

# FACILITY MANAGEMENT





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# 01

## About Marera Property Management

**360° integrated  
platform for the  
entire real-estate  
life cycle**





# Welcome to Marera Property Management

Marera Property Management is a real-estate management company offering investors, owners, and lessees a full range of services in asset, property, construction, and facility management in commercial and industrial segments in Serbia.

Our proven expertise and comprehensive management competence span the entire real-estate value chain, thanks to the development and application of an in-house integrated 360° platform.

We provide services relying exclusively on our own resources, which makes us unique in the segment of real estate management and maintenance.

With a well-rounded 360° platform to all segments, from investment and financial advisory and management, real-estate brokerage, tenant relations, to construction project management and integrated facility management - we have you covered.

The success of our 360° integrated platform for property management is based on a holistic approach that ensures optimal service and yields maximum results for investors.

Understanding the needs of our clients, and harnessing our thorough market knowledge, we create an ideal management model tailored to your needs. Applying best-in-class business practices, we continuously improve our services ensuring the maximum value of your real-estate long term.

Our reference list of office, retail and industrial properties is based on the implementation of modern real-estate standards and sustainable solutions, in line with the principles of our corporate social responsibility.

As a reliable partner for all your projects driven by results, we are committed to the long-term maximization of your real estate value.



**1.000.000+ m<sup>2</sup>**

Created portfolio and serviced area



**300+**

Clients



**350+**

Properties



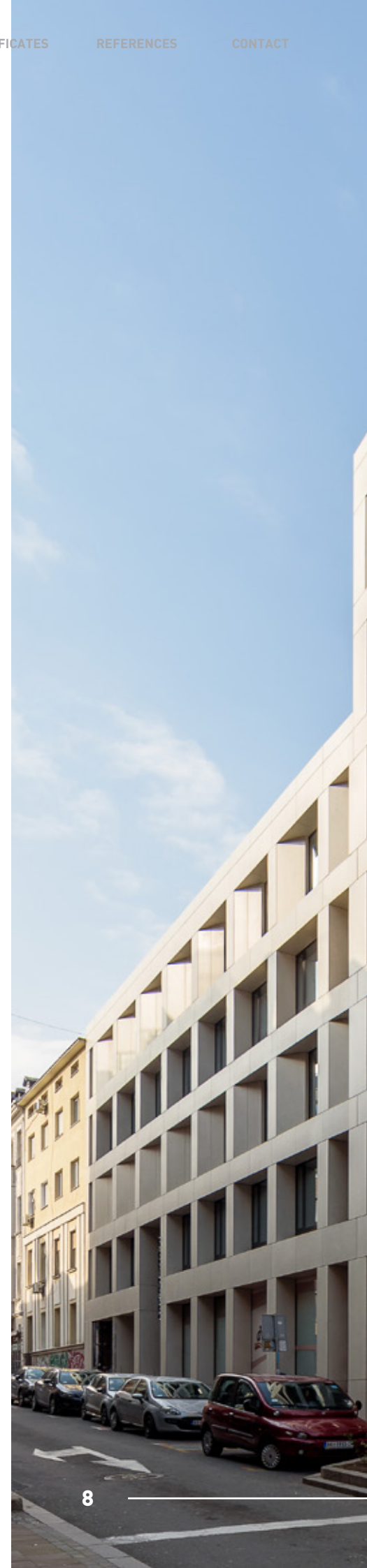
**175M €**

Created value

# 02

# Facility management solutions

Expertise  
you can trust





# Benefits you can enjoy

Our 360° platform is the foundation for all our business practices. Within the facility management segment, it entails integrated services and quality management standards developed in-house, whose consistent application guarantee the sustainability of the real estate and increases its value.

In addition to integrated facility management solutions, we also offer single facility management services: cleaning and technical maintenance, reception, security, landscaping, winter services, sustainable “green” solutions, and professional facility manager’s services.

