

# Customer Charter

At CIOB, we are committed to providing an exceptional experience for our members. Our Customer Charter sets out what you can expect from us and the standards that we hold ourselves to, which are based on the values that underpin all we do.

Our vision is to improve the quality of life for the users and creators of our built environment. We work to improve the public benefit of the science and practice of building and construction. Whether you're a student, an experienced professional, an individual or an organisation working with us, our promise to you is the same; to deliver a service to you with professionalism, integrity, excellence, and respect.

## Professionalism

*We will act with purpose, accountability, and clarity.*

- We will communicate clearly, courteously and in a timely manner.
- You can expect knowledgeable, consistent and reliable assistance.
- We will take ownership of your enquiry and ensure that you are kept up to date.
- We will act as a professional partner to our members – just as you do in your own work.
- We will drive innovation, sustainability and inclusivity across the whole organisation.

## Integrity

*We will do the right thing – always.*

- We are ethical, honest, open, and transparent in our actions and decisions.
- If we make a mistake, we'll acknowledge it and work to put things right.
- We will protect your data and handle your information with care.
- We stand by our word and take responsibility for our actions.
- We will embed a culture of trust across the organisation.

## Excellence

*We want to surpass expectations.*

- We are dedicated to continuous improvement in all that we do.
- We actively seek and value your feedback, using it to shape our services.
- We stay informed and responsive to developments across the sector.
- We will drive a culture change in the industry to ensure that quality and building safety are at the heart of everything we do.
- We will help the industry bring in people from a diverse range of backgrounds and contribute tangibly to reducing the industry skills shortage.
- We invest in our people and processes to ensure that we provide meaningful value.

## Respect

*We value people, perspectives and progress.*

- We will treat every individual with fairness, empathy, and dignity.
- We actively listen, seek to understand, and tailor our approach to your needs.
- We champion equality, diversity and inclusion in all our interactions.
- We champion environmental sustainability and support the industry and stakeholders in building the case for change.
- We welcome challenge and dialogue as part of a healthy, respectful culture.