

### A. General

1. This is not an offer of employment
2. This is not linked to or underwritten by any UK employer
3. The job we introduce a client to might not be in his/her field of expertise
4. The job we introduce a client to is what is on offer and is not negotiable.
5. The job we introduce a client to might be located anywhere in the UK
6. Job guarantee can only be booked in conjunction with the Egoli Jumpstart package
7. Egoli will honour the commitment of the guarantee within the given time frame.

### B. The jobs

1. Egoli is constantly sourcing available positions with UK employers to ensure a wide range of available jobs.
2. Egoli will introduce a candidate to jobs that we find them suitable for.
3. Egoli will arrange interviews and/or placements as time and availability allow and will not commit to an interview on a specific day.
4. Most jobs offered under the job guarantee scheme are entry level or junior level positions.
5. Professional positions will not be covered under the job guarantee scheme
6. The purpose of the job guarantee service is to offer you a platform which to start your UK experience. This service will ensure that you have a cash flow to help you find your feet quickly. This is not a head-hunting service that will ensure you employment in your chosen field. The positions placed for/offered within this service are basic positions which include some of the following:

- ***Office relocation and furniture installation***
- ***Customer service face to face and call centre***
- ***Sales Direct and telephone-sales***
- ***Retail sales and customer service***
- ***Office: administrative and reception***
- ***Driving: light commercial and HGV***
- ***Catering and hospitality***
- ***Construction trades and engineering***
- ***Warehouse and packing***
- ***Leisure and hotel***

## **C. Exclusions and waivers**

1. Egoli will only accept Job Guarantee bookings for approved clients.
  - All applicants will have to pass a telephone assessment with an Egoli consultant before the client can be approved.
  - All applicants must submit an application form accompanied by a photo of them.
  - All applicants must be legally allowed to work in the UK.
  - All applicants must be at least 18 years old.
  - All applicants must understand and accept the terms of this service.
  - Egoli reserves the right to refuse anyone a Job Guarantee without disclosing a reason for this.
  
2. A client will lose his/her right to claim daily compensation under the following circumstances:
  - If a client refuses or rejects an interview arranged by Egoli
  - If a client does not turn up for an interview arranged by Egoli
  - If a client is unsuccessful in an interview due to their own conduct, e.g. being under the influence of drugs or alcohol, not being neat and presentable, naming and/or negotiating his/her own demands with the employer.
  - If a client rejects a job offer arranged by Egoli
  - If information on a client's application is found to be untrue
  - If a client is rejected by an employer because the qualifications, experience and references on the client's application are found to be incorrect and/or untrue.
  - If a client does not pass the training for a job that was approved for before training started.
  - If a client loses the job after he/she started with it

## **D. The process**

1. Egoli must receive an application form with a photo of the client before a Job Guarantee booking is made.
2. Once a client is approved for Job Guarantee by Egoli this will be confirmed by e-mail to the agent and the booking process can be finalised
3. The online booking will be confirmed by means of a booking confirmation generated by the website.
  - a. This confirmation will be e-mailed to the client e-mail address that was put on the booking form as well as to the agent e-mail address on the form.
  - b. This confirmation can then be saved onto a mobile storage device or printed as proof of the booking.
  - c. This printout or saved document will serve as the purchase confirmation and the client can present this to reception at Egoli in the UK

4. The client will be guaranteed to have started a job or to have started training for a job within 7 working days of registering at the Egoli office in London. We do not count the date of arrival in the UK as the first day of your Job Guarantee period. Your Job Guarantee period will start on the first working day after your face to face interview at Egoli's London Office. This is subject to the terms and conditions laid out in "exclusions and waivers" above.
5. In the event when a client want to postpone the start date of the job guarantee due to holiday, injury, sickness or any other reason, the client have to sign a change of job guarantee start date form that will show the new date for the job guarantee to start from.
6. The client will be placed in the 1<sup>st</sup> job he/she is accepted for.
7. The client can continue to search for other employment, Egoli will also assist the client with future job searching, but Egoli will only guarantee the 1<sup>st</sup> job.

#### **E. Cost**

1. Administrative charges for the preparation and delivery of Egoli Job guarantee services will be charged at a rate s agreed between the agent and Egoli on the trade account agreement.
2. The rate for this service and any other services offered by Egoli might change from time to time and agents will be notified in writing.
3. These charges are not refundable once the client arrives in the UK

#### **F. Claims**

When the 7 working day period expires and the client has not started training or started in a job the client can, providing that the client has adhered to all the terms and conditions of this service, do the following:

1. Make a claim in writing to Egoli for compensation
2. The client will have 7 (seven) days from the day the initial 7 days expire to make a claim
3. If the claim is not submitted within that allowed period, the claim will expire and the client will have no right to claim any compensation
  - a. This compensation paid by Egoli is £30.00(GBP) for each working day that the client is not working or not in training for a job.
  - b. This will be paid by Egoli to the client weekly, on a Friday, for the week gone by. Any rent or other monies owed to Egoli will be deducted before the money is paid out to the client.
  - c. The client can opt for the money due to be allocated to their rent account
  - d. The maximum period a client can claim for is 14 days
  - e. The payments will stop as soon as the client starts his/her first day in a job or training for a job.