



Bureau Veritas Certification

Management System Certification Audit Report for the 1st Surveillance of

**MARERA PROPERTY MANAGEMENT d.o.o.
Bulevar vojvode Bojovića 6-8, 11000 Beograd,
Serbia**

Company Information			
Company Name	MARERA PROPERTY MANAGEMENT d.o.o.		
Address	Bulevar vojvode Bojovića 6-8, 11000 Beograd, Serbia		
Phone No.	+381 11 32 30 318	Fax No.	
Web Address	www.mpm.rs		
ZIG Contract No(s).	BEO/21/008		
Contact Information			
Contact Name	Nataša Mrav	Phone No.	+381 11 32 30 318
Email Address	natasa.mrav@mareragroup.rs		
Audit Information			
Audit Standard(s)	ISO 50001:2018		
Industry Code(s)	32		
No. of Employees	73	No. of Shifts	1
Audit Type	1 st Surveillance audit		
Audit start date	09.02.2022	Audit end date	09.02.2022
		Audit duration	1 MD
Next Audit Date	03.02.2023	Next audit duration	1 MD
Auditor Information			
Team Leader	Vladimir J. Simić		
Team Member			
Shift Pattern	9-17h		
If this is a multi-site audit an Appendix listing all the relevant sites and/or remote locations has been established and attached to the audit report.			
Distribution	Client Contact / Audit Team /BV Certification office		

Summary of Audit Findings:					
Number of Non Conformities recorded:		Major:	0	Minor:	0
Is a follow up audit required?	N	Follow up audit start date			day(s)
Actual follow up date(s)		Start:		End:	
Follow-up audit remarks:					
Team Leader Recommendation:					
Standard	Recommendation				
ISO 50001:2018	Certification continued against ISO 50001:2018				
	VSS, 09.02.2022				
Team Leader (1):		Team Member			
Vladimir J. Simić					
Scope of Supply (scope statement must be verified and appear in the space below)					
Scope 1 Iznajmljivanje, upravljanje, higijensko i tehničko održavanje nekretnina Renting, managing, hygienic and technical maintenance of properties					
Scope 2					
Scope 3					
Accreditation	ČIA	ČIA			
No. of Certs required	1	1			
Languages	English	Srpski			
Reason for Issue of Certificate	slightly reformulated scope				
Further Instructions (additonal certificate instruction or information for the office) :					
During the surveillance audit, the scope of certification was confirmed and reformulated in accordance with the applied system.					

Audit Summary

1. Audit Objectives

The objectives of this audit are :

1. to confirm that the management system conforms with all the requirements of the audit standard;
2. to confirm that the organization has effectively implemented its planned arrangements;
3. to confirm that the management system is capable of achieving the organization's policies objectives.

2. Previous Audit Results

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified.

No. of nonconformities from previous audit	Major	0	Minor	0
No. of nonconformities closed	Major	0	Minor	0
No. of nonconformities re-raised	Major	0	Minor	0

This review has concluded that:

- any nonconformity identified during previous audits has been corrected and the corrective action continues to be effective.

3. Basic Inputs and Initial Planning

Activities/locations/processes/functions of the organization based on the audit plan which was submitted and agreed with the auditee prior to the audit were covered which are listed in Audit Summary section (Audit Matrix) of the report.

4. Key people interviewed / involved

Name	Department/Process	Opening meeting	Closing meeting
Tamara Simić	Facility Management Director	+	+
Bojan Miljković	EnMS representative	+	+
Mandino Kokir	Facility manager	+	+
<u>Audit team</u>			
Vladimir Simić	Lead Auditor	+	+

5. Audit Findings

The audit team conducted a process-based audit focussing on the significant aspects, risks and objectives. The audit method used were interviews, observations of activities and review of documentation and records.

The onsite audit was started with an opening meeting which attended by the senior management of the organization.

The audit findings were communicated to the management of the organization during the closing meeting, final conclusion of the audit results and recommendation by the audit team also briefed to the management during the meeting.

5.1 Manual adequacy

Document Context of the organization MPM PR.05, issue 2 from 01.10.2021 adequate and addressing the requirements of the standards, reference to the procedures etc. It includes description of the main elements of the Energy management system and their interaction, and reference to related documents.

5.2 Validation of Scope & Exclusions

The audit team has validated the scope of certification during the integrated audit and scope was confirmed as follows: **Renting, managing, hygienic and technical maintenance of properties.** It is documented in the Context.

5.3 Level of Integration (in case of Integrated Management System Audit)

High level of integrated systems and its maturity confirmed during the audit.

