

## **Great Annual Savings Limited Quality Policy**

Our Quality Policy is defined and strongly driven by the group vision to be recognised as a leading provider to businesses for great cost savings and also by the company values below

### **OUR VALUES**



#### **PROFESSIONAL**

We are professional in the way we go about our business and in everything we do as a business and individuals.



#### **RELIABLE**

We can be counted on by our clients and our colleagues.



#### **INTEGRITY**

We are honest and conduct our business with integrity. Integrity fosters trust from our clients, colleagues, suppliers, community and the environment.



#### **DYNAMIC**

We don't just settle for the status quo, we challenge and look to go over and above whenever we can.



#### **EXPERTISE**

We know our business, suppliers, markets and our customers.

**WE HAVE PRIDE IN EVERYTHING WE DO**

- Provide cost savings services to UK businesses fairly and ethically.
- Strive for customer excellence through the our staff and internal quality processes.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer feedback.
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

By striving to be the leading provider to businesses for great cost savings, GAS ensure that everyone is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in- class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

Signed  Name: Craig Shields    Position: Head of Quality & Risk.

Date 10<sup>th</sup> January 2019