



gem Corporate and Social Responsibility Policy

“Bringing staff together to work towards improving the lives of others”

Overview

Corporate Social Responsibility is an integral part of gem's business strategy, and is delivered with an approach that involves staff at all levels including the CEO, Philip Cassidy. gem's Corporate Social Responsibility strategy plays a major part in bringing staff together to work towards improving the lives of others.

gem's Vision, Goals for Success and Values are built around our Corporate and Social Responsibility Strategy, with community being one of our five key business goals.

gem is committed to a clean, healthy environment. "We provide our customers with safe, reliable service in an environmentally sensitive and responsible manner. We believe that sound environmental policy contributes to our competitive strength and benefits our customers, shareholders, and employees by contributing to the overall well-being and economic health of the communities we serve."

gems Ethical Policy

Through an ethical trading philosophy and our environmental policy statement, we are striving to ensure that what we buy, use and dispose of and what we do as a business helps, albeit in a small way, to build a fairer, more ethical, socially just and environmentally sustainable world.

Current Ethical Policies Include:

- gem aims to use, where appropriate, suppliers who follow good environmental practices and policies similar to our own.
- gem holds personal and corporate information in a sensible and secure manner. Employees are expected to guard against careless or inadvertent disclosures of information, which may damage our business or that of our customers or suppliers.
- gem expects our employees to conduct themselves in a way which will not bring gem or our customers into disrepute.
- gem recognises that it is in the interest of both employees and the organisation to encourage an atmosphere of openness between management and staff. We encourage all individuals to raise any concern that they may have about the conduct of others in the business or the way in which the business is run, through our Employee Relations Team.

gems Environmental Policy

Good environmental practices are high on gems list of business priorities. As a leading employer, we have a duty of care to our staff and our customers and we pursue environmental policies, which reflect the impact of our business on the environment. This commitment is communicated through the organisation.

Current Environmental Policies Include:

- We recycle all possible office materials (e.g. Paper, plastic, cans and printer cartridges).
- Our Lesley Exchange office uses innovative movement sensor lighting, which will turn the lights off if no movement is detected after a set time period, therefore eliminating power wastage.
- We are introducing brand new 'thin stations' which use a fifth of the power of our old PCs. All our new server technology is designed around minimising power consumption. For example, our server rack switches off processors that are not needed during the day, or servers that are not needed at night. Less heat in the rack means fans can be auto switched off.
- We encourage staff to reduce paper wastage through double side printing, using electronic communication instead of paper where possible and using non-confidential waste paper as notepads.

- gem runs a Cycle to Work Scheme where staff can save up to 44% on the price of a bicycle on the provision that the employee uses the bicycle to commute to and from work, therefore reducing their carbon footprint and increasing the employees health.

gems Employee Policy

Being in a service driven industry, gem employees are our most important asset. With that in mind, gem has invested heavily in the development of its staff.

gem retains good staff through strict observance of legislation which is designed to protect employees in the workplace but also through initiatives which help to create better working conditions and terms.

Current Employee Policies Include:

- Employee Benefits
- Code of Conduct
- Diversity and Equal Opportunities
- Health and Safety
- Training and Coaching

Employee Benefits

gem offers a wide range of benefits to our staff, including an Employee Discount Scheme, Eye Care Provisions, Stakeholder Pension Scheme and a Share Option Scheme.

Code of Conduct

gem has a Code of Conduct which exists to provide the best possible work environment for all and to guide employees in the work they do, and the decisions and choices that they have to make. The standards specified relate directly to our values.

Diversity and Equal Opportunities

gem is firmly committed to diversity in all areas of our work. gem believes that we have much to learn and profit from diverse cultures, experiences and perspectives, and that diversity will make our organisation more effective in meeting the needs of our staff, customers and stakeholders.

The Equality and Diversity Policy underpins all our other policies and procedures. All organisation policies, remuneration opportunities, hours of work, performance review schemes, disciplinary or other procedures, and benefits are designed to promote equal opportunity and protection for all staff.

