



## WELCOME TO OUR MONTHLY NEWSLETTER!

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In the new edition, we are more than pleased to focus on the bilateral relations between the Republic of Serbia and the Lebanese Republic, the Kingdom of Belgium and the Kingdom of Cambodia, which marked their National Day this month.

You will also find a lot of interesting facts about these countries in our blogs.

Considering that customer satisfaction is one of our Company`s objectives, this month we are conducting a survey on satisfaction of our tenants with the services provided. We will use the obtained results to evaluate and further improve relations with our clients, identify opportunities to improve strategies, business processes and the quality of our services.

In accordance with the received recommendations, we will strive to improve our business and achieve even better performance.

We also invite you to follow our profiles on the social networks Instagram @belgrade finest living and LinkedIn @DiposBelgrade.

Enjoy our November issue!



## **OPENING OF THE EMBASSY IN BELGRADE TO INTENSIFY COOPERATION**

In 2019, the Kingdom of Cambodia reopened the embassy in Belgrade after a few decades. Upon starting his term as ambassador, H. E. Vutha Tan reminded of the strong ties between the two countries from the time of the establishment and activities of the Non-Aligned Movement and conveyed the messages of the state leadership of Cambodia that they will continue to provide support to Serbia on the issue of territorial integrity. He added that he came to Serbia with the goal of strengthening relations and developing cooperation in all areas, especially in the spheres of infrastructure, science and technology, as well as education and culture.



Opening of the embassy in Serbia is a sign of the empowerment of this country which, after the turbulent events in recent history, is investing efforts to integrate into global political and economic trends. One of the pillars of economic development is the exceptional tourist potential of this, for many travelers, not yet explored land.

The population of Cambodia is approximately 14 million inhabitants, mostly Buddhists. Its capital is Phnom Penh. The state has been established as a constitutional monarchy headed by the prime minister and a king with a representative role.

### **Angkor Wat as a national symbol of perseverance**

In the period between the 9th and 15th century, the territory of the present-day Kingdom of Cambodia was dominated by the Khmer Empire with its seat in Angkor. It was one of the most powerful civilizations in Southeast Asia at the time.

The monumental complex of Angkor Wat temples, which is also represented on the flag of the Kingdom of Cambodia, testifies of the former military and economic superiority of the ancient Khmers. This architectural marvel with carved walls which tell the history and legend of this country is annually visited by about two million tourists. Angkor Wat is considered the largest religious complex in the world and it is protected by UNESCO. Oriented westward, it is considered to be the burial temple of King Suryavarman II as it bears the symbolism between the sunset and death.

Angkor Wat is a miniature model of the universe in stone and represents the terrestrial presentation of the cosmic world. The central tower rises from the middle of the monument which symbolizes the mythical mountain Mera, located in the center of the universe. The outer wall represents the mountains at the edge of the world, and the surrounding trench the oceans embracing it.



### **Cooperation with Dipos**

The esteemed Embassy of the Kingdom of Cambodia entrusted Property Management and Rental Company Dipos with finding both the previous and the current space for its office in Belgrade and the provision of accompanying services. From its original location on Terazije, the Embassy of the Kingdom of Cambodia in Belgrade has recently moved to the heart of Vracar and it presently uses business premises which Dipos manages in Molerova Street.

Please visit our [BLOG](#) for more information on bilateral relations between the Kingdom of Cambodia and the Republic of Serbia.

## **SUPPORT IN ISSUING THE FIRST BANKNOTES AND CONSTRUCTION OF THE FIRST INDUSTRIAL RAILWAYS**

Official diplomatic relations between the two countries were established in 1886, during the Kingdom of Serbia. The first consul general of Belgium in charge of Serbia was Gilles Mate. He was succeeded in 1879 by the Belgian historian Émile de Borchgrave, who dedicated some of his works to medieval Serbia. Borhgrave was in friendly contact with Serbian historian Stojan Novakovic.

It is interesting to note that the beginnings of the Serbian history of issuing banknotes were under the influence of Belgium. Namely, the Committee of the International Monetary Convention (concluded in 1865 by France, Belgium, Italy and Switzerland, and whose principles were accepted by Serbia) proposed to our government "to invite an expert foreigner, who would organize the National Bank", which the government accepted. Belgium sent Charles Boschmans, from its National Bank, and he helped in providing the Serbian National Bank with the models of Belgian banknotes. Thus the first Serbian note of 100 dinars in gold was made, following the Belgian model of 100 francs. It was in use on July 2, 1884, on the same date when the issuing bank was established - the Privileged National Bank of the Kingdom of Serbia.

