

# GLOBAL QUALITY POLICY 2018

## Policy Statement

BGIS is committed to continually improving our quality management system, which provides the framework for our customer focused service delivery excellence commitment. This policy, ISO 9001 Quality Standards and other industry best practices including health and safety, environmental management, risk management, sustainability and asset management guide our ability to meet and exceed customer expectations. Our Quality objectives are directly linked to achieving our strategic and operational goals through our Quality commitments, which are embedded in the services we provide: real estate services, facilities management, project delivery, professional services and workplace solutions. Through our commitments, BGIS enables innovation corporately and across our clients' real estate portfolios by developing and implementing industry leading real estate and facility management solutions.

## Our Commitment

**Commitment to our Customer** - As true partners and change agents, we are committed to pursuing a better way of delivering services for our industry and for our clients.

**Commitment to Compliance** - BGIS is compliant with all applicable laws, regulations, contracts and ISO 9001 certification requirements.

**Commitment to Excellence** – BGIS sets objectives and targets striving for continuous improvement through benchmarking, effective risk management and driving continuous improvement cycles. We reduce risk through participation in the Risk Management Program including reporting of incidents, near miss/hazard observations, improvement reports and Non-conformances.

**Commitment to our People** – BGIS expects all team members to foster an Excellence Everywhere mindset. This means that each team member will uphold these five Quality Principles:

1. Consistency: Consistently following processes
2. Reliability: Delivering on our promises
3. Accountability: Owning the task at hand
4. Improvement: Raise standards, relentlessly
5. Leadership & Commitment: Uphold our corporate values

## Accountabilities

All Team Members within BGIS will uphold this Quality Policy. Team leaders are accountable for the effective implementation of the Quality Management System within their respective departments and ensuring that the quality objectives are clear to all those within the department.

The communication of this policy is paramount to its understanding and effectiveness. This policy is communicated to everyone working for, and on behalf of, BGIS. The Policy will be made available to all interested parties at [www.bgis.com](http://www.bgis.com).



Gord Hicks  
Chief Executive Officer  
June 19, 2018