We create models tailored to your business integrating your specific needs. Due to our regional presence via four strategically positioned centers in key cities in Serbia, we provide superior quality of services across the country.

With 20+ years’ experience, a dedicated team of more than 1,300 highly trained professionals in facility management only, and expert management, we exemplify best practices in customer service.

As a certified company, we assure impeccable quality through implementation of international standards, rigid supervision and detailed reporting on services provided.

Our thorough procedures guarantee efficient service allowing us to ensure property value sustainability alongside optimization of operational costs.

More than 200 clients, who have been reaping the benefits of our solutions for many years, endorse the quality of our services.



**1.000.000+ m<sup>2</sup>**

Serviced area



**350+**

Maintained facilities



**200+**

Clients



**4**

Regional centers in Serbia

# 03

## Our regional centers

A reliable partner  
anytime, anywhere





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# Full support to clients across the country

Understanding the needs of the market and clients alike, we have developed regional centers that allow us to render top-notch quality of services across Serbia, with a team of more than 1,300 highly trained professionals.

This way we guarantee quick and efficient response 24/7, ensuring the functionality and safe and efficient operation of your property.

We manage our operations from our four strategically positioned regional centers, ensuring your contentment and long-term preservation of the value of your property.

## Segments in which we operate:

Office segment

Industrial segment

Retail segment

Public sector

Healthcare

HoReCa

Residential facilities



**Our team of more than  
1300 highly trained professionals,  
is present throughout the country.**

# 04

## Services

Full range of facility management services





# Customer needs are our top priority

We offer solutions that allow our clients to enjoy a superior hassle-free workspace experience. We take care of every detail ensuring your daily enjoyment in immaculate conditions 24/7.

Our team of highly trained professionals is responsible for the implementation of security, safety, and environmental protocols according to European and global standards.

As a certified company that follows the latest global trends, we guarantee flawless quality and continued work on service improvement through innovations.

We work diligently on fulfilling all your specific requests, ensuring maximum sustainability and efficient resource use.

"We guarantee the fulfilment of all your needs with our superb internal control systems and quality assurance mechanisms.

Your loyalty is the best attestation of our professional approach and flawless quality of service that nurtures the value of your property"

**Tamara Simić,**  
director of facility  
management sector.



# Sustainability management

We maintain facilities in line with green construction standards, with the goal of continuous improvement of energy efficiency as the key issue of the modern age, as well as ensuring quality conditions in a business environment.

In line with the global trends, highest professional standards and based on thorough analysis, we manage energy and apply sustainable solutions that directly lead to the overall reduction of operating expenses as well as emission of GHGs.

Many of our clients enjoy the benefits of sustainable green solutions that preserve the environment by reducing pollution and waste materials.

- BMS (BUILDING MANAGEMENT SYSTEM)
- ENERGY MANAGEMENT
- GREEN BUILDING CERTIFICATION
- WASTE MANAGEMENT
- CASE STUDIES (ANALYSIS AND CONSULTING SERVICES) ON OPTIMIZATION POTENTIAL



# Integrated facility management

Following global trends, a growing number of our clients opt for integrated facility management solutions that include a customized model of various maintenance services tailored to their needs.

In accordance with the market demand and based on our comprehensive approach, we have developed integrated facility management solutions. They entail homogeneous quality of services and synchronization of activities, ensuring the functionality of the real estate during its operation.

Continuous use of integrated solutions delivers operating costs benefits in the long run, ultimately improving the property sustainability.

We offer the full range of customized models of maintenance services relying solely on our in-house resources, which makes us unique on the market.

Depending on the size, complexity and equipment of the property, our team of experts will create an appropriate model of integrated solutions for maximum functionality and full efficiency of your real estate.

Integrated solutions offer the added benefit of a single procurement contract, allowing you to minimize the administrative burden to an exclusive service provider with a single monthly bill, both in coordination with one contact person.