Belgian liberal constitution was also a model of the democratic constitution adopted after the People's Radical Party came to power under the leadership of Sava Grujic and Nikola Pasic.

Diplomatic visits marked the era after the Second World War. In April 2018, the Prime Minister of the Kingdom of Belgium, Charles Michel, visited Serbia, emphasizing upon that occasion that the Western Balkans should remain among the priorities of Brussels. Today, the Mission of the Republic of Serbia to the European Union and the Mission of the Republic of Serbia to NATO are in Brussels.



The beginnings of economic cooperation can be traced back to the middle of the 19th century, when the first industrial railway in Serbia was built in Negotin region, supported by a Belgian concession. According to historical sources, the Belgian railway, in addition to being the first and the only railway in the Timok Valley, also brought significant novelties into the lives and habits of the people of this region.

Today, approximately 60 companies with Belgian capital operate in Serbia. The largest investment was made in 2012 with the arrival of the company Ahold Delhaize, which employs more than 11,000 workers throughout Serbia. Other significant investors include Carmeuse Jelen Do - limestone, Crops - frozen fruit, Blockx - industrial bags, Elicio - Alibunar wind farm, Puratos - bakery products, Metech - finished metal products in Smederevo, and many other.

Please refer to our [BLOG](#) for more information about the Kingdom of Belgium.

# Bilateral relations between the Lebanese Republic and the Republic of Serbia

## CEDAR TREE AS ADORNMENT OF DIPLOMATIC COLONY

On November 22, 1943, Lebanon declared independence, abolishing the mandate of France over that country since July 1, 1920. Official diplomatic relations between Serbia and Lebanon were established in 1946, after the Second World War.

Bilateral cooperation between Lebanon and Serbia at the political level has been developed for many years and the two countries have no open issues. Lebanon was a full member of the Non-Aligned Movement, an organization in which the former Yugoslavia was very influential. Lebanon did not recognize the independence of Kosovo and Metohija and voted against the admission of this self-proclaimed state to UNESCO in 2015, which further improves relations between the Republic of Serbia and the Lebanese Republic.

Mutual interest in improving cooperation, especially in the field of trade, transport and agriculture is expressed at diplomatic gatherings.

When taking office in Belgrade, H.E. Nada Al Akl emphasized that the Lebanese leadership is determined to deepen cooperation with Serbia in all areas. She pointed out that the people of Serbia are friends of the people of Lebanon and that she already felt that upon her arrival to Belgrade.



Although a relatively small country, Lebanon has historically played a significant role in the regional political, security and trade scene of the Middle East. Lebanon is the home of the Phoenicians, who founded their state around 2500 BC. The name Phoenicia itself means purple earth, as the Phoenicians obtained a Tyrian purple dye, at that time more valuable than gold, from a special kind of sea shells. The famous Phoenician galleys were made of cedar wood, whose tree is on the flag of Lebanon. Cedar is an important national symbol representing happiness, prosperity and resilience.

Lebanon enjoys rich cultural heritage from past civilizations, with five UNESCO World Heritage Sites. Beirut is by far the largest city, with approximately 2.1 million inhabitants. It is located on a relatively small cape in the eastern Mediterranean. It has always held the status of the only true cosmopolitan city in the country, and since independence it has been the commercial and financial center of Lebanon. It is also called the Paris of the East, the city of tradition and contemporary life, youth and entertainment. Its other name is the City of Phoenix, as it was demolished and rebuilt seven times in its history.

Formerly known as Switzerland of the Middle East, the Lebanese Republic has invested a lot of effort since the 2006 war to rebuild its international reputation. Economic and Social Commission for Western Asia, the International Labor Organization (ILO), and the UNESCO Regional Bureau for Education are based in Beirut. The embassy of the Republic of Serbia is also located in this city.

The Embassy of the Republic of Lebanon in Belgrade has been housed since 2002 in a property managed by Dipos in the Diplomatic Colony in Dedinje. Built more than fifty years ago, today this complex represents one of the most exclusive locations for life and work in Belgrade, an intimate unit of cosmopolitan spirit. By displaying the flag of the Republic of Lebanon on the building used by the embassy, which also includes cedar as the national symbol of this country, this tree symbolically adorns the prestigious oasis of peace and greenery in Belgrade.



