Montenegro became independent states. At that time, Prince Nikola's relations with Milan Obrenović were not the strongest ones, and later even more tensions appeared, as Montenegrin prince married the daughter of Prince Petar Karadorđević, who would later become Serbian king.

When King Milan left Serbia in 1889, relations between the two countries improved and friendship and cooperation strengthened again. Prince Nikola I Petrović visited Belgrade on St. Vitus' Day in 1896, while King Aleksandar Obrenović visited Cetinje in 1897 on the St. George's Day. It was only in this year that the first envoy of the Kingdom of Serbia, General Velimirović, was appointed to Cetinje.

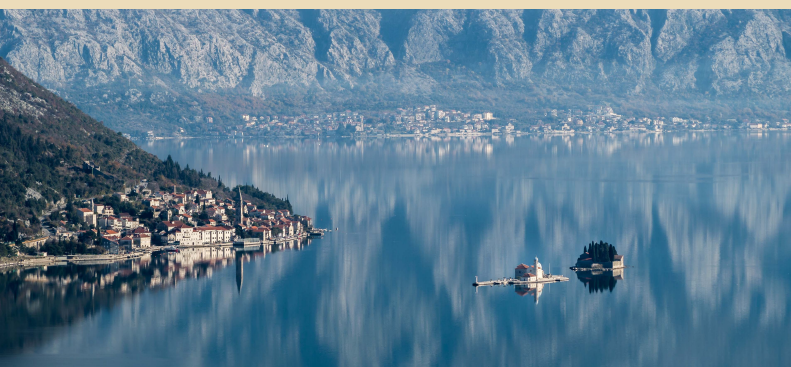
In 1911, Serbian government appointed Jovan Jovanović Pižon, one of the most prominent Serbian diplomats of the time, as the head of the embassy in Cetinje. The goal of his nomination was to conclude political and military convention between the two countries, as the Balkan wars were on the horizon.

In August 1914, after the outbreak of the First World War, Montenegro decided to send a permanent diplomatic representative to Serbia - Lazar Mijušković, to Niš, where the Serbian capital was then relocated. Mijušković remained in Niš until the beginning of the withdrawal of the Serbian government towards Albania, and returned to Cetinje. In 1916 he became the head of the Montenegrin government. Serbian envoy Mihajlo Gavrilović remained in Cetinje until the summer of 1916, when Tihomir Popović, the charge d'affaires, was appointed to his position.

In 1918, from the establishment the Kingdom of Serbs, Croats and Slovenes, Montenegro and Serbia were part of the same state, until the independence of Montenegro in 2006. Serbia and Montenegro established official diplomatic relations on June 22, 2006.

Economic cooperation is the backbone of bilateral relations, as well as cooperation in the field of infrastructure, primarily transport (Belgrade-Bar railway and Bar-Boljare highway) and energy.

On July 13, 2016, the President of the Republic of Montenegro, Mr. Filip Vujanović, met in Belgrade with the President of the Republic of Serbia, Mr. Tomislav Nikolić. The two statesmen jointly opened the "Montenegrin House" in Belgrade.



EMBASSY OF CAMBODIA MOVED TO NEW PREMISES MANAGED BY DIPOS

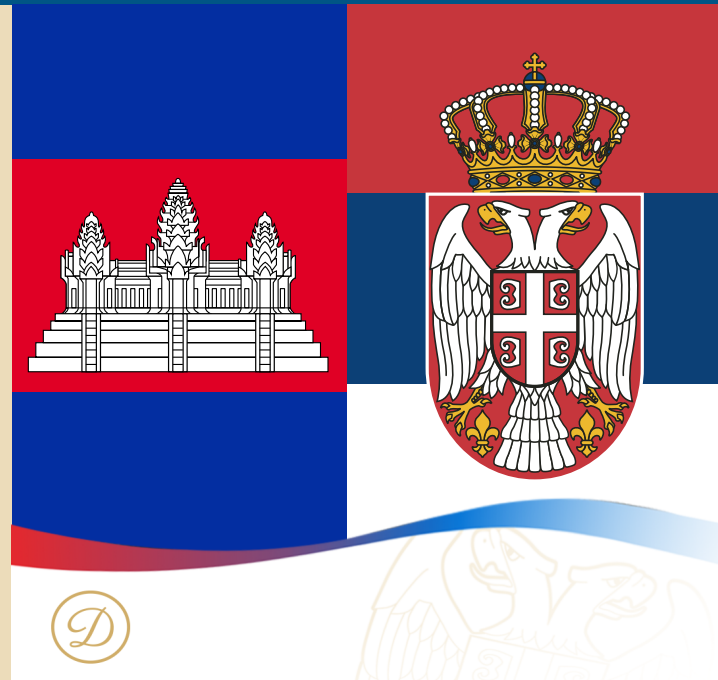
To honor the sound bilateral relations between the two countries, the Embassy of the Kingdom of Cambodia in the Republic of Serbia was opened in 2019, and Dipos was entrusted with finding its premises in Belgrade and providing relocation support services.

The established cooperation continued in such a manner that the esteemed Embassy of the Kingdom of Cambodia in Belgrade recently moved from its initial location in Terazije to the heart of Vračar district, where it presently operates in business premises also managed by Dipos at Molerova 11.

"Since the opening of the Embassy of the Kingdom of Cambodia and in search of adequate office, we have addressed Dipos. All services provided by Dipos to the Embassy were of extraordinary quality, and the staff employed proved professional, precise and reliable in the course of their work, while the communication was always maintained in pleasant manner. The Embassy would like to emphasize the flexibility of the Company's staff in various situations. The employees demonstrated professional experience and proved to be reliable partners", it is stated in the letter sent by the Embassy to Dipos upon this occasion.