## Benefits of integrated maintenance solutions

**1**

One tender - one procurement

**2**

One company that provides comprehensive services

**3**

One contact person

**4**

Consistent standard and service quality

**5**

Field teamwork, easier control and better efficiency

**6**

Comprehensive and regular reporting

**7**

One contract and one responsible legal entity

**8**

Performance warranties by one provider

Our team delivers Integrated facility management expertise to more than 40% of clients from our portfolio, who recognize the full potential of this forward-thinking approach that delivers maximum results

# Cleaning

Cleaning is the key facility management service. As a precondition for seamless functioning of a property, it represents the most sought-after service on the market.

We maintain your spaces immaculately following best-in-class practices and latest trends. Our extensive experience is based on cooperation with clients from a variety of segments - from commercial buildings, industrial complexes, healthcare, and hospitality establishments to public institutions.

Our mobile teams are available 24/7 to apply their expertise and work system for cleaning all types of production lines. Our team undergoes regular controls and practical trainings that enhance their efficiency and improve the quality of service.

We maintain all types of surfaces with adequate products and ensure service dynamics for exceptional results. We are responsive and adaptable to all your work processes, while our discrete presence does not interfere with your business dynamic.

The quality of our services is proven by the long-term cooperation with clients from various industries, to whom we provide flawless residential and business environment.

- DAILY CLEANING OF ALL TYPES OF PROPERTIES
- GARAGE CLEANING
- CONSTRUCTION CLEANING
- SPECIALIZED CLEANING OF INDUSTRIAL PLANTS AND PRODUCTION LINES
- MACHINE CLEANING OF HARD FLOOR COVERINGS
- MACHINE CLEANING, PROTECTION, AND POLISHING OF HARD FLOOR COVERINGS
- MACHINE CLEANING WITH DEEP RINSING OF SOFT FLOOR COVERINGS
- CLEANING UPHOLSTERED FURNITURE
- CLEANING ACCESSIBLE GLASS SURFACES - OUTSIDE AND INSIDE
- CLEANING OUTER INACCESSIBLE GLASS SURFACES, REALIZED BY SPECIAL MOUNTAINEERING TEAMS
- CLEANING WALLS / PANELS AND SUSPENDED CEILINGS
- INDUSTRIAL AND OTHER CLEANING IN ACCORDANCE WITH CUSTOMER REQUIREMENTS



# Cleaning packages for office space

Based on our extensive experience through application of integrated 360° platform, thorough market knowledge and deep understanding of clients needs, we have created special cleaning packages for office space maintenance.

Regular cleaning enhances your work environment and contributes to your property sustainability, along with optimization and control of costs.

Our specially designed packages are created to meet all your needs, ranging from basic that is suited to all commercial properties to comprehensive services package that generates maximum results that contribute to employee satisfaction and increase property value.

# Standard

The basic cleaning package covers daily presence of a hygienist in your business premises. It is intended for clients from all segments of the real estate market who wish to enhance the quality of their working environment.

The standard package includes:

**Daily:**

Indoor cleaning - vacuuming, wiping floor surfaces, wiping work surfaces, maintaining kitchen and toilets, supplying hygienic materials, removing dust, and disposing municipal waste

# Business

The advanced cleaning package, intended for clients from all segments of the real estate market, covers daily presence of a hygienist, combined with periodic work performed by a mobile team, thereby achieving a higher level of hygiene.

The business package includes:

**Daily:**

Indoor cleaning - vacuuming, wiping floor surfaces, wiping work surfaces, maintaining kitchen and toilets, supplying hygienic materials, removing dust, and disposing municipal waste

**Quarterly:**

Cleaning available glass surfaces

**Semi-annual:**

Machine cleaning of all types of floor coverings

# Premium

A package of services tailored to meet all the needs of clients who require the highest standards of hygiene in their workplaces, meeting all the needs of their employees. It covers comprehensive hygiene services, with an optimal combination of daily maintenance and periodic cleaning. Premium package includes:

