

Customer Charter

Our pledge to deliver
excellent customer
service



**Welcome to our
Customer Pledge.**

**At Alcumus ISOQAR,
superior customer
service drives everything
that we do. Our customer
pledge is testament to
this commitment.**

Our mission

Our mission is clear – we're here to inspire our customers to grow and succeed.

In 2023, we developed our brand promise, which summarises our end goal. To promote, to share, and to maximise the strength and successes of our customers.

The certification, audits and training we offer our customers are designed to strengthen their organisations, providing them with the tools to be at the forefront of their respective industries.

Our aim is to exceed customer expectations, something that we constantly strive to achieve whilst also supporting our customers to do the same.

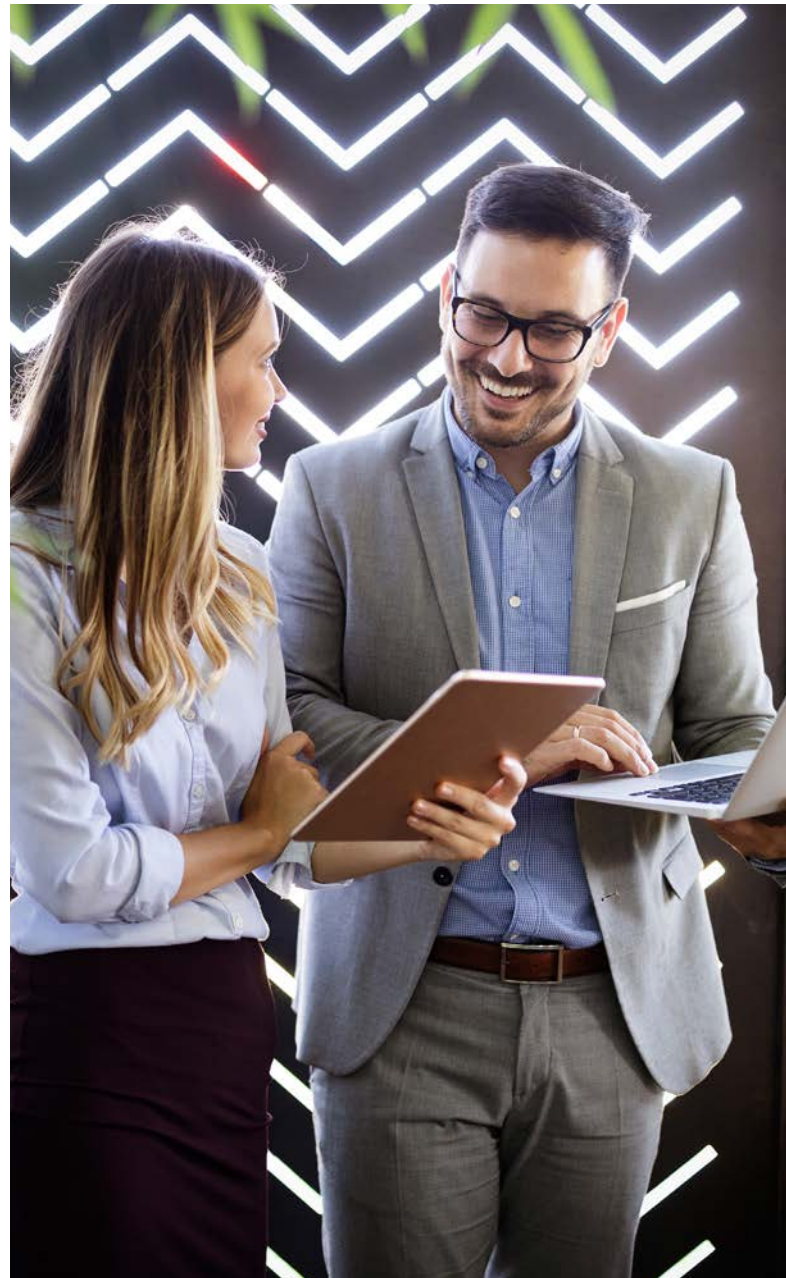


Our core principles

Our core principles set the foundations for our customer pledge, underpinning every decision, every initiative we undertake and how we serve our customers,

- 1 Dependability** - We promise to fulfil our commitments, offering a reliable and consistent service to all our customers.
- 2 Professionalism** - We uphold the highest standards of professionalism, ensuring our customer interactions and engagements are conducted with integrity, proficiency, and respect.
- 3 Customer-centricity** - Customers satisfaction is central to everything we do. We aim to listen, understand and respond to the unique needs of our customers, delivering tailored solutions that fulfils and ideally exceeds expectations.
- 4 Quality-focused** - When it comes to quality, we never settle for second-best. We strive for perfection, upholding the highest of standards.
- 5 Innovation** - We embrace innovation and finding new, improved ways of working in order to enhance our customer experience.
- 6 Friendliness** - We are open, welcome and inclusive in our approach. We recognise the value of collaboration and co-operation, and enjoy supportive working partnerships.

To ensure that we deliver on our promises, we've developed a set of comprehensive commitments towards upholding excellent customer service, outlined within this charter.



Our commitment to delivering high quality service

Our commitment to delivering a superior level of customer service is outlined below.

