



**WHARF**

*Established 1886*

**WHARF REAL ESTATE INVESTMENT COMPANY LIMITED**

*(Incorporated in the Cayman Islands with limited liability)*

Stock Code: 1997

## **QUALITY POLICY STATEMENT**

## **Quality Policy Statement**

### **Introduction**

Wharf Real Estate Investment Company Limited and its subsidiaries (collectively, “the Group”) is committed to providing high quality products and services that meet or exceed our customers’ expectations. We prioritise customer satisfaction and pursue to continuously improve performance of our products and services to fulfill customer needs.

This Quality Policy Statement describes our quality management framework in general for the Group to follow. Individual Business Unit being responsible for the implementation of this policy may develop its own guidelines according to its business needs.

### **Quality Management Framework**

Our quality management framework consists of the following key features:

1. Clear and measurable objectives are developed to keep track of our quality performance and for our continuous improvement.
2. Standard procedures are in place to guide employees to perform the job tasks according to our quality standards.
3. Stakeholders’ feedback, including customers’ feedback is collected periodically in order to improve quality performance as well as process effectiveness.
4. Compliance with rules and regulations is monitored and reviewed regularly.
5. Clear job / skill requirements are conveyed, and appropriate training is offered to ensure competence of employees.
6. The Group’s commitment to quality is communicated and understood throughout the organisation.

### Note

This policy statement will be reviewed and updated from time to time to ensure its relevance and effectiveness. The latest version of this policy statement is posted on the website.

In the event of any inconsistency or conflict between the English and the Chinese version of this policy statement, the English version shall prevail.