## Policy Statement

Savills Group aims to deliver property services of an uncompromisingly high quality. Throughout our extensive and diverse business network worldwide we will deliver this standard of quality by continually seeking to understand our clients’ business objectives and add value to them.

## Purpose & Scope

This policy applies to the Group’s businesses worldwide including all employees, consultants and associates.

The purpose of this policy is to set out the Group’s quality management objectives, who is responsible for achieving them and the means by which they will be consistently achieved and maintained. We believe that our approach to quality management provides a framework for continual improvement and thus the enhancement of client satisfaction and that of all other stakeholders in our business. Our commitment to quality management is demonstrated by encouraging all Business units to achieve accreditation to ISO 9001, the internationally recognised quality management standard.

This Group policy covers all the activities, operations, services and products of Savills. Operating companies throughout the Group will give effect to this policy through their own practices, tailored as appropriate, in order to best fit their particular client and business needs.

## Implementation Guidelines

The delivery of the highest practicable level of service to clients will be achieved by adopting a risk and process-based approach to quality management in accordance with international standards. This will include:

- Clearly understanding our clients’ expectations, needs and objectives.
- Applying our professional skills and expertise in an appropriate manner, working closely with our clients, other professionals and stakeholders in order to achieve the required business and quality objectives.
- Educating and training our people in order to support the delivery of our policy aims.
- Ensuring that responsibilities for enacting the policy are clearly understood by all concerned, and its delivery is achieved at all levels.

## Roles & Responsibilities

Ultimately all Savills employees have a shared responsibility for the delivery of an uncompromisingly high quality of service and to strive to continually improve this.

- All staff are responsible for the ownership and undertaking of their appropriate quality management functions and for making their own pro-active contribution to delivering the policy’s aims and objectives.
- All staff are actively encouraged to identify opportunities for improving the quality of our services and seek to deliver long term business excellence.
- Each business head is responsible for the practical application of the policy and its objectives, as appropriate to their particular business, including dealing with quality failings, encouraging good practice, disseminating lessons learnt and facilitating ongoing quality improvements.
- In fulfilment of the aims of the policy, each business will, develop, implement and maintain quality management systems that are appropriate to its needs and that of its clients, reflecting the requirements of ISO 9001.
Roles & Responsibilities (continued)

- This will include appropriate communication and training as a means for the dissemination to all staff of lessons arising from its practical application in order to encourage continual improvement and a culture of excellence.

- Responsibilities will be clearly defined at each management level and priorities set so that the quality management system actively supports overall business aims, operating requirements and those of our clients.

- Consideration of the effectiveness of the management system, and opportunities for improvement in compliance with its aims and objectives, will form part of regular management reviews.

- Such management reviews will be held on at least an annual basis and take into account any changes in external and internal issues that are relevant, the output of quality assurance and client feedback mechanisms, utilising both qualitative and quantitative responses and audits, whether undertaken by internal or external auditors.

- Quality management systems will include procedures for recording and dealing with client complaints and mechanisms for monitoring and measuring overall compliance with internal, statutory and regulatory requirements. Records of the results of this monitoring and measuring will be maintained as an objective basis for providing assurance and as a measure of performance to inform management reviews.

- Business units holding ISO 9001 (Quality Management Systems) accreditation will demonstrate compliance with the requirements of their documented ISO 9001 system. This will be delivered consistently to predetermined high international standards, and be subject to regular internal and external audits in accordance with a schedule determined by their accreditation body.

Please refer any queries regarding the application of this policy to the immediate business head and/or in the case of ISO 9001 accredited offices the Office Management Representative for Quality.

Approved by: J C Helsby on behalf of Savills