



Assessing Charter Mark Nationally

Friday, 03 December 2004

Mr Robert Chequer
Salisbury District Council
Environmental Services
Council House
Bourne Hill
Salisbury
SP1 3UZ

Dear Robert

Charter Mark Award

Following the meeting of the Certification Committee held on 3rd December 2004 we are delighted to confirm the decision of the Certification Committee to award Salisbury District Council Waste Collection and Recycling Service the Charter Mark and enclose your certificate herewith.

The Standard is a very challenging one to meet and is increasingly seen as a measure of a quality service. The achievement not only reflects your own commitment but is also an acknowledgement of the effort of everyone who works for the organisation. EMQC would like to congratulate you and your team on this excellent achievement.

As a Charter Mark holder you are now entitled to display the Charter Mark logo, please refer to the Charter Mark website for conditions of use www.chartermark.gov.uk.

To ensure the organisation continues to meet the standard surveillance visits are necessary, as explained by your assessor we will contact you in nine months time to arrange your first surveillance visit.

A copy of the report produced by the assessor is also enclosed, this will help you to plan future improvements and developments in your organisation and enable you to consider the most appropriate timescales for reviews against the standard.

Finally, we are always keen to develop and improve the assessment service that we provide and would welcome any comments that you have about the process. We would therefore be very grateful if you could spare a few minutes to complete the attached questionnaire and return it to EMQC Ltd as soon as you are able.

Once again, many congratulations on your success.

Yours sincerely

A handwritten signature in black ink, appearing to read "Peter Benzies", with a long horizontal stroke extending to the right.

Peter Benzies
Representing the East Midlands Quality Centre
Certification Committee
Encs: Client Report/ Satisfaction Questionnaire
cc. Assessor : John Thurgood

CM - 02

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