

Supplier Expectations Statement

Working with Gateway Qualifications

Gateway Qualifications is committed to working with suppliers who share our values of integrity, quality, sustainability, security and continuous improvement. We believe that strong supplier relationships are fundamental to delivering high-quality services while meeting our regulatory, legal and ethical obligations.

When working with Gateway Qualifications, we expect suppliers to:

Act with Integrity and Professionalism

- Conduct business ethically, honestly and transparently.
- Comply with all applicable laws, regulations and contractual obligations.
- Maintain appropriate measures to prevent bribery, corruption, fraud and conflicts of interest.

Protect Information and Data

- Handle personal, confidential and organisational information securely and responsibly.
- Comply with applicable data protection legislation and recognised information security standards.
- Notify Gateway Qualifications promptly of any actual or suspected security or data protection incidents that may affect our information or services.

Deliver Quality and Reliable Services

- Provide products and services that meet agreed requirements and quality standards.
- Maintain appropriate business continuity arrangements to minimise disruption to service delivery.
- Engage openly and collaboratively to resolve issues and support continuous improvement.

Support Responsible and Sustainable Practices

- Operate in a socially responsible manner, respecting human rights, equality, diversity and inclusion.
- Provide a safe and healthy working environment for employees and contractors.
- Consider environmental impacts and seek opportunities to reduce waste, improve efficiency and support sustainable business practices.

Maintain Appropriate Governance and Assurance

- Cooperate with reasonable requests for information, assurance or evidence relating to compliance, security, risk management and service performance.

- Maintain appropriate policies, procedures and controls relevant to the services provided.
- Inform Gateway Qualifications of any significant changes that may affect service delivery, security, compliance or organisational stability.

Partnership Approach

We seek to develop constructive, long-term relationships with suppliers based on mutual trust, openness and shared commitment to quality and responsible business practices. Suppliers may be subject to proportionate due diligence and ongoing review based on the nature, value and risk profile of the services they provide.

Gateway Qualifications reserves the right to review supplier arrangements where these expectations are not met or where significant risks are identified.