

Meaningful Recruitment

TERMS & CONDITIONS OF BUSINESS FOR CVS, OUTPLACEMENT SERVICES AND ALL CAREER SERVICES

The following clauses 1.1 to 9.1 inclusive relate to all of the services and packages provided by Meaningful Recruitment.

By placing an order with Meaningful Recruitment (“we/us/our/the Supplier/Meaningful Recruitment”) you, the Client/Customer (“you/your”) agree to accept our terms and conditions as detailed below relating to all of the career services and packages we offer (from clauses 1.1 to 9.1 inclusive). These are effective from 1st January 2024 and supersede all previous terms issued by Meaningful Recruitment. Save as expressly provided for below, these form the entire agreement between the parties:

(1.1) Payment may be made to Meaningful Recruitment on receipt of an invoice by PayPal, with a debit card, or via the bank (by any kind of transfer e.g. online bank transfer).

(1.2) No contract exists until the point that Meaningful Recruitment accepts your booking order, and the payment for the services or products detailed in the invoice are cleared in full. As soon as your payment has been received by us, we will confirm in writing (by sending you a receipt and an email to the address/email address that you have provided) that your booking order has been received, and is accepted by us. Our written email acceptance of your order for our services forms a legally binding contract between us. At this stage, you accept and confirm that you have read, understood, and accept all our terms and conditions as detailed here from clauses 1.1 to 9.1 inclusive. Meaningful Recruitment reserves the right to decline your order (without providing a reason) or to withdraw services/goods at any time without giving you any notice. Meaningful Recruitment accepts no liability for refusing to accept your order or withdrawing any products or services.

(1.3) Meaningful Recruitment reserves the right to make alterations to these terms and conditions without giving you any notice at any time. Your continued use of the Meaningful Recruitment products, packages and services following any changes made to these terms and conditions shall be deemed to be your acceptance of any such changes or alterations. Therefore, it is your responsibility to check the terms and conditions regularly for any changes or updates. If you do not agree with any updates or changes to the terms and conditions of use, you must stop using our services with immediate effect. All prices, packages, and services on the Meaningful Recruitment website (and quoted in the Proposal, SOW (Statement of Work), and Agreement sent by email and provided on the telephone) are subject to change without prior notice. Meaningful Recruitment accepts no liability for changing or altering any prices, products, packages, or services.

(1.4) Your use (and continued use) of expressed interest and access to our website www.meaningfulrecruitment.co.uk is subject strictly and exclusively to our terms and conditions of use.

(1.5) These terms and conditions also apply when you use any of our products, packages, and services via other websites where Meaningful Recruitment advertises our services.

(1.6) By outplacement services is meant an assignment whereby the Client, intending to or already having given notice of leave or dismissal to one or more individuals, or for other reasons, intends the

outplacement or transfer of the individual(s) ("Participant"), commissions the Supplier (Meaningful Recruitment) to provide outplacement services for the Participant.

(1.7) The Outplacement Services Agreement is confirmed through an Outplacement Services Proposal and/or SOW (Statement of Work) sent from the Supplier to the Client which specifies the number of sessions, services available, and costs to support the Participant if they would like them. The Proposal, SOW, and these general terms and conditions combine together to form the Outplacement Services Agreement. No contract exists until the point that Meaningful Recruitment accepts the Client's response to the Proposal and/or SOW, and the payment for the services or products detailed in the invoice are cleared in full. All points referred to in clause 1.2 are relevant here. At this stage, you also confirm that you have read, understood, and accept on behalf of the Client and the Participant all our terms and conditions as detailed in clauses 1.1 to 9.1 inclusive.

(1.8) Payment for all career services are to be made against an invoice. Payments made after the due date will incur late penalty interest. In the event the Client fails to make payment by the due date, the Supplier also has the right, after a written payment reminder to the Client, to reschedule the career services and discontinue the performance of any Career Services Proposal or Outplacement Services Agreement until payment has been made. If the Client is late by more than 14 days after the Supplier has reminded the Client to pay, the Supplier may, through written notification, terminate the Agreement and/or Proposal or SOW in its entirety immediately. In the event, that the Client terminates the Assignment and/or Proposal or SOW before its completion and the termination does not depend on a breach of contract by the Supplier, the Supplier has the right to compensation for time spent and costs incurred. Already paid fees will not be refunded. The Supplier has the right, however, to complete Outplacement Services for the Participant(s) that have begun under the Outplacement Services Agreement, for whom the Client is liable for payment.

(1.9) Both Meaningful Recruitment and the Client plus their employee(s) or Participants each undertake to comply with all laws, rules, and regulations applicable to the subject matter of this Agreement (including but not limited to the Data Protection Act 1998 and General Data Protection Regulation 2018 as may be amended from time to time). Our Agreements relating to all our career services are governed by English Law and all disputes arising from these terms shall be subject to the exclusive jurisdiction of the English Courts (see clause 9.1).

