

GEM Partnership Ltd Corporate Social Responsibility and Community Statement

1. Introduction

- 1.1 At GEM Partnership our philosophy is based on the principle of responsibility, not just responsibility to our shareholders but to the broad stakeholder groups we interact with and have the ability to influence. Responsible business means taking responsible decisions which are in the wider interest.
- 1.2 At GEM Partnership we fundamentally believe that through our growth and ultimate success, we can have a positive influence on the region, our society at large and the individuals and businesses we interact with.
- 1.3 In our dealings with all stakeholders, including clients, candidates, temporary workers, learners and apprentices our policy is to provide high standards of service and safe environments. We are committed to comply with employment laws and to maintain a clean, safe and healthy working environment that provides appropriate benefits, training and personal development. We do not discriminate; we recognise equal opportunities and encourage an open culture and the involvement of all employees.

2. Values

- 2.1 GEM Partnership encourages promotion of our values in all we do, as well positive behaviours which align with our values:
 - 2.1.1 Accountable - We have a clear and transparent structure and strategy that allows and encourages individual and collective responsibility. We take ownership of a situation and take the appropriate actions to ensure a positive and timely resolution.
 - 2.1.2 Value Driven - We consistently deliver high quality and cost-effective services that exceed expectations. We have the ability to recognise our customers' best definition of success and strive to increase our contribution to client and candidate good practice delivering an unparalleled service in the industry.
 - 2.1.3 Innovative - We deliver original, creative and thought-provoking solutions. We are willing to try new ideas and differentiate ourselves from our competitors through our imaginative and tailored solutions. All our people are encouraged to be creative in our dynamic Peterlee and Newcastle offices.
 - 2.1.4 Knowledgeable - By researching widely and sharing information and ideas, we understand the evolving demands and influences within the recruitment industry and the environments our clients operate within. As such we continually review the resources, experience and expertise within our business to ensure we are capable of delivering a comprehensive and customer-focused service.
 - 2.1.5 Partner - We engage in active dialogue with each other and our customers to establish successful and lasting partnerships, which are mutually beneficial to all. Our communication, understanding and open-mindedness are the foundations of successful and collaborative partnerships

3. Regulatory and Professional

- 3.1 GEM Partnership promotes professional standards and delivery of service through the membership of professional bodies and organisations.
- 3.2 GEM Partnership actively reaffirms their service through accreditation of good practice through regulatory organisations such as:
 - 3.2.1 Matrix
 - 3.2.2 Ofsted
 - 3.2.3 Gangmasters & Labour Abuse Authority (GLAA)
 - 3.2.4 North East Combined Authority
 - 3.2.5 European Social Fund (ESF)
 - 3.2.6 Department of Education (DfE)
 - 3.2.7 Recruitment & Employment Confederation (REC)
- 3.3 GEM Partnership will use a system of continuous improvement to maintain these standards.

- 3.4 GEM Partnership are also members of the following industry specific organisations and/or partners with the following;
- 3.4.1 The Association of Labour Providers (ALP)
- 3.4.2 The Association of Employment and Learning Providers
- 3.4.3 North East Automotive Alliance
- 3.4.4 North East Chamber of Commerce
- 3.4.5 Highfield Awarding Body
- 3.4.6 Pearson Awarding Body
- 3.4.7 EAL Awarding Body
- 3.4.8 Innovate Awarding Body
- 3.4.9 United Centre of Excellence Awarding Body
- 3.4.10 City & Guilds Awarding Body
- 3.4.11 Qualitrain group
- 3.4.12 Education Skills Funding Agency
- 3.4.13 North East Combined Authority
- 3.4.14 European Social Funding
- 3.4.15 Department of Work and Pensions
- 3.4.16 JobsAware
- 3.4.17 Hartlepool College of Further Education
- 3.4.18 Bishop Auckland College
- 3.4.19 New College Durham
- 3.4.20 Education Partnership North East
- 3.4.21 Better Health at Work
- 3.4.22 Disability Confident