



Worldwide Quality Policy

DELIVERING PROFESSIONAL EXCELLENCE

The Policy of Faithful+Gould, as established and ratified by our International Steering Group, is to perform all aspects of our commissions and to regulate our world-wide business operations to deliver consistently high standards of professional service to all of our clients.

This commitment is an intrinsic part of the Company's Five Year Strategic Plan, which, in the context of Excellence, sets out our objective "to become the 'intellectual brand' in our field by excelling in the performance of our service delivery and by nurturing strong leadership and outstanding professionalism".

In pursuit of this policy and our Strategic Plan, we have established and published management processes which specify and control all aspects of our service delivery, reflecting local customs and the requirements of our clients and parent company.

Compliance with these processes is assured through:

- employing competent managers
- providing appropriate employee learning and development
- setting objectives and measuring performance
- actively encouraging employee support and professionalism
- ensuring regular internal audit and external surveillance
- encouraging feedback from our clients

Managers and employees seek, at all times, to identify opportunities to improve and increase the effectiveness of our performance while demonstrating and delivering conformance with the requirements of ISO 9001.

This policy commitment is made in support of our strategy to identify Faithful+Gould as a unique brand through:

- achieving dynamic business growth
- increasing international co-operation and collaboration
- maximising the effective use of our resources
- ensuring our skills are employed to generate the greatest influence

This policy statement and the level of management resource are regularly reviewed to ensure their continuing suitability.

Signed

A handwritten signature in black ink, appearing to read "Richard Hall".

Richard Hall
CEO, Worldwide Operations
October 2009