

Mission Statement

We will always strive to achieve the company's all-encompassing ambition which is to offer our clients and candidates the best service possible. We will service our clients from a regional point of view introducing only the best and most motivated candidates to each of their regional offices from ours and managing the whole process efficiently. We realise that our candidates are our greatest asset and we will endeavour to establish a relationship with them based on mutual trust and respect. We will treat our clients, candidates and each other with utmost courtesy and professionalism at all times.

Values Statement

- ▶ We are all ambassadors of the company and take that responsibility seriously and will always maintain a high standard of integrity and professionalism.
 - ▶ We will carry out our duties effectively and efficiently.
 - ▶ We will seek to continually improve ourselves and take an active interest in developing our knowledgebase and skill-sets.
 - ▶ We will develop long-term relationships with our clients and candidates.
 - ▶ We will take all reasonable steps to ensure compliance with all ethical and legal practices applicable to us.
 - ▶ We will maintain confidential information held on our clients and candidates in the strictest of confidence at all times and will adhere to all applicable data privacy legislation.
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Our duties to our clients

- 1 On initial face-to-face contact with a potential client, we will provide clear and accurate information about the services we provide, including but not limited to, a description of the types of areas we recruit in and the types of candidates we can introduce, an explanation of our fee structure and refund policy, a written copy of our terms of business and a description of our policies regarding the checking of references and qualifications.
- 2 We will endeavour to understand and develop a real feel for our clients' culture, working conditions and the expectations of their employees so that we only submit to them suitable and qualified people.
- 3 We should, where appropriate, agree timescales within which we will return clients' telephone calls, e-mails and other correspondence, and will endeavour to meet them face-to-face wherever necessary.
- 4 We will aim to answer every e-mail and return every call within 6 hours of receipt and never any later than one working day.
- 5 On being instructed to work on an assignment with a client, we will take a detailed job specification and will submit details of candidates to clients only in respect of open, registered vacancies or, alternatively, candidates who, following discussions with our client, we have an informed and reasonable belief will be of interest to our client.

- 6 We will keep in regular contact with our clients and, unless otherwise instructed, will contact them at least once every three months to see if they require our assistance.
- 7 We will only submit to a client details of those candidates who have agreed in writing that their details can be submitted to such a client.
- 8 We shall take great care to comply with our clients' policies relating to the submission of candidate details once these policies have been made known to us.
- 9 We will reach a clear understanding with our clients as to the obligations of both ourselves and our client in respect of performing any selection tests and/or obtaining references required for the purposes of hiring permanent employees or making contract hires.
- 10 If requested, we will inform our client whether or not we carried out a face-to-face interview with any candidate we introduced to them.
- 11 We operate a strict policy of absolute honesty with our clients and will never misrepresent or lie about any commercially sensitive aspect of a candidate's background to a client including, but not limited to, their employment history and their remuneration and benefit package nor will we ever ask or instruct a candidate to misrepresent or lie about themselves in this way.
- 12 We owe a duty of privacy to all our clients and candidates which extends to keeping in confidence specific details of where candidates have been represented. We can disclose to client X the fact that a particular candidate is being introduced by us to a number of clients; however we cannot disclose the names of such other clients to client X, unless we have specific instructions from our candidate that we may do so.
- 13 The duty of privacy we owe to all our clients and candidates also extends to keeping in confidence specific details of whether or not we placed a specific candidate with a specific client. We can not disclose such information to anyone. In the event that a client asks for confirmation about whether we assisted one of their staff to leave their employment, we can only refer them to this Code of Conduct and the policies referred to herein.
- 14 We do not headhunt or actively solicit employees of our clients to offer them employment opportunities outside of such a client, nor do we headhunt or actively solicit candidates we have placed with a client, in either case, within a period of one year from the date of such a placement, or

within one year of the signing of a contract with such a client or within one year from the date of the last placement with such a client, whichever is the later.

- 15 We will offer “passive assistance” to job seekers who approach us directly, unsolicited and of their own free will, or as result of a personal referral, requesting our assistance to find them new employment even if such a person works for a client and even if we placed such a person with a client. In addition, we will assist those job seekers who respond to job advertisements we run on our web-site, other web-sites, in print media and on job boards. In the event that job seekers are actively registering their resumes on publicly accessible job boards and therefore their intent to look for new employment, we consider this “passive assistance” and will assist such job seekers even if such a person works for a client and even if we placed such a person with a client.
- 16 In the event that we are presented with the opportunity of offering “passive assistance” to a person who we consider to be a key member of staff of our client, we have the discretion to elect not to act for such a person.

Our duties to our candidates

- 17 On initial contact with a potential candidate, we will provide clear and accurate information about the services we provide, including but not limited to, a description of the types of areas we recruit in and the types of client we represent, an explanation of our fee structure (if any) and a confirmation that we will never submit their details to any client without their strict written instructions to do so.
- 18 We will at all times observe the duty of confidentiality owed to our candidates while providing work seeking services. Disclosure of information or data identifying a candidate either explicitly or implicitly will be restricted to those involved in the recruitment process. Our clients will be encouraged to treat information on candidates confidentially at all times.
- 19 We should, where appropriate, agree timescales within which we will return candidates’ telephone calls, e-mails and other correspondence, and endeavour to meet them face-to-face wherever necessary.
- 20 We will aim to answer every e-mail and return every call within 6 hours of receipt and never any later than one working day.
- 21 We will only submit candidates to roles when we are confident they possess the necessary skills and experience and where we are confident that they would fit into the culture and work environment of such a client.
- 22 We will only submit to a client details of those candidates who have agreed in writing that their details can be submitted to such a client.
- 23 Prior to attending an interview with one of our clients, we will endeavour to provide our candidates with as much

information as we feel necessary to enable a successful interview including details on the position, the company, the interviewer(s) and the expected style of interview.

- 24 We will make it clear to candidates at what stage references will be taken up and how they will be used. Only referees provided by our candidate will be contacted and we will ensure that our client understands the sensitivities relating to reference checking.
- 25 We will make it clear to candidates that neither we, nor our client, will approach a current employer without the candidate’s written permission. Where a candidate’s current or most recent employer is not named as a referee, we and our client must obtain express permission before contacting such employer for a reference.
- 26 Information obtained through a reference will be treated as confidential to the recruitment process.

Our duties to each other

- 27 We will maintain an apolitical and unified company consisting of effective, motivated, inspiring individuals working together in unison as a highly effective team.
- 28 We will at all times promote and maintain a “one company” ethos offering the same high quality of service irrespective of office or employee.
- 29 We will at all times conduct ourselves in a manner mindful of our co-workers. This includes not using language that, to the best our knowledge is, or might be, offensive to the age, gender, race, nationality or other personal characteristics of any co-worker.
- 30 We will at all times treat each other with respect, value each other’s opinions and will never put individual ambitions above those of the company. We will never publicly contradict each other nor disrespect or belittle each other at any time.
- 31 We will respect one another’s relationships with clients and candidates. As a general matter of courtesy we will discuss with our relevant colleague before an existing client or candidate is approached.
- 32 We will respect one another’s regional expertise in our given jurisdictions and will not work on any mandates for any client within another’s regional jurisdiction unless under the strict instructions of such a client. It is our duty to promote the expertise and experience of each relevant office and our colleagues and to refer business to each other. Equally, we operate a regionally focused business and consultants from separate offices will educate each other as to their respective markets.
- 33 We will maintain open and regular channels of communication at all times with an “open door” policy.
- 34 We will aim to answer every internal e-mail and return every internal call within 6 hours of receipt and never any later than one working day.