



## Maxim's Guiding Principles

It is Maxim Group's belief that staffing agencies can and do provide a great deal of value to the businesses they serve. When staffing services work strategically with their clients, the result is a long-term partnership that is mutually beneficial for both parties. With that, Maxim commits to operating in a fashion that brings long-term value to our clients and candidates. We have identified a number of activities that we hold as paramount, ensuring a high-value service. The management and account executives of Maxim Group have a strong commitment to working by these principles.

- 1) **Candidates are screened prior to being presented to clients** – These screening activities include 1) Phone interviews – candidates are pre-screened to ensure they are actively looking for opportunities and that they have realistic expectations of their future opportunities. This also gives us the opportunity to consider their ability to communicate over the phone. 2) In-person interviews – by always meeting with candidates in person, we can ensure a number of key characteristics about how the candidate will ultimately perform in the client environment. 3) Computer-based testing of technical skills. 4) Minimum of two supervisor references completed – we have found that there is no better way of establishing a candidate's true work abilities than a supervisor reference check. The questions asked are not specific to a role but rather are designed to evaluate specific strengths and weaknesses, work ethics, and pinpoint opportunities for growth. Our reference-checking may also include contacts to other references such as peers or work mentors as the situation warrants. Additionally, our reference checks may be revisited for specific positions and would include questions specific to a particular role.
- 2) **Candidates are contacted in advance of being presented opportunities** – This is an incredibly important piece of our role. Far too often agencies present candidates to clients, and opportunities, that they are not interested in which wastes everyone's time. Maxim presents the opportunity to the candidate and provides to the candidate the rate, the start dates and any other details of the role. The candidate must approve the opportunity presented to them by Maxim.
- 3) **Rates are negotiated prior to presenting candidates** – We feel that negotiating Maxim's fee after a candidate is accepted by the client to be completely unacceptable. The placement fees should be an open discussion so that the client understands the costs no differently than placing an ad in the newspaper—in advance of committing.





- 4) **Candidates are only sourced through active job seekers** – Maxim understands that retaining good people is vital to any business being successful. We understand that losing staff because an agency provides motivation or persuasion to leave a position that they were otherwise happy at causes not only additional work for our clients but also crosses the ethical limits of a staffing agency. It is our belief that candidates should always discuss their situation with their respective employers before considering other opportunities. Maxim commits to working with candidates who present their qualifications to us for consideration. We will not solicit candidates from our clients when we have not been approached by them first. Furthermore, we believe it is completely inappropriate to consider candidates that we have recently placed for new roles.
- 5) **Clients are contacted regularly to ensure the candidate is fulfilling the role** – Follow-up is essential to ensuring service quality. Maxim believes that quality calls should occur early in every placement and continue as warranted or as directed by the client.
- 6) **Conversions to perm are reasonably considered** - once a temporary or contract individual has worked at a client for a period of time and the client subsequently would like to consider bringing the worker on in a permanent role, Maxim will not withhold that right from the client, nor will we impose unreasonable fees that do not consider the time that the individual has worked through Maxim to the client.

**It is our hope that by abiding by these principles, we will encourage the highest level of service to our clients and candidates. The Account Managers are at Maxim Group because they understand the importance of this high-level of business integrity. On the occasion that any Maxim employee does not live up to these principles, we encourage both our clients and candidates to inform us immediately so that we can rectify the situation.**

—Craig Nadeau, CEO

