

The mission of LaSBA is to provide specialized professional services of consultancy in the field of Shopping Centres, to its Clients: developers, owners, investors, and retail and leisure operators, in Spain, Portugal and South America. The aim of LaSBA, is to create added value for its clients, through minimizing the risks to be taken on their decision processes of development or investment in Shopping Centres area.

With this, LaSBA has the following **QUALITY AND ENVIRONMENTAL MANAGEMENT POLICY**:

The **COMMITMENT** to provide and maintain the highest levels of service quality, generating the lowest possible environmental impact. With some **VALUES** that characterize us as an organization:

- **Independence.** Regarding all kinds of Business and Institutions.
- **Confidentiality.** Service for each client, and only this client.
- **Prudence.** Always on the conservative side in economic area.
- **Quality Requirement,** of appreciation, of judgment, of contents.
- **Loyalty and commitment.** With the client, against its competition.
- **Innovation.** In professional practices and methodologies.

The **PURPOSE** is to be an organization oriented to process management and risk analysis, to ensure the control and improvement of them, the integration of our staff in their development and compliance with the commitment to quality, environmental protection, efficiency energy and the prevention of pollution, in order to seek the maximum satisfaction of our customers.

As well as being a reference for the sectors and activities;

RETAIL PROPERTY CONSULTING: MARKET AND FEASABILITY STUDIES, DEVELOPMENT AND REMODELING CONSULTANCY, EQUIPMENT AND COMMERCIAL AREAS IMPLEMENTATION DESIGN, SC AND RP LEASING AND RELEASING, TENANT REPRESENTATION AND COMMERCIAL EQUIPMENT MANAGEMENT ADVICE.

As well as in our social environment. All foundation in the development of the people, like indispensable element to obtain the **CONTINUOUS IMPROVEMENT** of our processes, the sense of belonging the organization and its personal accomplishment.

Aware of the need to have Standardized Systems of international recognition, the organization has aligned its Quality and Environmental Management System to the **ISO 9001:2015** and **ISO 14001:2015** standards.

Therefore, the business's Management is committed to leading and maintaining an Integrated Management System for Quality and Environment in the organization based on continuous improvement and the following guidelines:

- The serious commitment to meet the needs and expectations of our customers and stakeholders, to achieve their satisfaction, and continuous improvement, establishing and verifying compliance with the annual goals and targets.
- The commitment to comply with the applicable legislation and regulations, as well as the requirements that are subscribed.
- The commitment to environmental conservation, trying to develop a management consistent with the protection of the environment within our possibilities as a company.
- The commitment for the continuous review of the competences and continuous improvement, in order to guarantee the quality of the services and their capacity to face the growing challenges that our clients raise.

All our personnel accept the commitment to improve the quality of the services, of the auxiliary processes of the company and to develop a responsible environmental behavior, within the different positions and departments.

Managing Director
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