There are integrated procedures, such as internal audit, management review, documented information control. Also, planning process integrated.

Company established, well documented and implemented EnMS as a part of their integrated management system to further improve energy performance.

5.4 Achievement of Policy commitments and Objectives

Energy policy as a part of IMS Policy is updated in December 2021.

Policy covers all standard requirements and it is appropriate for the company. The energy policy defines the commitment of the organization in order to achieve improvement of the energy performance.

It demonstrates that an organisation, including senior management, is committed to improving energy performance.

The organization established, implemented and maintained documented energy objectives and targets in January 2022 at the relevant functions, levels, processes or facilities within the organization.

5.5 Description of system conformance & Capability

The effectiveness, continual improvement and appropriate energy awareness were demonstrated during the audit at all levels and functions in the organization.

The organization measures management systems implementation, maintenance and effectiveness by means of annually scheduled internal audits. The organization reliably carries out these audits. Last internal audit done in January 2022 and appropriate records were available (including Internal audit report).

Top management reviews the organization's energy management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The last management review meeting of 24.01.2022 was carried out in accordance with the requirements and was effective.

The organization has defined responsibilities and authorities for dealing with nonconformities, initiating corrective actions. The effectiveness of the corrective actions taken is reviewed and the results communicated within the organization.

5.5.1 General

Company MPM is a full-service real-estate management company dedicated to developing strong real-estate value and sustainable returns to investors. With an integrated holistic management platform they cover all the phases of investment as well as the entire life cycle of properties.

Company strive to bring capital and investment opportunities together while developing and optimizing real-estate portfolios and delivering efficient best-in-class property operations.

5.5.2 Planning

- The organization established, implemented and maintained a documented procedure for documents control (Procedure MPM PR.01, issue 2 from 01.08.2021);
- Energy policy from 20.12.2021;
- Identifying, evaluating and reviewing external and internal issues and understanding the needs and expectations of interested parties (Procedure Context of the organization MPM PR.05, issue 2 from 01.10.2021 and document Interested parties updated in December 2021);
- Objectives, energy targets & action plans established in January 2022; Documented EnMS objectives, targets and associated action plans have been established necessary to deliver results that will improve energy performance in accordance with the organization's energy policy. The organization established, implemented and maintained documented EnMS objectives at the relevant functions, levels, processes or facilities within the organization.
- Documented procedure for Energy review given in MPM UP.06 EnMS;
- Organization defined implement and have access to the applicable legal and other provisions to which the organization is subject to, and which are related to its use and consumption of energy and energy efficiency;
- Organizational structure, roles, responsibilities & authorities determined and documented.

5.5.3 Implementation & Operation

The organization plan, implement and control the processes, related to its SEUs, needed to meet requirements and to implement the determined actions.

Depending on which activities take place in any location, there are different sources of energy supply. Existing sources of energy supply in MPM are electricity and fuel.

5.5.4 Monitoring and Measurement

The organization established, implemented a procedure to monitor and measure energy performance on a regular basis.

The organization determined energy performance indicators (EnPI), which correspond to monitoring and measuring energy performance. The methodology for determining and updating the EnPI are be recorded and regularly reviewed.

Monitoring and measurement plan updated in January 2022.

The procedure for the corrective actions established and implemented.

Last evaluation of compliance done in December 2021.

The organization conduct IMS internal audits at planned intervals. Last internal audit done in January 2022.

The last management review meeting of 24.01.2022 was carried out in accordance with the requirements and was effective.

5.5.5 Improvement

Organization has established objectives and targets consistent with IMS policy at relevant functions and levels within the organization, as well as action plans for achieving its objectives.

Examples of continual improvement exist, particularly in the field of energy efficiency.

Company identifies, collects and analyses relevant data and information contained in the record of an integrated management system to demonstrate the benefits and effectiveness of the integrated management system and to evaluate the ability to continually improve the effectiveness of the integrated system.

5.6 System strengths

- High management commitment to continual improvements

5.7 Nonconformities

There were no NCs.

5.8 Observations

-

5.9 Opportunities for Improvement

- **Company determined and documented the EnMS risks in document FMEA Analysis from December 2021. However, risks that need to be addressed to achieve continual improvement of the EnMS and energy performance could be documented in a more concrete way (6.1.1).**
- **Company identified and documented EnPIs appropriate for monitoring and measuring its energy performance. However, established EnPIs could be reviewed and, as appropriate, updated in order to facilitate organization to demonstrate energy performance improvement. (6.4 b)**

5.10 Use of logo

According to rules.

