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Bill of Rights for the Clients

I. The company "Human Factor" is obliged to provide a Client with the exact and truthful assessment of the possibilities to fulfill the requirements of a Client.

Before the beginning of a search "Human Factor" is obliged to make the followings preparatory actions:

- to ascertain that there are resources, time, information and knowledge necessary to tackle the task of the **Client**;
- to expose all information which could create the potential or real conflict of interests between the company "Human Factor" and a **Client**;
- to come to agreement with a customer as for the period of time, if such will be defined, during which "Human Factor" will not recruit the workers from the stated organization of a **Client**;
- to define the amount and character of services which should be provided, and also the payment and expenses for these services.

A **Client** has to give a complete and reliable description of an organization, its business standards and corporate culture, and also the detailed description of the vacant position and the criteria of an ideal candidate. If for some reasons (including ethical) "Human Factor" can not start a search, we explain the reason and recommend a **Client** another firm which maximally corresponds to his needs.

II. "Human Factor" informs a Client who will be engaged in the selection of candidates.

Except for a consultant (the leader of the project) who is responsible for communication with a **Client**, there is a created team of professionals, executing the task of a search. A **client** has an absolute right to obtain complete information about the consultants and their professional skills, and also about the resources of "Human Factor" in order to support the work of consultants/the team with the project.

III. "Human Factor" provides consultative support for the projects fulfilled for Clients.

Except for the selection of highly professional candidates, "Human Factor" also provides a **Client** with the information and consultations which can be used for more effective business management. Such consultation includes:

- knowledge of an industry where a search will be conducted, including availability and the level of accessibility of potential candidates, their comparative assessment and the level of their payment;
- an overall study of the market in order to define there the position of a **Client**, a short description of HR-strategies of the competitors and what types of personnel selection are recommended to a **Client** for the future.



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IV. "Human Factor" provides a complete confidentiality of the information given by a Client.

"Human Factor" considers information given by a Client exceptionally confidential. At the same time "Human Factor" can not carry out an effective search, without revealing some part of this information to the potential candidates. However, "Human Factor" guarantees:

- to use confidential information only for the purpose of fulfilling the task;
- to reveal information of a Client only to the employees of the firm involved in the fulfillment of the task, or to the potential candidates who should know this information;
- never to use the information with some personal aims or pass it to a third party not involved in the search of a candidate.

V. "Human Factor" gives a Client regular and detailed report about the process of the search.

In order to keep a Client in the course of his case "Human Factor" informs him in proper time about the process of the search. Reports contain the following information:

- companies where the team of consultants carried out the search of aimed candidates;
- reaction of the market on the search;
- difficulties to identify or attract the candidates.

"Human Factor" can regularly inform Client by phone, fax, e-mail, in writing or in the mixed form.

VI. "Human Factor" provides a Client with competent candidates who correspond to the position and corporate culture of a Client.

"Human Factor" provides a Client with the list of competent potential candidates who were fairly assessed and interviewed by the specialists of the company. The consultants of "Human Factor" assess the candidates according to such points as:

- working experience and important achievements connected with the position;
- education and marital status;
- intelligence, communicative skills and peculiarities of motivation;
- strong and weak points of personality as for the perspective position;
- personal interest in the position;
- payment and financial expectations.

After the interview of a Client with the candidates the consultants of "Human Factor" receive comments and wishes of a Client. They also help him to conduct the comparative assessment of the candidates and to analyze it.

If it is obvious that a search will occupy much more time then it was expected, or that it will not, possibly, bring the desired result, "Human Factor" should inform the Client and discuss the alternative variants of actions.

VII. "Human Factor" helps a Client to negotiate with a final candidate.

As soon as a Client chooses a final candidate, "Human Factor" takes the functions of a mediator. On this stage the primary task of "Human of Factor" consultants is to help a Client to clarify the



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main points:

- to play the role of a mediator discussing compensations, bonuses and other terms of work;
- to give both sides the possibility to express their doubts;
- to help a candidate to assess his prospective opportunities;
- to work with both parties aiming at mutual advantages.

VIII. "Human Factor" provides a Client with a clear understanding of replacement policy or some other non-standard situations, which can appear during or after a search.

"Human Factor" can not guarantee a quick replacement of a Client's vacancy, and also can not foresee the term of work of a new employee in the company of a Client. Therefore it is necessary to put the followings terms in writing:

- whether "Human Factor" should guarantee a Client that a new employee will not discharge during a defined period of time;
- terms at which "Human Factor" can abolish the task of a Client or consider it being changed enough to start a new search.

IX. "Human Factor" provides adaptation of a candidate on the position.

The duties of "Human Factor" are not limited after a candidate takes the offer. The consultants of "Human Factor" keep in touch with a new employee during the period of time necessary for adaptation on the position, and help him to pass the adaptation period. Before considering a search successful and a task executed, the consultants of "Human Factor" make sure that a Client is completely satisfied with the result.