GEMINI TECH SERVICES, LLC
5019 E I-20, Frontage Rd
Willow Park, TX 76087

QUALITY POLICY STATEMENT

Gemini Tech Services, LLC was established in 2006 to provide Professional and Technical Support Services to meet Federal and State Government Services requirements. Quality is important to our business because we value our customers as well as all other stakeholders. We strive to provide our customers with services which meet and exceed their expectations.

This policy states our ongoing commitment to continuous Quality development. We have established a Quality Management System which provides a framework for constantly measuring and improving quality performance. That system is memorialized in Project Quality Control Plans (QCPs).

We have the following policies and procedures in place to support us in our quality goals and align with our quality system:

- Regular gathering and monitoring of customer feedback

- A strict corrective and preventative action procedure

- Selection and performance monitoring of the entire enterprise

- Continuous training and development of employees per contract and company requirements

- Regular quality audits of our processes

- Measurable quality objectives tied to contract requirements that also incorporate our business aims

- Management reviews of audit results, customer feedback and complaints

All Gemini Tech Services personnel are responsible for Quality. Managers and supervisors have the added responsibility of ensuring that all employees understand their responsibilities within their own areas of work. This helps to ensure that Quality remains embedded within the whole company. It also aids in alerting Corporate of project specific needs, disconnects and challenges that may negatively impact delivery of professional quality services.

We implement Quality Control Plans at project level to ensure that our workforce maintains contract specific quality standards. We also develop tailored audit techniques to closely monitor and evaluate project performance. Each employee is empowered with the authority to determine and implement corrective actions necessary to remedy abnormal or substandard service delivery items. We take steps to ensure that our employees are trained and held accountable for evaluating services and goods that are provided in their daily job activities.

The following table depicts roles and responsibilities of our Quality team.

Key Quality Personnel	
Position	Roles & Responsibilities
President	- Overall management of the company. - Coordinates with clients as needed to ensure compliance. - Able to negotiate, bind and sign on behalf of the company.
Vice President/ Operations	- Provides general oversight of operations. - Evaluates performance in concert with the requirements of the project Statement of Work. - Coordinates with clients as needed to ensure compliance. - Able to negotiate, bind and sign on behalf of the company.
Director of Quality Control	- Implements and oversees quality program. - Monitors contract performance. - Notifies management of deficiencies. - Coordinates to ensure corrective action plans are developed and implemented as needed. - Monitors benchmarks using internal surveillance tools.
Director of Operations	- Supervises and mentors Program Manager - Maintains oversight daily services provided to the customer - Acts as a liaison between project and corporate managers - Tracks employee training and monitors daily PERSTATS
Contracts Manager	- Monitors performance in concert with the requirements of the project's Statement of Work. - Coordinates with Clients as needed to ensure compliance. - Responsible for budgeting and ensuring contract compliance related to bill rates.
Program Manager/ Project Manager/Site Lead	- Responsible for the performance of work on project - Establishes and maintains effective relationships with customers, employees, and stakeholders - Manages services, inventory, facilities, equipment, and personnel - Oversees reports, checklists, customer surveys, customer support and operations.

This policy is reviewed annually.

Elizabeth Martinez-Crawley
President
1 August 2022