Meaningful Recruitment: All Career Services and Packages Cancellation Policy, and Turnaround:

(2.1) All services, career packages, and goods from Meaningful Recruitment are 'made to the consumer's specifications or clearly personalised' and therefore, are exempt from the normal distance selling regulations as clearly defined by the United Kingdom's Consumer Protection (Distance Selling) Regulations 2000.

(2.2) Due to the various costs that Meaningful Recruitment incurs associated with the completion and processing of all Career Services and Packages for its Clients, Meaningful Recruitment will offer no refund e.g. such as for CVs after the order has been delivered to the Client by electronic mail (email).

(2.3) If a payment is made to Meaningful Recruitment, a refund will only be provided if a cancellation notice is received by Meaningful Recruitment in writing before the work has started.

(2.4) Meaningful Recruitment will start working on your CV order (or any other career service or package) after payment has been received in cleared funds. Completed CVs will be emailed to a Client by agreed timescales between Meaningful Recruitment and the Client. The timescales and/or deadlines will be agreed in writing.

(2.5) Meaningful Recruitment cannot and will not be held liable in any way for any losses incurred as a result of failure to meet timescales or the specific timescales that have been agreed for any career packages or services provided.

(2.6) Meaningful Recruitment cannot in any way guarantee a Client will get a job or interview or guarantee any subsequent response to a Client sending their CV out and applying for employment, since this depends on factors beyond and out of the control of Meaningful Recruitment. We will do our utmost to support our clients who purchase any of our career packages and services but we cannot guarantee any outcomes.

(2.7) Meaningful Recruitment cannot accept any liability for late delivery of emails or for the failure of emails to arrive due to technology. This is because the delivery of emails depends on too many external factors beyond and out of the control of Meaningful Recruitment as we do not specialise in IT support, hardware, software, or email support.

(2.8) All CVs and LinkedIn Profiles are completed in Microsoft Word, Google Docs, or PDF formats and will be emailed to the Client upon completion. Therefore it is the Client's responsibility to ensure they have a copy of Microsoft Word, or Google Docs or have the facility or alternative software in place to be able to receive and open the CV and LinkedIn Profiles. Meaningful Recruitment bears no responsibility, and cannot be held liable in any way for a Client who does not have the required software and is unable to open, read, and check the CV and/or LinkedIn Profile. It is the Client's responsibility to ensure they have adequate software in place, to be able to open, view, read, modify, and amend the CV and/or LinkedIn Profile document.

Meaningful Recruitment – Severance:

(3.1) The validity of any one part of these Meaningful Recruitment terms and conditions shall not affect the validity of any other part as each provision and section shall be construed separately and independently of each other. Under the Unfair Terms in Consumer Contracts Regulations 1999, the contract will only continue to bind the parties if it is capable of continuing in existence without the unfair term(s). This is subject only to the provision that where a particular term(s) is/are declared void.

Meaningful Recruitment – Web Site Use:

(4.1) Internet communications are not totally secure and may be intercepted, and are beyond and out of the control of Meaningful Recruitment. Therefore Meaningful Recruitment makes no warranty that the Meaningful Recruitment website will always be working, available, and online. By using the Meaningful Recruitment website, you warrant that you will use the site only in a lawful manner for lawful purposes, and not for any other purpose, in accordance with these terms and conditions.

(4.2) Computer software (which is updated regularly) is used to check and monitor all the Meaningful Recruitment emails (incoming and outgoing) for all known viruses. Therefore, no further liability can be accepted.

(4.3) Anything said, written, or contained within an email does not necessarily reflect the views and opinions of Meaningful Recruitment. Therefore, Meaningful Recruitment are not responsible for the content of emails which may or may not contain personal views on each individual person's CV or LinkedIn Profile and Meaningful Recruitment makes no warranty unless specifically stated.

(4.4) Meaningful Recruitment shall not be liable to you for any change, removal, or modification to our website or any other website where our services are advertised. Meaningful Recruitment reserves the right to change, remove, or alter (temporarily or permanently) a website (or any part of it) without giving notice to you and you confirm acceptance of this by using our website or any other website displaying our products and packages where you can purchase our career services.

(4.5) As internet communications and websites are not totally secure and may be intercepted (and are beyond and out of the control of Meaningful Recruitment) Meaningful Recruitment will not be liable to you, or responsible to you, for any loss of information, material or documents downloaded/uploaded/attached/emailed or supplied through the Meaningful Recruitment website.

(4.6) All electronic mail communications (incoming/outgoing emails and any attachments) is/are strictly confidential at all times. In the unlikely event that an electronic mail (email) is sent to and received by a party who is not the intended recipient for the email, then they are requested to notify Meaningful Recruitment immediately, delete it, and remove it from their system immediately, and refrain from copying or using it or any of the information for any purpose or disclosing its contents in any other way to any other party. Using the email material (information or the email content, or documents) without written permission from Meaningful Recruitment is strictly prohibited.

