



# candidate charter

**elite is committed to providing both our clients and candidates a highly professional service. Trust, loyalty and honest comes as standard.**

**To deliver our experience and professionalism successfully elite personnel endeavour to fulfil the following commitments to you:**

- Always treat you with respect and behave in a professional, friendly and ethical manner
- To use all information provided by yourself in a confidential and discreet manner
- To always seek your permission before undertaking any actions
- To provide you with substantial information prior to any assignment before it commences
- To provide ongoing support during every step of the recruitment process including both temporary assignments or interviews
- To provide constructive feedback following an interview or assignment with one of our clients
- To deal with payroll queries efficiently
- To be honest and inform you if we can't find you work to avoid wasting your time
- To ensure all clients oblige by health and safety regulations for your well-being
- To adhere and be fully committed to employment legislation; discrimination acts/policies and employment agencies act
- To be readily contactable and respond to email/phone queries within 48 hours
- To represent you in a fair, positive and proactive way

**As a candidate of elite personnel we request that you commit the following to us:**

- To provide us with accurate, true and up-to-date information
- To provide us with feedback on any interviews attended or assignments undertaken
- To return signed timesheets promptly after conducting an assignment
- To work in a professional manner and with respect
- To maintain contact with elite personnel so we can assist you the best way we can

*elite* personnel has a commitment to quality. elite are members of the recruitment & employment confederation (REC) and abides by the REC code of practice.

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**personnel**<sup>TM</sup>  
Established 1998