**Daily:**

Indoor cleaning - vacuuming, wiping floor surfaces, wiping work surfaces, maintaining kitchen and toilets, supplying hygienic materials, removing dust, and disposing municipal waste

**Six times a year:**

Cleaning available glass surfaces and machine cleaning of all types of floor coverings

**Semi-annual:**

Cleaning upholstered furniture

# EKO Plus

In an environment of an increasing focus on the importance of environmental preservation, we have created a special EKO Plus package. It covers daily presence of a hygienist, using solely 100% biodegradable hygiene products that emit no harmful substances. EKO Plus package includes:

**Daily:**

Indoor cleaning - wiping floor surfaces, wiping work surfaces, maintaining kitchen and toilets, supplying 100% recycled hygienic materials, removing dust, and disposing municipal waste

**Quarterly:**

Cleaning available glass surfaces

# Technical maintenance

Technical maintenance is essential to facility management. Regular maintenance ensures long-term and proper operation of installations and equipment, which decreases the chance of potential corrective interventions.

We guarantee the quality of services through control mechanisms and processes that in turn ensure cost planning and optimization.

Our licensed engineers and technicians safeguard uninterrupted and proper functioning of technical systems with regular inspections and equipment maintenance, following the safety protocols and observing regulatory compliance.

We take care of all systems for heating, cooling, air conditioning, electricity supply and telecommunications, monitoring the adherence to pertinent regulations and rulebooks that define the multidisciplinary field of facility management.

Our mobile team for urgent interventions is available 24/7 with minimum response time and maximum dedication to quality in addition to guarantees for services provided.

- EQUIPMENT AND INSTALLATIONS MAINTENANCE
- ENERGY MANAGEMENT
- SAFETY PROCEDURE PROTOCOLS
- HELPDESK AND FAULT MANAGEMENT
- WARRANTY MANAGEMENT
- HEALTH AND SAFETY COMPLIANCE
- REPORTING AND BUDGET PLANNING
- RELOCATION SERVICES
- CURRENT AND INVESTMENT MAINTENANCE
- ADHERENCE TO REGULATORY RULES ON BEHALF OF THE CLIENT



# Reception

**Cleaning and technical maintenance services are the precondition for smooth and seamless functioning of facilities, while reception services create the first impression.**

**Our candid and kind receptionists ensure a professional and pleasing first impression, whether at a front desk of the building entrance or your separate spaces, providing a maximum level of comfort to both users and visitors.**

**Systematic management of operational information and administrative support ensure efficient functioning and coordination of shared spaces.**

**Receptionists can be contracted on a need basis, as a support during corporate events and large gatherings in your workspaces.**

**Our professional reception services make a considerable contribution to the work environment and welcoming atmosphere, for both employees and visitors alike.**

- VISITORS GREETING AND REGISTRATION
- CORRESPONDENCE HANDLING
- RECEPTION SOFTWARE
- CORPORATE EVENTS SUPPORT
- CUSTOMER SERVICE



# Security

**A growing number of companies in all business segments recognize the advantages of hiring physical security for uninterrupted safety of their working environment.**

**Our exhaustive control and supervision systems allow us to proactively undertake preventive measures to avert potential unforeseen situations.**

**Absolute security of premises and their users is guaranteed by our responsible approach and continuous improvement of services quality.**

**We secure commercial, production, retail and residential facilities, industrial zones, healthcare institutions and diplomatic offices.**

**Our mobile team of supervisors performs regular internal controls and is available 24/7 for urgent interventions, ensuring the superior quality of services.**

- PHYSICAL AND TECHNICAL SECURITY OF ALL-PURPOSE FACILITIES
- SECURITY RISK MANAGEMENT
- CCTV SERVICES
- FIRE PROTECTION
- ADVISORY SERVICES FOR LEGAL ENTITIES IN THE FIELD OF SECURITY
- INTERVENTIONS AND PATROLS



# Landscaping

**Adding greenery to interiors and landscaping existing green areas directly increases the satisfaction of employees and contributes to long-term environmental protection.**

