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