

Quality Policy

Reward Gateway (UK) Ltd aims to maintain and develop its position as a service company providing high quality, integrated services to UK clients. The UK operations of Reward Gateway will match the image and reputation for quality, as established internationally by its parent organisation. Its business activities are centered on three main categories: Employee Benefits, Incentive and Rewards and Expense Management with product and service solutions developed to support these.

Along with certification for Environmental Management, Business Continuity Management and Information Security Management, Reward Gateway has appropriate quality assurance and control arrangements in place and aims to achieve the following goals:

- Maintain our leadership position in the UK corporate and government services sector, adhering to a quality standard which encompasses effectiveness, efficiency, appropriateness, and responsiveness.
- Work towards continual improvement of our service levels and ensure total customer satisfaction, providing mechanisms for feedback.
- Meet with Customer Organisations in a regular and structured way to monitor performance, address quality metrics and contribute to the regular review.
- Create a framework which links to our Business Plan to establish Quality Objectives at the company and departmental levels and review them at prescribed intervals.
- Expand and develop our services to provide an increasingly comprehensive range to our Clients, Users and Merchant networks.
- Provide the timely and efficient supply of services and provide prompt reimbursement, meeting the expectations of Clients, Users and Merchant networks.
- Maintain the ISO 9001:2015 Quality Management aspects of the ISO Quality and Environmental Integrated Management System and ensure that the quality of all services are consistently effective, and the above goals are met.
- Comply with applicable legislative and other requirements to continually improve the effectiveness of the Quality Management aspects of the ISO Quality and Environmental Integrated Management System, ensuring internal processes and procedures are robust, audited and reviewed as required.
- All employees are fully briefed on the ISO Quality and Environmental Integrated Management System, and participate in continual training to evidence, ensure and maintain competence.

