

# QUALITY POLICY







We strive for excellence by offering simple, effective and innovative solutions

With the **satisfaction of our customers' requirements and expectations** of our products and services as a primary objective, **GCM Consultants** has set up a quality management system that aims for **excellence** and **technical depth**, based on mentoring, improving and optimizing the **skills** of our teams.

In addition to the rigorous application of our quality processes, we implement **best practices** in project management and capitalize on **lessons learned** over the years.

Our **10 Golden Rules of Quality** are applied daily by **GCM's** management and employees, enabling us to help our clients meet their goals.

**GCM** also relies on the **plant operation experience** of its employees and on respect for its core values:

 Helpfulness	 Simplicity	 Authenticity	 Efficiency
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We are **committed** to the continuous improvement of our quality system, to the regular communication of quality progress, and to a program of ongoing training, encouragement, proactive intervention and recognition.

**Isabelle Mainguy**  
Manager – Quality, Health and Safety

**Philippe Grégoire, P.Eng., MBA**  
General Manager and Vice President, Operations