

## For Our Clients...

We at Aqua pride ourselves on striving for and delivering the highest possible level of service to our clients. Equally as our industry becomes more regulated, rightly so, Agents are obliged to protect clients' data and to act fairly and honestly.

Our industry body represents the £24.5 billion recruitment industry, we work to a Code of Practice . Thus, we have developed our Client Service Pledge to publicly declare our obligations to the Client in pursuit of job opportunities and career progression.

As an Agent providing the Client with services, we pledge to;

1. Rigorously maintain the confidentiality the information entrusted to us acknowledging that such data remains the Clients' property and that the Client has absolute rights to its distribution on the Clients' behalf in managing approved assignments.
2. Ensure by all means available that the Clients' information is used accurately and diligently, without unauthorised modification, for its intended purpose at the Clients' discretion.
3. Represent the Client faithfully in respect of relevant live positions of which applicants shall be given equal opportunity irrespective of sex, marital status, age, disability, colour, race, nationality, ethnic or national origins or religion.
4. Communicate with the Client on a regular, agreed, basis to ensure the Client are fully up to date on the assignments entrusted to us and that the Clients' data [stored by Aqua] is up to date and to the Clients' requirements.
5. Treat the Clients' assignments with the highest level of professional care in accordance with the Industry Code of Practice and with current legislation.
6. Make our best endeavour to successfully complete the Clients' assignments in accordance with the Clients' stated requirements as agreed with our consultants.
7. Exercise our professional judgement in assessing and validating the Clients' requirements.
8. Faithfully act upon the Clients' instructions provided they shall not contravene the Industry Code of Practice or the requirements of current employment legislation.
9. Provide guidance and advice in support of the Clients' assignments on request to our mutual benefit.
10. Represent the Client in such a way to embody industry best practise

If you feel at any time we fall short of this pledge, I would like to hear from you. Likewise, if you think we meet or exceed its standards, please let me know.

Regards



Matt Thompsett  
CEO  
Aqua Resources Group [Middle East] WLL

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### Middle East Operations

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**Service Portfolio**  
Executive Search and Selection  
Interim Management  
HR Consultancy