- 1 Excellence in service** - We pledge to deliver superior customer service. Every member of our team will provide timely and knowledgeable support to all of our customers, at every stage of their journey to certification and audit with us.
- 2 Accessible and open channels of communication** - We will maintain open lines of communication through multiple channels, so that our customers can reach us at their most convenient time and through their preferred means of communication. Our aim is to be easily available and responsive, to assist with any queries, issues, or feedback that our customers may have.
- 3 Resolution and accountability** - In the rare event that any issues arise, we will address them swiftly and effectively. Our dedicated Customer Service Team will take ownership of the matter, providing timely and transparent updates throughout the resolution process. We will learn from every matter that arises, continuously improving our processes to prevent similar issues in the future.
- 4 Empathy and respect** - We acknowledge that every one of our customers is unique, and treat our customers with empathy, courtesy, and respect. Every one of our team members is trained to actively listen to our customer needs.

Our commitment to our integrity and the trust of our customers

As an independent, impartial organisation with over 30 years' experience, we're proud of our enduring, trusting relationships with our customers. Our commitment to building and maintaining the trust of our customers is outlined below.

- 1 Open conversation** - We will conduct clear and transparent communication with our customers. This includes easily accessible information about the services that we offer, pricing, our policies, and terms and conditions. We will present information in way that is accessible to all, avoiding technical jargon, ensuring that our customers can make informed decisions.
- 2 Honest practices** - We will conduct our operations with openness and honesty. This includes being transparent about any changes to services or terms of engagement. If unforeseen challenges or issues arise that may impact our customers, we will advise our customers as soon as possible, together with plans to mitigate any impact.
- 3 Data privacy and security** - We take the privacy and the security of our customers' data extremely seriously. We will be transparent about how we collect, use, and protect personal information. Our privacy policies are easily accessible, detailing the purpose of data collection and providing information on how our customers can manage their data.
- 4 Customer feedback and improvement** - We value the views and opinions of our customers and are committed to proactively capturing their feedback. We will provide two-way communications channels to capture these insights, and act quickly to address and implement improvements. We will use this feedback to drive continuous improvements in our services and customer engagement. Regular updates on improvements and action taken as a result of customer insights will be shared transparently.

Our commitment to understanding and meeting the needs of our customers

Our commitment to identifying and fulfilling the needs and requirements of our customers is detailed below.

1 Personalised assistance - We recognise that each customer is unique, and we pledge to offer a personalised and tailored service. We will take time to understand the specific needs and preferences of our customers, enabling us to customise our services. We will go above and beyond to provide solutions that best meet our customers' needs.

2 Proactive service - We will proactively communicate with our customers to review needs or expectations as their journey to certification develops. Whether through regular check-ins, surveys, or other feedback mechanisms, we seek to stay informed about any changing requirements. This commitment enables us to adapt and enhance our offerings to align with our customers' evolving needs.



Our commitment to answering questions

We are here to support with any queries, questions or information our customers may need. Our commitment to responding with accurate and timely information and support is detailed below.

- 1 Timely responses** - We will provide responses to customer queries promptly, offering comprehensive answers within an acceptable timeframe. Whether with our customer service representatives or online channels, our customers will remain informed, with queries. We want our customers to feel empowered with accurate information to make informed decisions about what services are best for them.
- 2 Accessible support channels** - Recognising the importance of accessibility, we will maintain a full suite of communications and engagement channels for our customers to be able to reach us, quickly and easily. Whether through telephone, email, chat, or other platforms, our dedicated support teams are here to assist.
- 3 Continuous training and improvement** - Our team is committed to continuous training and improvement to better answer customer queries. We will remain at the forefront of the latest industry news, priority issues and updates. By investing in the continuous education of our customer support teams, we will provide our customers with the latest, accurate information.



Customer Insight and Action Forum

At ISOQAR, we believe in the strength of collaboration and two way-communication. We have established our Customer Insight and Action Forum, a platform for customer representatives to share their insights and perspectives.

The Customer Council fosters information sharing and co-operation, allowing us to better understand the needs and expectations of our customers, and allowing our customers to directly influence and shape our initiatives and services.

Conclusion

At Alcumus ISOQAR, our customer pledge goes beyond a set of commitments – it reflects our dedication to promote, to share, and to maximise the strength and successes of our customers.

We look forward to continuing to exceed our customer expectations, whilst also supporting our customers to do the same.

About Alcumus ISOQAR

We help organisations create better workplaces through a huge range of common and sector-specific standards and compliance assessments, allowing them to demonstrate to their customers, competitors, suppliers and staff, that they are committed to being the best that they can by minimising risk, delivering change, driving improvement and winning more work.

As one of the UK's largest UKAS accredited certification bodies we can audit, certify and train organisations across multiple sectors.

We work worldwide, so we can help businesses gain a competitive edge anywhere they need us.

About Alcumus

Alcumus is a leading provider of software-led risk management solutions providing clients with advice, expertise and support to help them identify and mitigate risks, navigate compliance and keep people safe. It supports both UK and International clients – many of whom are on the FTSE 100 index – with a wide range of risk management services. This includes products across Supply Chain Management, EHSQ Software, UKAS Accredited Certification and HR and H&S support services.

Our people are at the heart of our business, building strong relationships with our clients to understand their needs, minimise risks and navigate compliance through our in-depth knowledge of your sector, regulations and challenges.

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