6. Uncertainty / obstacles that could affect the reliability of audit conclusions

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7. Unresolved diverging opinions between the audit team & audittee

-

8. Agreed follow-up actions

-

9. Conclusion:

- The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system,
- The organization has demonstrated effective implementation and maintenance / improvement of its management system.
- The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement,
- The internal audit programme has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system,
- Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.

10. Recommendation

The audit team conducted a process-based audit focussing on significant aspects/risks and objectives required by the standard(s).

Auditing is based on a sampling process of the available information and the audit methods used were interviews, observations, sampling of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included in the Appendices to this summary report.

The audit team concludes that the organization has established and maintained its management system in line with the requirements of the standard(s) and demonstrated the ability of the system to achieve requirements for products and/or services within the scope and the organization's policy and objectives.

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, that this management system certification be

- **Continued against ISO 50001:2018.**

This report is confidential and distribution is limited to the audit team, the company and the BV Certification office.

AUDIT SUMMARY ISO 50001:2018													
CONTACTS			PROCESSES / DEPARTMENTS / PREMISES										
A	Tamara Simić		Facility Management Director										TOTAL
B	Bojan Miljković		EnMS representative										
C	Mandino Kokir		Facility Manager										
D													
E													
F													
G													
H													
I													
J													
			A	B	C	D	E	F	G	H	I	J	
ISO 50001:2018	Serial numbers of audit days		1	1	1								
	Auditor(s)	see par. 4 of this report	1	1	1								
	Period of time	8:00–12:00 (A), 13:00–17:00 (P)	A	W	W								
4.1	Understanding the organization and its context		x		x							0	
4.2	Understanding the needs and expectations of interested parties		x		x							0	
4.3	Determining the scope of the energy management system		x									0	
4.4	Energy management system		x									0	
5.1	Leadership and commitment		x									0	
5.2	Energy policy		x		x							0	
5.3	Organization roles, responsibilities and authorities		x									0	
6.1	Actions to address risks and opportunities		x	x	x							0	
6.2	Objectives, energy targets and planning to achieve them		x	x	x							0	
6.3	Energy review			x								0	
6.4	Energy performance indicators			x								0	
6.5	Energy baseline			x								0	
6.6	Planning for collection of energy data			x								0	
7.1	Resources		x	x								0	
7.2	Competence			x	x							0	
7.3	Awareness				x							0	
7.4	Communication			x								0	
7.5	Documented information			x	x							0	
8.1	Operational planning and control				x							0	
8.2	Design			x								0	
8.3	Procurement			x	x							0	
9.1	Monitoring, measurement, analysis and evaluation of energy performance and the EnMS		x	x	x							0	
9.1.1	General				x							0	
9.1.2	Evaluation of compliance with legal requirements and other requirement			x								0	
9.2	Internal audit			x	x							0	
9.3	Management review		x	x	x							0	
10.1	Nonconformity and corrective action			x	x							0	
10.2	Continual improvement		x	x								0	
BV Services	Use of certification logo			x								0	
T O T A L													
			MINOR				MAJOR						

AUDITOR NOTES / SIGNIFICANT AUDIT TRAILS

Company MPM is a full-service real-estate management company dedicated to developing strong real-estate value and sustainable returns to investors. With an integrated holistic management platform they cover all the phases of investment as well as the entire life cycle of properties.

Company strive to bring capital and investment opportunities together while developing and optimizing real-estate portfolios and delivering efficient best-in-class property operations.

09.02.2022.

Menadžment i IMS (Mandino Kokir, Tamara Simić, Bojan Miljković)

Kompanija MARERA PROPERTY MANAGEMENT se bavi iznajmljivanjem, upravljanjem, higijenskim i tehničkim održavanjem nekretnina.

Facility Management Business Plan 2022-2026; MPM Company Presentation; 505k m²

Analiza tržišta; SWOT analiza

Misija i vizija kompanije; Osnovne vrednosti kompanije

Ključni regionalni projekti – Beograd, Novi Sad, Niš

Internet stranica: www.mpm.rs

Integrirana politika kvaliteta – 20.12.2021. godine

Procedura Kontekst organizacije MPM PR.05, izdanje 2 – 01.10.2021. godine

Predmet i područje primene integriranog sistema menadžmenta utvrđeni i dokumentovani u dokumentu Oblasť važenja IMS – septembar 2021: "Iznajmljivanje, upravljanje, higijensko i tehničko održavanje nekretnina" ("*Renting, managing, hygienic and technical maintenance of properties*").

