



*CERTIFIED MEMBERSHIP
FOR FEDERGON MEMBERS ACTIVE IN RECRUITMENT,
SEARCH & SELECTION
CODE OF ETHICS*



Introduction

All Federgon members active in Recruitment, Search & Selection adhere to the Federation Quality Charter.

In addition to the Federgon Charter, a number of these members want to strengthen their permanent commitment to quality by gaining an additional quality certificate, known as *Certified Membership*.

Below is the list of the various components of this *Certified Membership*:

- Subscription to the present Code of Ethics
- Achievement of sufficient scores in satisfaction surveys
- Participation in the sector survey
- Implementation of an active training policy for consultants.

Being committed to providing high quality service and confident about the efficiency of self-regulation, Federgon members that are active in Recruitment, Search & Selection undertake to comply with the present Code of Ethics. The Code comes as an addition to the regional regulations, the federal regulations and the Federgon Quality Charter.

PLACEMENT

I. GENERAL

Sector Description

The under-mentioned services imply an obligation of means, in accordance with the contract between a principal (the client) and a Recruitment, Search & Selection agency member of Federgon.

In this context, the service provider is totally independent both from the client organizations and from the candidates who are presented.

The term 'recruitment' covers all forms of recruitment of external or internal candidates that aim to find the ideal candidate for a vacancy or an assignment by means of one or more of the following recruitment channels: advertisements, database search, unsolicited applications, multimedia channels...

'Selection' involves the whole series of activities performed with a view to producing a recommendation on the suitability of applicants or candidates for a specific vacancy and/or activities relating to the selection of internal candidates.

'Search' is a specific recruitment tool referring to activities that aim to find the ideal candidate for a vacancy or an assignment through direct approach of candidates identified by the research assistants of the Certified Member or by means of databases and networks.

II. COMMITMENTS TO THE CLIENT: which requirements must be met by the Certified Member when providing services to the client?

1. A professional vacancy management

1. The Certified Member develops a *professional relationship* with the client and analyses his needs in consultation with him. Subsequently, they make an agreement on how the Certified Member can best operate within the organization so as to fulfil his assignment most effectively.
2. The Certified Member provides the client with *clear information on his services and methods*, in a fully open and transparent manner.
3. The Certified Member only accepts assignments that are authorized in accordance with the *regulations in force*.
4. The Certified Member only accepts assignments if he has the necessary *expertise*. The Certified Member analyses the difficulty level of the assignment with the client.
5. The Certified Member also informs the client of any existing *conflict of interests* and only accepts an assignment if all parties involved expressly agree to leave aside such a conflict of interests.
6. The Certified Member only accepts assignments relating to *positions that are really vacant* or that will be vacant in the foreseeable future.
7. The Certified Member performs a *thorough analysis of the vacant position* including job description, job profile and salary package.
8. The Certified Member is the client's professional representation when dealing with candidates. He provides *truthful information* on the company and the vacant position and informs candidates of the outcome of their application.
9. The Certified Member submits *regular progress reports* to the client (monthly report at least). Moreover, he provides the client with a report about each candidate on the shortlist.
10. The Certified Member guarantees a *professional advice* and adopts a *respectful, impartial and non-discriminatory attitude*. He follows the same rules when assessing candidates who have been identified and integrated in the procedure by the client himself.
11. Although the Certified Member guarantees a professional advice when proposing candidates, *the client is responsible for the final choice of the candidate*.
12. The client and the Certified Member agree on how the Certified Member will follow up the successful candidate *after the placement*.
13. The Certified Member specifies the terms and conditions of the *guarantee* in the contract.

2. Client's Employees Protection: off-limits agreement

The Certified Member shall never approach candidates that have been hired through him by a client on behalf of other clients, as long as he has a commercial relationship with the client concerned.

The Certified Member shall refrain from approaching employees in the same department of a client for a vacant position elsewhere, unless the employee himself/herself has expressed the wish to move to a new job. The term and scope of this rule are agreed upon with the client. Failing such an agreement the term will be one year at least.

3. Confidentiality and Discretion

1. All employees working for a Certified Member shall not disclose any confidential information that has come to their knowledge in the performance of their tasks.
2. The Certified Member shall ensure that all parties involved show the utmost discretion towards candidates. Communication of personal data for any purpose irrelevant to the assignment is not allowed.
3. The Certified Member shall show particular discretion and precaution when approaching candidates in the exercise of their professional activity.

4. Timing

The contract between the client and the Certified Member includes a specific schedule for each phase of the process.

5. Fee

The parties make a written agreement on the fee that will be charged.

A Certified Member shall not accept or request a remuneration of whatever kind from anyone else than the client. Under no conditions shall a Certified Member accept payment from a person for finding him/her a job. This principle exclusively applies to placement activities of the Certified Member.

