

Transparency Charter – Ouhdel Conseil

At **Ouhdel Conseil**, we believe that trust is built through clarity, honesty, and accountability.

Our **Transparency Charter** reflects our commitment to always act with integrity towards our clients, partners, and collaborators.

1. Clarity of Services

- We describe our services in a precise and accessible manner.
 - No hidden fees: all financial terms are explained before the start of any project.
 - Each client has a dedicated contact person to oversee their project.
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2. Open Communication

- We encourage regular and honest dialogue with our clients.
 - Progress updates and deliverables are shared clearly and consistently.
 - Timelines are realistic and respected; in case of unforeseen circumstances, we inform clients immediately.
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3. Responsibility and Ethics

- We respect the confidentiality of all entrusted data and information.
 - We always act in the best interest of our clients and partners.
 - Our advice and recommendations are based on facts, reliable data, and proven expertise.
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4. Respect and Inclusion

- We value diversity and inclusion in all our collaborations.
 - We respect cultural, social, and professional differences.
 - We work towards sustainable, fair, and community-oriented development.
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5. Sustainable Commitment

- We adopt ethical and responsible practices in all our projects.
 - We encourage positive impact on the territories and organizations we support.
 - We regularly publish updates on our commitments and results to remain accountable.
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6. Financial Transparency

- We communicate our pricing and billing terms with clarity.
 - No costs are incurred without prior written client approval.
 - We strive to provide fair and well-justified value for money.
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7. Independence and Objectivity

- Our recommendations are guided solely by the client's interests.
 - We do not favor any supplier, partner, or solution for hidden gain.
 - Clients are informed of any potential conflict of interest.
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8. Confidentiality and Data Protection

- All client information is kept strictly confidential.
 - We comply with GDPR and best practices in data protection.
 - Secure tools are used for data storage and information sharing.
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9. Continuous Improvement

- We actively listen to feedback from clients and partners.
 - Every project is reviewed internally to identify lessons and improvements.
 - We invest in continuous training for our team to stay at the forefront of our field.
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10. Social Responsibility

- We integrate social and environmental issues into our decision-making.
- We seek to generate a positive impact on the territories where we operate.
- We promote partnerships that align with our values of ethics and sustainability.