

QUALITY POLICY

At GWR consulting, quality is embedded in our values and culture.

GWR's Management and personnel are fully committed to providing customers in all industries with high quality services. Our quality control, quality measurements and data analytics programs include customer experience management and mystery shopping of retail and luxury retail, hospitality, banks, automotive and other industries, in addition to food safety inspections in hospitality industry and training services in various sectors.

At GWR consulting, we strive to provide our customers with state of the art high quality services and recognize the importance of implementing technology in our processes to monitor and manage quality, improve productivity and thrive our business. Therefore, We are constantly reviewing our quality management system and improving our processes.

GWR's Objectives are to continuously:

- Meet and exceed customer satisfaction at all times
- Improve customer care services
- Improve business communication

In addition, we aim to develop the highest of synergy with our clients. We also believe that an effective business-client relationship should be based on trust and understanding, that is why confidentiality towards our clients is a priority.

GWR's Quality policy is communicated to all existing and new employees. The implementation of our quality policy is the responsibility of all team members.

Teamwork, engagement and support by everyone are vital for achieving our quality objectives. In this context, we are committed to providing leadership and management with the resources to develop the competence of all employees in a pleasant, forward-thinking working environment.

This Quality Policy Chart sets the fundamentals of our quality objectives. It is reviewed annually in the management review meeting to ensure its maintained relevance and effective to the quality management system, the changing needs of our customers and legal & regulatory requirements.

Nabil Rizkallah

