

The *Spirit* of Service

Service

- › Provide continual guidance and request relevant information
- › Maximize our availability to Clients
- › Provide real value for our Client's money
- › Refer to our extensive database of corporate engagements and transactions over a broad range of industries, where relevant

Passion

- › Help each Client achieve success
- › Keep accounting, tax and regulatory and general business knowledge current
- › Take a proprietary interest in our Client's concerns

Initiative

- › Generate creative ideas through review of Client's existing situation
- › Attend Client premises to deliver service and consultative advice
- › Frequent Client contact, not just at tax time

Reliability

- › Meet all deadlines through exceptional workflow management
- › Meet all regulatory and filing requirements
- › Respond to **all** Client requests and enquiries within **24 hours**
- › Timely business and planning advice, filing of tax returns, regulatory and other Client documents/reports

Integrity

- › Respect the confidential nature of our Client relationships at all times
- › Deliver on Client-imposed deadlines
- › Be personable, accessible, tactful, courteous at all times
- › Constantly and consistently exhibit a professional demeanour

Teamwork

- › Draw from our wide range of service capabilities where beneficial to the Client
- › Stay apprised of CW Team Communications; review with Clients where appropriate

