

## Terms of Business

When working with a new client you are required to agree the terms of business which govern the relationship between both companies. Our preference is to work to Gold Group's terms as this protects the company commercially.

Our standard terms are split into two parts;

- the Client Services Agreement (CSA) which is quick reference 2-page document which covers the main points of the terms; and
- the Main Terms, a full 8 page in-depth document covering both contract and permanent terms. Sections highlighted in yellow are specific to contract only.

The CSA must be sent to Clients via the TOB email template on Adapt as this automatically logs when terms are being sent and to who. This document contains a link to the Main Terms page on the website.

### Points of Importance

Standard Fee Percentage: **20%**

*You have authority to negotiate the fee down to 15%, any lower will need to be discussed with team leaders/ senior management*

Standard Payment Terms: **7 days from date of invoice**

*You have the authority to negotiate the payments days up to 30, any longer will need to be discussed with team leaders/ senior management*

Candidate ownership period: **12 months**

*This means that if the client engages with a candidate you have introduced within 12 months from the introduction date, then we are entitled to a fee, regardless of the role the candidate has been offered/ accepted.*

Rebates:

We **do not** offer rebates as standard and are therefore not present on Adapt. If your client will only work with you if a rebate is in place, then please ask Business Support for a copy of the rebate version of the CSA which contain a set of specific rebate conditions.

*If the client wishes to modify the rebate scale, please discuss with team leaders/senior management*

Variations:

All variations must be done through the TOB email on Adapt as this will automatically copy in the Terms mailbox for reference purposes. This also contains an important sentence which cannot be deleted:

*"These variations are subject to your compliance with the enclosed Terms of Business, and in the event of any breach of the Terms of Business, these variations shall no longer apply."*

Client Own Terms:

In all cases we would rather work to Gold Group terms, however if this is not an option then you must obtain the clients terms and send to Business Support for review. Any areas of concern will be flagged in order for you to consider negotiations.

Do not sign off client terms yourself. They must be signed off by either the Compliance Manager or the Business Support Manager.