



# ***Pétanque Business Specialists***

***...an office of strategy delivery***

Client Charter

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Our client charter describes the value Pétanque Business Specialists places on you, our Client - and our commitment to provide you with the type of service that ensures you will want to continue your association with us.

This charter applies to anyone and everyone who use or contract our services and products. We are committed to continue providing the best service we can and to keep our charges competitive. We have grown Pétanque Business Specialists through high quality service and by placing the highest premium on maintaining win-win relationships with our Clients. Our future success is based on this foundation as we work on continued improvement of all aspects of our service delivery. We value your support and apply your comments, suggestions and complaints to be better at what we do all the time.



**Pétanque Business Specialists**

- Develops and / or documents fit for purpose Business Processes for Clients wishing to improve their Business Performance.
- Provides Project Management Expertise for Clients wishing to implement small to large Business and IT Projects
- Provides Strategy and Business Planning Expertise to Clients who intend to be leaders in their field of business

**Incorporation**

|                             |   |
|-----------------------------|---|
| <b>Ownership:</b>           | Private Proprietary Limited Company with two Shareholders   |
| <b>Registration number:</b> | 2002/004144/07  |
| <b>Established:</b>         | 2002  |
| <b>Employees:</b>           | 7 Full Employees , 1 full time contractor   |
| <b>Business model:</b>      | Consulting on Specialist Business Services & Contracting Specialist Resources to Clients for business development, improvement and performance management |
| <b>Management team:</b>     | Dr. Michelle Booysen, 51% President Of The Board, MD And Portfolio Director<br>MJ Fick , 49% Portfolio Director   |
| <b>Clients</b>              | Oil Industry, Insurance Industry, IT Industry, Utilities Industry, Retail Industry  |
| <b>Competitors</b>          | Business Process Re-engineering (BPR), IT System Implementation, Business Analysis and Business Development concerns                                      |

## Pétanque the game, Pétanque the Business

Pétanque is a game of skill, testing the participants' ability and the same applies to business. Business is about using the right tactics needed to attain the desired goal. It is about applying controls, information, processes and systems to succeed.

Our business uses the principles of the game: we apply the right tools - the boules - design the tactics - the loop, lob, ctank - focus on the target - the jack - and achieve the victory - score the points - whilst aligning to the bigger picture. In "boules" the bigger picture is to have fun in a competitive, team structure.

## Our Mission

To provide innovative, fit for purpose and impact driven deliverables to our Clients in support of their respective business 'edges' and

To provide a fun, stimulating and team driven working environment that offers plenty of growth opportunities to our work teams where individuals can take up the challenge to make a difference.

## Our Vision

We see ourselves as the business support partners of choice to a select, international footprint, group of Clients. In choosing a select group of Clients, our responsiveness and service will make us an integral part of our client's business, adding value where needed.

We also see components our intellectual property becoming available through licensing on the internet, providing ongoing new information and support to license holders and through Training, Coaching & Partnering.

## Strategic Objectives

### Continuously creating value by:

- Improving the content of our current services
- Developing software and templates that will add value to current services
- Developing share and training material from current services
- Associating with best practice, relevant innovations and local and international networking

### Growing our client base to achieve organic growth by:

- **Through networking, contacts and canvassing, recruit other large corporate clients**
- **Maintain (more work) work with existing clients**
- **Create a footprint in rest of Africa**
- **Create a presence in Europe / USA / Australia / China**

### Retaining our existing clients by:

- Delivering value-add, "more than promised" and "beyond expectation"
- Maintaining and developing relationships through touch-base and project follow-up

**Providing a fun, stimulating and team driven working environment for our service delivery teams that :**

- Enables learning and growth that aligns with our value-add focus by facilitating structured share-&-learns, check-ins, do-&-learns and relevant training.

**Products**

- Increase value offering by developing ProcessStep, VizBiz and conferencing and training material & delivery.
- Improve VizPro and add more products
- Search for additional products / services to provide whole product ranges

**People Resources**

- Grow core infrastructure through owner/directorships
- Grow core competencies and skills pool through strategic staff appointments
- Grow contractor base through projects and training on the job

**Money Resources**

- Manage revenue, margins and cash flow to support new product development and marketing and sales
- Source investors

## Our Brand is our Strength

As a dedicated team, we are content – and delivery focused, adaptable and professional in rendering our specialised services and products in the spirit of partnering and long term relationship- building with Clients, and Associates.

Our responsiveness (speed, delivery, convenience, methods, purpose-driven, and timing), service (high quality customer service and interaction) and visual impact (the way we output our work) is the basis on which we have built the Pétanque Brand.

- We value quality
- We do the right thing at the right time
- We do transparency, integrity and ethics
- We do innovation, learning and growth
- We take on challenges

### Business Integrity

We pursue our business with honesty, integrity, and fairness. Corporate funds and assets are only used for lawful purposes and business transactions are reflected accurately and fairly. We practise transparency and open communication, providing all relevant information as may be required by our Staff, Associates and Clients.

### Values

We treat others with uncompromising truth, trust our Associates, mentor unselfishly, are receptive to new ideas, regardless of their origin, give credit where it is due, and disregard unethical business conduct and dishonest money.

