

## Senior management commitment



The mission of the Webhelp group is to assist companies in outsourcing customer relationship management. They rely on our international network of multimedia contact centers, our efficient technologies and the expertise of our project teams.

The complete satisfaction of our customers, sole judges of our performance, is our company's main goal and the guarantee of the continuation of our relationship.

It is important to make our skill sets available to all customer requirements. We are focused on achieving customer satisfaction and respecting our commitments while striving to reach beyond their expectations and continually improve the levels of quality of service we provide.

We have chosen to orient our development towards a quality management system involving the continuous improvement of our efficiency, the principles of which are outlined in our quality charter (see appendix). We are also focused on the renewal of our "Customer relationship center" ISO 9001/2008 and NF Service certifications.

We are available and attentive to our employees. This facilitates their commitment and helps them achieve the company's quality objective.

The key to our past, present and future success is everybody's involvement in quality.

### **Olivier Duha**

Co-Chairman

### **Frédéric Jousset**

Co-Chairman