

# Client Services Charter

**This Charter represents HorizonOne's commitment to our clients and flows directly from our core values as an organisation.**

### Value-Add Not Sales!

We believe professional recruitment should be a value-add business consulting service, not a transactional sales service. This means we aim:

- For a professional services firm approach
- For clear, informative communication without 'sales guff'
- To add value to your organization as a consulting partner. We take pride in using our expertise to advise our clients on how to select and make the most of their people, how to improve their recruitment practices and how to build and maintain their teams.

### Innovative but Appropriate Solutions

We tailor recruitment solutions to particular markets, organisations and individual clients – we don't sell packages. We aim to assess our client's needs on a case by case basis, adapting solutions that match specific needs. We don't deliver what you don't need including excessive advertising or overly bureaucratic recruitment processes.

### People Focussed Recruiting

With a combination of behavioural-based interviewing, work-based behavioural profile measurement and old-fashioned sound judgment – we focus on delivering the right person for your organisation. Our philosophy is that whilst we understand the importance of specialist technical skills and knowledge, it is a lot harder to teach your staff the right attitude and personality!

### We Value Your Time

All our clients are genuinely busy people so we tailor our service to provide maximum results with the minimum amount of time wasted. This means:

- No unnecessary sales calls chasing work, KPI's, or frequent catch-up coffees! We trust you will contact us when you need our expertise or advice.
- No time wasted during a recruitment process – HorizonOne's superior internal processes means hassle-free coordination of your needs
- Comprehensive job orders – time invested at the commencement of a recruitment assignment means time saved on unnecessary correspondence or worse still – a failed process

### Communication, Feedback and Keeping You Informed

We are committed to open and honest communication in circumstances that can be often tricky to navigate.

We are committed to listening to and quantitatively measuring your feedback, evaluating our performance and using this information for:

- Continuous improvement as an organization
- The growth and development of our consulting team

Similarly we see it as our duty as a consulting partner to keep you informed about:

- The realities of the recruitment process we are working on for you through transparent processes and agreed deliverables, milestones and costs
- The candidate market through regular high quality candidate availability updates and targeted candidate referrals
- Our business and the progression of our service offering as our business matures and develops
- The recruitment market and changes to market regulations and forces

### Long-Term Partnerships

We see our relationships with clients as long term mutually beneficial partnerships, not short term customer service or sales-based relationships. We pride ourselves on:

- Understanding your organization by building a shared understanding over an extended period of time - starting from day 1!
- Understanding your organisation and the environment in which you operate
- Being available for a wide range of advice beyond what you simply pay for
- Our post-placement service where extensive (and situational) appropriate follow-ups post placement allow for swift issue mitigation and resolution

### Quality Management

We are committed to providing a recruitment consulting service that sets the benchmark for the industry. We achieve this through:

- Superior internal processes and specialised recruitment tools that are regularly reviewed
- Industry leading technology and databases
- Extensive administrative support for consulting teams. We recognise that to provide a professional service, consultants need strong support by specialist administrative staff
- Superior ongoing training programs, coaching and mentoring

- Retaining team leaders with strong expertise in their subject matter who are passionate about ensuring high quality outcomes, including through quality assurance

### Knowledge-Based Teams

We believe the future of the recruitment industry is through cells of industry specific subject matter experts, and that there is a limited value in 'generalist' recruiting. Therefore we aim for every consultant to be a subject matter expert in their field through:

- Very strong recruitment experience in that field and/or
- Through significant experience working within that profession and/or
- Through systematic in-house training including from subject matter experts

It follows that we believe in end-to-end recruiting where the consultant who deals with the client is also the consultant who leads the process and interviews the candidates. We look for consultants who are superior performers, with significant life and business experience.

### Teamwork

We believe the best results are achieved through working as a team across all our clients and subject matter. We ensure effective teamwork through a unique combination of:

- Strong team-based remuneration where one person wins, we all win
- Regular internal meetings to share candidates and client information
- Hiring team players who are committed to achieving the best results for their clients no matter who receives the kudos

### Specialist Local Business with National Reach

We pride ourselves as leading recruiters in the Canberra market, however we understand the benefit of national reach. Through formal partnerships with HorizonOne's national partner CareersMultiList ([www.careersmultilist.com.au](http://www.careersmultilist.com.au)), and other industry relationships, we have the capability to source and place outstanding candidates across Australia, New Zealand and through Asia-Pacific.