



# Mapeley Quality Policy

Mapeley is committed to providing leading property investment and outsourcing solutions through the acquisition, ownership and asset management of a diverse portfolio of commercial property together with the provision of associated services. Mapeley believes that to provide our customers with unique cost effective solutions requires all elements of the business to work together towards a common purpose.

The Mapeley Vision defines the ultimate strategic intent of the company as aiming to be “the leading owner and operator of UK regional commercial real estate occupied by strong credit tenants with significant and complex real estate requirements”.

Our Business Management System provides a single framework for the development, implementation, evaluation and improvement of the processes required for delivering superior levels of service to deliver our Client’s requirements as defined in contractual relationships, as well as satisfying all other applicable requirements defined through the management system.

Mapeley has identified three key objectives which are: to provide services in accordance with our Customer requirements; achieve our financial targets; and continually improve the performance of our management system. Progress against these objectives is measured throughout the year and reviewed by senior management at the management review meeting. Suitable and sufficient resources will be made available, through line management, to support the delivery of the objectives.

All Mapeley employees are required to be proactive and demonstrate commitment to this policy through:

- Complying with the content of this policy;
- Using and maintaining the Business Management System;
- Striving to deliver exceptional levels of Customer service;
- Supporting human resource development;
- Encouraging a culture supportive of all Quality matters;
- Adopting a systematic approach to the identification and management of all risks;
- Supporting the principles of continuous improvement; and
- Being accountable for their own actions

Signed:

Date: October 2019

Mark Smith - Chief Executive Officer

CEO, for and on behalf of the Board of Directors of Mapeley Estates Ltd