



Process Terms, Inclusions, Exclusions, and Limitations

Process Terms

1. **Mandate Receipt**

Core will initiate the search and sourcing process upon receiving a confirmed and complete requirement brief (indent) from the client.

2. **Candidate Feedback**

Clients are expected to provide qualitative feedback on submitted profiles within **24 hours** of receipt. This includes shortlisting status, areas of concern, or any updates in role specifications.

3. **Interview Coordination**

Interview schedules must be shared with Core in writing by the HR team or the respective Hiring Manager for smooth coordination and tracking.

4. **Offer Intimation**

Once an offer is extended to a candidate referred by Core, the client is expected to inform us immediately via phone and/or email to ensure seamless closure and onboarding support.

5. **Payment Follow-up**

In line with our commercial terms, Core's Accounts Department will begin follow-ups on pending payments **starting T+7 days** from the due date of the invoice, if required.

6. **Process Alignment**

Should any part of this process deviate from the client's internal hiring protocols, we request that this be communicated in advance to avoid misalignment or delays.

Inclusions

• **Candidate Sourcing & Screening**

Core will identify and refer candidates based on the role specifications shared by the client.

- **Communication & Coordination**

Coordination support for interviews and offers, including scheduling, candidate availability, and post-offer follow-ups.

- **Replacement Assurance**

As per our commercial terms, Core offers one-time replacement support under specified conditions in the event a candidate voluntarily resigns within the agreed timeframes.

Exclusions

- **Candidate Performance Post-Joining**

Core's involvement concludes upon the successful joining of a referred candidate. We do not assume responsibility for a candidate's job performance, behavior, or decisions post-joining.

- **Recognition or Accountability**

While we strive to refer high-quality candidates, we neither seek recognition when they excel nor accept blame in cases where performance does not meet client expectations. Performance is influenced by multiple internal and organizational factors beyond Core's control.

Limitations

- **Scope of Replacement**

Our replacement commitment is intended for **exceptional cases** (e.g., 1 in 5 placements) where a candidate resigns voluntarily within the agreed period. If a **disproportionate number** (e.g., 3 out of 5) of placed candidates exit within a short time frame, it is indicative of systemic issues within the client's environment, culture, or role definition. In such cases, Core shall not be held responsible and the replacement clause will not apply.

Engagement Model & Exclusivity

Core does **not operate on a contingency model**, wherein a position is circulated among multiple recruitment agencies, each racing to close the mandate first. We do not subscribe to the "dog-eat-dog" approach where success is dependent on being faster rather than better.

Instead, Core functions as a **strategic search partner**. We encourage clients to first exhaust all contingency-based options and approach us when conventional methods fail to deliver results. Unlike many retained firms, we **do not charge an advance fee**, nor do we demand premium pricing. However, we do request that all positions assigned to Core be **worked on exclusively**.

This exclusivity ensures that the **time, effort, and investment** made by Core into sourcing, screening, and coordinating are recognized and **compensated fairly**, even in the absence of upfront payment. Our commitment is to close every role entrusted to us — and in return, we seek the client's commitment to treat us as a trusted, focused partner rather than just one of many vendors.



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