GUIDING PRINCIPLES: CLIENT REPRESENTATION

OBJECTIVE

TEEMA's goal is to become the number one vendor to all our Clients, recognized and respected for service excellence. In order to achieve this goal we require our Client Managers to commit to consistent, long-term engagement with our Clients.

Definitions

Client Manager **-** a CM Certified Member actively prospecting or servicing a Client.

Prospect – a Company that is not represented and thereby open for pursuit. Members must confirm within the ATS which Companies are Prospects.

Recognized Activity – Recognized Activities must exist within the ATS. **The foundation of all communication is that it must be two-way and can include;** calls completed, logged email communication, text messages, calls scheduled, and notes of productive and sufficient two way communication. *If recognized activities are not entered into the ATS; it did not happen*. *This is not an exhaustive list, the emphasis is on the two-way exchange versus the method of communication.

Contact : An employee or other representative of a Company. Contacts refer to both Prospects or Clients with executed agreements. Members must enter Contact details into ATS.

Contact Representation: Client contact relationship has been established using Recognized Activities and has been documented within ATS. Once this Activity is logged in ATS the Member now has the **Grace Period** to utilize the Contact.

Recognized Activity and there is no active billing consultant.

Grace Period: The time allotted between **Recognized Activity** and a Member's attempt to reach a Signed Agreement.

Client Agreement: Any Signed Agreement between TEEMA and a **Prospect**.

Prime Client Manager: the Client Manager who is first to secure a **Client Agreement.**

Client: A Company that TEEMA has a signed Agreement in place with and is represented by at least a Prime CM.

Open Contact: Any new Contact not protected by the **Grace Period** schedule below.

Job Order: A requisition from a Client requesting TEEMA to conduct recruitment services based on the terms set out in our signed Client Agreement.

Enterprise Account (EA): Companies that have an established MSP program or Companies with greater than 100 total Contractors.

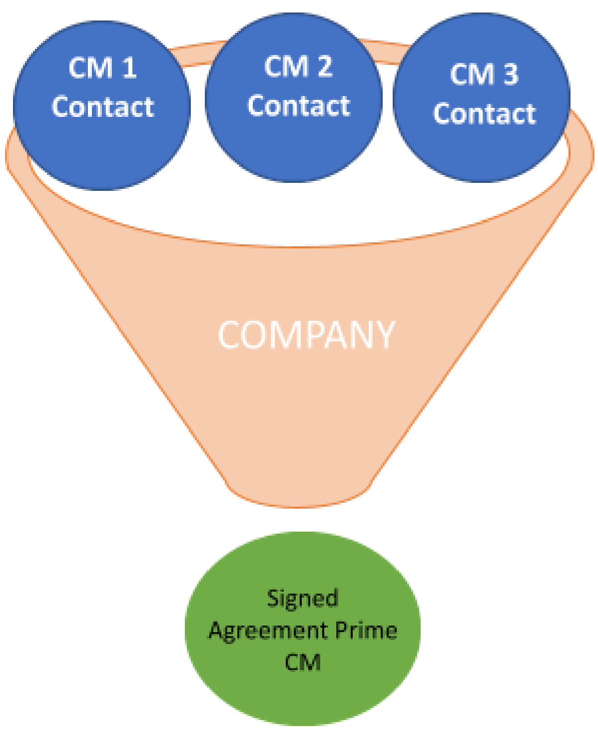
Prospective Enterprise Account: Any company with greater than 1,000 employees.

Small Medium Business (SMB): Companies & clients with less than 1,000 employees or less than 100 Contractors.

SME: Subject Matter Expert.

Prospect >> Client Engagement Protocols

- Engagement with a **Prospect** **must** be tracked in TEEMA's Applicant Tracking System (ATS).
- Multiple Client Managers may prospect *different* **Contacts** with the same Company.
- Client Representation is determined by the Client Manager who secures a Signed Agreement.
- Once an Agreement is executed, the Client Manager who secures the agreement becomes the **Prime Client Manager** representing that Client and noting as such in the ATS.



A chart is shown below showing **Grace Period** per Client Stage.

