

## Introduction

Melia Kesh Solutions is committed to providing an exceptional service. We know that recruitment can have more impact on an organisation's success - and on an individual's career – than any other business decision. We are entirely focused on finding the right person for the right opportunity.

In terms of our relationship with clients and candidates, the guiding principle is that 'we do what we say we will'; that we act confidentially, professionally, ethically and in good faith at all times. In order to ensure that we achieve the best possible standards at all times, you are welcome to provide feedback at any time by emailing [info@meliakesh.co.uk](mailto:info@meliakesh.co.uk)

Melia Kesh Solutions is in the business of:

- Locating suitable roles for Candidates in Client Organisations. Matching both technical competencies and company cultural fit
- Attracting and selecting Candidates with a view to employment with a Client Organisation
- Providing services to Clients that locate and select the best candidates to meet their requirements
- Fulfilling permanent and interim assignments, across the UK within the 'Planning, Environment and Regeneration' disciplines

## CLIENT SERVICE

Melia Kesh Solutions is focused on providing clients with the highest return on investment, developing long and committed client relationships and working towards exceeding expectations every time.

### Our Commitment

1. We aim to be our clients' first choice for quality, value and service
2. Client satisfaction is the key measure to our success
3. We seek to provide an honest, respectful and professional service
4. We have a 'can-do' approach and will always find a way to add value at every part of the recruitment process
5. We focus on sourcing great candidates with high-demand technical and specialist competencies
6. We are specialists who can understand the client's company, its culture and specific needs, expectations and requirements
7. We deliver a complete resource solution including contingency, database resourcing, executive search and selection, competency based testing, market research, salary benchmarking, management of advertising campaigns and online recruitment. We provide a tailored solution on a case by case basis

### Client Information and Confidentiality

8. As required or specified, we will protect the confidentiality of client, company and employees information
9. We will avoid or declare conflicts of interest that may lead (or be seen to lead) to divided personal loyalties
10. All introductions (ie. presentation of candidate details to a client either in person or in writing) last for a full twelve months
11. The client understands that candidates often disclose information during a selection process that is confidential (or we may do so on the candidate's behalf): Any information received by the client should be treated as confidential unless this is known to be in the public domain

### Client Accountability

12. The client shall satisfy itself as to the suitability of the candidate and it is advised and recommended that the client shall take up any references provided by the candidate before making an offer of employment
13. The client should not however, make any approach to present or prior employers without the candidate's prior written consent
14. The client shall be responsible for obtaining work and other permits, arrangement of medical examinations and other requirements or qualifications required by law
15. To ensure best possible service and smooth communication, we ask that our clients communicate directly through us and agree to directly notify us of any offer of engagement of a candidate and details of remuneration
16. Melia Kesh Solutions is not responsible for any loss, expense, damage, delay, costs or compensation sustained by the client throughout the recruitment process