

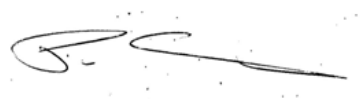
Our Ten Point Recruitment Guarantee

We have developed a unique 10 point guarantee to ensure you will be delighted with our recruitment services and have complete peace of mind. This commits us to the highest levels of service in meeting your requirements. In the highly unlikely event that you are unhappy with any aspect of our service – we will change things to your complete satisfaction or not charge you.

1. Your needs are unique so we will start with a full assessment of your requirements, we listen to your expectations and provide valuable input and feedback. Where necessary we will make initial enquiries then support you to find the most viable way to meet your recruitment criteria **all free of charge.**
2. Once you have commissioned your project you will be allocated a dedicated recruitment manager. They will be your key contact throughout the project to ensure you always have someone to contact and things run smoothly.
3. We will regularly communicate with you throughout the recruitment process giving you feedback and progress reports as required.
4. We will not make any changes to the recruitment criteria without our recruitment manager discussing and agreeing this with you first and confirming any changes in writing.
5. Respondents sometimes do cancel for various reasons outside our control, however if this happens more than one full business day before the focus group they will be replaced **free of charge.**
6. In the highly unlikely event that more than 50% of the total respondents fail to turn up you will not be charged for ANY of the recruitment relating to the focus group or interviews. (This excludes reasons beyond our control like severe weather, significant travel problems or other major events) .
7. Every respondent will receive an invitation by email confirming their precise appointment date and time. They will also receive a text message reminder within 24 hours of their appointment. Should any respondent not receive at least one of the above we will not charge you the recruitment fee for that respondent whether they attend their appointment or not.
8. We will issue your respondent's details and mobile number's in advance of each group or interview. This will also contain your recruitment manager's mobile number should you need to contact them out of office hours.
9. We will not recruit anyone who does not fit the recruitment criteria or who we consider will not contribute to any focus group or interview in an open and constructive manner.
10. 100% SATISFACTION GUARANTEED – We want to ensure that you are delighted with our service but if you are not totally satisfied with everything will take every appropriate action to put this right or **not charge you.**

At Bristol Focus we are committed to high quality recruitment services and hope this outlines our personal commitment and guarantee to you as a valued customer.

Regards



Paul Gooding
Managing Director