



Quality Policy

20251222

Introduction

Uniquespirit Ltd t/a Prospectus Recruitment ("the Company") is a specialist recruitment consultancy providing permanent, contract and interim recruitment services within the Information Technology and Automotive sectors.

The Company is committed to delivering a professional, reliable and high-quality service to clients, candidates and contractors. We recognise that quality is fundamental to maintaining long-term relationships, protecting our reputation, meeting client expectations and achieving successful recruitment outcomes.

Quality is embedded throughout our recruitment processes, business operations and client relationships and is supported through ongoing review, professional standards and continuous improvement.

Industry Membership and Professional Standards

Prospectus Recruitment is a member of The TEAM Network, a professional network of independent recruitment businesses that promotes collaboration, professional standards, ethical conduct and best practice within the recruitment industry.

The Company is committed to operating in accordance with applicable legislation, recognised industry standards and the professional principles expected of members of The TEAM Network.

We are committed to fairness, integrity, professionalism, transparency and continuous improvement in the delivery of recruitment services to clients, candidates and contractors.

The Company promotes equality, diversity and inclusion and seeks to ensure that all individuals are treated fairly and with respect throughout the recruitment process.

Customer Focus

The Company recognises that client and candidate satisfaction is fundamental to its success.

We aim to:

- Build long-term relationships based on trust, professionalism and mutual respect.
- Understand the needs, objectives and expectations of our clients and candidates.
- Deliver recruitment solutions that provide measurable value and successful outcomes.
- Communicate honestly, transparently and professionally at all times.

- Respond promptly and effectively to enquiries, concerns and feedback.
- Continuously improve the service experience for clients, candidates and contractors.

Service Standards

To achieve these objectives, the Company will:

- Take time to understand client requirements, business objectives and hiring needs.
- Present candidates whose skills, experience and aspirations are aligned with client requirements.
- Conduct recruitment activities professionally, ethically and responsibly.
- Maintain clear, accurate and timely communication throughout the recruitment process.
- Treat all candidates fairly, consistently and with respect.
- Protect confidential and personal information in accordance with applicable data protection legislation.
- Monitor the quality of services provided and seek feedback from clients and candidates.
- Investigate complaints promptly and take appropriate corrective action where necessary.

Staff Development

The Company recognises that the quality of its services depends upon the knowledge, skills and professionalism of its people.

The Company will:

- Encourage continuous learning and professional development.
- Promote knowledge sharing and best practice.
- Ensure staff are aware of relevant legislative, regulatory and industry developments.
- Support the development of recruitment expertise, customer service skills and professional standards.
- Provide guidance, training and resources appropriate to the needs of the business.

Compliance

The Company is committed to complying with all applicable legislation and regulations relevant to its activities, including:

- Employment Agencies Act and associated regulations.
- Equality Act 2010.
- UK GDPR and Data Protection Act 2018.
- Anti-Bribery and Corruption legislation.
- Modern Slavery legislation.
- Other applicable employment and recruitment-related legislation.

Continuous Improvement

The Company is committed to continual improvement and regularly reviews:

- Client feedback.

- Candidate feedback.
- Complaints and service issues.
- Internal procedures and working practices.
- Legislative and regulatory developments.
- Industry best practice.
- Technology and systems used to support recruitment delivery.

Where improvements are identified, appropriate actions will be implemented to enhance service quality, operational effectiveness and customer satisfaction.

Quality Monitoring

The effectiveness of this policy will be monitored through:

- Client feedback and satisfaction levels.
- Candidate feedback and satisfaction levels.
- Review of complaints and service issues.
- Compliance and policy reviews.
- Business performance measures.
- Management review of operational processes and outcomes.

The results of these reviews will be used to identify opportunities for improvement and support the Company's commitment to delivering a high-quality recruitment service.

Responsibilities

All employees are responsible for maintaining quality standards within their areas of work and for complying with Company policies and procedures.

The Managing Director has overall responsibility for:

- Implementing this policy.
- Monitoring service quality.
- Reviewing feedback and complaints.
- Ensuring continual improvement activities are undertaken.
- Reviewing this policy periodically to ensure it remains appropriate and effective.

Policy Compliance

Failure to comply with this policy may result in disciplinary action where appropriate.

This policy will be reviewed periodically and updated as required to reflect changes in legislation, business operations, industry best practice and client requirements.

This policy has been approved & authorised by:

Name: Elkie Holland

Position: Managing Director

Date: 22 December 2025