

**TCM** GROUP

Putting  
People First™

# Customer of the Week



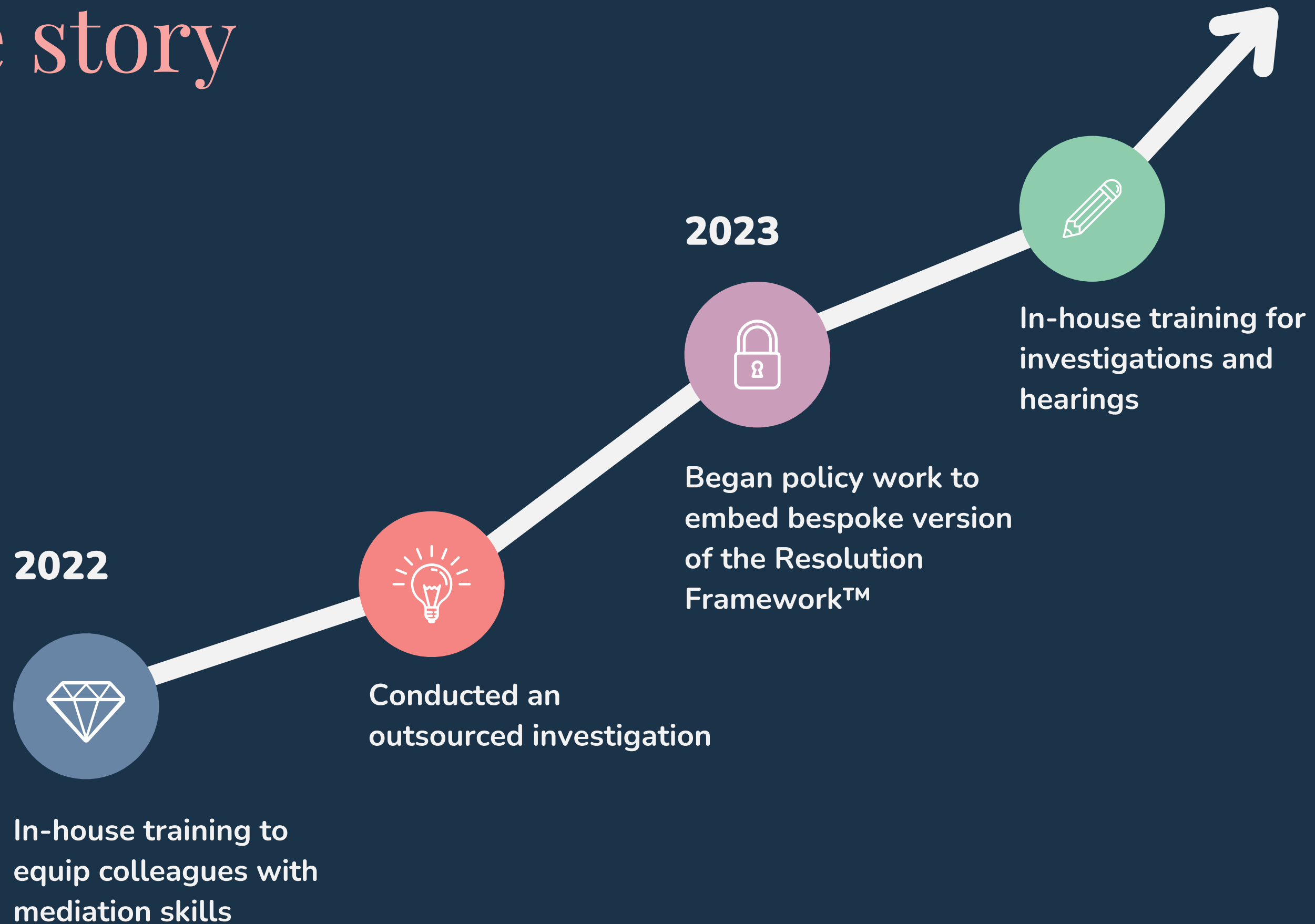
**OXFAM**

Beth Mayes & Chin Brown

Employee Relations at Oxfam

Let's begin

# The story



# Putting people at the heart of policy



Working with David and his amazing TCM colleagues has been a very empowering experience.

We have, over the last 12 months, used the introduction of our Resolution Framework to “walk the talk” on our strategic aims of being safe, feminist and anti-racist, putting people at the heart of our policies and ensuring compliance – our new procedures help us hold the tension between these three drivers and TCM been instrumental in guiding us through this work.

**BETH MAYES & CHIN BROWN**

# Empowered by experts

“ In particular, we want to thank Shereen who has been working on our policy work and running training sessions for our colleagues.

We really look forward to continuing to work with her and TCM this year.



Shereen Robinson  
TCM Consultant Partner

# The TCM perspective

The team at TCM are thoroughly enjoying working with Chin and Beth.

They are completely passionate about empowering their internal investigators to carry out a fair and thorough process, and have been very engaged in the process of making our investigations training right for their needs.

**CHLOE PYE, INVESTIGATION SERVICES COORDINATOR**