**We provide support throughout all phases of landscaping and maintenance, from studies, consultations and seasonal adaptations to the creation and implementation of new landscaping projects, indoors and outdoors.**

**Our experts apply special care in successful implementation of landscaping projects of roof spaces, terraces, and walls, regardless of their complexity.**

**Regular maintenance services include care of your green surfaces through everyday treatment and seasonal preparation.**

**Our clients from diverse industries recognize the advantages of landscaped green spaces, which not only upgrade the working environment but also contribute to healthy ambiance and productivity of employees.**

- **LAWN CARE SERVICES**
- **TREE AND SHRUB CARE SERVICES**
- **AUTOMATIC AND MANUAL IRRIGATION SERVICE**
- **PREPARATION OF PLANTS FOR THE WINTER SEASON**
- **INTERIOR LANDSCAPING**



# Winter services

**We ensure navigable and clear access paths and roads during snowfalls, ensuring uninterrupted and safe usage of external areas.**

**A swift response and the use of mechanization suitable to the area size and the quantity of snow, allow us to preempt the discomfort and potential risks caused by seasonal precipitation.**

**We guarantee the most efficient result in the shortest period of time, and availability of our teams 24/7.**

- SNOW AND ICE REMOVAL
- ICE REMOVAL FROM STRUCTURES IN HEIGHTS
- CONTROL AND REMOVAL OF SLIPPERY SURFACES



# 05

## Certificates

Impeccable quality  
of our services





# Services certified by ISO standards

**Our company is certified by Bureau Veritas in accordance with the highest standards of sustainability, success, and service quality.**

**Our regular employee trainings and strict implementation of ISO guidelines in day-to-day operations guarantee the superb quality of services.**

- FACILITY MANAGEMENT – ISO 41001:2018
- QUALITY MANAGEMENT SYSTEM - ISO 9001:2015;
- ENVIRONMENTAL MANAGEMENT - ISO 14001:2015;
- OCCUPATIONAL HEALTH AND SAFETY - ISO 45001:2018;
- INFORMATION SECURITY MANAGEMENT - ISO 27001:2013;
- ENERGY MANAGEMENT - ISO 50001:2018



# 06

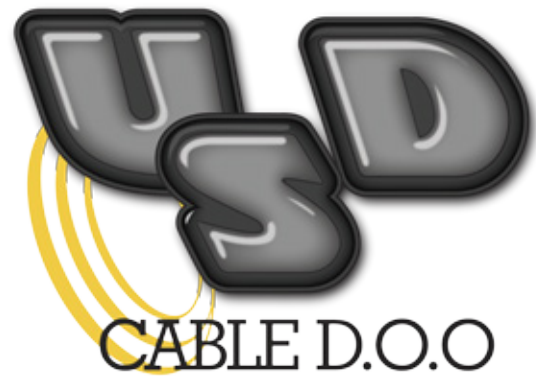
## References

**Expertise confirmed  
by satisfied clients**





# Our long-standing clients



# MADAME COCO

# ZAJEDNIČKA ADVOKATSKA KANCELARIJA MARIĆ

u saradnji sa

## KINSTELLAR



A company of **PEPSICO**



# 07

## Contact

Our 360° integrated platform ensures the highest quality of service and represents our point of differentiation on the local market.

The consistent application of this platform in the facility management segment has earned us the reputation of a credible partner that empowers its clients to have professionally managed real estate and to attain sustainable results.

Our team will provide you with an ideal service model, tailored to the complexity and purpose of your real estate.

The continuous utilization of our solutions will ensure the maximum functionality and efficiency of your property, increasing its value over time.

We provide quality that lasts.

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- ON-CALL SERVICES, AVAILABLE 24/7/365
- FM SOFTWARE FOR TRACKING QUERIES
- REGULAR MONITORING OF EXPENSES AND REPORTING





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PROPERTY  
MANAGEMENT