

## APPLICATION FORM: ID-CARD AND REGISTRATION

Name : ..... Date of birth: .....-.....-.....

Home Address 1 : .....

Home Address 2 : .....

Post Code : ..... Town : .....

E-mail : .....

Telephone : ..... Fax : .....

Company name : .....

Position : .....

Address 1 : .....

Address 2 : .....

Post Code : ..... Town : .....

### Undersigned declares:

- To have qualified for:
 

<input type="checkbox"/> VSR-QMS Level 3,	month/year: .../....
<input type="checkbox"/> VSR-QMS Level 4,	month/year: .../....
- To have knowledge of cleaning techniques and finishing materials. Evidence of this is given through the following certificates of competence (e.g. NVQs / COPCs / 764-1 or 2):  
.....
- To underwrite the 'Code of Conduct VSR -Quality Measuring System' and to act accordingly;
- To be aware of and give consent for any personal data provided in this application to be processed and verified;
- To be aware of and give consent for the publication of personal data, i.e. full name, registration number and date of birth, in a register, also available on the internet.

Requirements state that this form needs to be returned together with:

- An underwritten 'Code of Conduct VSR – Quality Measuring System';
- A passport photo of recent date.

Completed truthfully.

Date:

Signature:

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## CODE OF CONDUCT - VSR QUALITY MEASURING SYSTEM

Taking into consideration,

- that VSR has developed a quality measuring system for cleaning performance;
- that the VSR quality measuring system has been standardised as the NEN2075;
- that this system is meant to be an assessment and auditing system for the quality of cleaning performance and, in line with this, as an instrument to steer the level of quality of cleaning services;
- that the VSR QMS therefore needs to be seen as a means to safeguard the agreed level of quality;
- that the VSR QMS is not aimed at being the basis for a sanctioning system;
- that derived from the primary goal sanctioning can be linked with the results of VSR QMS cleaning audits, when these are carried out systematically and at regular intervals;
- that VSR will benefit from a proper and just implementation of the VSR QMS and compliance with regulations set out below.

Declares that:

1. Organisations or quality inspectors will exercise the utmost care and precision when carrying out the audits and in the delivery of the services related to the audits.
2. Quality inspectors need to be competent and proficient in the areas specifically relating to the VSR QMS. To this end they will follow the appropriate training organised or recommended by VSR.
3. A quality inspector will ensure where possible that the VSR name is propagated in the service delivery relating to the quality measuring system.
4. A quality inspector maintains a meticulous system for documenting per client all information and data regarding the VSR QMS and the related service delivery.
5. A quality inspector employed by, or associated with, a cleaning contractor can carry out VSR QMS audits exclusively on sites where a cleaning contract is agreed between that contractor and the client.
6. A VSR QMS audit can only be carried out by qualified VSR quality inspectors (minimum level 3). Reporting on these audits has to comply with the stipulations of the NEN2075 paragraph 11.
7. Prior to entering an agreement to carry out VSR QMS audits it needs to be defined what the purpose of these audits is. The objective of VSR QMS audits will be indicated or described in the contract.
8. All information relevant to the carrying out of VSR QMS audits needs to be known to the quality inspector in compliance with the stipulations of the NEN2075.
9. Complaints and disputes regarding non compliance with the 'Code of Conduct' or the improper use of the VSR QMS by a quality inspector can be presented for evaluation to the 'Panel of experts'. Rulings of the 'Panel of Experts' will be binding upon the parties involved. Recurrent offences against the 'Code of Conduct' can result in the revoking of the VSR recognition and registration of a quality inspector.

Name (full name): .....

Date: .....

.....  
Signature