

27.4 WHAT OUR ACCREDITATION'S MEAN TO VILCOL:



The Investing In

People process means that Vilcol's Customers benefit from dealing with people who are happy with their working environment, their conditions of employment and personal development. This ensures that we meet our partners own individual needs successfully. The process of working towards the 'Investors in People' Standard, made the company and our employees focus on doing a good job for our 'Partners' and producing quality work.

It also helped improve internal communications, empowering us to give encouragement and praise within the organisation especially when we pull together as a team. If we don't do this, we will lose our customers to the competition and it may lead to customer complaints.

While maintaining the 'Investors in People' Standard, we have learned that we can help our staff to develop their potential, improve their skills and gain greater job satisfaction. This means that The person you speak to at VILCOL recognise the true importance of people, appreciate their value to the organisation and the contribution they can make to keep you the customer happy.

Credit Services Association' & Debt Buyers

Association : CSA

The 'Credit Services Association' membership gives us access up to the minute credit industry information and support. It has helped improve our methodologies and efficiency and gives us a united approach to those authorities and bodies who control our day-to-day activities. It informs you the client that you can expect added integrity, structure and dignity to our business activities.

The Credit Services Association Limited was formed in March 1988, when the Association of Trade Protection and Debt



Recovery Agents Limited, who had been established since 1902, merged with the Collection Agencies Association. Its objective is to uphold the highest professional standards with the Trade Protection Industry.

In 2007 The CSA launched its manifesto to lobby government for a level playing field in the debt collection industry. To make collecting debt fair for both the Creditor, the debtor and the recoveries agency.

Consumer Credit Trade Association: CCTA

The CCTA has a strong lobbying voice in government, offering advice & information plus a range of cost effective practical services to the credit industry. Our membership gives us an insight into other parts of our industry. The core membership is made up of grantors & brokers of all sizes from many different marketplaces – secured, motor, personal, retail etc, who are supported again by the other members of the Association offering ancillary services such as IT, Legal, Credit Referencing, Block Discounting, Debt Sale etc



Civil Court Users Association CCUA

Our Client's incur substantial sums of money to recover outstanding debt and should, expect consistency in terms of service and effective enforcement procedures. As a member of the 'Civil Court Users Association' Vilcol can lobby on behalf of its clients for improved service in the debt recovery field, from the CCUA the only organisation solely concerned. Our membership enables us to keep abreast of changes to the court system. As an organisation that handles the legal servicing of client's documents, it is important for with litigation matters within the Credit Industry.

