

Our business principles

We're easy to work with, and we do what we say we'll do

We believe in:

- being reliable, responsive, ethical, approachable and easy to work with
- providing high-quality work whose standards are supported by evidence and research
- keeping our promises and meeting deadlines
- being clear about our prices – you'll find them on the website or you can ask us to quote for a specific job
- bringing the benefits of good plain-language editing to your business and customers – because it makes sense to ensure your documents are clear and easy to read
- using experienced presenters to provide high-quality writing-skills courses – because helping your staff to write better will be good for your customers, your colleagues and your business
- building good relationships with other plain-language practitioners around the world and learning from their experience.