



## Company Policy Statement

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### Company Policy

As Workplace Strategists, we promise to deliver people impact to enable success. Our commitment and dedication to client relationships and quality work is our key priority. Our people are committed to enabling the success of organisations through their people. We bring together expert practitioners with technical knowledge and industry experience to create a bespoke team to best meet the needs of each client. Our areas of specialisation are Behaviour & Performance, Culture & Leadership, Representation & Compliance, Strategy & Systems and Talent & Immigration.

### Vision

The vision of Mapien is to be the most respected bespoke specialist people consultants in the Asia Pacific.

### Our Purpose

We provide pragmatic people solutions to enable success.

### Our Values

- Integrity
- Flexibility
- Leadership
- Courage
- Excellence
- Fairness

### Our Brand Promise

To partner with clients to advise and deliver the people impact they desire.

### Our Company Ethics

In all our actions and our dealings with others, we will:

Respect the rule of law; Promise only what we expect to deliver, only make commitments we intend to keep, not knowingly mislead others and not participate in or condone corrupt or unacceptable business practices; Fulfil our obligations and commitments, treat people according to merit and contribution, refrain from coercion and never deliberately do harm to anyone; Act in good faith, use company assets only for furthering company business and not seek personal gain through abuse of position in the company.

### Our Client Service Standards

To ensure our service and advice is always:

- Progressive
- Informed
- Consistent;
- In the best interests of our clients
- Considered
- Appropriate
- Timely

Our Quality Management System has been developed to ensure we remain at the forefront of firms in our Industry. We believe it is essential to our business operations and the encapsulation of our intellectual property will be a source of sustainable, strategic competitive advantage.

To achieve this we will establish our vision and goals and subordinate KPI's, and where required measure and act upon these when necessary.

Mapien Directors and staff are committed to the implementation and continual improvement of our Quality System that complies with AS/NZS ISO 9001:2015.



Nadia Taylor  
Chief Executive Officer

