AN ORGANIZATIONAL COVENANT OF INTEGRITY

Our Oath to Every Client We Serve

We believe that trust is earned through results, sustained through discipline, and proven only when a firm is willing to be held accountable for its promises.

Therefore, this Covenant defines the standards to which we hold ourselves in every engagement, without exception, without excuse, and without compromise.

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fulfill their Mission
while honoring the dignity, purpose, and potential of every person in the organization.

We do not measure success by activity, effort, or intention.

We measure success only by our client's ability to produce results that were previously difficult or impossible to achieve.

Our Measure of Success

Our firm survives only when our clients succeed.

Our work is not complete when recommendations are delivered,
when meetings are held, or when reports are written.

Our work is complete only when the agreed-upon outcomes
have been achieved, implemented, and are sustainable.

Repeat engagements and client referrals are the only proof we accept
that our promises have been fulfilled.

Our Standard of Relationship

We do not seek transactions.
We seek long-term relationships built on trust, candor, discipline, and results.

We will tell the truth as we see it, even when the truth is difficult, uncomfortable, or unpopular.

We will not protect our comfort at the expense of the client's mission.

We accept responsibility for the condition of every client relationship.
If trust weakens, alignment fails, or progress stops, we take the initiative to restore it.

Our Distinction

We recognize that other professionals offer consulting, training, and advisory services.

However, to the best of our knowledge, few — if any — combine the same level of:

- Practical experience
- Strategic discipline
- Relational accountability
- Moral responsibility
- Proven measurable results
- Personal humility

that define our work.

We do not claim perfection ___We claim responsibility.

Our Promises

We make the following promises to every client:

- The value you receive will exceed the fees you pay.
- Our work will produce measurable, observable, agreed-upon results.
- We will hold ourselves accountable for those results.
- We will not hide behind effort, complexity, or circumstance.
- We will maintain strict confidentiality in all matters entrusted to us.
- We will act in the best interest of the client's mission, not our convenience.
- We will speak honestly, act honorably, and correct our mistakes quickly.

Fees

Our fees reflect the value of results produced, not the time required to produce them.

All fees will be defined and agreed upon in advance.

No fee will be changed without the clear agreement of both parties.

We will never extend work to increase fees, nor reduce effort to protect margin.

Our compensation must be justified by the client's progress.

Breakdowns and Accountability

Any breakdowns that may occur between us and the client are not avoided.

They are addressed and will be handled immediately, and according to the following standard:

1. We will adjust the content, process, or approach to restore progress.
2. If progress is not restored, all billing will stop until agreed-upon standards are met.
3. If standards still cannot be met, fees paid for the affected work will be refunded.

We will not defend failure; we will correct it.

Our Final Commitment

Integrity is not a slogan.
Integrity is a discipline enforced by action.

These standards apply to every engagement, every client, every time.

We invite each client to hold us accountable to this Covenant.

Because trust without accountability is only words.

And words alone do not produce results.
