



Marketing & Strategy



Press Release

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LINPAC RETAINS ICS SERVICEMARK ACCREDITATION

Fresh food packaging manufacturer, LINPAC, has successfully demonstrated it is meeting the national customer service standards set out by the Institute of Customer Service (ICS) by retaining its ICS ServiceMark accreditation.

LINPAC holds a unique position as the only manufacturing operation in the UK to have been awarded the accreditation. The company will keep its ServiceMark status for a further three years, following a score of more than 70 per cent in its ICS assessment.

LINPAC was praised by the ICS assessor for 'showing evidence of a great deal of hard work being carried out to maintain and raise internal and external customer service within the organisation. The team demonstrated how they use innovative solutions not just for the purposes of re-accreditation but to benefit customers, employees and the organisation every day.'

The company was 'strongly recommended' for its ICS ServiceMark accreditation when assessed against a wide range of service elements, including; capability, consistency, quality and efficiency.

Louise Glover, UK commercial manager, at LINPAC, commented: "We're extremely pleased with this result. In particular, the marked improvement between audits demonstrates that we've focused on the right things to help raise our score and better serve our customers."

"I'd also like to acknowledge the number of people throughout the business who contributed to the accreditation by sharing their experiences with the ICS assessor. It's a fantastic reflection on our LINPAC workplace culture that so many employees were proud to volunteer their stories. The aim now is to build on our success to achieve an even better rating in three years' time."

LINPAC has over 40 years' experience in delivering innovative efficient packaging solutions. For more information, please visit linpacpackaging.com



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For further media enquiries, please contact PHD Marketing & Strategy:

Ms. May Norman on may.norman@phdmarketing.co.uk

Mrs. Vicky Zaremba on vicky.zaremba@phdmarketing.co.uk

Tel: +44 1977 708643

Notes to editors

For retailers, packers and food service clients, LINPAC is an international market leader in the production of primary fresh food packaging and food service solutions. We are a multi material technology provider operating across a network of 14 manufacturing sites servicing 71 countries. We champion the reduction of food waste by delivering innovative and efficient packaging solutions. With over 40 years of experience in food packaging safety and security, LINPAC is the most trusted brand in today's market.