



**TMPW Standard Service
Level Agreement
September 2025**

TMPW OUTTHINK

 **people scout**[™]
A TRUEBLUE COMPANY

Service Level Agreement

This Service Level Agreement details the standard to which PeopleScout Ltd trading as TMP Worldwide will provide service to our clients. Whilst it is difficult to predict every circumstance that may arise, this Agreement details the service levels that PeopleScout Ltd trading as TMP Worldwide will commit to in providing the services under this contract. It also gives both of us a tangible framework against which we can measure the service and review the progress of our relationship.

THE OBJECTIVE

PeopleScout Ltd trading as TMP Worldwide will develop appropriate solutions in partnership with our clients that will encompass short, medium- and long-term recruitment and retention solutions, all with the aim of supporting and contributing to your EVP. On a day-to-day basis, we will be proactive and effective in offering you the best advice on projects, content, media, costs and deadlines.

Our objective is to provide a comprehensive and efficient 'added value' service through a dedicated account team. Through this team you can call upon the full resources of PeopleScout Ltd trading as TMP Worldwide.

Communication

Service Level	Responsibility (e.g. TMP/Client)	Method of Monitoring	Target	Review Time frame
Communication availability 9am – 5pm 100% 8am – 9am – 25% 5pm – 6pm – 75%	TMP/Client	Record error rate	<2% error	Ongoing reviewed Quarterly
Communication - acknowledge receipt of instructions and return phone calls/messages within two working hours of receipt	TMP/Client	Record error rate	<2% error	Ongoing reviewed Quarterly

Service Provision Standards

Service standards are outlined below:

Service Level	Responsibility (e.g. TMP/ Client)	Method of Monitoring	Target	Review Time frame
Acknowledgement of instructions – by telephone or email within 2 working hours of receipt	TMP	Record error rate	<2% error	Quarterly
Copy editing – all prepared copy to be sense and grammar checked and suggestions returned to client within agreed timescales of project	TMP	Record error rate	<5% error	Quarterly
Authorisation – Client to provide written authorisation immediately upon commissioning work	TMP/Client	Record error rate	<2% error	Quarterly
Quotes – provide accurate media and production costs	TMP	Record error rate	<2% error	Quarterly
Quotes – provide accurate project quotes in advance of undertaking project work	TMP	Record error rate	<2% error	Quarterly
Final advert – supply accurate artwork that appears in correct media and correct date if placed by TMP	TMP	Record error rate	0% error	Quarterly
Creative – attend creative briefings within 48 hours of request within the recipient’s working time zone	TMP/Client	Record error rate	0% error	Quarterly

Service Level	Responsibility (e.g. TMP/ Client)	Method of Monitoring	Target	Review Time frame
Creative – provide written brief for Client sign off before commencement of work	TMP/Client	Record error rate	0% error	Quarterly
Creative – provide creative solutions to agreed timescale or within seven working days	TMP	Record error rate	0% error	Quarterly
Branding – TMP to conform to the client brand guidelines at all times	TMP	Record error rate	<2% error	Quarterly
Branding – TMP to act as brand guardians and flag up exceptions when it comes to their attention within 4 hours	TMP	Record error rate	<2% error	Quarterly
Change Control Process – TMP to notify client of alternative cover in times of absence due to annual leave, holidays, illness & resignations	TMP	Record error rate	0% error	Quarterly
Quality Control – TMP to provide version control of all documents delivered to client	TMP	Record error rate	0% error	Quarterly

PLEASE NOTE: it is the responsibility of client to check fully all proofs (including address, email addresses, website address and telephone details) and associated information and to provide written approval within the specified deadline.

PeopleScout Ltd trading as TMP Worldwide shall not be responsible for errors where written approval has been given by the client. Nor shall PeopleScout Ltd trading as TMP Worldwide be

responsible for the non-appearance of advertisements where such written approval has been delayed beyond the stated deadline.

Cancellation

The client may request TMP to cancel or amend any and all advertisements, plans, schedules or work-in-progress, provided that TMP is able to do so under its contractual obligations to the relevant Publisher or other third party. If a Publisher levies a late copy charge on TMP due to client requesting TMP to cancel or amend any or all advertisements, plans, schedules or works-in-progress, client will reimburse TMP for the levy unless the delay was caused by TMP’s negligent act or omission.

