

Our Engagement Charter

Protecting quality, trust & momentum in complex work

The most meaningful work happens when people partner well together

Over time, we've learned that when these conditions are present, change moves forward with energy and purpose

This charter reflects the principles that help protect that momentum

1. We show up. Fast.

We commit to responsive, high-quality engagement and rapid feedback at every stage. You'll find us available, attentive and deliberate.

2. True partnership - not consultancy theatre.

We work as equals. We co-create, challenge well and share success. Authority and accountability sit on both sides.

3. The right people in the room.

We need access to those who hold insight, experience and practical influence - the people who shape decisions and protect momentum.

4. Visible Sponsorship.

Real change requires active commitment from senior leaders. Direction must be signalled clearly. This work needs backing, not quiet endorsement.

5. The full picture.

We ask for access to goals, context and documentation that sit behind the work. Precision depends on transparency.

6. Roles & responsibilities - set early, set well.

We define inclusive ways of working from the outset - ensuring equitable contribution, accessibility and psychological safety. This is humanity made operational.

7. Trust the process. Trust the expertise.

Progress depends on mutual trust. Stay open to challenge. Commit to the actions we agree together.

8. No surprises.

Priorities shift - and that is part of real work. When they do, we pause to agree how scope, pace and focus evolve. Clear decisions prevent drift. Transparency protects quality.