

Our Policies / Process

Delta Staffing is committed to creating value for our clients. We do this by identifying high performance candidates for critical leadership positions. We believe these high performance leaders must be capable of positively impacting our clients business in terms of goal accomplishment and leadership, as well as cultural fit. High performance leaders must be capable of providing the "perspiration" to accomplish the required goals and the "inspiration" to motivate the organization. When successful, high performance leaders will increase our clients' overall business value to all their stakeholders. In order to find and qualify the best candidates Delta Recruiting team has created a High Performance Recruiting model and qualification process.

Our basic beliefs include:

- High performance leaders, whether as individual contributors or as part of the management team, are critical to the long-term success of any business where groups of employees are involved.
- Organizations have values and cultures, which are unique to that organization. Successful candidates will need to fit and behave comfortably as part of that culture.
- To be successful, a high performance candidate must be recruited consistent with the business goals, leadership needs and the values of the organization.

What is a High Performance employee?

A high performance employee is someone that can achieve business goals (individual or team), be a source of organizational leadership and do so within the framework of corporate values and behaviors. Often those values are unwritten and not defined, but if violated, will quickly outweigh gains made in accomplishing the goals and objectives. High performance candidates also supply and support leadership qualities that inspire and motivate organizations.

What is Performance Based Recruiting?

At Delta, we have integrated our candidate screening and interviewing process to evaluate how candidates will likely succeed in all areas, goal accomplishment, leadership and behavior.

We believe the best predictor of future success is to uncover and understand past performance. We use a Performance Based Interview for this analysis. We believe candidates can be screened using the expected performance goals of the new position

against similar successful accomplishments of their past. With successful and relevant past experience, it's therefore likely they will be successful again in the future.

Likewise, we also uncover past behavioral practices. We believe this is also the best predictor of future performance. Behavioral Interviewing techniques are used to uncover these attributes.

In our screening process for high performance candidates, we combine past performance in goal accomplishments, leadership and behavior to identify the very best candidates for the position. The process of Performance Based Recruiting identifies all those needs early in the search process, before critical hiring decisions are made.

How does this impact the recruiting process?

To be successful Performance Based Recruiting will require us to have an up front and clear understanding of both the corporate and individual goals associated for the new position. In addition, we need to understand the corporate value system. Together, these elements, combined with the position duties and responsibilities plus the background and experience desired, allow us to have the full picture needed to find and screen for only high performance candidates. From this information we can develop a customized interview outline for the position.

Additionally, the corporate leadership team (or interviewing team) should also interview candidates along the same screening outline. Alignment of the goals and behaviors need to be agreed upon at this stage with all interviewers; otherwise mistakes can be made in expectations and the likelihood of a failure increases.

The impact to the recruiting process is simple. A client needs to support the effort and allow us to obtain the initial critical information needed before the search process begins. Later, when the client team interviews candidates, our common outline needs to be used. This is done so that all candidates can be viewed in a homogeneous manner.

In most cases timing is also important. All candidates should be interviewed reasonably close together and in a team environment. We can best manage this, since we can best manage the identification, timing and availability of candidates. Given the proper focus and attention to the search process, and cooperation of the client, this is generally not a problem.

Why use a Performance Based recruiting process?

It's simple: hiring is too important to leave to chance and the cost of a failed hire is enormous. Some studies calculate the economic impact alone to be 3-5 times salary. But this doesn't account for the lost opportunity, negative impact to the organization and culture, lost time and the disruption of having to re-hire again. It's far easier to hire right the first time

than having to do it over again. Performance Based Recruiting also tends to keep individual bias to a minimum and gets everyone in the organization on the same page. This puts the focus where it should be: on job performance.

Deltas Retention Policies:

- Open appraisals System
- Recreational Activates
- 360 degree Appraisal Systems
- Sports Club
- Entertainment Week

RECRUITMENT AND SELECTION POLICY & PROCEDURE

Deltas recruitment and selection decision is of prime importance as the vehicle for obtaining the best possible person-to-job fit which will, when aggregated, contribute significantly towards the Company's and client's effectiveness. It is also becoming increasingly important, as the Company evolves and changes, that new recruits show a willingness to learn, adaptability and ability to work as part of a team. The Recruitment & Selection procedure should help managers to ensure that these criteria are addressed.

The Company Recruitment and Selection Policy will:

- be fair and consistent;
- be non-discriminatory on the grounds of sex, race, age, religion or disability;
- Conform to statutory regulations and agreed best practice.

To ensure that these policy aims are achieved, all appointing managers will receive training in effective recruitment and selection.

THE SELECTION PROCESS

Appropriate selection procedures must be used for each post. Procedures may vary, at its simplest this may involve a straight forward interview and skills testing. The appointing manager will approach relevant people to assist with short listing and interviewing. At least two people should be involved in short listing and sit on the Interview Panel.

The appointing manager will:

- decide on the interview format and determine which areas to concentrate on with the
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questioning;

- decide on who will chair the Interview Panel;
- Receive the references for candidates from the Human Resources Department, and be responsible for ensuring the confidentiality of these, and for their safe return.

At the interview, the appointing manager will ensure that the Interview Report Form is completed as fully as possible. When interviewing, they will ensure that Equal Opportunities legislation is strictly adhered to, with no discrimination shown on the grounds of sex, religion, age, disability or ethnic origin.

When all candidates have been interviewed, the panel will decide on the best person for the post. The appointing manager will arrange to inform the successful candidate as soon as possible, agreeing a commencement date and starting salary.

Upon return of the Interview Report Form, the Human Resources Department will:

- telephone all unsuccessful candidates with outcome of interview within one working day, this will be confirmed in writing;
- write to the appointee, offering the post providing satisfactory references
- initiate a personnel file and computer entry for the new member of staff;
- Notify the Manager if the appointee refuses the offer, or if there are any other details to be cleared.
- Deal with any requirements for removal expenses or the finding of temporary accommodation for the appointee.

The Human Resources Department Offices will arrange, in conjunction with the appointing manager an individual program of induction for the new start which will be arranged and agreed at least one week before the appointee commences.

THE RECRUITMENT PROCESS

The following procedure should be used when a post is to be filled. The recruitment manager must:

Define the job. If it is an existing post, is an exact replacement required or is this opportunity to revise the requirements. If it is a newly established post be clear on the exact requirements, draw up a job description and consult the appropriate person in relation to the appropriate grade and salary.

Complete a Job Vacancy Form which confirms:

- details of the post
- final approval from the appropriate Director;

Ensure the Job Description and person specification are up-to-date. Contact the Human Resources Department for advice / any assistance in completing these.

Collate an information package appropriate for the post. This package should include:

- job description and if appropriate, the person specification
- information on the department
- information on the Company
- terms and conditions of employment

It is important that this pack is carefully put together in order to present a professional image of the Company, therefore out-of date or poorly presented information is not suitable. Discuss with the Human Resources Department the most effective means of obtaining suitable candidates. The following options should be explored (in this order):

- Head Hunting
- Referrals
- Professional Networks
- Body Shopping
- Professional Bodies
- Referrals

Our approach

DELTA Staffing understands successful partnering relationships require a great deal of flexibility. Our services are designed to allow our clients the flexibility they need to respond to shifting priorities and changing project scopes. Because we understand that many staffing requirements cannot be planned for or anticipated during the course of a project life cycle, our recruiting model allows us to react quickly and effectively to any additional staffing need.

Our ethics

At DELTA, we hold ourselves to a strict standard of ethics in our search process. We consistently work with candidates and clients by applying the highest business standards and level of integrity.

Adhering to these high business standards reflects positively on the reputation of DELTA, our clients and our candidates.