

WELCOME TO RECRUITCO

To ensure you enjoy your time working with us, we have compiled this information guide. The information contained is important to your success as a member of our professional temporary team. We request that you read it thoroughly before your first assignment and direct any questions to your consultant.

ACCEPTING ASSIGNMENTS

As an integral part of our temporary team we need to be able to contact you when a suitable position is received. When we call you regarding temporary assignments, you can expect the following information:

- *The nature of the position and skills required.*
- *The hours you will be expected to work and the approx length of the assignment.*
- *Location of the assignment.*
- *Your hourly rate.*
- *Background information on the company you will be working with.*
- *The name of the person you will be reporting to.*
- *Appropriate standard of grooming.*

GENERAL ETIQUETTE

- Be on time. Punctuality and reliability are essential. If for some reason you are going to be late, please telephone Recruitco as soon as possible so that there will be little or no inconvenience to the client concerned.
- If you are sick you need to phone the client before your normal start time so a replacement can be found.
- As soon as you arrive, try to familiarise yourself quickly with the company's procedures and layout.
- Ensure that you take your lunch breaks to suit the client. Remember you are being paid by the hour, and if you are with an organisation for one day only, the client will want to make full use of your time.
- Always regard your work in a client's office as confidential. Do not divulge or discuss anything you

see or do whilst on the client's premises-even with other members of the staff. Remember you are in a position of trust.

- Avoid personal phone calls or personal work. Your time is being charged for, and clients will rightly object if you are asking them to pay for personal time. Mobile Phones should be turned off.
- You need to advise what days you are available. Alternatively, you need to phone in between 8.00-9.00 to advise availability on the day.
- Make careful note of any instructions given to you. Please check you have thoroughly understood all instructions. If in doubt, **ASK**.
- Should a vacancy arise whilst you are on an assignment, or a client approaches you regarding permanent employment, please contact one of our consultants immediately. We will then liaise with our client on your behalf.
- Contact one of our consultants immediately if you need advice encouragement, or if you experience difficulty with equipment or personnel with the client's organisation.

BENEFITS OF TEMPING WITH RECRUITCO

- As a member of our temporary team we promise that you will not be overlooked for permanent work if you are seeking it.
- As a Temporary with Recruitco you are an employee and we will invite you to join as regularly at temporary functions. There you will have the opportunity to meet and talk with other temporary staff regarding assignments and your experience as a temporary.
- We offer varied assignments within professional client organisations.
- We have offices throughout Australia.
- We have a great team of consultants-committed to keeping you in work.

QUALITY ASSURANCE

We have committed ourselves to providing a professional and high quality service to both you and our clients.

We are continually asking clients to support us in this process by evaluating not only your on the job performance, but also our service standards.

We undertake service calls on the first day of the assignment and throughout the period of the assignment. A Quality Control Form is forwarded to clients towards the completion of your assignment.

Should we receive an unsatisfactory report, one of our consultants will contact the client to discuss the report further. We will also discuss the situation with you to ensure we understand "both sides".

If you have any suggestions on how we can improve the service we are providing, not only to you but our clients, please feel free to discuss them with your consultant.

TIMESHEETS

Temporary staff are responsible for completing timesheets as a record of work undertaken.

It is important that we receive your timesheet, as without it you will not be paid. Timesheets need to be authorised by the client. Timesheets that have not been authorised by the client may also result in delays in processing payments.

For timely processing please ensure your timesheets are faxed to us by 5.00pm each Friday. Wages will be paid via a direct deposit to your account each Wednesday

PAY

To ensure that you are established correctly on the system you must ensure that the following forms are completed, signed and forwarded to your consultant for appropriate action.

Temporary Declaration Form
Bank Details Form
Employment Declaration Form.

As a temporary employee you are paid an hourly rate in accordance with the relevant Federal/State Award.

Annual leave allowance is included in the hourly rate quoted for each assignment.

SUPERANNUATION

Recruitco will make contributions on your behalf to our superannuation fund on a monthly basis. You are only eligible to this payment if you earn more than \$450 gross ordinary time in the calendar month.

HEALTH & SAFETY

- As a Temporary employee of Recruitco you must take responsibility for your own health & safety and not endanger other people while at work.
- You must follow instructions regarding the specific hazards on any assignment and wear any personal protective safety equipment that is required in that work environment.
- You must report any incidents, misses or accidents on an assignment, within that shift or within 24hours to Recruitco. We will complete an Incident/Accident report and investigate circumstances surrounding it. We will not accept any Workers Compensation liability without an accident report.
- You must participate in an agreed rehabilitation program following an accident if it is necessary.

For every assignment ask about:

Safe use of any tools, & plant
Emergency procedures
Special instructions regarding hazards
Who do you report hazards to?
Who do you report accidents to?

Recruitco has set up an ongoing educational program to provide you as Temporary staff, with Occupational Health & Safety information, and for you to discuss any health and safety issues/questions you may have.

Copies of the Recruitco Occupational Health and Safety Policy are available for your viewing at our office between the hours of 8.30am and 5.00pm Monday to Friday.

CONTACT

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