

## What can clients expect by engaging us?

### Competence and capacity

Before agreeing to undertake any search, we will:

- Verify that we have the resources, time, knowledge and expertise to handle your specific assignment.
- Disclose any and all information with regard to relationships or circumstances that might create actual or potential conflicts of interest. Disclose limitations arising through service with other clients that may affect our ability to perform the search assignment.
- Establish with you a clear understanding of our “off limits” policy.
- Define the scope and character of the services to be provided and the fees and expenses to be charged for the services rendered.

### Clarity of accountability

The identity of the consultant who will lead the search and who will be your primary contact will be made clear, as well as the identity of any supporting team members.

### A consulting relationship

"Retained executive search consulting" is defined as a specialized form of management consulting, conducted through an exclusive engagement and on a pre-determined retainer-fee basis. Its purpose is to assist your organization in defining executive positions, identifying well-qualified and motivated candidates, and selecting those best suited through comprehensive search processes.

### Clarifying of the position to be filled

As part of the consulting relationship the search consultant will proactively help you to refine the specification of the position to be filled, applying his or her knowledge of the industry and of the potential supply of qualified executives.

### Thorough research

While we will apply our existing knowledge of industries and people in them we will in each and every case undertake thorough research to arrive at target organizations and candidates.

### Confidentiality

An executive search requires you to divulge highly sensitive information about your organization, and to be effective, a search consultant requires access to a wide range of information about your business situation and plans. We will treat any and all information you give with the utmost confidentiality, and will disclose information to candidates with care and discretion. In addition, should the search itself

require confidentiality, the search consultant will take all reasonable steps to maintain that confidentiality.

### **Timely reporting**

Your search consultant will provide you with regular and detailed progress reports.

### **Candidates who fit the position requirements and your organization**

Your search consultant should present you with a range of qualified potential candidates, whom he or she has thoroughly assessed and interviewed. The consultant should be able to discuss each candidate's:

- Experience level and significant achievements
- Education and background
- Intellectual, interpersonal and motivation characteristics
- Strengths and weaknesses with respect to the position to be filled
- Cultural fit with your organization
- Interest in the position
- Remuneration expectations

### **Thorough reference checking**

Once you have met and expressed interest in a candidate we will, to the extent permitted by legislation and respect for a candidate's privacy, take references and verify qualifications.

### **Assistance in negotiation of an employment agreement**

Your search consultant will facilitate the negotiation of an employment agreement with the chosen candidate.

### **Follow up**

Follow up with the candidate to help to ensure a smooth transition into the job.

### **Clear terms**

We will state clearly in our proposal:

- our fees for the assignment and how they will be billed
- our fees should you recruit additional candidates presented in the search
- our obligations should the new recruit leave your company within an agreed period of time.