

NP GROUP QUALITY MANAGEMENT POLICY & PROCEDURES

Policy Statement

NP Group specialises in the recruitment for technology-enabled companies. Established in 1999 we provide the following services on a UK-wide and European basis:

In support of clients' visions, projects and objectives, we have developed a diversified, market-leading offering built around four core service lines. These service lines reflect differing organisational needs and approaches to talent management:

- Executive Search

We give our client access to world-class talent, enabling them to locate, attract and appoint senior leaders or entire global teams.

For executive search requirements, we are committed to follow a clear and transparent process to provide our clients with the best service including:

1. Identifying the detailed client requirements
2. Identifying and approaching the best-skilled and most appropriate candidates
3. Arranging interviews, debriefing both parties
4. Providing references for the preferred candidate(s) and negotiating employment terms

- Strategic Workforce Resourcing

Our SWR division is committed to providing specialist technology talent to organisations wanting to innovate and disrupt their market. They are experts in candidate search, selection and contractor provision across Digital, Enterprise Cloud and On-Premise, Information and Cyber Security, Big Data, Data Science & Data Engineering and Change and Transformation. The SWR process includes:

1. Identifying vacancies and understanding the client's requirements
2. Finding the best-skilled and most suitable candidates for each role
3. Arranging interviews, debriefing both parties and negotiating contracts
4. Placement and mobilisation

- Talent Solutions

Our Talent Solutions division is a market leader in the design and delivery of in-house and outsourced Talent Acquisition and Workforce Management solutions. They have a proven track record of successful projects in the UK and Internationally. We provide focused In-House and Outsourced delivery models for Permanent, Contract and Temporary workforces. We develop clear and concise delivery models which provide significant time and cost efficiencies wrapped within exceptional client & candidate engagement and customer service.

1. Recruitment Project Solutions
2. Contingent (Contractor) Workforce Solutions
3. Recruitment Process Outsourcing
4. Managed Service Providers

- Market Mapping

With the NP Group Market Mapping service, we're committed to giving clients organisations a critical competitive edge through data-led market and talent reports.

Our overall organisational objective is to provide experienced candidates, capable of meeting client specifications and requirements, compliant with prevailing legislation and within agreed service levels.

To achieve this, NP Group operates to stringent quality procedures. We are committed to continuous improvement and have established effective and communicated procedures and processes which provide a framework for measuring and improving our performance.

We are committed to maintain an effective Quality Management System supported and operated by all members of the staff in order to achieve the specified objectives.

It is NP Group's intention to continually strive for improvement in line with the principles of this policy and objectives set against the said principles.

NP Group's approach to quality is based on a number of fundamental principles.

1. Conforming to requirements, having identified very carefully the needs of our clients and candidates.
2. Ensuring quality of service provision is based on the principle of our employees understanding how to do their job to the standard required and in doing so, delivering it correctly first time.
3. A 360 degree service review process that encourages and uses feedback from our staff, our Clients and our Candidates to continuously improve our services and provide recognition where appropriate for a job well done.

These principles are attained by:

- Providing dedicated consultants who are experts in their specialist market.
- Treating every vacancy as a priority and ensuring that our clients are provided with suitably qualified and high calibre candidates.
- Regular gathering and monitoring of client and candidate feedback.
- Training of staff through in-house training programs and in conjunction with carefully selected external providers.
- Regular management reviews with all staff, including support staff through management coaching.
- Clear internal communication through a streamlined management reporting structure and company monthly briefings.

To ensure that our approach to quality is successfully implemented, employees are responsible for identifying client and candidate requirements and to ensure that correct procedures are adhered to in order to meet those requirements. NP Group's leadership team is responsible for maintaining quality standards through conducting regular performance reviews & appraisals as well as providing training in line with staff needs. NP Group's leadership team will also support processes that make it as easy as possible for all stakeholders to make complaints, provide feedback, make constructive suggestions and recognise good service.

NP Group's Chief Executive Officer and Chief Operating Officer are responsible for determining, setting and monitoring targets and objectives that relate to the quality management systems so as to promote a culture of continuous improvement within the company and ensure that quality requirements are met.

The quality principles and related targets/objectives will be communicated to staff through day-to-day management, review meetings and quarterly performance reviews. Training will also be an integral part of the strategy to achieve quality policy objectives.

