



DEPARTMENT OF CIVIL
& ENVIRONMENTAL ENGINEERING

FACULTY OF ENGINEERING

THE UNIVERSITY OF THE WEST INDIES, ST AUGUSTINE

Customer Charter

Vision statement

**To be the Centre of Civil Engineering education
and research in the Caribbean**

Mission (4Ps)

To ensure a sustainable Caribbean future by:

- ➔ Providing superior and comprehensive educational and research opportunities
- ➔ Producing socially engaged, responsible and entrepreneurial graduates with expert knowledge of Green engineering principles and practices to resolve social problems and develop valuable technological innovations.
- ➔ Promoting an environment of cross-disciplinary collaboration.
- ➔ Participating in community discourse through the application of the Department's expertise to society, industry and government.

Values

- ➔ Excellence and advancement on merit;
- ➔ Fairness and equity;
- ➔ Collegiality and community-building;
- ➔ Inclusiveness and openness;
- ➔ Professional ethics and integrity;
- ➔ Innovation and creativity;
- ➔ Leadership and team work; and
- ➔ Environmental sustainability.

The Department of Civil and Environmental Engineering is committed to:

- ➔ Treating all with courtesy and professionalism
- ➔ Providing prompt and quality services on equitable terms
- ➔ Safety and security
- ➔ Providing an environment which is conducive to study and research
- ➔ Providing accurate and up to date information, resources and support
- ➔ Monitoring performance against set standards
- ➔ Dealing fairly and consistently with complaints
- ➔ Welcoming your suggestions and comments

To help us achieve this we ask you to:

- ➔ Be courteous to other users and staff
- ➔ Respect the study environment
- ➔ Observe the University and Department's regulations
- ➔ Provide your feedback