

Document Number:	C01	 Setting the Standard for UK Cabling Solutions
Title:	Business Assurance Policy	

At Gem Cable Solutions, we are committed to continually improving customer satisfaction, expectations as well as the quality of our products and services through the effective implementation of our Business Management System (BMS).

- Adopting best practice for Continuous Improvement and striving to carry out all activities right first time will underpin this commitment.
- The Business Management System is designed to set policies and processes describing the approach to achieve the desired improvement targets.
- All employees are required to comply with this policy in line with our commitment to continuous improvement. All processes referenced within the BMS are mandatory, unless governed by formally approved deviation.
- A Business Management Framework document will define the complete business context as well as the interested parties' aspects, risks and opportunities and their mitigation to achieve this policy.
- The Gem Cable Solutions Management Team has the full responsibility and authority for ensuring the effectiveness of the BMS.
- This policy places the primary responsibility on the individuals performing each activity. This includes ensuring that they understand their objectives and capable of achieving them to ensure that they are continually improving.
- This policy is a commitment to ensuring employee health and safety (H&S) and the impact our business and products have on the environment.

This policy will be achieved through the effective application of our business values outlined below:

Business Values

- Continually meeting and exceeding our customer's expectations in quality, cost, and delivery
- Focus on risk mitigation effectiveness to improve our business process performance.
- Achieve differentiation from our competitors so that we are consistently considered as first choice of supplier by our customers for being flexible, creative, customer and market driven hence achieving greater value for our customers.
- Maintain profitability and viability without compromising the quality of GEM's products and services.
- Continually strive to maintain exceptional standards of performance in relation to environmental and sustainability issues to reduce pollution and the impact on the environment.
- Comply with regulatory requirements on health and safety, product safety, and environmental aspects wherever we operate.
- Ensure the health and safety of our employees, stakeholders, partners, and customers as a top priority.
- Work with its suppliers to help establish traceability of Conflict Minerals assuring that our products and materials are responsibly sourced.
- Preclude introduction of counterfeit products into our supply chain through strict avoidance, mitigation, and disposition processes.
- All qualifying Gem Cable Solutions supplied products that are subject to the Waste Electrical and Electronic Equipment (WEEE) Directive are marked in accordance with international standards.
- Zero harm is our goal.

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