

QUALITY CHARTER

OUR BUSINESS

Connecting strategy, facts and figures.



OUR COMMITMENTS

Quality

- ▼ Deliver the highest quality of service in all circumstances
- ▼ Perform quality checks on all documents produced (by a person uninvolved in the engagement)
- ▼ Maintain communication with our clients throughout the engagement
- ▼ Act diligently in view of creating a long-term partnership

Expertise

- ▼ Place our top specialists, most suited to the specific needs of the situation, at the service of our clients
- ▼ Select and assess external resources as needed
- ▼ Decline any engagement for which we feel we are not able to provide our clients with an optimum quality of service

Independence

- ▼ Assess the conditions and the context of an engagement in advance in order to guarantee that our independence shall not be called into question
- ▼ Protect our independence from undue influence in order to provide our clients with the advice we deem most appropriate to the situation
- ▼ Serve only one client at a time for a given project

OUR VALUES

- ▼ Create added value for our clients
- ▼ Ensure the quality of relationships
- ▼ Guarantee integrity*



Transparency

- ▼ Inform our clients of any possible limitations to the scope of our services without delay
- ▼ Fairly represent our qualifications, knowledge or skills, without overstatement
- ▼ Present to our clients without delay any possible conflict of interest and agree to a resolution in their best interests
- ▼ Explain and detail the fees for our services; discuss any amendments before incurring the related costs

Responsiveness

- ▼ Do everything possible to meet the deadlines set together with our clients
- ▼ Remain reachable at all times for our clients
- ▼ Serve clients beyond our engagements

Confidentiality

- ▼ Hold the information communicated to us by our clients in the strictest confidence

Courage and loyalty

- ▼ Express our positions clearly, independently and objectively
- ▼ Take responsibility for our opinions
- ▼ Provide our clients with unfailing support in critical situations

