
MUTUAL COMMITMENT STATEMENT

MY COMMITMENT TO YOU

We will act honestly and with integrity in everything we do for you and with you.

We will respect absolutely the confidentiality of our working relationship.

We will return your phone calls within 24 hours, even when we are out of the office. When your primary contact is on vacation, we will advise you in advance and arrange for another person in our firm to look after your inquiries.

We will meet the deadlines we set with you or we will advise you in advance of our inability to do so for reasons absolutely outside our control.

We will give you a firm estimate of the fee for each phase of the assignment, and will discuss any variation that may be necessary.

YOUR COMMITMENT TO US

You will be open and frank with us at all times and you will advise us of any concerns you have with any aspect of the work we do for you.

You will provide us with all the information we require and give us access to your team within the time frames we agree.

You will make time available to attend to any aspect of the assignment that you agree to work on, and you will meet the associated deadlines subject to problems that are beyond your control. You understand that the success of this engagement depends on your commitment to making it work, and that we will work together to achieve the outcomes and goals we plan for.

At the end of each stage of this engagement, we will meet with you and discuss the work we have done together during that stage. We will be asking you to confirm that you are satisfied with that work and that you happy to pay the agreed fee for it. If you have any concerns about the work done in the stage we are discussing, we will agree together how we can remedy that situation. Only when you are totally happy with the work done and the value you have received and you have paid us for that work will we then proceed to the next stage.

You will listen to any advice we offer, but we acknowledge your absolute right to reject it.

You will attend to our account on the terms we agree upon.

You will give consideration to referring us to at least 2 other business people who you believe would benefit from the work we do.