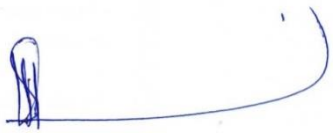




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Communication with Third Parties

1. Introduction

The way our company communicates with third parties will impact our reputation and affect how others see our entire business. This is why paying extra attention to our third-party policy and the basics of communication with external partners is paramount for ensuring our long-term business success.

2. Who Are GLTI Third Parties

2.1 Government Departments

Communication with different Governmental Department are most crucial to our business and for business continuity. Only the CEO, and the General Manager or their appointee shall establish, or respond to any form of communication from the Government departments. All communication shall be in formal Arabic as the default language. The communication shall always be formal and through approved medium such as emails, meetings and official letters with GLTI Letterheads. Minutes of meetings shall be taken.

2.2 Accreditation Bodies

Communication with Accreditation Bodies shall be established, responded to or followed up with, by the General Manager or the relevant Line Manager for the accredited program. Routine day to day interactions with accreditation bodies can be delegated to the program coordinator. Communication language shall primarily be in English and through emails, face to face meetings, or online meetings. Minutes of Meetings shall either be taken (if meetings are held at GLTI) or details of meeting discussions shall be shared with the GM within 2 working days by email.

2.3 Clients and Students

GLTI customers are an essential part of our business. All GLTI employees are entitled to promote GLTI business in general terms. However, specific enquiries about GLTI services and training programmes shall be directed only to the relevant department or to the General Manager.

As with regards to complaints, only the relevant Department Head is entitled to respond to them.

GLTI shall establish formalities to receive customer complaints and feedback. Students attending GLTI programmes shall be provided with adequate information about raising complaints, and feedbacks as part of a comprehensive induction program.

2.4 Contractors

A GLTI Contractor is any organisation or individual not in GLTI payroll who is working with GLTI or in GLTI controlled premises based on written or implied agreement.

All GLTI contracts or agreements shall be communicated in very clear language.

Contracted trainers or consultants shall have written agreements with GLTI that states the service level agreement and the standards that need to be observed when providing their services to GLTI. All financial and technical terms of services shall be clear. Only Heads of departments with endorsement from General Manager shall enter into any agreements with Contractors.