Grace Period

Stage	Client Grace Period
1	45 days
2-3	90 days

Stage 1 – **Prospecting**: **Recognized Activity** between CM and Prospect. [Prospect Client (HQ)]

Stage 2 – **Committed**: Client Agreements have been Signed. (Client signs MSA or SA) [Agreements Signed (HQ)]

Stage 3 – **Billing:** A placement has been made or there is an active consultant. [Billing Client (HQ)]

General Stage Rules:

Status changes from Stage 1 - Stage 3 must be updated in the Company Card by the CM

For each Stage (1-3) Members will respect the **Grace Period** days indicated above to allow the CM currently working with the Client to continue their endeavor to become a number one vendor using the Contact(s) they have documented within ATS.

Multiple CM's may call into the same Company via different Contacts at the **Prospecting Stage**. It is understood that the first CM to obtain a Signed Agreement will then be the Prime CM and all future communication needs to go through them.

Stage 1 - PROSPECTING

- All Prospects are **Open** at Stage 1.
- Multiple CM's from any Staffing Vertical are allowed to call *different Contacts* within a Prospect to try and advance the Prospect to Stage 2 (Agreement Signed).
- CMs must check the ATS before calling any Contacts at any Prospect to review activity and engagement.
- Once **Recognized Activity** is entered into the ATS, the timer starts.
- If at the end of the **Grace Period**, the Contact has not advanced to the next Stage or **Recognized Activity** has not been documented into ATS, the Contact(s) will be considered **Open** and another CM may attempt to connect with the same Contact(s).
- Stage 1 Prospects are only protected at the **Contact** level. If a **Contact** is in the system, and the Member is within the **Grace Period** in the chart above – you may not engage that **Contact**; Member may engage a *different* Contact at the Company.

Stage 2 – AGREEMENT SIGNED

- Once a **Client Agreement** is in place (Stage 2), Client Representation will be granted to the CM who secured the signed agreement and is now designated **Prime Client Manager.**
- The Prime CM will have a 90 day **Grace Period** (per chart above) to establish Representation within other Staffing Verticals (Contact must be a hiring authority outside HR/Talent Acquisition or Procurement).
- Within the 90 day Grace Period, all other CM contact must stop and any intelligence or leads must be sent to the Prime CM.
- Any lead generated by another CM must be discussed and will be split 75/50/25 over the first 3 deals unless other terms are negotiated with the Prime CM (as long as they remain active), regardless of Staffing Vertical.
- To obtain representation of additional Staffing Verticals the Prime CM is required to have **Recognized Activity** logged in the ATS for the additional Vertical.
- If a **JO** has not been opened for that Vertical within 60 days then the Vertical becomes **Open** for other CM Prospecting.
- To secure Representation of a Staffing Vertical with the Client a **Job Order** needs to be issued to the CM.

Members should not be discouraged from pursuing opportunities during the **Grace Period** and in consideration of these possibilities leads can be compensated as per **Generating Business Leads** section below or other agreement by Members involved.

Stage 3 – Billing Client (Placements have been made)

- The CM will maintain Client Representation for 90 days from the start-date of a perm placement or end-date of the last billing consultant so long as there is logged **Recognized Activity** in the ATS.

For all Stage 2 and Stage 3

When a Client becomes **Open** (after 90 days without **Recognized Activity**), the previous Prime CM must have **Recognized Activity** logged within the ATS in order to maintain Representation.

In order for a new CM to take over Representation of a previously represented Client, the new CM must

1) Confirm TEEMA's previous Agreement(s) are still valid and documented with **Recognized Activity** in ATS ***OR*** Obtain & upload a new fully executed **Client Agreement**.

AND

2) Open a new Job Order. **Recognized Activity** must also be logged within the ATS to validate BD efforts.

If these requirements are met, the new CM effectively takes over as Prime CM.

GENERATING BUSINESS LEADS

From time to time, opportunities will exist to turn market intelligence into an active lead which will generate business.

In order to qualify as an active business lead, the following information at a minimum must be obtained and passed along to the Representing CM.

1. Company name, website address.
2. Hiring manager name, title, phone number or email.
3. Job title(s).

Commission Allocation for Business Leads

In recognition of the time and effort invested to generate a *qualified* active business lead, the CM receiving the lead will split their Commissions with the lead provider for the first 3 deals within a 12 month period from the time the business lead was received.

Unless another split arrangement is agreed upon, the standard commission split for Business Leads is:

1st deal: 75% of the CM Side of the Commission goes to the lead generator.

2nd deal: 50% of the CM side of the Commission goes to the lead generator.

3rd deal: 25% of the CM side of the Commission goes to the lead generator.

All arrangements must be noted in ATS in the Company Overview and cc'd to the Member's respective Partners.