



This Charter was produced by a group of small and independent consultancy firms that were concerned about some of the excesses to be found in this sector and the difficulty that many clients had in purchasing and measuring the effectiveness of their investment in external consultancy resources.

This Charter is designed to set expectations as to what a client can expect in dealing with a company that has committed to it.

- The number of days and rates quoted will be fixed for the duration of the contract where the client has produced Terms of Reference with a study scope and expected deliverables. The number of days will only change if the client varies the scope and/or the deliverables.
- A Quality Plan will always be produced and agreed with the client where total value of work exceeds £25,000 (excluding VAT)
- The person(s) nominated in the proposal to carry out the study will be the persons that will execute it. The only exceptions will be in the event of death, illness, resignation or vacation. Nominated back-up consultants will be notified to the client, on request, before the start of the study
- Where it is possible to reuse material from other studies, at least 50% of this saving will be passed onto the client in terms of reduced numbers of days
- All third party business alliances, which could compromise any aspect of objectivity in the study, or generate a potential conflict of interest, will be declared to the client
- The definition of a day will be tailored to meet client expectations, working arrangements and priorities, rather than constrained by a defined time period
- No attempt will be made to sell more days to expand the scope of a study unless otherwise requested by the client. This excludes where the client changes the scope of the study or requests that the consultant(s) carry out additional tasks not covered by the original agreement
- Every effort will be made to provide knowledge and skills transfer to the client's own personnel, particularly for repetitive or non-value add tasks
- The ultimate goal will be to contribute as much value as possible to the client organisation and create a lasting impression by building a professional and ethical working relationship between the firm and the client
- In return we expect clients to:
 - Provide appropriate hospitality and office accommodation when the consultant is working on the client's premises
 - Be open, honest and professional in their dealings with the consultant to help avoid nugatory work and/or unnecessary time pressure
 - Pay correctly submitted invoices promptly in accordance with the agreed terms of payment