

# Manage Group Expectations

## how we work together

The following sets out expectations - those you can have of us and vice versa

Effective | Real | People First | Passionate | Courageous | Evolve

Making sure employers are treated fairly and equitably by Government since 2011

### Fixed Terms

We typically do not have long fixed term contracts locking you in for long periods. You will keep using us when we meet your needs. When we do not, we need to be able to have a good conversation.

### Payment Dates

We normally expect to be paid within 7 days of invoice. If this does not suit, please do let us know - we are always happy to work something out. If payment is not made in time without prior agreement, we will escalate the debt.

### Manage Group Divisions

We have a number of divisions that do provide different services. Each division has their own pricing structure as set out in our master terms & conditions. [www.managecompany.co.nz/ts-cs-1](http://www.managecompany.co.nz/ts-cs-1)

### Your expectations

When you agree to use us we will set out in an email the work programme specifics. This will govern what we do and what we both have agreed to. Any changes and additions may result in additional charges.

### Our expectations

Like you, we too work hard and want to be treated fairly and equitably. If you disagree with something or we have not met your expectations, please let us know so we can fix it.

### Urgent issues

We appreciate that sometimes there is a sense of urgency i.e. serious harm / fatality. This can mean we will need to prioritise our time and this may have a negative impact on you. Please respect this as if you were experiencing a serious harm / fatality, you would want to be prioritised as well.

### Disbursements

We agree up front whether there will be costs oncharged (travel, flights, printing, etc). When there is, we do this dollar for dollar - there are no hidden or administrative fees.

### If you like what we do...

We love a good story and possible new clients love a good story. If you like what we have done please share a few words we can use as a testimonial / share a few names of other business owners we can contact.

If you would like further information on the above feel free to get in touch with us  
0800 RISK NZ (0800 747 569) [info@managecompany.co.nz](mailto:info@managecompany.co.nz)