Property management and lease company Dipos remains loyal and reliable partner to all diplomatic and consular missions in Belgrade, and further strives to justify the trust of its clients by the quality of services provided, professionalism and prompt response to inquiries.

[More information](#)



UNIQUE OFFER ON THE MARKET - PROPERTY MAINTENANCE -

For our tenants to feel safe, pleasant and comfortable on the premises we manage, we also integrate facility management into the company's service portfolio, which is a unique offer in the real estate market in Serbia.

In this manner Dipos continuously nurtures and increases the value of state property, while contributing to the quality of life and work of our clients.

665.932.918 RSD / 5.662.695 EUR

was allocated to investment management during the last five years

In this way we revitalized and functionalized the total available real estate fund, and at the same time we justified the trust of our clients.

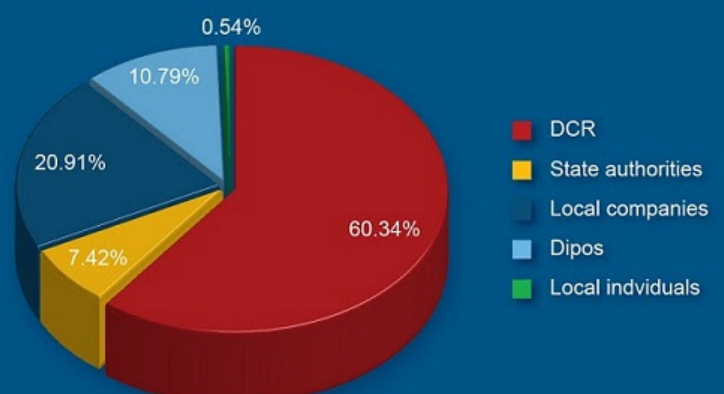
Long-term successful cooperation with diplomatic and consular missions accredited in the Republic of Serbia

Out of the total amount spent for investment maintenance of real estate managed by Dipos during the previous five years

60,34% (401.791.578 RSD / 3.416.595 EUR)

was invested in real estate leased to diplomatic and consular missions in Belgrade

Structure of funds allocated to investment maintenance for the period August 1, 2014 – June 30, 2019



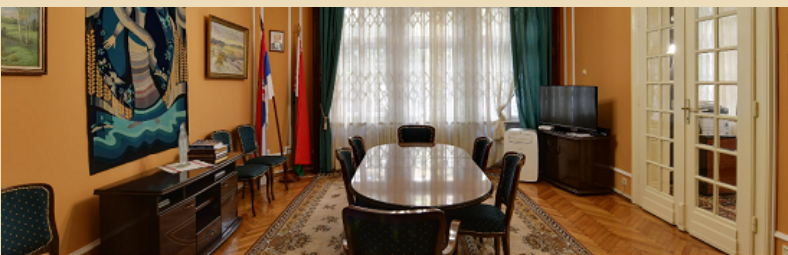
ONGOING MAINTENANCE SERVICE

The goal which Dipos continuously strives to achieve is high level of care for tenants through investment and ongoing maintenance services.

Ongoing maintenance service implies works undertaken to prevent damage caused by using a facility or to remedy such damage. It includes inspection, repair and prevention and protective measures, i.e. all the works which keep maintenance of the facility at a satisfactory level.

In this manner we ensure that life and work in the property we manage is maintained at a high level.

Investment and ongoing maintenance services make our offer unique on the Serbian market.





CLIENT SATISFACTION

Dipos especially emphasizes the fact that the company regularly monitors the satisfaction of its clients with the services it provides and that it listens to their wishes and needs in an effort to meet them in the most professional and responsible manner.

During the last survey conducted in 2019, clients have highly rated the quality of Dipos' operations.

Service quality indicators of DIPOS team	M	Sd	min	max
Courtesy - employees	4.72	0.621	3	5
Commitment to clients - employees	4.49	0.785	2	5
Professionalism and operability - employees	4.47	0.81	2	5
Courtesy and cooperation - maintenance workers	4.41	0.842	2	5
Professionalism and operability - maintenance workers	4.38	0.862	2	5
Response rate upon inquiry	4.35	0.892	2	5
Rate and efficiency in inquiry resolution	4.32	0.92	2	5



Impressions and recommendations:

"Dipos has performed extraordinary services with regards to maintenance renovation and reconstruction of the Embassy of Mexico in Serbia"

H.E. Marco Antonio Garcia Blanco
Ambassador of the Republic of Mexico to Serbia

"We would like to commend the quality of the work done on the renovation of the embassy building. Dipos completed the project professionally and responded skillfully to each of our requests"

H.E. Valery Brylev
Ambassador of the Republic of Belarus to the Republic of Serbia

*"Working together successfully for 40 years. The company's directorate, administration and technical service always responds quickly and in accordance with our expectations"
"[Dipos] helps you feel at home while you're away from home. For us, this is of great importance to conducting our affairs."*

H.E. Constantinos Eliades
Ambassador of the Republic of Cyprus to the Republic of Serbia



Did you know?

For the third year in a row, Dipos has been awarded AAA Gold Certificate for excellence in creditworthiness. It is issued by Bisnode company and considered as one of the most important European recognitions for legal entities which meet the highest quality and performance standards.

More information about the award and the company's operations is available at our website www.dipos.rs.



ISO 27001
BUREAU VERITAS
Certification



2017

AAA

2018

AAA

2019

AAA