

# Customer Code of Conduct

## *for Customers Engaging with our Recruitment Consultants*

At Talentmark we are committed to upholding high standards of professionalism, respect, and integrity in all our customer relationships. To ensure a safe and productive partnership, all customers are required to adhere to the following Code of Conduct when interacting with our recruitment consultants.

### **Respectful Communication**

- 1 Always treat our consultants with respect, courtesy, and professionalism.
- 2 Refrain from using offensive, discriminatory, or aggressive language in any form.
- 3 Communicate promptly and constructively throughout the recruitment process.

### **Harassment-Free Environment**

We maintain a **zero-tolerance policy** for harassment of any kind, including but not limited to sexual harassment, verbal abuse, intimidation, or otherwise inappropriate comments or behaviour.

Sexual harassment includes unwelcome advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature. Actions such as these, even if intended with humour, will not be tolerated.

### **Agreement**

By working with Talentmark, you acknowledge and agree to abide by this Customer Code of Conduct.

Failure to comply may result in the suspension or termination of services and, where appropriate, legal action.