

MAYDAY CONTRACT ASSIGNMENT GUIDE

Welcome to your contract assignment with MAYDAY.

To help set you up for success, here are the key expectations while onsite with one of our valued clients.

DRESS CODE – PRESENTING YOUR BEST SELF

- We encourage you to embrace your personal style while maintaining a professional appearance when working at a client site or attending any MAYDAY-related engagement.
- Please ensure your attire is always workplace-appropriate and aligns with any site-specific requirements.

PUNCTUALITY – STARTING THE DAY RIGHT

- We ask that you arrive on time at your designated workplace location. As public transport and traffic can sometimes be unpredictable, please allow extra time where possible.
- If you are running late, please notify us as soon as possible so we can inform the client.
- As MAYDAY is your employer, it's important that we are aware of your whereabouts during working hours for Work Health and Safety purposes.

SICKNESS & ABSENCE – LIFE HAPPENS

- If you are unable to attend work, please notify both MAYDAY and your manager at least 30 minutes prior to your scheduled start time. If you're unable to reach them by phone, please leave a voicemail and follow up with an email or SMS.
- Within 24 hours, please update MAYDAY and your line manager regarding your recovery and expected return to work.
- In some cases, a medical certificate may be required for extended absences.
- For ease of communication, please ensure you have saved the contact details for both MAYDAY and your line manager.
- If you can't reach us via phone, please also try text and email to ensure your message is received.

PERSONAL PHONE & SOCIAL MEDIA USAGE – STAY CONNECTED, BUT BE MINDFUL

- We recognise the importance of staying connected. If there are urgent matters that require you to use your personal phone during work hours, kindly inform your line manager.
- If mobile phone and social media usage is part of your role, we request that you use them responsibly, ensuring distraction is minimised to maintain focus on your work.

REGULAR CHECK-INS – MAYDAY'S CARE FACTOR

- Your MAYDAY Consultant will check in with you regularly throughout your assignment via phone, text or email.
- As your employer, it's important we understand how you're tracking – including onboarding, workload, team dynamics and overall wellbeing.
- Please respond promptly to check-ins. If any issues arise, contact your consultant at any time.

GENERAL CONDUCT – BE THE EMPLOYEE YOU'D LIKE TO WORK WITH

- As a representative of MAYDAY, we expect appropriate, courteous behaviour from our casual workforce. This means conducting yourself in a professional manner and treating those around you with respect and dignity. This includes both our MAYDAY staff and direct employees of our client.
- Please note, no matter the circumstance, disrespectful behaviour will not be tolerated.
- If there are issues or concerns with your performance during your assignment, our client has a duty to advise MAYDAY as such. As your employer, we will regularly review your progress with our client.
- In the unlikely event that a formal performance management process is required, MAYDAY is committed to handling the situation fairly and providing appropriate support.

ENDING YOUR ASSIGNMENT EARLY – OUR RELATIONSHIP CONTINUES

- If your circumstances change and you're unable to continue your assignment, please notify your MAYDAY Consultant as soon as possible.
- If you feel the role isn't the right fit, that's okay – we encourage open communication and will do our best to support you in finding a more suitable opportunity.

If you have any questions or need assistance, don't hesitate to contact your MAYDAY Consultant. We're here to help, always!

