

## POLICY - QUALITY MANAGEMENT

BGIS is a leading provider of integrated real estate services, facilities management, project management, energy and sustainability, and workplace strategy.

BGIS maintains a Quality Management System that is certified to AS/NZS ISO 9001 and operates within an integrated management framework which incorporates quality, safety, environment, risk management and sustainability principles.

The objective of the BGIS quality management system is to ensure compliance with both internal and external requirements and the identification and implementation of continuous improvement opportunities. Audits are conducted on a regular basis throughout the business to ensure compliance with relevant statutory obligations, regulations, standards and codes of practice.

BGIS identifies, establishes, manages and reviews the quality requirements of the business to ensure operation delivery is compliant and delivers customer objectives and key performance targets.

Senior management are committed to the implementation of the standard by providing the resources to ensure all staff are qualified for their position and have undergone the appropriate inductions relevant to the task, providing regular reviews as well as internal and external audits of the system.

Where an action request reveals a potential underlying cause, BGIS will provide sufficient and suitable resources in implementing appropriate corrective or preventive actions for the maintenance and improvement of our system and processes.

Customer and employee satisfaction is supported by a structured communication process and a management approach around continuous improvement in the delivery of our services.

This policy will be reviewed at least once per year to ensure relevance to BGIS operations and continuous improvement.



**Jon McCormick**  
**PRESIDENT AND MANAGING DIRECTOR, AUSTRALIA AND NEW ZEALAND**

**Date: May 16, 2017**

