

CUSTOMER SERVICE CHARTER

OUR VISION, PURPOSE AND VALUES

Our vision is partnering in the future of people

Our purpose:

- Deliver employment and workforce management solutions that simplify and enrich client businesses
- Provide a positive experience to candidates and our workforce, aligning employment opportunities with their personal and career aspirations

Our values:

- Passion
- Integrity
- Respect
- Excellence
- Teamwork

BUILDING RELATIONSHIPS WITH OUR CANDIDATES AND WORKFORCE

Great service is important to us, whether you are looking for employment, or are employed by us in an on-hired capacity. Our teams will work hard to meet your requirements and be respectful at all times by endeavouring to:

- Take the time to understand your capabilities, experience and career goals
- Present all relevant employment options, rather than making choices on your behalf
- Provide clear information and relevant instructions about the position
- Offer a pay rate which is at the market rate/award rate or above
- Ensure your pay is timely and accurate
- Provide constructive feedback on job performance

DELIVERING QUALITY CLIENT SERVICES

We aim to work in partnership with you to help meet your business goals by building your organisational capability and delivering streamlined solutions. We will endeavour to:

- Provide quality candidates that meet the job brief
- Present relevant and succinct information on shortlisted candidates
- Listen to and understand your business and employment requirements
- Work collaboratively to develop tailored solutions that add value to your business
- Be familiar with every client site and be available on site when required
- Provide our clients with suitable reports

SHARING RELEVANT KNOWLEDGE AND INFORMATION

We recognise the importance of effective communication and knowledge sharing and will endeavour to:

- Ensure our team is suitably trained and, where necessary, has relevant industry or discipline experience
- Always comply with privacy laws
- Provide clear, relevant and timely information at each stage of the recruitment process
- Inform candidates of relevant positions as they become available
- Make every effort to share relevant industry/market employment knowledge

VALUING YOUR TIME

On occasion, we may ask you to complete specific actions as part of our service delivery. We understand that your time is valuable and will therefore endeavour to:

- Be professional, approachable, helpful and supportive at all times
- Attend interviews and meetings on time and well prepared
- Respond to requests and enquiries promptly and efficiently
- Respond to issues quickly and provide issue follow-up
- Meet client requirements within mutually agreed timeframes
- Deliver on our promises

MANAGING SAFETY AND EMPLOYMENT RISK

Safety is everyone's responsibility. We will work with you collectively to proactively manage your safety and minimise employment risk by endeavouring to:

- Take the time to verify each candidate's skills, qualifications and job fitness
- Comply with our quality assured OH&S and recruitment processes
- Provide contract documentation that is up to date with Australian employment legislation
- Regularly visit our workforce on site
- Ensure every member of our workforce completes a safety induction
- Conduct 'tool box' talks every six months on high risk sites
- Support our clients in providing a safe work environment
- Provide advice to minimise employment risk



Contact us: Acclaimed Workforce | Bayside Group