

Quality Assurance

We take extreme pride in the quality of our work and have a rigorous quality assurance framework in place. We employ a range of quality control measures which in turn influence the shape and form of our detailed service standards. These include:

- We will ensure our recruitment process matches the needs of our clients, whilst maintaining optimum levels of integrity at all times.
- We will identify a principal, partner-led account management team for each client.
- A named Partner is assigned to every contract and will work closely with the contract team to ensure that all of the clients needs are met.
- We will assign a minimum of two consultants (including the Partner) to cover every recruitment assignment. Full contact details for me and the other consultants working on these appointments will be made available to you. In addition, you will have access through us to GatenbySanderson's in-house research team and the composite experience from work undertaken against our complete track record (Appendix 1).
- Once a recruitment timetable has been agreed, we will ensure we meet our commitments and deliver all our services within the expected timeframe.
- We will update you, the client, regularly, both verbally and by e-mail every Friday once the search has started.
- Our terms and conditions clearly state our complaints procedure which we take extremely seriously and which is used to ensure that we continue to follow best practice and improve our service delivery.
- We survey all candidates and clients and measure their detailed feedback to assess how we have performed. This information is produced in a questionnaire format and we share all the feedback summaries with our clients at any stage of the process.
- We have our own equal opportunities monitoring forms which we use with regard to every appointment we are involved with. Alternatively we can use your own systems, but we will insist that some form of monitoring is undertaken. We will provide you with a summary of this information at the end of the assignment.
- With regard to longer-term contracts, we seek to schedule detailed review meetings with clients to assess how our service is meeting their needs and discuss possible options for improving overall performance.
- We would encourage you to take up references about our performance from clients and candidates. We are a very open and transparent company, committed to a learning organisation approach to our business development and we actively seek feedback to help us review and improve on everything we do to provide you with a high quality service at all times.

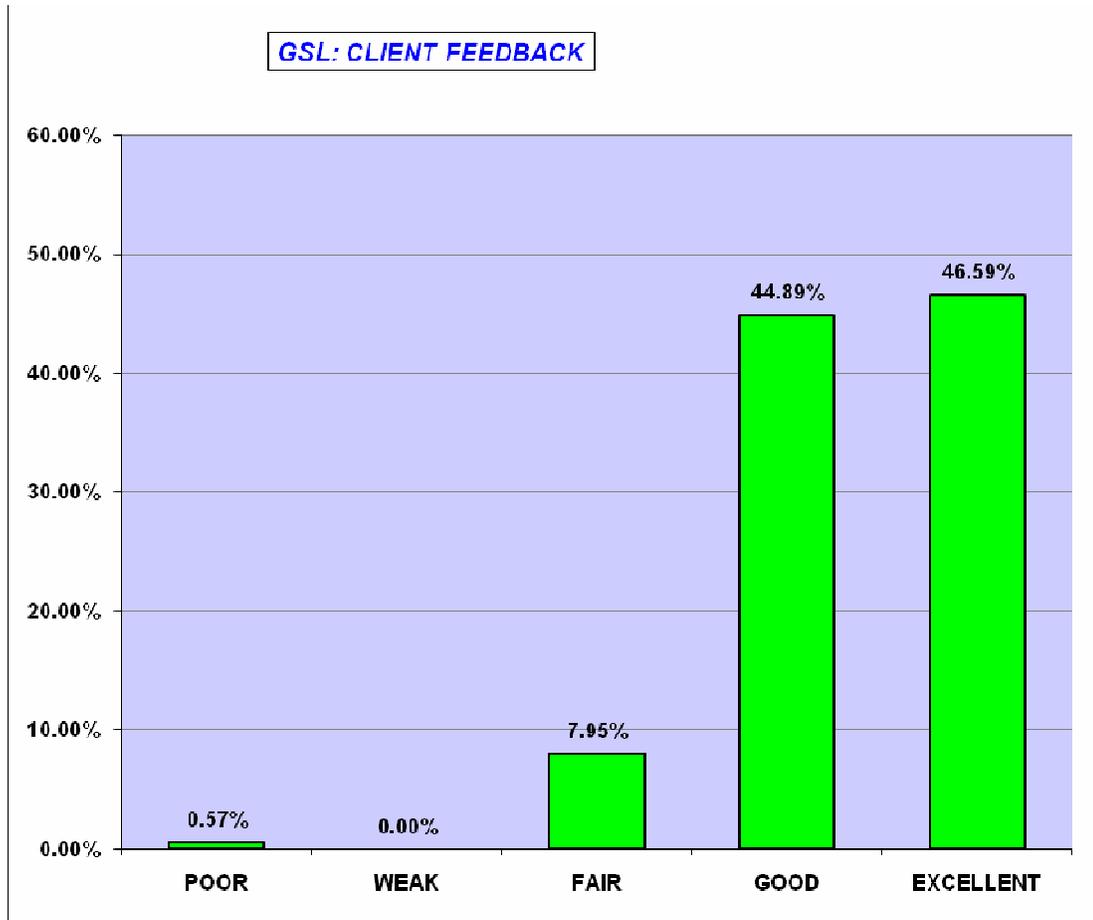
Throughout the project, we will pay close attention to quality assurance. We will work in partnership with you, to monitor our work to ensure it meets and where possible, exceeds your expectations. At any stage during the project, if you have concerns we will listen carefully and agree appropriate actions. If we have concerns that potentially could hinder the effectiveness of the process in achieving your objectives, we will bring them to your attention, together agreeing an effective solution for the way forward. Our team is made up of highly experienced recruitment and assessment professionals, who have an in depth knowledge of working in and with the public sector in both Local and Central Government, the wider public sector and the private sector. As part of our quality control programme, all our Partners and Consultants are

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fully trained on the various aspects of recruitment and development processes. In addition a number of our staff hold professional qualifications, or are qualified to deliver psychometric assessments.

