



Charter of Excellence

Employers

As a member of TEAM (The Employment Agents Movement – www.jobsatteam.com), Realm Recruit Ltd has signed up to this *Charter of Excellence*.

Recruitment and employment agencies/businesses who are recognised Members of TEAM have agreed to adopt certain commonly accepted principles. These principles are considered to be the minimum standards that any employer/end user client should expect when engaging with recruiters. In most instances the business's own Code of Conduct will more than likely include and surpass these principles, but if any employer/end user client has reason to be concerned about the conduct of the Member then they should immediately bring the matter to the attention of TEAM.

1. Free of charge services

Save where permitted to do so by legislation, Members will not seek to charge or charge any fee or costs to any job seeker in relation to their work finding services.

2. Quality of Service

Members will work diligently and professionally in assessing the requirements of the client and endeavour to provide the best possible candidate in the shortest possible time.

3. Legislation

Members shall at all times comply with all relevant legislation covering employment and recruitment businesses and endeavour to ensure their client's interests are protected.

4. Workers' Rights

Members shall deal with job seekers equitably and objectively and shall not seek to deny them any rights that legislation provides.

5. Terms of Business

Members are expected to provide clear and transparent information to clients on their Terms and Conditions of Business.

6. Diversity

Members shall ensure that job seekers do not suffer any unlawful discrimination.



7. Information

Members will endeavour to provide clients with as much relevant information as possible and keep the client informed with any job seeker feedback as appropriate, subject always to any obligations of confidentiality.

8. Ethical and Professional Conduct

Members shall observe the highest standards of ethics, fair practice, integrity and professional conduct.

9. Confidentiality

Members shall ensure that permission has been sought in disclosing client information to any third party.

10. Health and Safety

Members shall take appropriate steps to assess any occupational risks in the workplace and ensure the job seeker is so advised.