

Standards - the Muckle Way

1. We always answer the phone in normal office hours within 3 rings and return missed calls as quickly as possible and on the same day. We take calls whenever we can and do not hide behind divers. We take good, clear messages for our colleagues and ensure we manage client expectations on when people can respond.
2. We respond to every client email within one working day even if the response is just to let the client know we have received the email and to advise when they can have a substantive response.
3. We act as one team across the business internally and externally. We respect each other's time and deliver our input on time whether on client work, tenders or internal projects.
4. We prioritise work winning through targeted and well planned business development. If we can't get to an event we try and make sure we have a presence. We are great hosts.
5. We turn up at meetings on time and if we can't get to a meeting we give our apologies well in advance.
6. We trust and respect our colleagues and their role in the business.
7. We communicate in a way which is clear, concise and jargon free. Our documents comply with our house style. We make efforts to speak to clients (and colleagues) regularly and do not communicate exclusively by email.
8. We all understand the Muckle vision. We appreciate that we are a business and to be successful we need to look after our clients, work well together, manage the finances for which we are responsible and manage risk appropriately.

Muckle Standards Team

