

# CUSTOMER SERVICE CHARTER

## OUR VISION AND VALUES

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Our vision is partnering in the future of people. Whether you are a job seeker, on-hired employee or employer, we are committed to delivering quality services that make your experience with us a valuable one.

Our values are passion, integrity, respect, excellence and teamwork.

Our recruitment and workforce management solutions are delivered through our specialist brands:

**Alitis** - Information Technology

**Austra Health** - Nursing & Medical

**Bayside Group Automotive** - Automotive

**Bayside Personnel** - Engineering

**Baytech** - Trades & Industrial

**Bridge Consulting** - Business & Education

**Cozwine** - Wine

**Techstaff** - Scientific & Technical

## BUILDING RELATIONSHIPS WITH OUR CANDIDATES AND WORKFORCE

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Great service is important to us, whether you are looking for employment, or are employed by us in an on-hired capacity. Our team 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

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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

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**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

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**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

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**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