



## Starting Point

Providing my services as an ancillary activity makes it a prime focus to stay away from overpromising and underperforming. The available hours are limited and my support concept is hence based on rather growing a few long-term relationships than selling hours in one-off transactions.

### **The foundation of any long-term relationship is reciprocal understanding and trust.**

The more I understand your business - your way of thinking and working - the better I can tailor my services to your actual needs, which avoids wasting your and my time with things that do not really help you. Reciprocally this means that I will be open and blunt as to whether and how I can help you as a function of the existing understanding of your business, the particular tasks and the available time on your side and on mine.

### **Understanding and trust require efforts and only grow over time.**

People who have worked with me in the past have a tangible advantage there, as they know how I will review contracts, develop or challenge claims or negotiate agreements. They know what I am standing for and who I am.

Living means learning and one of life's most exciting aspects is undoubtedly developing new relationships. Today's stranger may well become a business partner in six months and a trusted friend a bit further down the line.

The same applies again for the understanding of each other. One has to try and work together to find out whether it is a winning combination and one has to limit the risks for both sides in the process.

Reciprocal understanding and trust is also what will maximise the positive impact that my support can have for your company!

### **How can we build on and enhance an existing understanding and trust? How can we start off from scratch?**

Here are three principle phases I see; and of course, I am open to discuss alternatives and hybrids that you believe could serve your needs best, while increasing reciprocal understanding and trust.

## Trial Phase

You define your particular need and expectations. If I believe that I can help you, I will offer my services on hourly and daily rates with agreed submission dates for my deliveries.

I will adjust my hours spent with factors, depending on the type of activity, which will lead to a lower number of hours invoiced. As soon as the adjusted hourly rate for a day would exceed the daily rate, the daily rate will be used. Travel time within a radius of 30 km is included; beyond this the time is invoiced with a 50 % factor. Reasonable external expenses for travelling, boarding and lodging are invoiced at cost plus 10 % administration mark-up.

I will offer additional services at preferential conditions, if I believe these to be beneficial to your company, while enhancing the reciprocal understanding.



## Lump-sum Phase

Based on a better reciprocal understanding of each other's operations and some trust borne out of positive cooperation experiences I will be able to offer certain services at lump-sum prices. You will know the quality you will get on time. Hence you will pay for the product, regardless how much time I spent on it. In turn, I will know what you want and how you need it presented, which avoids review and revision cycles.

This applies especially to clearly defined products that you need within a very limited period of time, e.g. a quick internal risk assessments and ready-to-submit contract clarifications and deviations.

On the other hand, this concept can also be used for tasks, where time is not of the essence, e.g. review or drafting of standard documents, concepts and procedures.

Translations from English to German and vice versa can fall in either of these two categories.

## In-house Phase

Based on sound and reciprocal understanding and trust I will be able to offer my full range of services like being an in-house resource of your company.

You will ...

- ✓ get a guaranteed number of working days per year with very short reaction times, regardless where I am in the World and what is going on around me.
- ✓ receive additional services and support at preferential rates, invoiced separately. This may also include developing and coaching your own resources to take over my services.
- ✓ have me investing my own time to participate in regular face-to-face meetings and/or strategy sessions with you or key employees to keep me informed about current developments, chances and challenges concerning your company.
- ✓ participate in the on-going development of my service portfolio and the way we cooperate to enhance the benefit for your company.
- ✓ have me as a potential stakeholder providing part of my services on a success fee, e.g. when you chase a strategic first for your company that I regard to be worth investing in.

The above will be based on a service agreement. The guaranteed working days will be invoiced in two instalments, regardless whether related services have been provided or not. Additional services and support as well as any external costs, related administration mark-up and success fees, if any, will be invoiced on a monthly basis.

Up to 30 % of the guaranteed working days can be transferred to the subsequent service year, without reducing the fresh number of guaranteed working days for the subsequent service year.

80 % of the annual turnover, excluding external costs, administration mark-up and success fees, if any, shall be used to calculate the guaranteed working days for the subsequent service year, if the agreement is mutually extended.