

## Our Promise to Candidates

### We will:

#### 1. **treat our candidates with respect and dignity**

Every candidate will be treated professionally and with respect. We appreciate and acknowledge a candidate's time and understand the need for an effective and timely job search process. We will ensure that every candidate is kept informed on a periodic basis, keeping them up to date on any new jobs and services, as well as their job search and applying process.

#### 2. **provide accurate and detailed information regarding jobs**

Every candidate will be provided with accurate and professional descriptions and information regarding our jobs, the requirements and responsibilities, so every candidate receives a realistic and truthful outline of any job.

#### 3. **provide honest information on the job selection process**

We promise to notify all candidates promptly when their initial application is received, accepted or rejected. We aim to be honest and understanding and will not mislead or keep any candidate in the dark. All candidates will be educated upfront about what to expect in the job hiring process, including time frames, who they will meet, and the finalist selection criteria.

#### 4. **provide feedback at every stage**

We promise to honestly and sincerely provide every candidate with feedback on their progress at each step of the process.

#### 5. **not deceive our candidates; maintain our ethics at all times**

We promise not to deceive or in anyway mislead our candidates. Honesty is fundamental to our success and on behalf of our colleagues, candidates and clients our ethics will not be compromised. We acknowledge every candidate's right to privacy and we will ensure that any information provided is not utilised outside the selection process. We will maintain confidentiality and understanding of the candidate's current job situation and job-related time constraints. Complying with discrimination laws, we will maintain a process that provides every candidate with an equal opportunity for success.

#### 6. **provide support during your orientation process**

We promise to provide each candidate that has been placed in a role with the information and help they need in order to get off to a great start in their new job.