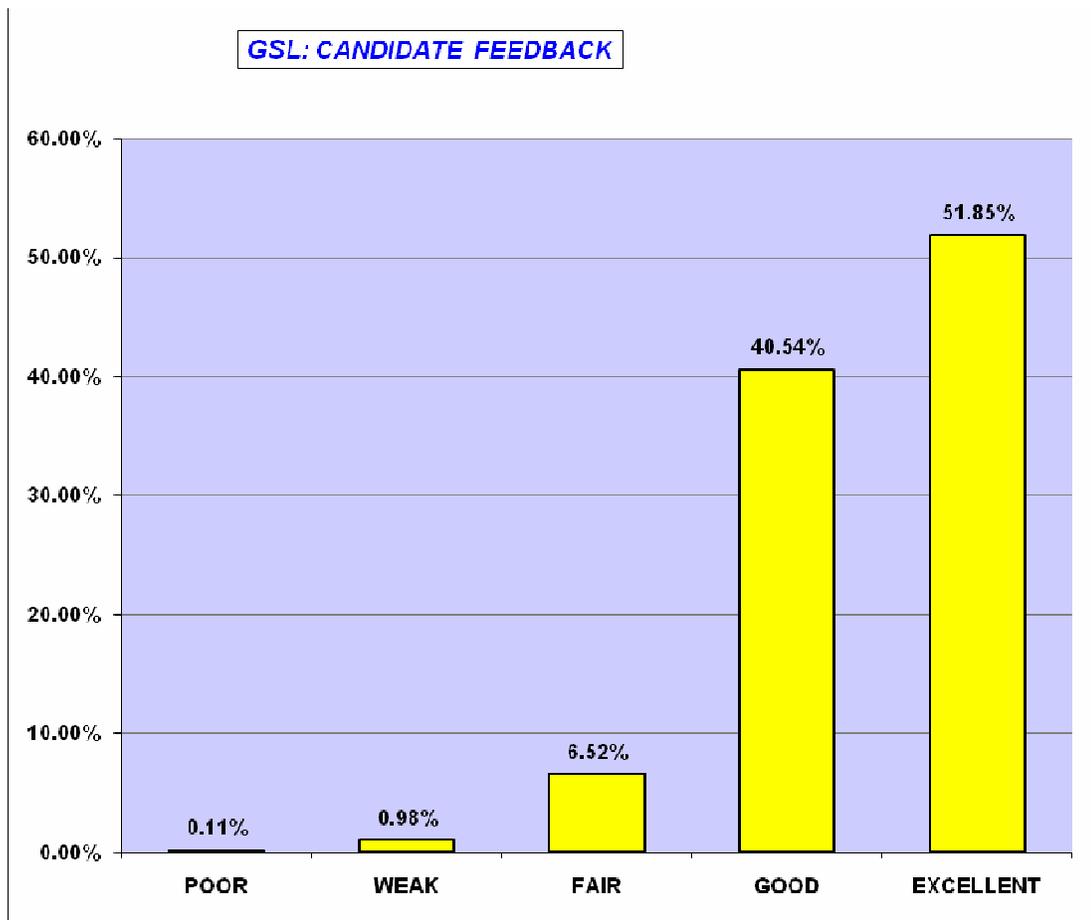
Our quality plan includes the following:

Client satisfaction results. We survey all of our clients once our projects have been completed. These are measured against our company values and graded. Our current average rating in feedback from clients is as follows:



The above represents our performance so far in 2007.

Candidate satisfaction results. In Executive Resourcing, we survey all of the candidates who make it through to the client's shortlist. This is collected to inform our contribution to the candidates own development and to give us quality assurance data.



The above represents our performance so far in 2007.

Complaints procedure. We work in partnership with our clients and maintain an open dialogue with them and candidates at all times, a dialogue that does not cease once the project is completed. In our experience complaints have been rare as can be seen from the client and candidate feedback outlined above. However, we will deal openly and objectively with any complaint received and our commitment to this can be seen in our terms and conditions (attached as appendix 10) which state 'GSL will look into any complaint carefully and promptly and will discuss the position with

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the Client. If any problems do arise, to the Client should contact the Managing Partner of GSL, Graham Goodwin).

One point to note is that all candidates who go through our recruitment process are offered detailed and constructive feedback, both in relation to the specific role applied for and if required more general advice regarding their career development opportunities.