



Client Charter

The rpc Group of Companies is committed to providing an exceptional Client experience and to working with Clients in a partnership of honesty and trust.

We have developed this Charter to ensure that you enjoy the best experience in working with us and what you can expect.

Introduction

rpc international recruitment Ltd (trading as **rpc search and selection, rpc foodservice recruitment, rpc catering & hospitality recruitment, rpc commercial recruitment, rpc interim recruitment, rpc international recruitment** and **rpc consultancy services**) collectively known as **The rpc Group of Companies** operates within Executive, Management, Technical and Commercial Search and Selection. As in any other profession, the maintenance of client focused business principles, high ethical and business conduct standards are essential.

We are proud of the high standard of our professional ethics and service, which we have maintained from inception. We have now formalised these standards for the benefit of our Clients in this Charter.

2. Business Principles

We are a niche, client driven, solution focused and totally professional Executive, Management, Technical and Commercial Recruitment and Search and Selection practice. Therefore, not unsurprisingly our business philosophy is based on providing a service so personal that it will see us working with the client, rather than for the client, building a lasting relationship that will add value to their business and creating a competitive advantage for the client

3. Our Mission and Vision

We are passionately committed to....

- **Becoming the destination of choice for professionals who value the “truly personal” approach, provided by a highly motivated expert consultancy**
- **Being the “go to” Company for Clients seeking the highest calibre of career professionals in the specialist sectors in which we excel**
- **Providing a progressive, dynamic and forward thinking environment that empowers our colleagues to deliver exceptional customer service that engenders Client and Candidate long term loyalty**

Our Vision

“To change the landscape of multi – sector recruitment by being not just better than our Competitors but by taking quality and service to a whole new level”

4. Our Values

All our work is undertaken within a framework of key values and behaviours with the simple aim of making the Company a great Company to do business with and a great place to work.

Put simply they are:

- ⊙ **Trust, Respect and Integrity**
- ⊙ **Customer Focus**
- ⊙ **Empowerment and Accountability**
- ⊙ **Employee Fulfilment**

They are broken down as follows:

Trust Respect and Integrity

- ⊙ Always acting with integrity, courtesy, politeness and decency towards others
- ⊙ Treat Candidates as individuals with courtesy and respect always and maintain the confidentiality of any information of a Candidate
- ⊙ Being ethical and legal and treating others equally, irrespective of race, sex, age, sexual orientation, gender reassignment, marital or civil partnership status, disability, colour, nationality, ethnic or national origin, religion or belief or political beliefs
- ⊙ Build effective partnerships with Clients which reflect a strong mutual commitment to the task in hand as well as mutual trust, candour and responsiveness
- ⊙ Treating others as you would wish to be treated yourself

Customer Focus

- ⊙ Recognising our Client's and their requirements – internal and external
- ⊙ A commitment to achieve the best results
- ⊙ Understanding our Client's needs; listening to their views and feedback; anticipating changes and trends and acting where relevant
- ⊙ Fulfilling our commitments to our Clients
- ⊙ Responding promptly to requests and any changing requirements

Empowerment and Accountability

- ⊙ Agreeing individual and team objectives in conjunction with our overall goals and targets
- ⊙ Constantly seeking development of our people and providing the necessary training
- ⊙ Recognising and channelling the strengths of individuals and encouraging their contributions to the team effort
- ⊙ Taking responsibility for providing solutions
- ⊙ Holding ourselves accountable for our actions

Employee Fulfilment

- ⊙ Creating good working conditions
- ⊙ Ensuring two-way communication is used when planning and decision-making wherever possible

- ⦿ Listening and responding to ideas, views and feelings
- ⦿ Creating an environment where people can enjoy their work and have fun

5. Our Code of Business Conduct and Ethics

To perform its business activities responsibly, **The rpc Group of Companies** adhere to the following ethical, social and business principles:

Professionalism: Conduct its activities in a manner that reflects favourably on the executive search and selection and consultancy profession

Integrity: Conduct its business activities with integrity, avoids conduct that is deceptive or misleading

Competence: Perform all assignments competently, with an appropriate degree of knowledge, thoroughness and urgency

Objectivity: Exercise objective and impartial judgement in each assignment, giving due consideration to all relevant facts

Accuracy: Strive to be accurate in all communications with clients, candidates and suppliers and encourages them to exchange relevant and accurate information

Conflicts of Interest: Avoid, or resolve through disclosure and waiver, conflicts of interest

Confidentiality: Respect confidential information entrusted to it by clients, candidates and suppliers

Loyalty: Serve its clients, candidates and suppliers loyally and protects client interest when performing assignments

Equal Opportunity: Support equal opportunity in employment and objectivity evaluating all qualified candidates

6. Our Commitments

- ✚ Provide a service which is both impartial and non-discriminatory
- ✚ Build a partnership based on mutual trust and honesty
- ✚ Provide you with a dedicated Account Consultant who will be your sole point of contact
- ✚ Conduct all our business activities with integrity, not tolerating or condoning any conduct which is deceptive or misleading
- ✚ We will provide you with an accurate view of the job market in your area and sectors in which you operate
- ✚ We will provide you with honest, impartial advice on how to attract and retain the best people for your organisation
- ✚ Ensure you will be fully aware of and in receipt of our Fees and Terms and Conditions of Business before we progress your assignment

- # We will utilise our substantial networks to provide the largest pool of candidates possible
- # We aim to deliver only the best and most relevant Candidates who meet your job / person specification and the culture of your organisation and to provide you with a minimum of 5 Candidate's Profiles for each assignment, the first of which we aim to supply you within 4 working days of your acceptance of us handling the assignment
- # Recognise the right of Clients to use any number of competitors and to recognise and respect the rights and privileges of competitors in the true fashion of open competition, fairness and free enterprise, and we will refrain from engaging in acts of unfair competition
- # We will only undertake assignments where we consider we are competent to deliver an excellent service and a successful outcome
- # Provide objective advice to Clients and exercising objective and impartial judgement in relation to each assignment, giving due consideration to all relevant information
- # Make every effort to understand your requirements
- # Treat all commercial and personal information received with the utmost care and confidentiality
- # Never sending a Client, Candidate's details without their consent unless we have their express permission to "spec out" their details to appropriate Clients / vacancies
- # Within reason, and as far as possible, we will make ourselves available to both Clients and Candidates at times to suit you, we do not "switch off" at weekends recognising that our International Clients have different weekends and timelines. We will work the hours you need us to work
- # Undertake to uphold the data protection principles of good information holding practice
- # Endeavour to deal with your telephone calls immediately. We will answer incoming calls within 3 rings. In any event, we will respond to telephone messages and e mails from Clients within 24 hours
- # We will provide you with regular status and update reports on Candidate interest throughout the assignment even updating you when there is no news
- # We will facilitate offers of employment and any negotiations with any preferred Candidate, acting as an "honest broker" between both parties with professionalism and integrity
- # Ensure our recruitment practices are refined in accordance with best practice and any change in legislation and considering Client and Candidate feedback
- # Act in a courteous, helpful and professional manner always
- # **If you feel at any point that we have not kept our promises to you, please contact our Company Secretary Anita Searle by e mail to anitasearle@therpcgroup.co.uk**