MEDIA ADVICE

PeopleScout Ltd trading as TMP Worldwide will provide advice on a proactive basis on receipt of any advertising instructions from the client, where vetting reveals an alternative or better option than that requested. PeopleScout Ltd trading as TMP Worldwide will also advise client of publishers’ special discounts for repeat insertions or package prices for multiple media in the same group.

Service Level	Responsibility (e.g. TMP/ Client)	Method of Monitoring	Target	Review Time frame
Media Advice – provide ad hoc single vacancy media advice within 2 working days	TMP	Record error rate	<2% error	Quarterly
Media Advice – complex integrated offline/online/print/outdoor solutions within 3-5 working days	TMP	Record error rate	<2% error	Quarterly

REVIEW MEETINGS

PeopleScout Ltd trading as TMP Worldwide and representatives of the client will meet frequently as agreed with the client. These meetings, detailed in the table below, will be held at an agreed location.

Service Level	Responsibility (e.g. TMP/ Client)	Method of Monitoring	Target	Review Time frame
Reviews – attend review meetings with each business area on either monthly or quarterly basis	TMP/Client	Record error rate	0% error	Annually
Reviews – attend strategic review meetings on a quarterly basis with Client presenting agreed Management Information	TMP/ Client	Record error rate	0% error	Annually
Strategy – support Talent strategy with effective recruitment and retention strategy	TMP/ Client	Financial analysis Response analysis Media analysis	Work with Client to create appropriate KPIs on a project basis	Annually – with quarterly updates

OTHER MEETINGS

Your Account Team are available to attend ad hoc meetings whenever appropriate to discuss a particular brief or to progress short, medium- or long-term strategies.

RESOLUTION RESPONSIBILITY

PeopleScout Ltd trading as TMP Worldwide will use reasonable endeavours to remedy any problem that arises as a result of its failure to carry out clear instructions received from the client or its failure to follow the guidelines set out in this Service Level Agreement. If an error occurs that is the responsibility of a publication or third party, TMP Worldwide will use reasonable endeavours to achieve a settlement that is agreeable to the client.

If a problem arises, it should initially be raised with a member of your account team at TMP, who will undertake to resolve the matter to our mutual satisfaction within five working days. In addition, the client is always able to discuss any aspect of TMP's services, including the resolution of outstanding problems and service shortfalls.

Service Level	Responsibility (e.g. TMP/Client)	Method of Monitoring	Target	Review Time frame
Complaints – escalation process for complaints relating to service delivery followed	TMP/ Client	Record error rate	No more than 2 per year	Quarterly

CLIENT RESPONSIBILITIES

To ensure that the relationship between the client and PeopleScout Ltd trading as TMP Worldwide is one of true partnership and that we can offer you the best possible service, it is essential that the client keeps the TMP team fully informed. We actively encourage feedback, especially response figures for advertisements, and we require you to:

- inform PeopleScout Ltd trading as TMP Worldwide of any hand-over between client team members;
- provide continual updates on departmental personnel;
- provide written authorisation with or before the final approval of projects;
- ensure full sign-off of creative briefs by the relevant decision-maker before proceeding with any work;
- advise of all changes of accounting procedures including invoice contacts and addresses.

TERMS OF PAYMENT

Invoicing

Invoicing for media space and production expenditure will normally be submitted within one week of the date on which the relevant advertisement is published. Other fees and negotiated charges in relation to services provided will be submitted at the end of the month in which the service or part service is provided or otherwise at the time agreed upon commissioning of the service.

Service standards you can expect are:

Service Level	Responsibility (e.g. TMP/ Client)	Method of Monitoring	Target	Review Time frame
Invoices – provide accurate invoices	TMP	Record error rate	<2% error	Quarterly
Invoices – query inaccurate invoices within 5 days of receipt	Client /Procurement	Record error rate	0% error	Quarterly
Invoices – paid within 30 days of date of invoice terms	Client /Procurement	Credit control statement	0% error	Quarterly

AUTHORISATION

PEOPLESCOUT LTD TRADING AS TMP WORLDWIDE

Signed
 Name
 Position
 Date

Client Name

Signed
 Name
 Position
 Date