



Quality



Cushman & Wakefield is committed to:

Aligning our quality management system approaches to the requirements of ISO 9001 to provide employees and interested parties with the leadership, guidance and instruction necessary to ensure our service provision is consistent throughout all of our operations and thereby:

- Delivering products and services in an efficient way, that are technically innovative, defect-free and on-time;
- Delivering the best possible outcome for our clients with the minimum risk while maximizing customer satisfaction; and

Satisfying the agreed contractual and commercial requirements, always aiming to exceed customer expectations.

Cushman & Wakefield is dedicated to the provision of product and management services which optimise the development potential and all life performance of our customers' assets.

Our corporate philosophy emphasises a consultative approach in all dealings with customers, employees and suppliers to provide the best possible value and return for resources expended. We prioritize understanding and addressing our customers' needs and expectations in every aspect of our business.

Cushman & Wakefield is committed to complying with the requirements of our management systems and continually monitoring, analyzing, reviewing and improving the effectiveness of processes through:

- Structured induction and training programmes;
- Audit and assessment of the management system for compliance and effectiveness;
- Assessing and managing the risks and opportunities associated with our operations to optimize our ability to achieve desired outcomes;
- The monitoring of progress and performance of processes against established objectives and indicators from reliable data sources; and
- Systematic review of performance data and the identification and implementation of improvement opportunities.

The Quality Policy is communicated to all employees and stakeholders of the organization and establishes the framework and authority upon which Cushman & Wakefield bases its management practices. It provides the framework for setting and reviewing quality objectives to ensure ongoing excellence and continuous improvement in all we do.

Michelle MacKay

Michelle MacKay (Aug 16, 2024 10:26 EDT)

Michelle MacKay

Chief Executive Officer

Cushman & Wakefield

July 2024

Next review due: July 31, 2026