We believe that diversity is a means to achieve our ambitions. Diversity is about outreach, inclusion and service delivery as well as the people we employ and involve in our work

gem is against all forms of unlawful and unfair discrimination. All employees and job applicants are treated fairly and select for employment, promotion, training or any other benefit is based on the basis of aptitude and ability. Our equal opportunities policy helps all employees to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Health and Safety

gem recognises its responsibility to all its employees and the general public to ensure that all reasonable precautions are taken to provide and maintain a working environment which is safe, healthy and complies with all statutory requirements and codes of practice. All employees also have a responsibility to do everything they can to prevent injury to themselves, fellow employees and others affected by their actions or omissions at work. They are expected to follow company procedures and

to report any incidents which have/or may have led to injury or damage. Employees are required to comply with the Company Health and Safety policy and familiarise themselves with its contents.

Training and Coaching

Employees are given both initial and ongoing training to equip staff with the knowledge of the range of services and how to use systems and processes to provide a quality service to our customers and clients. gem policies are included as part of employees initial training. Once competency levels are achieved, staff are developed and up-skilled in line with their role.

All employees are offered a Personal Development Plan (PDP) which helps support employees to develop and gain the knowledge and skills required to move to the next role and therefore help them develop and progress within the company.

Staff are assessed on a regular basis in regards to their performance and from these assessments additional training and coaching support are provided by the training and quality team to maximise their potential and continuously improve in their role.

Employee Legislations

gem ensures that we work according to the relevant employment legislation and statutory codes of practice. gem continues to develop good practice employment policies and procedures over and above those required by legislation.

gems Community Policy

gem has supported charities such as The Ulster Cancer Foundation, Marie Curie Cancer Care and The Simon Community by collecting voluntary contributions from its staff and suppliers.

gem also supports various charities by attending and contributing to their fund raising events, for example The Simon Communities Annual Gala Ball.

Current Community Activities Include:

- Each year, gem supports a charity which is selected by our staff. Previous charities have included Marie Curie Cancer Care and the Ulster Cancer Foundation. For 2009 our staff chose The Simon Community Northern Ireland as their charity and are committed to raising £12,000 to help them in the invaluable work they do. The majority of fundraising activities have the added bonus of being effective team bonding exercises, for example abseiling down the Europa Hotel.
- gem's CEO, Philip Cassidy, is on the Board of Young Enterprise and is also an advisor for the Young Enterprise Programme, assisted by gem's Human Resources Director Anita Acheson.
- In 2008, gem started running a Silver Surfers event where we invited staff to bring along family members, aged over 50, who wanted to learn about the internet. Trainers in the company provided one-to-one tuition to all those who attended.
- gem offers our staff an opportunity to participate in the Payroll Giving Scheme where staff can donate to a chosen charity directly from their salary. To date, over 45 charities have benefited from this with over £9000 donated.
- A number of our staff volunteer on the Time to Read programme, by providing one-to-one mentoring to primary school pupils. This is done via paired reading activities with the pupil for a half hour each week during term and within the school setting. The long term outcome of this is to ensure that each participating child is equipped with a level of reading that will enable them to achieve the required standard for their age group. This has proven to be very effective in giving those children with limited ability the confidence and support needed to bring them level with the higher achievers in their class. This will contribute to the future academic success of each child.
- All of gem's staff social events have a fundraising element to which staff willingly contribute. To date we have raised funds for a variety of causes including Childline, Comic Relief, Marie Curie and the Northern Ireland Children's Hospice



VISION

Delivering world class customer service through the talent and passion of our people

GOALS FOR SUCCESS

Customer

People

Growth

Improvement

Community

Putting the customer experience at the heart of everything we do

Our people contribute to a winning team where everyone is valued, developed & recognised

Continuously achieve personal and business growth, always striving to add value

Promote continuous improvement for the benefit of our customers and our people

Actively involved in our communities through environmental and charitable engagements

Values

Customer focus: understand, deliver and exceed

Integrity: respect, trust and commitment

Excellence: performing, improving and excelling

Innovation: new perspectives, new ideas & new approaches

Passion: enthusiasm, fun, energy and recognition