

Service Charter

Our Service Charter is designed to inform you of the quality and timeliness of service that you can expect from us.

We are committed to maintaining and improving this quality, and will monitor our performance and change our service delivery as necessary.

Service Quality

We place great value on the relationship we enjoy with each of our clients. In seeking to maintain and foster these relationships, we will endeavour at all times to ensure:

- You always receive courteous and professional service from us. Our people believe you deserve to be treated with respect and never taken for granted.
- We fully honour our commitments to you.
- The services we provide are of the highest professional standard.
- We assist you in improving your business. We will do so by promptly advising you whenever we become aware of any matter that may benefit your business and suggest any appropriate course of action; and by providing advice that we believe is best for your business. We believe an important part of our role as your Trusted Adviser is to review your existing policies, practices and business decisions, and to be seen by you as completely honest, open and independent.
- We always remember that you are our client, and respect your right to make decisions in relation to your business and personal affairs, assisted where possible by our advice and assistance.
- We meet agreed deadlines, provided you have supplied us with the necessary information required to perform the agreed work.
- We communicate frequently and openly with you, as we work towards building a successful long-term relationship.
- We respond promptly to your communications at all times.
- We work with you to develop strategies for best resolving issues arising with your business.
- We see it as our duty to provide services that add value to your business.



Corporate Philosophy & Values

The philosophy that underpins the performance of our people and to which everyone is expected to abide by is:

Our Clients are Paramount	Our people are the essence of our business
<ul style="list-style-type: none"> • We believe that if we look after our clients, they will look after us. • The first impression that we give to our clients is positive, warm and professional. • We believe in providing quality and timely service to our clients. • We want to create competitive advantage for our clients. • We give our clients great value for money and quality service. • We care for all of our clients: ourselves, our team and our customers. • The client is always right even when they are wrong. 	<ul style="list-style-type: none"> • We place trust in each of our team members to create a work environment that is supportive and harmonious. • We value the differences, skills and experiences that each person brings to the team. • We enjoy celebrating our personal and company milestones and our successes. • We create a fun and stimulating work environment. • We believe in life-long learning and seeking opportunities to develop and grow. • We always act with honesty, integrity and honour.
We take responsibility for our own success	We are a high performing team
<ul style="list-style-type: none"> • We select the right people, we know our purpose, and we measure our achievement of that purpose. • We do our own thinking as a company. We don't let other companies do it for us. • We conduct all company business with honesty and integrity. • We take pride in our independence and stand on our advice. • We believe in reward for achievement. • We respect the community in which we live and operate, and endeavour to leave the world a 'better place'. • A profitable CGL ensures that we are all well paid for our efforts. 	<ul style="list-style-type: none"> • We believe that we are all pivotal components of this business. • We all do our own menial tasks as we are all intelligent people here to do real work and not menial tasks that have been delegated. • We consider our safety, security and well-being to be paramount. • We are open and receptive to new ideas, are comfortable challenging the way we do things and are transparent in the conduct of our business. • We believe in our business processes and always follow them. • We promote and reward ethical and morally correct behaviour and decisions.



Our Corporate Responsibility

We value our responsibilities as global corporate citizens. We take regular account of social, environmental and ethical matters seeking to embed good practice into our business strategies and operations. We benchmark externally with initiatives like FTSE4Good and the Dow Jones Sustainability Indices to measure achievements, identify shortcomings and take appropriate corrective action. We also comply with all requirements identified in the internationally recognised Social Accountability 8000 standard.

Our corporate values are enshrined in a 'Code of Business Conduct' to guide all staff and to ensure that they act with integrity and impartiality.

We deliver services to a number of countries with different languages, ethnic and religious bases. We reflect this diversity in our values and in the international quality of our services. We provide staff training at all levels to motivate our employees, and offer opportunities for career development. We are committed to a policy of non-discrimination and we champion diversity throughout our team. We are members of the Australian Institute of Company Directors, which aims to uphold the highest level of professionalism in directorship and to empower company directors and boards to attain excellence in performing their duties and responsibilities. The CGL Board has responsibility for our Human Rights policy and wherever we operate we comply with local labour laws.

We make no political party donations, but engage with the government of the day on the issues of importance to our business. We always consult stakeholders about community affairs and environmental programmes because our business can touch local communities the world over and successful interaction with the community is vital to success.

We respect the cultures of our guests and the rights of our employees. We promote the exchange of ideas between employees and management, encouraging constructive dialogue through a range of communication systems.

Last year we contributed to the Australian Red Cross, Australian Cancer Council and The Shepherd Centre charities as part of a long-term commitment to return a percentage of profits back to the communities in which we operate. In response to the 26 December tsunami in Asia, we are also sponsoring children in Indonesia through the Christian Children's Fund.

