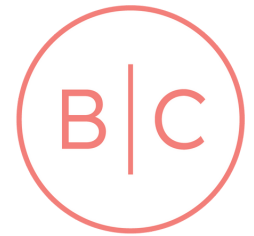


**bentley
crescent**
accounting community

OUR COMMUNICATION *policy*



We are only human, and so are you! Please respect our means and terms of communication and interaction, while we respect yours.



KINDNESS FIRST

We have a kindness first mindset.

1.

OUR BUSINESS HOURS

We are not available or reachable outside of our office hours or when we are on leave.

Wellness is one of our fundamental values at Bentley Crescent, and we believe that nurturing a healthy work-life balance promotes productivity, health and happiness.

We encourage all of our stakeholders to make time for time off to be spent fulfilling other roles in their life.

Our business hours are:

MON - THU : 9:00 - 16:00

FRIDAY : 9:00 - 15:00

SAT - SUN : Closed

2.

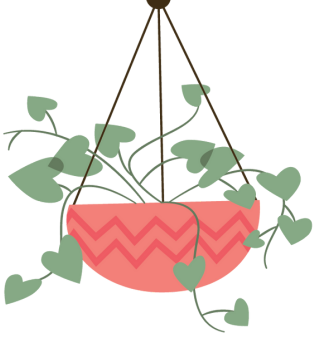
48-HR WEEKDAY T.A.T

Our Policy is to honour a 48-hour weekday turnaround time for responding to messages and requests across all communication platforms.

We are mostly either in meetings or focused on our deadlines and can rarely take unscheduled calls or respond immediately.

Please allow us these 2 weekdays to process your request, coordinate our capacity, and respond mindfully.





NOMINATED CONTACT

3.

Each organisation must identify one nominated contact with whom we will liaise. Your team will be required to direct any queries or requests via this person.

It would make sense for this person to be your bookkeeper, general manager or admin junkie. Clear, simple workflows enable us to work effectively and deliver your accounts efficiently with no fuss. Things tend to get messy when interactions are blurred and disorganised.

DELIVERABLE DATES

4.

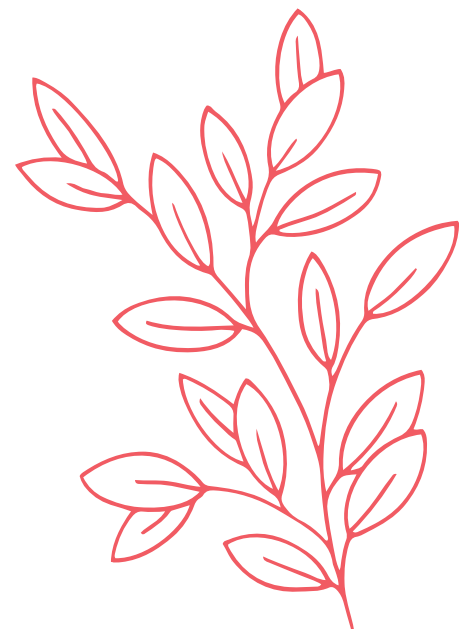
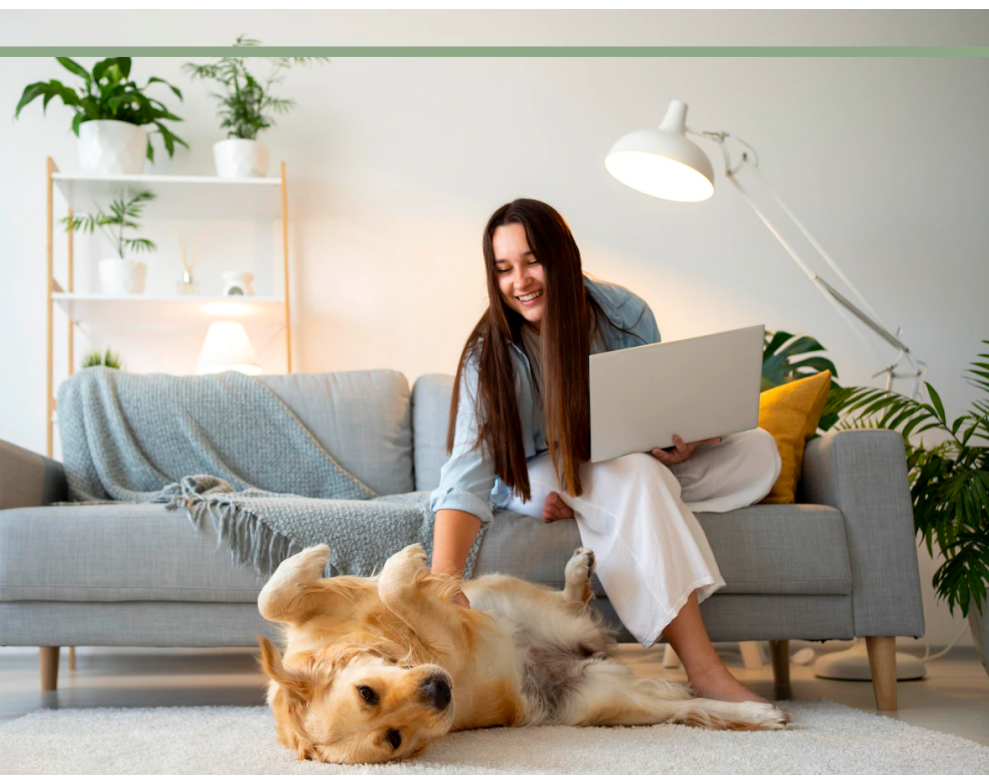
These are indications of the timelines that we work according to in order to deliver our work in time.

Should a deliverable date fall on a Saturday, the deliverable will fall due on the preceding Friday.

Similarly, if the deliverable date falls on a Sunday, the action will be effected on the following Monday.

* Exception for any SARS submissions & payments - to be honoured on the preceding Friday in line with the SARS Tax Admin Act (preventing penalties & interest)

* Dates treated as COB (close of business)





FOLLOW UPS

It is our policy to follow up on our requests within strict intervals and to close these requests after a maximum number of days have lapsed.

5.

We won't nag.

Everything that we request is needed for us to ensure your accounts are accurate and compliant. We promise not ask for anything unnecessary or create irrelevant admin, so to keep the ball rolling, here is how we work:

- 1ST First follow up email - 2 workdays after the initial request
- 2ND Second follow up email - 7 workdays after the first follow up
- 3RD The case is closed - 2 workdays after the 2nd follow up email
- 4TH Consequential feedback for not honouring requests



bentleycrescent.co.za



+27 10 534 8410



gwen@bencrest.com

