

QUALITY POLICY

Marera Coworking is a network of workspaces offering users flexible office solutions with coworking facilities and numerous useful services that make running a business easier. With the aim of continuously developing and improving the quality of our services, understanding and fulfilling the needs and expectations of our customers and all interested parties, as well as establishing relationships of trust with our partners, we have committed to implementing an efficient and effective Quality Management System in accordance with the ISO 9001 standard.


In this regard, Marera Coworking has established clear objectives:

- Increasing market share by ensuring the trust of both existing and potential customers through recognizing their needs and expectations;
- Improving company operations through clear identification of business processes, adherence to adopted business rules, and efficient implementation of procedures at all levels of the company, with clearly defined individual responsibilities;
- Consistent implementation and continuous improvement of the system in compliance with legal regulations, management requirements, and standard requirements;
- Professional training and development of employees in line with new trends, while encouraging creativity, initiative, and responsibility in work;
- Preserving company knowledge and fostering positive interpersonal relationships;
- Identifying risks to the company's operations and implementing proactive actions to reduce their impact on the company and its environment;
- Embedding awareness of continuous improvement practices into our daily business routine by using feedback from all interested parties, especially employees, clients, and external suppliers of processes, products, and services;

The Quality Management System is monitored, measured, reviewed, and continuously improved, with regular reporting and communication with all interested parties regarding its effectiveness and efficiency at all levels of Marera Coworking.

By achieving the established objectives of the Quality Management System, Marera Coworking ensures a high level of customer satisfaction, a competitive market position, mutual trust and cooperation with its clients, as well as meeting the requirements and aspirations of all interested parties.

Date: 15 April 2026


Bojan Ljubičić
Director