*H.E. Nada Al Akl, Ambassador of the Lebanese Republic to the Republic of Serbia  
and Director of Property Management and Rental Company Dipos, Mr. Djoko Krivokapic*

Our BLOG offers more information on the bilateral relations between the Lebanese Republic and the Republic of Serbia.

# VISIT OF H.E. GUSTAVO TRISTA DEL TODO, AMBASSADOR OF THE REPUBLIC OF CUBA TO DIPOS

Director of Property Management and Rental Company Dijos, Mr. Djoko Krivokapic, had the pleasure to host H.E. Gustavo Trista del Todo, Ambassador of the Republic of Cuba on November 18, 2020.

In a friendly and cordial conversation, both sides expressed satisfaction with the decades-long cooperation. H. E. Gustavo Tristá del Todo used this opportunity to express his satisfaction with the quality of the Company's services and care for the real estate used by the esteemed Embassy and managed by Dijos.

They stated with great satisfaction that both parties will work on the improvement of mutual, now traditionally good cooperation in the future, with a view to improve it further.

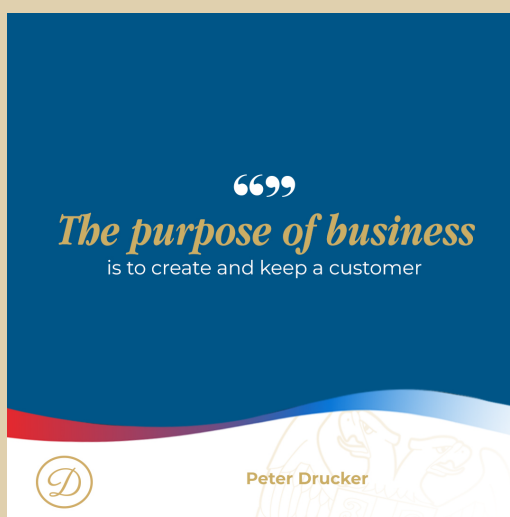


## CUSTOMER SATISFACTION IS ONE OF DIPOS PRIORITIES

One of the primary goals of Property Management and Rental Company Dijos Belgrade is client satisfaction. By implementing the international standard ISO 9001: 2015 Quality Management System, the Company has shown readiness to further improve its business processes, the ability to consistently provide services which meet the requirements of its clients, to take care of their satisfaction with the services used, to listen to their suggestions and to justify their expectations.

By the survey we are currently conducting, we strive to further improve the relation with users of our services, to identify opportunities to improve strategies, business processes and characteristics which users have valued and to enhance our business and achieve even better business results.

Our clients were provided with an access link to an anonymous questionnaire via e-mail, in which they can assess the quality of services provided and work performed, the quality of resources used, compliance with deadlines for meeting their requests and contractual obligations, Company image, transparency, availability of information, position compared with the competition, kindness, professionalism, commitment, cooperation and efficiency of employees. In addition to the above, Dijos, through an anonymous survey, invited its clients to submit other observations, possible remarks, proposals and suggestions.





## PROPERTY MAINTENANCE

Dipos manages some of the most luxurious property owned by the Republic of Serbia.  
The investment and ongoing maintenance of the highest quality which we provide for our tenants helps them enjoy their stay in Belgrade.



## IMPRESSIONS AND RECOMMENDATIONS:

*„...All services provided by Dipos to the Embassy were distinguished by their quality, and the staff employed in the Company proved to be professional and reliable, always maintaining communication at a pleasant level.*

*The Embassy also wishes to emphasize the flexibility of the Company's staff in various situations. The staff demonstrated experience in their work and proved to be a reliable partner.*

*The Embassy of the Kingdom of Cambodia also uses this opportunity to repeat the expressions of distinguished respect for Dipos Belgrade....”*

**Embassy of the Kingdom of Cambodia in Belgrade**



## Did you know?

According to the results of the survey on client satisfaction conducted at the end of 2019

**90.6%**

of our tenants highly evaluated the professionalism of our employees.



ISO 27001  
BUREAU VERITAS  
Certification



2017

**AAA**

2018

**AAA**

2019

**AAA**