

BGIS GLOBAL

QUALITY POLICY 2026

Policy Statement

BGIS is committed to continually improving our quality management system, to deliver exceptional, client-focused services. Guided by ISO 9001 Quality Standards and industry-leading practices we strive to meet and surpass client expectations. Our quality objectives are intrinsically connected to our strategic and operational goals, reinforcing our commitment to excellence in every aspect of service delivery. BGIS enables innovation across our clients' real estate portfolios by designing and implementing leading real estate and facility management solutions that prioritize reliability, performance, and continuous improvement.

Our Commitment



COMMITMENT TO OUR CUSTOMER

As true partners and change agents, we are committed to pursuing a better way of delivering services for our industry and for our clients through innovation, consistently emphasizing service quality and excellence.



COMMITMENT TO OUR PEOPLE

BGIS is committed to all team members adopting a mindset of excellence in all areas. This means that each team member will uphold these five Quality Principles:

- Consistency: Consistently following processes
- Reliability: Delivering on our promises
- Accountability: Owning the task at hand
- Improvement: Raise standards, relentlessly
- Leadership & Commitment: Uphold our corporate values



COMMITMENT TO EXCELLENCE

BGIS is committed to consistently delivering superior service quality, achieving continuous improvement through benchmarking, effective risk management, and proactive reporting and resolution of risks and incidents.



COMMITMENT TO COMPLIANCE

BGIS is compliant with all applicable laws, regulations, contracts and ISO 9001 certification requirements.

Accountabilities

All Team Members within BGIS will uphold this Quality Policy. Team leaders are accountable for the effective implementation of the Quality Management System within their respective areas and ensuring that the quality objectives are clear to all those within their area.

The communication of this policy is paramount to its understanding and effectiveness. This policy is communicated to everyone working for, and on behalf of, BGIS. The Policy will be made available to all interested parties at www.bgis.com.

Gord Hicks
Chief Executive Officer

Mike Greidanus
President, Canada & COO, NA

April 1st, 2026