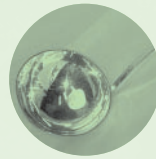




Relationships

- Member firms commit to fully understanding their clients objectives
- Member firms ensure appropriate timely advice through taking an active interest in client affairs
- A contact partner who is responsible for the overall service is provided to each client
- Each client has a service team and has direct access to them at all times
- All client matters are dealt with on a professional and confidential basis



Service

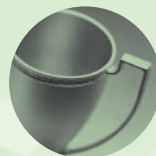
- Written terms of engagement and the basis for fees on all assignments are agreed in advance
- All assignments are properly planned with staff who have appropriate skills and experience
- Timetables and delivery dates are agreed with clients and member firms deliver what they promise
- Member firms aim to provide continuity of staff on recurring assignments
- All communications, whether by telephone, email, fax or post, are dealt with promptly

Expanding Your Business Opportunities



Advice

- Member firms deliver effective advice relevant to their clients' circumstances and objectives
- Member firms understand their clients' activities and the sectors in which they operate
- Advice is provided by skilled and experienced professionals who have local knowledge
- Advice is practical, concise and presented in an easy to understand format
- Member firms provide innovative and effective solutions to clients



Quality

- Member firms are committed to achieving consistent professional and ethical standards
- DFK International has a Quality Assurance programme in place, with which member firms are required to comply
- All assignments are reviewed to ensure quality and to identify opportunities to add value
- Member firms invest in good people and provide appropriate training and professional development
- Member firms regularly update their technology to support their clients' businesses