Organizaciona šema MPM – 08.02.2022. godine

Mapa procesa – 23.12.2020. godine; Upravljanje "outsorce" procesima

Procedura za upravljanje dokumentovanim informacijama – MPM PR.01, verzija 2 od 01.08.2021. godine

Registar dokumentovanih informacija – Excel (oktobar 2021. godine)

Dokumentovana SWOT analiza – 07.04.2021. godine

SWOT analiza se koristi za inicijalnu procenu prilika i pretnji u poslovnom okruženju, kao i snaga i slabosti u internom okruženju kompanije.

Dokumentovana PESTLE analiza – 07.04.2021. godine

Registar Zainteresovanih strana od 25.12.2021. godine: vlasnici, zaposleni, zakupci, partneri, regulatorna tela, lokalna zajednica, itd.

Analiza okruženja omogućava proaktivno delovanje organizacije u skladu sa očekivanim okolnostima na tržištu. Ova analiza omogućava sagledavanje i svođenje na prihvatljivu meru potencijalnih rizika u funkcionisanju organizacije.

Procedura za menadžment rizicima – MPM PR.07 od 01.10.2021. godine

FMEA analiza po procesima sprovedena 25.12.2021. godine

Registar prilika od 07.04.2021. godine

Ciljevi IMS i planovi realizacije ciljeva za 2022. godinu – 21.01.2022. godine (razvoj novih usluga, formiranje HR Talent Pool-a, proširenje delatnosti kompanije na poslove operatera za upravljanje otpadom, bez povreda na radu, dobijanje "Green building" klasifikacije, itd.).

Procedura za interne provere – MPM PR.02 ažurirana 01.08.2021. godine

Interna provera obavljena 21.01.2022. godine u skladu sa planiranim postavkama; nije bilo neusaglašenosti; 4 komentara i 4 preporuke (3 preporuke za EnMS)

Procedura za korektivne mere - MPM PR.04, izdanje 2 od 01.08.2021. godine

Registar korektivnih mera – 25.12.2021. godine

Zapisnik sa sastanka preispitivanja IMS od 24.01.2022. godine

Registar aspekata životne sredine – 13.01.2021. godine; nema značajnih aspekata

Plan preventivnih mera (COVID-19)

Pravilnik o BZR – jun 2021. godine

Pravilnik o testiranju zaposlenih na alkohol i druga sredstva zavisnosti – jun 2021. godine
Usaglašenost sa propisima vrednovana kroz Excel fajl – decembar 2021. godine
Planovi reagovanja u slučaju požara i poplave; pružanje prve pomoći
Stručni nalaz o ispitivanju gromobranske instalacije br. 200114-1/G od 14.01.2020. godine
Uputstvo MPM UP.06 EnMS Planiranje i preispitivanje od 13.01.2021. godine
Potrošnja električne energije po objektima – 2,19 MWh na godišnjem nivou (Kalemegdan)
Sustainability Report po objektima- Januar 2022 (prikaz potrošnje struje 2020 i 2021; potrošnja vode, itd.)
Područje značajne potrošnje – električna energija
Realizacija projekta fotonaponske elektrane na krovnoj površini Kalemegdan Business Centra planirana do kraja 2022. godine
Korišćenje znaka sertifikacije

- **Company determined and documented the EnMS risks in document FMEA Analysis from December 2021. However, risks that need to be addressed to achieve continual improvement of the EnMS and energy performance could be documented in a more concrete way (6.1.1).**
- **Company identified and documented EnPIs appropriate for monitoring and measuring its energy performance. However, established EnPIs could be reviewed and, as appropriate, updated in order to facilitate organization to demonstrate energy performance improvement. (6.4 b))**

HR menadžment – Obuka (Tamara Simić, Bojan Miljković, Lidija Stamenković)

Procedura MPM PR.27 - Profesionalni razvoj i obuke (januar 2021. godine)
Organizaciona struktura kompanije Marera Property Management
Pravilnik o organizaciji i sistematizaciji radnih mesta – 01.07.2021. godine
Zahtevi za kompetentnost utvrđeni u ugovorima o radu
Obuka za primenu Zakona o arhivskoj građi (17. decembar 2021. godine); 2 polaznika
Uverenje o obuci iz prve pomoći – Jelena Arsić (11.06.2021.)
Uverenja o osposobljenosti za bezbedan i zdrav rad – obrazac 6 (primer Vesna Olić – februar 2022. i Miloš Lakić – januar 2022. godine)
Brifinzi sa radnicima

Glavni procesi – Realizacija operativnih aktivnosti (Mandino Kokir, Tamara Simić, Bojan Miljković)