6. Contract

1. The arrangements between the client and the Certified Member are set down in a written contract.

2. The contract includes among other items:
 - elements that guarantee a professional vacancy management (assignment description, job description, working method to be followed, name of the consultant who will lead the project, terms and conditions of client reporting ...)
 - term and scope of client's employees protection (off-limits agreement)
 - a commitment to respect professional secrecy and discretion
 - a commitment regarding the timing
 - clear arrangements about the fee, expenses and mode of payment
 - a reference to Certified Membership.

III. COMMITMENTS TO THE CANDIDATE: which requirements must be met by the Certified Member when providing services to the candidate?

1. The potential candidates are *informed as objectively and completely as possible* about the vacancy and job profile so that they are able to decide whether to take part in the selection procedure.
2. When a candidate submits his/her CV, he/she will receive a *reply within 10 working days*.
3. The Certified Member shall show particular *discretion* and precaution when approaching candidates in the exercise of their professional activity.
4. During the procedure, the candidate is entitled to *any relevant information* about the company and its organization scheme, the job description, the working conditions, as well as the current stage of the procedure and the name and contact details of the consultant in charge of his/her application.
5. The candidate must be treated with *respect* throughout the procedure. In accordance with this principle, a candidate will not be presented to the client before
 - he/she has given his/her consent thereto
 - he/she has been briefed by the Certified Member.
6. The candidate has, upon request, a *right of access* to his/her personal data. In addition to this right of access, the candidate may also ask for a copy of his/her record (*).
7. Candidates who have actually applied for a vacant position may ask for an *attestation* from the agency mentioning the date and hour of their visit.
8. *References* may not be taken up before the candidate has given permission in writing (by email too). When the CV explicitly mentions testimonials, this may be considered as an implicit authorization.
9. In the context of a specific vacancy, the Certified Member commits to informing all candidates of the decision regarding their application within two weeks after this decision. The Certified Member is willing to *provide feedback* upon request.
10. The Certified Member respects the *privacy* of candidates. He commits to requesting and using personal data only when relevant for an assignment and with the consent of the candidate.

11. When asking questions or giving tests, the Certified Member shall make sure that they are *relevant* to the assignment with regard to both duration and content.
12. Employees of the Certified Member must act *respectfully, impartially and without discrimination* (with regard to gender, disability, race, age...) and must be guided by their sole professionalism. However, a distinction can be made if relevant for the vacant position or if required or authorized by the law.
13. In order to protect the candidate's interests, employees of the Certified Member shall keep a certain '*professional distance*', which means that they shall not mix up professional and non-professional roles. Such a mix-up, if existing, has to be notified.
14. Under no condition shall candidates be invoiced for *costs* in the framework of placement activities.

(*) In compliance with the legislation in force, the Certified Member shall grant the following rights to the candidate upon request:

- Access to his/her personal data stored by the Certified Member
These data include:
 - documents provided by the candidate to the Certified Member (CV, diplomas, application form...)
 - personal results of interviews, tests and practical tests.
- The candidate who used his/her right of access may also ask for a copy of his/her record at the end of the assignment.
This record includes:
 - documents provided by the candidate to the Certified Member
 - (a summary of) personal results of interviews, tests and practical tests, together with the corresponding assessment report.

Elements and data that have a more general scope are not covered by the right of access and the right to get a copy. These general data include guidelines concerning testing methods, application of these methods by the consultant, correct/incorrect answers or any other element having a general scope.

IV. METHODOLOGY

1. The person who is *in charge of the agency*, or at least one of his/her agents or proxies, meets one of the following conditions at least:
 - he/she has got professional experience of at least five years in the sector of Human Resources Management, of Business Management or in the sector concerned
 - he/she is holder of a Master's degree or equivalent and has got professional experience of at least three years in the sector of Human Resources Management, of Business Management or in the sector concerned

2. A recruitment assignment is managed by a *project manager*. He/she has preferably a university degree and/or has relevant professional experience
3. If there are any reasons for doubt, the Certified Member checks the candidate's CV for accuracy (experience, educational background, references).
4. Information with respect to *personality assessments* will be provided transparently to all parties involved, in accordance with the legal provisions in force. According to the type of personality assessment, reports will mention the following standardized sentences:
 - *'the present report about the suitability of the candidate with regard to personality aspects is based on the use of occupational questionnaires carried out under the responsibility of Mr/Mrs X, psychologist.'*
 - *'the present report was created by the expert system x, on the basis of test y, on behalf of agency z, that is trained to hold the test on which this report is based.'*
 - *'opinions about the suitability as person are based on impressions collected during the interview and/or observation, and on experience and knowledge; they are not opinions based on the professional use of psycho-diagnostic methods.'*
5. Reference checking will be conducted only after thorough analysis of the application, so as to ask targeted questions. This procedure will not be used before the candidate has given permission in writing (by email too). The agency will never contact the current employer unless expressly authorized by the candidate. When the CV explicitly mentions testimonials, this may be considered as an implicit authorization.