

## TGG Team Charter

TGG is a successful and sought after Consulting business that is focused on our client requirements, and:

- **Being memorable**
- **Being unique, and inspiring others to do more of what inspires them**
- **Helping businesses, teams, and people become better versions of themselves**

TGG commits to:

- **Beliefs and Values of;**
  - Total *focus* on our clients, and our mutually inclusive goals
  - Total *flow*, and being in sync and connection with others and our emotions
  - Total *fulfillment*, from our work and our relationships
  
  - Authentic connection with everyone that we engage with
  - Delivering our services with energy, engagement and entertainment
  - Exceeding expectations always
- **Goals and Objectives of;**
  - 100% client satisfactions exceeded
  - A Net promotor Score above 80%
  - Our clients providing referrals to other potential clients
  - Looking for further and broader opportunities to support our clients
  - Complying completely with our client business requirements, including safety, corporate governance and site access
  - Upholding the highest standard of business ethics at all times
  - Maintaining a fun, unique and exciting work environment and culture
- **Behaviours of;**
  - Total transparency with our clients
  - Being upfront about potentials costs – TGG has a no variation expectation (variations will be agreed prior to work being done)
  - Being professional in our dress codes, our conduct, our languaging and start and finish times
  - Valuing our client's time, and their values and beliefs
  - Giving 100% commitment every time we support a client business
  - Communicating openly, honestly and often with our clients, to ensure they are aware of the process of support, and the progress of delivery
  - Be giving in our approach – every time we are on a client site, we will give books away (at least), or something additional to what we receive remuneration for (give more than we get)

**Be sharing this, our business commits to upholding this Team Charter.**



**Anton Guinea**  
CEO  
TGG

**Our Focus is Our Clients** [www.theguineagroup.com.au](http://www.theguineagroup.com.au)