



**Key People • Key ideas • Key actions**

## **Our Client Charter**

**Our team wish to establish strong professional and ethical relationships with their clients. We have drawn up this Charter in order to clarify our professional standards and to explain these to you.**

### **The Assignment Brief**

**In the initial discussions with the client, our team will seek to discuss and agree with you an assignment brief which:**

- clarifies in writing the entity defined as the client organization, the position and person specifications, fees structure and any assurances or guarantees relating to the assignment
- identifies any "off-limits" restrictions
- agrees what information will be made available to candidates and sources during the search and when this information can be released

### **The Search**

**Our team will:**

- carry out a focused search for appropriate candidates consistent with the search strategy agreed with you
- prepare a job description for each position and make this available to candidates
- evaluate potential candidates by in-depth interviews in person, video/ tele conferencing and such tests as may be agreed with the Client
- present a detailed written report to you, which evaluates candidates experience and identifies the candidates strength's & weaknesses relevant to the position
- advise you promptly and offer alternative courses of action if it becomes apparent that no appropriate candidates can be presented
- agree with you what reference checks need to be conducted, what these checks should cover and who will perform them

### **Confidentiality of Client Information**

**Team will seek to protect confidential information concerning their clients by:**

- using confidential information received from clients only for purposes of conducting the assignment
- disclosing confidential information only to relevant individuals within the search firm or to relevant candidates who need to know the information
- not using confidential information for personal gain

### **Conflicts of Interest**

**At the commencement of the assignment our team will seek to identify any potential areas of conflict of interest.**

**These include:**

- Institutions that the client wishes to place "off limits" because of a business or personal relationship
- Institutions that the search company cannot approach because of its own "off limits" agreements
- not presenting candidates to another company when operating under a retained search contract unless agreed with the client that they can be released from the candidate pool
- explaining any relationships that exist between the parties involved in the search consulting engagement
- the process for providing candidates with relevant and accurate information in confidence about the client organization and position
- protecting the confidentiality of information provided by prospective and actual candidates, especially information relating to a competitor company
- only providing an individual's confidential resume or other confidential data with the individual's prior consent

## **Public Responsibility**

### **Our team will:**

- explain to you and observe employment laws and public policy (e.g. discrimination, equal opportunity etc.)
- place any adverts with the media with due regard to maintaining professional standards and obeying the law

## **Reference Checks**

The reference checking process to be used will be discussed and agreed between the search consultant and the client relevant to circumstances of the search engagement.

Reference checks may be conducted by search firms, specialist agencies or the client company. The search consultant will explain to you the laws and privacy issues that need to be observed. These can vary from country to country. As a general rule references may not be checked without the prior permission of the candidate.

The search consultant will seek to explicitly agree with the client who will assume responsibility for such background checks.

Your KS consultant is your partner to assist you to recruit high quality executives to ensure your business success. The Client Charter and the Candidate Charter have been prepared to enable the parties to understand their obligations and to work in trust and harmony together

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