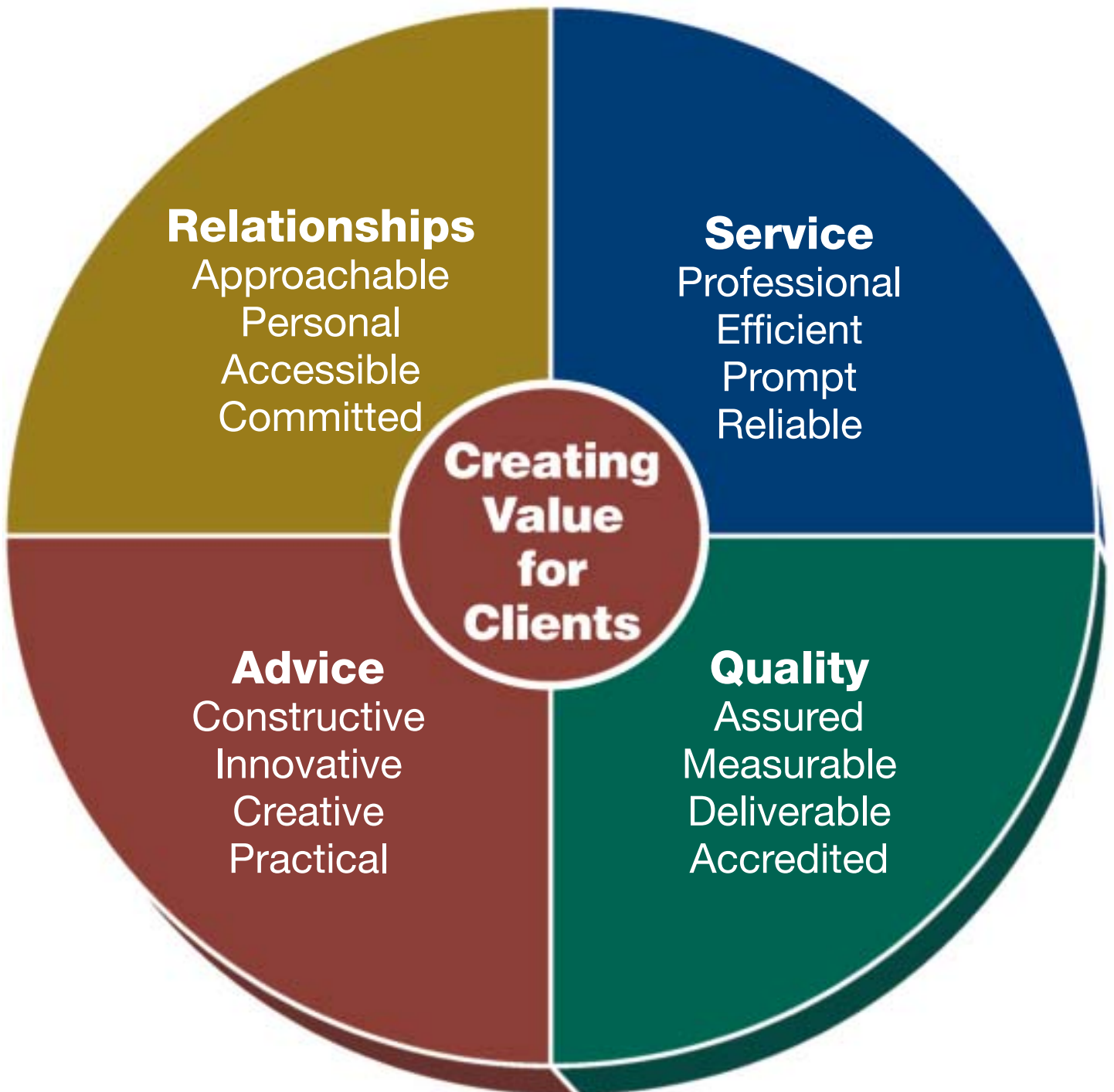


CLIENT CHARTER



We are committed to creating value for clients by building strong relationships, providing quality advice and delivering an excellent service

RELATIONSHIPS

- ✓ We commit to working in partnership with our clients
- ✓ We work on a Principal to Principal basis, ensuring appropriate timely advice
- ✓ All clients have a contact partner who is responsible for the overall service provided
- ✓ Contact partners ensure regular communication and an active involvement in client affairs
- ✓ Each client has a service team and has access to them at all times
- ✓ Our clients are important and are treated with courtesy
- ✓ All client matters are dealt with on a professional and confidential basis

SERVICE

- ✓ We commit to providing the services our clients need
- ✓ Written terms of engagement are agreed on all assignments and fees are agreed in advance
- ✓ All assignments are properly planned with staff who have appropriate skills and experience
- ✓ Timetables and delivery dates are agreed with clients and we deliver what we promise
- ✓ Our aim is to provide continuity of staff on recurring assignments
- ✓ Telephone messages are dealt with promptly and a response is made within 1 working day
- ✓ Written communications are dealt with within 3 working days

ADVICE

- ✓ We provide advice relevant to our clients' particular circumstances and objectives
- ✓ We understand our clients' business activities and the industry sectors in which they operate
- ✓ Our advice is provided by skilled and experienced professionals
- ✓ Our advice is practical, concise and jargon-free
- ✓ We provide innovative and effective solutions to clients
- ✓ We have regular contact with our clients to discuss issues and opportunities as they arise
- ✓ We regularly inform our clients of the latest news and developments

QUALITY

- ✓ We have quality assurance procedures and systems in place, which are regularly reviewed
- ✓ All assignments are reviewed to ensure quality and to identify opportunities to add value
- ✓ We regularly obtain feedback from our clients to assist in improving our performance
- ✓ We invest in good people and provide appropriate training and professional development
- ✓ Our appraisal systems ensure continuous improvement
- ✓ We regularly update our technology to support our business
- ✓ We are Investors in People