

The Quality Charter

The purpose of this charter is to clearly state our commitments to ensure client satisfaction. These values underpin the work of the RWS team and are the driving force behind the actions that we undertake.

1 – We provide a guaranteed quality of service

All the services of RWS are dedicated to relocation. Our total commitment to one activity means that there is a high level of expertise both for welcoming and supporting our clients and for the resolution of technical problems that arise from their experiences.

2- We give you a warm welcome that helps you to settle in

The way that we welcome you, listen to you, and make sure that we understand your needs at a time of transition, directly influence the quality of your social integration. The RWS team always strives to ensure that everything is done to facilitate this process and help you to get settled.

3 – We engage in dialogue and work to create lasting professional relationships

The establishment of dialogue with HR directors is essential. Client satisfaction and long-term professional relationships are based on consultation, mutual understanding and transparency in relation to everything that we do for you.

The RWS team undertakes to respect the client company's constraints and its need for confidentiality. We follow procedures that are decided by common agreement and respond quickly to urgent matters.

RWS also undertakes to do everything that it can to ensure effective communication.

4 – We respect the need to protect confidentiality

The RWS team undertakes to recognise the uniqueness of the relocated person and to take into account his or her needs. Consequently, there is a commitment to absolute confidentiality regarding every relocated person and this applies in all matters relating to his or her private life.

5 – We share our values with a network of qualified professionals

The RWS team undertakes to work with the various members of its professional network with total integrity, and in line with its core values.

6 – We are adaptive and responsive to changing needs

Lifestyles and working practices change and the RWS team is responsive to local socio-economic issues and their effects. Consequently, the team undertakes to develop its services so that they are well-adapted to the changing needs of people experiencing professional relocation.