

# Client Service Charter



| What   | When  | Why   |
|--|---|---|
| <b>CLIENT CARE STANDARDS</b>   |   |   |
| Demonstrate SDE values of quality, integrity, people, passion, and excellence in all interactions with clients                                 | All the time  | Quality conversations   |
| For every candidate CV presented to a client, the candidate will have given SDE express permission for their details to be sent to that client | Every time a CV is sent to a client   | To comply with privacy laws and, to present only qualified candidates to our clients                            |
| We will actively communicate, promote and protect your employer brand to our candidates  | Every time we are discussing the organisation with a candidate  | To demonstrate knowledge of our client base and to effectively communicate our clients' EVP                     |
| Keep our key clients abreast of quality talent in the marketplace by making them aware of high calibre candidates where appropriate            | When an exceptional candidate identifies our client as being an organisation of interest and when our client sees this as a value add | To service our key clients and provide them with the opportunity to capitalise on the best talent in the market |
| Provide opportunities for key clients to attend SDE Thought Leadership Seminars  | When the topic is applicable  | Adds value to our clients above and beyond recruitment services   |
| Provide market related information and updates on market trends to our clients   | When information relevant to our client becomes available   | Adds value to our clients above and beyond recruitment services   |
| We will be accountable by measuring our effectiveness as a recruitment supplier  | For all preferred supplier agreements   | To ensure we are focusing on continuous improvement and being an effective recruitment partner                  |
| Every consultant will understand your business, technical, cultural needs and respond by delivering the right candidates                       | For every assignment we are engaged on  | Our priority is to get it right first time  |
| All consultants understand the issue resolution process and enact this if / when required  | As required   | To ensure quick and efficient issue resolution  |
| <b>CLIENT COMMUNICATION STANDARDS</b>  |   |   |
| Phone calls returned   | Within 4 business hours of message being left   | Customer service  |
| Responses to emails  | Within 4 business hours of receiving the email  | Customer service  |
| Detailed interview feedback received from candidate & passed on to client  | Attempted contact with both client & candidate within 24hrs of interview taking place   | Ensures client is well-informed about the candidate's feedback  |
| Post placement follow up of candidate placed by SDE – permanent roles or 12mth fixed term contracts  | Phone call to client 1wk after commencement then at 2mths, 6mths, and 12mths  | Quality process – not transactional recruitment   |
| Post placement follow up of candidate placed by SDE – hourly rate contract (if ongoing long-term, see above)                                   | Phone call to client 1wk after commencement, at 1mth, and monthly thereafter  | Quality process – not transactional recruitment   |
| Adherence to client requests concerning frequency and mode of communication  | On every occasion   | As a partnership it is important we acknowledge our customers' preferences                                      |
| Ask for frequent feedback through a client survey  | In development phase....  | So we can monitor our performance and continually improve our client service                                    |