



PRISHTINA  
**MALL**

## Quality Policy Statement

Prishtina Mall is leasing and management of personal or leased real estate Company, and will become the future largest sector leading shopping & entertainment Mall in South East Europe.

We, the management and colleagues of PRISHTINA MALL J.S.C. are fully committed to provide and maintain a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of our customers and partners. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability within the Company.

### Our Commitment

- We are committed to create and operate world-class shopping & entertainment Mall through our trained resources, to stewardship the investments of our investors, offering a unique and infinite experience to our customers and partners, and adding value to all the stakeholders
- Credibility in ensuring a trustworthy system of implementing the standards of practice of all professions
- Commitment to highest standards of governance and management
- A commitment of all colleagues to improve in all business processes
- We shall continually improve our quality management system in conformity with ISO 9001:2015 Standard by training and motivating our team of dedicated Professionals and Partners.

We believe in teamwork to succeed. A key strategy to achieving our objectives is to provide high quality training and adequate resources to our highly motivated team. We care about their health, safety and welfare.

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Mike Pugh  
CEO & Managing Director

Date: 11/05/2021