### Business Principles

We are a winning company pursuing our goals with a single-minded focus. We operate within the laws of the land in which service is rendered, in accordance with good business ethics and in a safe and environmentally responsible way. We work hard to achieve win-win relationships with our Clients, Staff and Associates. The goal of adding value in a balanced manner is our driving force in the pursuit of all Business Opportunities.



#### Health Safety And Environmental Protection

We take every reasonable and practicable step to prevent and eliminate the risk of injuries, health hazards, and damage to property, and take proactive measures toward the conservation and preservation of the environment in a reasonable and cost-effective manner.



#### Quality

We maintain quality and reliability of our services, through the effective management, implementation, maintenance, measurement and continuous improvement of our own business processes. We strive for operational excellence and to consistently meet Client requirements in a competitive and cost effective way.



#### Employment

We maintain a small core Staff. When engaging on projects, if necessary we contract with Staff that fulfils the technical and professional requirements of the project. In certain instances, we enrol Client Staff onto projects within a framework of licensed skills transfer and resource application.

- **Black Economic Empowerment**

We recognise and support Black Economic Empowerment and engage in achieving relevant Scorecard goals.

- **Conflict of Interest**

We require that Directors, Officers and Staff / Contractors avoid any conflict between their own interests and the interests of Pétanque Business Specialists when doing business with Associates, Suppliers, Clients and other Third Parties.

- **Local Law Compliance**

All Directors, Associates, Employees, Contractors and Agents will comply with applicable laws wherever we operate.

- **Corporate Governance**

We govern our business according to current statutory requirements, other directives and internal policies to maintain our record of excellence in corporate governance.

- **Human Rights**

We promote and support protection of internationally recognised Human Rights standards within their respective spheres of influence. We:

- Do not allow our operations to contribute to -and our infrastructure to be used for - violations of Human Rights.
- Encourage all entities with whom we do business to observe laws governing such Human Rights.
- Refrain from knowingly employing anyone who has participated in violations of any Human Rights.

## Reliability

Our continued success depends on the reliability of the service and the products that we so proudly write our name to. We understand that being reliable is a direct result of internal and external cooperation, aspects which we work hard on as a commitment to excellence.

## Customer Centricity

Our vision is to develop and maintain long term relationships with our Clients. To achieve this, we continue striving to exceed Client expectations and focusing on achieving tangible results:

- with integrity and
- in line with Client Business Goals.



### **We Are And Will Continue To Be Accessible**

Our normal business hours are from 08h00 to 17h00, with flexibility as each Project and Client requires.

Our direct numbers are:

MJ Fick: 082 808 0161  
Michéle Booyesen: 082 445 2192  
Jeanne Fredericks: 072 800 9991

### **We Will Keep On Responding Promptly**

We continually strive to:

- Call back within 24 hours of a voicemail or message
- Respond to emails daily
- Make decisions within agreed time frames
- Do what we said we would do by the time we said we would, and if circumstances make this difficult, we talk to you, our Client.

If we are traveling overseas or on holiday,

- We make special arrangements that emails are monitored and that we are alerted should a response be required urgently.

### **We Will Continue To Provide Effective, Reliable And Useful Services And Products**

We continuously ensure that our services' and products are of high quality by:

- Seeking accreditation where appropriate
- Networking and comparing what we offer to the best of the rest
- Talking to our Clients to ensure that 'useful' and value add is what we are delivering.

## **We Will Remain Competitive In Our Charges**

We aim to keep our charges comparable within our industry, and to retain our competitive edge in our fee structure.

## **Consulting With Our Clients Remains A Key Principle**

We receive client feedback in a number of ways:

- one on one comments
- phone calls
- emails
- at meetings and workshops
- written evaluations
- interviews

Our evaluation programs ensure that we meet expectations.

The feedback we receive drive the plans we make to improve, and do what we do better.

## **We Remain Accountable**

We monitor our performance against the standards set in this charter.

Our Customer Relationship Management program incorporates receiving and responding to client comments, suggestions and complaints.

We review this charter annually to ensure that it is useful:

- to Clients and
- to the growth of Pétanque Business Specialists.

## **Confidentiality Is Our Way Of Doing Business**

We warrant that information we use:

- provide Clients with a competitive edge
- are treated as trade secrets
- is regarded as confidential
- is treated with the strictest of confidence.

## We Avoid Conflict Of Interest

We closely manage scenarios where there may be conflict of interest, ensuring that Pétanque Business Specialists, Staff, Contractors or Associates nor Clients are compromised.

## Your Rights

### You have the right to:

- Prevent us from misusing your personal and organisational information.
- Expect us never to sell or divulge any information on our Client database.
- Expect that information you provide us with is confidential and will not be distributed external to your organisation except with your clear permission or when it is legally required of us to provide it.
- Clear, written explanation of our decisions that affect you directly.


## Your Feedback & Helping Us Do Better

For us to continuously do better, we need your view of us.


Tell us about what we did excellently, what we could improve on, how we can be more useful or where we failed to meet expectations.

If you have a smile, a frown or suggestions, we invite you to talk to us, email, fax or snail mail us.

## Pétanque Business Specialists

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