

## Our Value Policy

We respect clients' budgets and will always discuss those before developing and submitting proposals for a project.

We will always give best value and best advice, whatever the budget.

In a quality comparison, we aim to be the most competitively priced in our field. Our clients pay for superior expertise and practical counsel, not for posh offices or fancy marketing.

The quality of our service is critical to us. While we will always try to find creative ways around budgetary constraints, we will not compromise by giving you second best for the sake of economy. For example, we will not increase the class size of a training session if it results in a reduction of individual attention for the participants.

We never charge more than we say we will. Once a project has been agreed we will supply notice of confirmation. Where it is impossible to estimate a particular cost, we will quote on a 'not more than' basis; this is a *guarantee* of highest cost. Lower actual costs will always be reflected in the final invoice.

While we are happy to be flexible and adaptable within a project, major changes instigated by the client after notice of confirmation may require re-costing.

Particularly on large projects, expenses cannot always be determined in advance. In those cases we will advise clients of the unit cost of the expense and seek approval to spend as required.

Where substantial agreed expenses will be incurred, we may request advance or early payment to avoid charging clients interest.