

CLIENT CHARTER

Relationships

- We commit to fully understanding our clients objectives
- We ensure appropriate timely advice through taking an active interest in client affairs
- We ensure a contact partner who is responsible for the overall service is provided to each client
- We ensure each client has a service team and has direct access to them at all working hours.
- We ensure that 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 and deploy staffs who have appropriate skills and experience
- Timetables and delivery dates are agreed with clients and we deliver what we promise
- We 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

- We aim to deliver effective advice relevant to our clients' circumstances and objectives
- We ensure understanding of our 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
- We provide innovative and effective solutions to clients

Quality

- We are committed to achieving consistent professional and ethical standards
- We have an established internal quality assurance and control procedures manual which our professional observe
- In addition to our internal quality assurance procedures Institute of Certified Public Accountants of Uganda & DFK International have a Quality Assurance monitoring programme in place, with which we comply
- All assignments are reviewed to ensure quality and to identify opportunities to add value
- We invest in good people and provide appropriate training and professional development
- We regularly update our technology to support our clients' businesses and ensure timely engagement delivery