Pružanje integrisane FM usluge – MPM.UP.05, izdanje 1 od 07.04.2021. godine
FMEA analiza po procesima sprovedena 25.12.2021. godine
Procedura MPM PR.19: Rad recepcije - linije komunikacije
Procedura MPM PR.13: Izvođenje fit out radova
Ugovor o zakupu poslovnog prostora sa "Marera Coworking" od 21.11.2018 . godine
Obilazak lokacije Kalemegdan Business Centar

Procesi podrške (Mandino Kokir, Tamara Simić, Bojan Miljković)

Procedura Nabavka - MPM PR.47, izdanje 1 od 23.09.2021. godine
Lista odobrenih dobavljača - obrazac
Zahtev za ponudu – metalne police za magacin (08.11.2021.)
Uporedni prikaz ponuda; formular za ocenjivanje dobavljača
Nalog za nabavku CL 811-3 od 26.11.2021. godine
Ugovor o pružanju usluga održavanja br. 1579 od 28.01.2022. godine (EKO MAGIC Zemun)
Procedura Upravljanje resursima - MPM PR.11, izdanje 2 od 01.08.2021. godine

PERFORMANCE TO DATE

Visit Report Ref	Grade	Status	Summary of Finding	Sector/Division/Location	Date	Standard	Clause
CA	OBS	Closed		Management	09 Feb 21	ISO 50001	5.2 c
<p>Energy policy as a part of IMS Policy is established in December 2020. Policy is documented, available and is appropriate to the purpose of the organization. However, EnMS related part doesn't clearly address commitment to ensure the availability of information to achieve objectives and energy targets.</p>							

Visit Report Ref	Grade	Status	Summary of Finding	Sector/Division/Location	Date	Standard	Clause
CA	OFI	Accepted		Management	09 Feb 21	ISO 50001	6.2
<p>Company identified and documented EnPIs appropriate for monitoring and measuring its energy performance. Also, documented energy objectives and targets for 2021 established. However, energy targets could be more directly linked to EnPIs in order to additionally improve effectiveness of monitoring and measurement process.</p>							

Visit Report Ref	Grade	Status	Summary of Finding	Sector/Division/Location	Date	Standard	Clause
CA	OFI	Accepted		Management	09 Feb 21	ISO 50001	6.1
<p>Company MPM determined and documented the risks and opportunities in documents FMEA Analysis and Opportunity Register from January 2021. However, actions to address opportunities could be planned and documented in a more concrete way, including how to evaluate the effectiveness of these actions.</p>							

NEXT VISIT PLAN

Lead Auditor: Vladimir Simić (VSS)
Team Member(s):

Audit Type: 2nd Surveillance Audit
Audit Start Date: 03.02.2023.
Audit Finish Date: 03.02.2023.
Audit to be conducted against the following standard(s)
 1. ISO 50001:2018

Scope **Renting, managing, hygienic and technical maintenance of properties**

Date	Time	Activity	Process	Auditor (Initials)	
03.02.2023.	9.00	Opening meeting		VSS	
	9.30	General requirements – Context of the organization – Risks and opportunities - Management responsibility - Energy policy – Energy planning – Energy objectives, targets and action plans		VSS	
	11.00	Energy management system elements (internal audit, nonconformities, correction, corrective action, management review) – Documents and records control		VSS	
	12.00	Legal requirements and other requirements – Evaluation of compliance		VSS	
	13.00	Site tour – Operational control		VSS	
	15.00	Competence, training and awareness – Communication		VSS	
	16.00	Preparation for closing meeting		VSS	
	16.30	Closing meeting		VSS	

Audit objectives:

1. Confirmation that the management system is in compliance with all the requirements of the audited standard.
2. Confirmation that the company has successfully implemented the planned agreements.
3. Confirmation that the management system is able to achieve the organization's Policy and goals.
4. Determination of parts of management system where improvements are possible.
5. Assessment of the effectiveness and effectiveness of implementing an organization's management system.

Audit criteria:

1. Reference standard: ISO 50001:2018
2. Internal regulations and documentation of the organization
3. Contract BEO/21/008
4. Guidelines for the use of BV Logo
5. Relevant applicable laws and regulations

The Audit Plan may be amended by the Lead Auditor after the opening meeting to better reflect your organisational needs.



SITES

(included within the scope of the audit)

APPENDIX

Company Name / ZIG Number: MARERA PROPERTY MANAGEMENT d.o.o. / BEO/21/008

Site Name	MARERA PROPERTY MANAGEMENT d.o.o.	HO
Address	Bulevar vojvode Bojovića 6-8	x
City	Beograd	
Postal Code	11000	
County		
Country	Serbia	
Site Name		
Address		
City		
Postal Code		
County		
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