Scope of the Quality Policy

This policy applies to all aspects of NP Group's processes. All employees are required to comply with this

policy when conducting day-to-day operational processes.

Professional Memberships

NP Group is a professional member of the Association of Professional Staffing Companies (APSCO).

Quality Assurance

NP Group is committed to:

- Develop effective and compliant processes and procedures
- Measure and continually improve processes and procedures
- Enhance client and candidate satisfaction

Authority & Responsibilities

NP Group's Chief Executive Officer is ultimately responsible for quality but all employees are expected to be responsible for the quality of the service within their direct areas of responsibility.

Company Policies & Processes

A key element of NP Group's Quality Management System is the requirement to comply with our documented company policies and procedures which include:

- Business Continuity Policy & Disaster Recovery Plan
- Complaints & Escalation Procedure
- Candidate Registration Process
- Candidate Placement Process
- Equality & Diversity Policy
- IT and communication policy
- Grievance & Disciplinary Procedure
- Performance Improvement Plan
- Information & Data Security Policy
- Corporate Social Responsibility
- Health and Safety Policy
- Anti-Bribery policy

The Candidate Selection Process

It is our company policy to pre-screen all prospective candidates prior to submitting them to our clients. Candidates are interviewed face-to-face where possible (where this is not possible, a detailed telephone interview must take place) by a suitably trained and experienced member of the recruitment team. This is to ensure that the candidate is suitable for the position applied for and that they meet the requirements of the relevant job specification.

Candidate Management Process

We recognise the importance of treating candidates appropriately throughout the recruitment process so that irrespective of whether they are placed with the client, they retain a lasting positive impression of both NP Group and the client. This includes:

- Provision of accurate briefing regarding the vacancy
- Promoting the client's employment brand proactively and accurately
- Managing their expectations throughout the process in terms of timescales

Our consultants provide the candidate with a full job briefing both verbally and in writing, gaining their commitment to the role prior to submission.

Remuneration is discussed with candidates prior to submitting a CV to the client. In the event of a candidate's expectation being above that outlined by the client, we will advise the client prior to submitting the candidate's details and act accordingly.

It is our aim to give feedback to our candidates within two working days of submission and one working day of interview. If the client does not choose to proceed following interview, we will ask for constructive feedback to relay to the candidate. It is important that feedback remains constructive, as the candidate may be suitable for other vacancies within the client's organisation or even be or become a customer of the client.

Minimum Operational Standards

As a minimum, NP Group will operate to the following standards:

- Vacancies will be taken by a suitably trained recruiter using our standard pro-forma to ensure that all relevant information is gathered.
- We will provide our terms of business and clearly specify our fees prior to commencing work with a new client.
- Agree communication channels and timescales for each recruitment campaign with the client and adhere to these.
- Ensure that candidates are correctly registered in line with the candidate selection process detailed previously.
- Ensure all contractors are aware of their statutory rights at the point of registration.
- Ensure that all information is taken and stored at the appropriate times and copies are available at the request of the client.
- Inform the client of any changes to the availability of contractors assigned to a booking within 24 hours.
- Ensure all new employees complete the standard company induction training (including training on company policies and procedures) within 4 weeks of commencing their role with NP Group.
- Provide regular staff training and development via approved training providers, internal workshops and coaching and quarterly performance reviews.
- Monitoring of contract assignments, permanent placements and staff / company performance in line with the timescales and processes detailed in the feedback sections below.
- Compliance with the APSCo members' code of conduct and all other relevant legislation and regulations.
- Maintenance of all contractual and recruitment process documentation in line with current legislation and best practice.
- To meet the minimum requirements of any client agreed SLA.

Complaints Process

The bulk of service issues will be raised and dealt with operationally on a day-to-day basis, however there

may be occasions when a particular issue needs to be raised and handled formally. Formal complaints will be logged, recorded and resolved using the formal complaints and escalation procedure.

The outcome of all formal complaints will be analysed and reviewed on a quarterly basis to identify any trends and to inform the company's continuous improvement process.

Complaints should be addressed to Tim Gilbert, Networking People, 2 Old Street Yard, London EC1Y 8AF or tim.gilbert@groupnp.com.