



**Atrium**  
Property Services

# INTEGRATED QUALITY MANAGEMENT SYSTEM POLICY

Atrium Property Services d.o.o. is a leading service provider in the field of property and facility management, technical maintenance, infrastructural services, real estate brokerage, property valuation, energy efficiency and sustainable building services. Atrium is committed to provide quality services and in accordance with highest industry standards.

Our company is certified with an Integrated Quality Management System (IMS), which is set up in accordance with ISO 9001, ISO 14001 and ISO 45001. We are committing ourselves to significantly improve the quality and the efficiency of the organization.

The Integrated Quality Management System policy of Atrium is based on the following elements that represent the basic orientation of the company:

- fulfillment of all standards, laws and regulations in the process of providing services that are the subject of activity of our company;
- continuous improvement of all business processes, in compliance with the requirements and expectations of customers and other stakeholders, as well as permanent checks and an increase of the level of their satisfaction;

Atrium Property Services d.o.o. je vodeći provajder u oblasti upravljanja imovinom i objektima, tehničkog održavanja, infrastrukturnih usluga, posredovanja u prometu nekretnina, proceni imovine, energetske efikasnosti i usluga održive gradnje. Atrium je posvećen pružanju kvalitetnih usluga i u skladu sa najvišim industrijskim standardima.

Naša kompanija je sertifikovana integrisanim sistemom upravljanja kvalitetom (IMS), koji je postavljen u skladu sa ISO 9001, ISO 14001 i ISO 45001. Obavezujemo se da ćemo značajno poboljšati kvalitet i efikasnost organizacije.

Politika integrisanog sistema upravljanja kvalitetom u Atrium zasniva se na sledećim elementima koji predstavljaju osnovnu orijentaciju kompanije:

- ispunjavanje svih standarda, zakona i propisa u procesu pružanja usluga koje su predmet aktivnosti naše kompanije;
- kontinuirano unapređivanje svih poslovnih procesa, u skladu sa zahtevima i očekivanjima kupaca i drugih zainteresovanih strana, kao i stalne provere i povećanje nivoa njihovog zadovoljstva;



# Atrium

Property Services

- providing professional development and training of employees;
- development of partnerships with suppliers and subcontractors;
- identification of all environmental aspects and potential risks to the safety and health at work and placing it under the control of significant;
- promoting of environmental awareness of employees and work in an environmentally responsible manner;
- systematic undertaking of the implementation of measures in order to prevent and reduce situations that would have a negative impact on the environment and health and safety at work;
- We determine quality objectives, have provided to monitor, measure and evaluate critical parameters and processes in order to ensure the quality of products / services, environmental protection and safety of employees.
- pružanje stručnog usavršavanja i obuke zaposlenih;
- razvoj partnerstva sa dobavljačima i podizvođačima;
- identifikovanje svih aspekata zaštite životne sredine i potencijalnih rizika za bezbednost i zdravlje na radu i stavljanje pod pojačanu kontrolu;
- promovisanje ekološke svesti zaposlenih i rad na ekološki odgovoran način;
- sistematsko preduzimanje mera radi sprečavanja i smanjenja situacija koje bi imale negativan uticaj na životnu sredinu i zdravlje i bezbednost na radu;
- utvrđujemo ciljeve kvaliteta, obezbeđujemo nadgledanje, merenje i procenu kritičnih parametara i procesa u cilju obezbeđivanja kvaliteta proizvoda / usluga, zaštite životne sredine i bezbednosti zaposlenih.

The continuous improvement of our Integrated Quality Management System is based on the active involvement and support of all employees and our management.

Kontinuirano unapređenje našeg integrisanog sistema upravljanja kvalitetom zasniva se na aktivnom uključivanju i podršci svih zaposlenih i našeg menadžmenta.

Belgrade, 01.03.2021

Roman Klott  
Managing Director

Bryan Beaton  
Managing Director