

GRANT R. MUDDLE

CHIEF EXECUTIVE OFFICER ~ CHIEF OPERATIONS OFFICER ~ DIRECTOR

EXECUTIVE BIOGRAPHY

Meet Grant Muddle, senior operational executive, profit builder and business turnaround specialist with a mission to strengthen infrastructure, improve employee engagement and generate customer trust. Grant's energy and management style has helped hundreds of people—from clients to managers and staff—all of whom have benefited from his philosophy that embraces change, improves the status quo, contains costs, and guarantees excellence as a natural result of the operational turnarounds he drives.

Over the course of his career, Grant has made his way up the corporate ladder—first in the hospitality sector in Australia where service excellence shaped his underlying philosophy, to today as Chief Operations Officer of Global Medical Solutions in the UAE where in fewer than two years, he has guided revolutionary operational change by challenging traditions no longer effective.

Grant's reputation for professional excellence and personal integrity has followed him throughout his career. Creativity, problem solving, enthusiasm, persuasiveness, leadership and effectiveness, has allowed Grant to expand his professional horizons and transition successfully into new industries.

His first foray into the healthcare sector in 2002 with the Amity Group was an outstanding success as he headed the launch of the first five-star nursing home in Australia. Overseeing staff hiring, logistics, stock ordering and outsourced cleaning services, his purpose was, in his own words, "To make a difference by helping staff rise to the highest levels of job satisfaction and success". Grant employed a proven method of leadership that he used as a manager in the hospitality sector, as he improved quality, negotiated national supplier contracts that saved hundreds-of-thousands of dollars, and delivered wage savings through efficient rostering and resource allocations. His methods were recognised when nominated for the 2005 Minister's Awards for Excellence in Aged Care in the Food Innovations category.

As his star grew, Grant accepted the role of Director of Operations for Apollo Hospitals in Dhaka, Bangladesh and later, Global Senior Vice President of Operations. During this time he saved costs, championed integrated governance, boosted compliance, propelled staff performances to new heights and presided over a numerous changes that focused on patient-centred care and transformed the way business was done.

Since 2008 as Chief Operations Officer for Global Medical Solutions, Grant has driven significant change including revenue increases, a significant elevation in employee engagement, and approval for developing new revenue streams. During this time, he has rebuilt the company's declining reputation and won back the trust of disillusioned customers.

With passion and creativity, Grant has shared his perspective on what it takes to succeed in the service sector, capturing the admiration of decision makers keen to improve. Grant has worked with dozens of Chief Executives and Managing Directors in communicating the brand, processes and strategies that have supported profits, growth, staff empowerment and vision.

Education and Training: Over the years, Grant has embraced opportunities to enrich his business know-how. Along with an MBA specialising in Strategic Management and a Bachelor of Business majoring in Accounting and Law, Grant is also a Six Sigma Green Belt, holds certifications as a Certified Professional Manager, Lead Auditor in Food Safety, and the HACCP in Aged Care accreditation. Grant is a Fellow of the Australian Institute of Management and has achieved admission as a member of the Society of Industry Leaders.

Personal life: Grant is a native of Australia and is active in the UAE community. He is married to his wife Anna, and has a daughter, Jordanna.