



Code of Conduct

This code of conduct represents the high quality service delivery a client can expect from our practice members.

As a management consultancy company we will always

a. Put our client's interests first:

We make sure that the objectives and terms of any assignment, including remuneration, are agreed with the client in advance. In any conflict, the duty to the clients must prevail.

b. Focus on delivering sustainable value to the client:

CSR Host Consulting ensures a clear focus on value and the transfer of knowledge to clients. Client references are always offered with each new assignment. These demonstrate high levels of client satisfaction.

c. Only employ people with the right skills and experience to help their clients, and continually develop their expertise:

We also have formal training and development programmes for our consultants, together with annual performance appraisals.

d. Ensure that CSR Host Consulting's consultants are clear and transparent with the client:

We disclose any information which could influence our ability to work on a particular assignment.

e. Ensure that we are trustworthy, independent and objective:

We keep strictly to all agreements about the confidentiality of information. We operate a management consulting service which is ring-fenced from any other business so that our advice remains objective and fact-based. We only accept work that two are qualified and have the capacity to undertake.

f. Ensure that we remain financially strong enough to deliver on our commitments:

All our consultants have a track-record in the industry – they have been in operation for at least three years. CSR Host Consulting is financially self-supporting and can meet all its liabilities.