



InSourcingTM

P L E D G E

InSourcing is a business model that's based on mutual respect. In order to promote and sustain a productive and harmonious working environment where all parties are treated with respect and dignity, the InSourcer and Client are expected to abide by these values and standards of interpersonal behaviour, communication and professionalism.

CLIENTS AND INSOURCERS

Treat each other with mutual respect.

Be clear and respectful in ALL communications.

Confirm understanding on requests.

Ask questions if anything is unclear.

Work to mutually agreed timeframes.

Respect and value each other's views and opinions.

Listen openly and discuss calmly to manage any disagreements.

Confirm work related communications in writing or recorded video / audio calls and keep these in a centrally accessible location.



CLIENTS

Respect the 1nSourcer's package, availability and communication standards.

Provide all information requested by the 1nSourcer in a timely manner.

Respect the 1nSourcer's time when making requests.

Do not use micro-aggressions or threats in communications.

Pay all invoices on time, and communicate any issues with payment upfront.

Human error and mistakes can happen, so focus on actions and solutions to rectify (rather than place blame).

Define your expectations precisely to ensure the 1nSourcer is a good fit for them.

Provide detailed training or instructions when you have highly specific instructions or requirements.

INSOURCERS

Commit to the package, availability and communication standards.

Take an active interest and treat the client's business as your own.

Be reliable, consistent and informative, sharing contributions and observations.

Be flexible and adaptable as the client's business changes.

Be transparent and upfront with clients on costs and timeframes.

Demonstrate commitment to continuous professional development.

Be responsible and discreet when handling materials and data relating to the client's business.

Provide speedy solutions and take actions for resolving errors or mistakes.



THANK YOU

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