Meaningful Recruitment – Indemnity:

(5.1) By using any of the Meaningful Recruitment products, packages, and services, you agree to fully indemnify, defend, and hold us, and our staff and employees, harmless immediately on demand, from and against all claims, costs, expenses, reasonable losses, and liability, damages, legal fees, arising out of any breach of these terms and conditions of use by you or other liabilities arising out of your use of our products, services and the Meaningful Recruitment website.

Meaningful Recruitment – Mode of Work and Delivery:

(6.1) Meaningful Recruitment will provide as many CV amendments that a Client might require, without additional charge, until he/she is fully satisfied with the CV writing service delivered. However, this is dependent on the information that the Client supplies in the CV Booking Form and in their old CV and will not deviate from the information originally provided with the CV when placing the order and making payment. The Client will be asked to work with Meaningful Recruitment via the CV Booking Form and through the Google Document Shared Drive. The shared CV draft documents will require the Client to read through them and the Client will be asked to make comments on the CV drafts shared; the mode of work for this stage will be considered to be teamwork as the Client can make amendments, add examples of work/projects/achievements and help enhance the CV document. The Client understands that at this stage their full participation, cooperation, and involvement to personalise the CV is expected. Meaningful Recruitment cannot make up information for the Client's CV or Cover Letter or in any other career service e.g. LinkedIn Profile. It is the Client's responsibility to cooperate, participate, and provide all the information and it is the Client's responsibility to ensure that all the information has been received by Meaningful Recruitment on time for the work to be completed.

(6.2) The Client agrees that their completed CV and/or LinkedIn Profile will be delivered to them by electronic mail (email). Meaningful Recruitment bears no responsibility for errors made by the Client in providing their email address or with the functionality of their Client's email. Also, Meaningful Recruitment bears no responsibility for a Client who due to the computer they are using (ie, a PC/Laptop/Apple Mac or mobile device such as a smartphone, Kindle, iPad, iPhone, etc) is not aware they have received an email or is unable to use their device properly and open an email, or view the documents correctly, due to a Client not fully understanding how their device works.

Meaningful Recruitment – Disclaimer:

(7.1) Meaningful Recruitment accepts in good faith the information (such as employment history, job title(s), responsibilities, dates of employment, age, date of birth, nationality, visa status, qualifications, education, training, etc) that is supplied by the Client in relation to all our career services. Meaningful Recruitment will not be held liable in any way for any misrepresentation of information resulting from dishonest, inaccurate, exaggerated, withheld, or false details being supplied by the Client to Meaningful Recruitment in relation to any of our career services which includes at any stage of the CV Booking Form or writing process (before, during, or after, etc). Meaningful Recruitment is not in any way responsible for the accuracy of such information which is written in a Client's CV. It is the responsibility of all Clients to ensure the complete checking and accuracy of information provided to Meaningful Recruitment at all stages of the CV Booking Form and writing process, which subsequently is written into any document provided by Meaningful Recruitment based on each specific Client. It is also the full responsibility of the Client to ensure when they submit their CV

application for a role that they are comfortable with the information they are submitting; Meaningful Recruitment will not be held liable for any direct, indirect, or consequential loss or damage suffered from any of our services as the Client is fully responsible for ensuring the information they submit is accurate in all job applications, interviews and in relation to any other work related activity.

Meaningful Recruitment – CV or LinkedIn Profile Changes & Amendments:

(8.1) Once a completed CV or LinkedIn Profile is emailed to a Client, it is the Client's responsibility to check the information. If changes need to be made, or if the Client would like further amendments made to the information, it is the Client's responsibility to notify Meaningful Recruitment in writing within 7 days of receiving the CV. After 7 days, CV changes are not included and will be charged for by the hour.

(8.2) All advice provided and offered by Meaningful Recruitment (in person, via Zoom (or equivalent) or by telephone and email) is given in good faith. Meaningful Recruitment accepts no responsibility if you should suffer loss or damage as a result of taking our advice. Meaningful Recruitment will not be liable for any direct, indirect, or consequential loss or damage suffered from services rendered resulting from inaccuracies, defects, errors, whether typographical, omissions, out-of-date information, or otherwise, even if such a loss was reasonably foreseeable. This also includes consequential and indirect loss and damage, but will not be limited to loss of profits, loss of income, cost of cover, or other special, incidental, or punitive damages however caused and regardless of theory of liability, loss of goodwill, and wasted expenditure.

(8.3) Nothing in these terms and conditions shall exclude or limit liability for personal injury or death resulting from our negligence.

Meaningful Recruitment – Law and Jurisdiction:

(9.1) This website, any content contained therein, and any contract brought into being as a result of usage of this website are governed by and construed in accordance with the Law of England and Wales. Parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England and Wales. All contracts are concluded in English.

All work is covered by UK law and UK jurisdiction.