



# GEMSERV QUALITY POLICY

## [GEM-QMS-001]

01 AUGUST 2022 – VERSION 2.0

WRITTEN BY GRC

PUBLIC

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**Gemserv**<sup>®</sup>



## CHANGE HISTORY

VERSION	STATUS	ISSUE DATE	AUTHOR	COMMENTS
V2.0	FINAL	August 2022	GRC	Rebrand & Review

## DOCUMENT CONTROLS

REVIEW	ROLE	RESPONSIBILITIES	DATE
Alison Wheatley	GRC Manager	Review	August 2022
Alex Goody	CEO	Approval	August 2022



# GEMSERV QUALITY POLICY

## STATEMENT OF INTENT

This policy sets out Gemserve's commitment to maintaining high standards of quality in everything we do. As a provider of market design, governance and assurance services, the accuracy, timeliness, and the substance of the service we provide is of paramount importance to our clients and underpins our reputation. We manage the provision of services and quality of information through continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

This policy shall apply to all Gemserve's business activities, employees & contractors, and properties.

## THE SERVICES GEMSERV PROVIDES

Gemserve Limited is a medium sized, office-based consultancy located in the Cities of London and Birmingham. Gemserve's services focus on the provision of consultancy, market design, governance, information security, operational and administrative services to clients predominantly in the Energy, Health and Public sectors in the UK and Ireland.

## POLICY COMMITMENT

We are committed to delivering high quality services and so apply rigorous standards in the way we provide such services and replicate these in the operation of our business. Our quality systems are paramount in assuring both our clients and Gemserve's reputation.

Gemserve operates within the disciplined environment of Statute and Government Regulation. To ensure that we exceed our customers' expectations, our Quality Management System (QMS) is designed to ensure that everyone in the Company fully understands their role in maintaining standards, the importance of attention to detail and the processes to be followed if corrective measures are required. We aim to provide a working environment that motivates and promotes effectiveness throughout the organisation.

Gemserve's senior management is committed to satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.

## IMPLEMENTATION AND MONITORING

A Governance, Risk and Compliance Committee, comprising nominated members of the Gemserve's Executive Team and chaired by the CEO regularly reviews this policy, along with key company policies, procedures, and customer feedback. The Gemserve's Quality Management System is monitored, measured, evaluated, and enhanced regularly under the CEO's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.



Gemserv conducts regular independent customer satisfaction surveys to obtain feedback on our performance and to understand ways in which we can improve our service. We measure our conformance by way of regular departmental audits and independent assessment.

At Management level, Gemserv's strategy and quality objectives are pursued by the application of a proven Quality Management System that excels beyond the requirements of ISO 9001: 2015. At individual level, every member of staff is responsible for the quality of his or her own work, implemented by setting standards for our service delivery.

A plan for Quality has been drawn up which details how the Quality Management System supports our commitment and the key initiatives that will be undertaken to promote the importance of Customer Centricity throughout the coming year.

This policy is communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or towards the quality of service we provide.

In support of this policy, Gemserv maintains certification of its QMS to ISO 9001:2015.

**Alex Goody**  
**Chief Executive Officer**

28<sup>th</sup> July 2022



To find out more please contact:  
Governance, Risk & Compliance  
T: +44 (0)20 7090 1000  
E: [bd@gemserv.com](mailto:bd@gemserv.com)  
W: [www.gemserv.com](http://www.gemserv.com)

London Office:  
8 Fenchurch Place  
London  
EC3M 4AJ

Company Reg. No: 4419878



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