



Delivering Standards, Confidence & Accreditation ✓

MISSION STATEMENT

We aim to be one of the finest Awarding & Accrediting Bodies in the United Kingdom for the Cleaning Industry, offering services that stand for quality, value and price, delivered innovatively and in a business friendly way.

AIMS & OBJECTIVES

The United Kingdom Cleaning Professionals Academic Service (UKCPAS™ Ltd) is an accreditation body providing qualifications, quality standards and a modern, business friendly approach to the Cleaning Industry.

Accreditation by UKCPAS™ demonstrates that a company has met set standards of business competence, maintenance and continuous improvement of its performance and in servicing contracts.

UKCPAS™ main objectives are to:

- ◆ Respect our customers and listen to their views.
- ◆ Improve quality standards and their application in the cleaning industry.
- ◆ Increase and assist the move towards professionally recognized staff.
- ◆ Provide Accredited and recognized training to the industry.
- ◆ Provide a membership service for companies and individuals.
- ◆ As a **professional service**, UKCPAS™ advances the professional development, credentials, knowledge and information services of its membership community
- ◆ Champion Quality Standards in the cleaning industry, that is driven by a sense of responsibility to enrich lives, improve workplaces and communities, support business retention and to raise the profile of the industry by applying quality tools, techniques, and methods of work.
- ◆ Value our staff and what they do, to ensure that our customers yield the benefits in excellently delivered services.

CUSTOMER CHARTER

WHAT CAN YOU EXPECT FROM US?

1. CLEAR COMMUNICATION

- We are 100% committed to providing outstanding levels of customer service and we will always try to ensure that our staff are well informed, reliable and confident and that the information they give you is 100% up to date.
- Whilst recognising that we have a diverse clientele with a huge array of differing needs, we aim to make sure that nothing stands in the way of everyone receiving the same excellent standard of service.
- We are committed to providing written responses to customer enquiries, requests and complaints within 28 days.
- We will actively listen to our customers and hope to make dealing with our people and visiting our offices an enjoyable experience.

2. COMMITTED PEOPLE

- Our people are our most important asset and have the opportunity to make a real difference to your business.
- At all times, we expect our people to be smartly dressed and to respond to our customers in a polite, respectful and helpful manner. We also trust our staff to carry out their duties in a professional manner and to make every reasonable effort to deal effectively with customer problems.
- In return, we would ask you to treat our staff in a courteous way.
- Our staff will be fully accountable and, to this end, will be empowered to give their names on the phone and in all letters and email messages.

3. ENVIRONMENTAL RESPECT

- We promise to respect the environment and, to this end, we are 100% committed to developing and reviewing policies and arrangements that ensure we meet this objective.

4. COMMUNITY PARTICIPATION

- We aim to develop our business in a manner that contributes positively to the prosperity and well-being of the local community and therefore will carry out our business with a sense of social responsibility incorporated into our business model.
- Where possible, we will give support to local charities, educational establishments, sports clubs and community groups.

5. SITE ACCESS

- We will make every effort to provide access to our site for those with disabilities (including full disabled toilets);

6. CUSTOMER FEEDBACK

- If you wish to bring a particular issue to our attention, please collect a customer feedback form from our theme park visitor services desk or shopping village reception, use the online feedback form at www.ukcpas.co.uk.

The United Kingdom Cleaning Professionals Academic Service Limited

March 2011