

# Turning Moment Values Statement

Supporting the emergence of more positive and effective workplaces.

## Turning Moment Values

Our values are to:

- Be open and responsive to clients' needs and concerns.
- Treat people with equity, respect and dignity.
- Do what we say.
- Provide value for money.

We will:

- Be clear and open with clients about risk and reputational management issues.
- Develop plans and recommendations in partnership.
- Keep all data, reports and conversations confidential.
- Provide clear and regular feedback on progress.
- Deliver our services to agreed professional standards and timescales.

We will meet the needs of clients by:

- Developing our methods and solutions through partnering with you from day one.
- Encouraging and supporting you to communicate your needs and tailoring our services accordingly.
- Benchmarking our fees against other industry professionals.
- Being flexible and competitive on fees, including offering reduced rates for charities and not-for-profit organisations.