



cream.
OF THE CROP

**CREAM Health
Capability Statement**

**Selection + Assessment
... BE INSPIRED**



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1.0 Who is CREAM of the Crop?

CREAM of the Crop is a HR and Recruitment Consultancy aiming to deliver both clients and candidates the very best of the best. We pride ourselves on being the CREAM of the Crop in everything that we do...

1.1 About Us

CREAM of the Crop was established in 2003. For many employers the current labour market is proving difficult, due to the shortage of skilled staff. It is likely that this situation will continue to worsen. As a result of the reduced availability of suitable candidates, it is tempting to take on staff just because they happen to apply, rather than because they have the abilities and personality for the job!

With over 25 years experience in all forms of recruitment CREAM of the Crop understands the dilemmas facing employers and can assist by screening candidates thoroughly before they commence, thus minimising the cost of staff turnover further down the track.

CREAM of the Crop is expert in:

- Candidate Sourcing, referral and profiling
- Job Matching
- Temporary Staff
- Permanent Placement
- Personality and ability assessment including Emotional Intelligence and Motivational Questionnaires
- Executive Recruitment and Director / Partner assessment
- Internal staff assessment for development and succession planning purposes

Simply stated, CREAM of the Crop helps you get the best from talented people. We understand that when great people come together in the right environment, energy flows and great performance flows. Success is revealed in motivation, in above and beyond effort and in financial results.

At CREAM of the Crop we help our clients attract, select, engage, develop and retain the CREAM of the crop in their field. Put simply, we guarantee the best of the best!

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1.2 Where we are

CREAM of the Crop operates throughout Australia.

We combine the aims of our business with local market and recruitment knowledge and delivery. Through the scale of our operations, we provide the efficiency of delivery and concurrency of approach, methods and systems, as the application of expertise amongst industries. Furthermore, we are able to combine this with our locally based team servicing clients with specific expertise in both the HR and recruitment industry.

1.3 Selection + Assessment

CREAM of the Crop focus on Selection + Assessment as the critical factors that influences the overall success of the business. We select only the very best – in fact, the CREAM of the Crop, if we wouldn't have them working in our business, you can be assured that we wouldn't send them to you. We also pride ourselves on the extensive range of assessments that we have access to. Furthermore, you can ensure that the person is ready and able to do the job!

1.4 Thinkers + Doers

Our people are smart and down to earth problem solvers. We pride ourselves on being smart thinkers. We work hard at breaking down a problem into parts, to get the solution our clients and candidates are seeking.

We are committed to a clever culture. Our approach is non-adversarial and our service is both personal and professional.

The groups combined experience of more than 40 years has seen us applying our original thinking and solutions to a broad range of industries.



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1.5 Our Services

CREAM of the Crop provides a wide range of services, and are definitely not limited to what they can do. With experience in all industries, we can provide you and your company with HR and recruitment advice in the areas of:

- Medical Admin
- Recruitment
- Temporary Staff
- Executive Placement
- Psychometric Assessment
- Project Design + Management
- HR Services + Solutions
- Performance Appraisal
- Career Counselling
- Competency Frameworks
- Succession Planning
- Management Systems

Furthermore, our selection process is detailed and extensive. Our aim is to make sure that you have the right person.

Taking the job order brief; job analysis

CREAM of the Crop will work with our clients to undertake job analysis and establish a job description for the positions required. This will take the form of a consultancy service (included in our pricing), and will involve discussing the role and associated tasks and required competencies with relevant staff. CREAM of the Crop will work with any client to establish a relevant competency profile and ensure the psychometric tools to be used in assessment will measure these competencies.

Sourcing candidates; advertising

At CREAM of the Crop we pride our self on the range of highly skilled and experienced candidates on our database. We have an ongoing candidate resourcing process whereby the best candidates in South Australia are identified for registration and placement. A thorough analysis of the relevant competencies of this group will occur prior to determining whether an advertising campaign will be required.



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Given the current tightness of the labour market it is probable that advertising will be required, as quality candidates do not remain on recruitment company databases for long periods. CREAM of the Crop will liaise with our professional advertising company to write, prepare and lodge an agreed display advert. The creativity incorporated at this stage will be very important in order to ensure our client is promoted in the very best light and to ensure appropriate quality and numbers of applicants apply.

Receiving applications and candidate care

CREAM of the Crop takes pride in promoting the highest level of candidate care at each stage of the recruitment process.

For general recruitment activity, CREAM of the Crop uses a structured online application form (accessed via our website). For senior and executive roles we prefer to receive resumes either via email, fax or post as this provides a much personalised service.

CREAM of the Crop will keep a record of all resumes received, so that all applications can be acknowledged. Documentation acknowledging a person's application may include:

- Unsuccessful letter to unsuitable candidates
- Invitations to the partake in the next stage of the recruitment process

Creation of candidate database

Candidate details will be recorded in CREAM of the Crop's sophisticated database system 'Campaign Manager'. Relevant successful candidate details can be provided electronically to our clients. This may assist our clients establish personnel records at a later point.

Telephone interviewing

After reviewing the resumes, CREAM of the Crop will contact suitable applicants and conduct a telephone interview against the competencies identified in the initial consulting process of this recruitment project.



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Assessment Centre

Following from the telephone screening, suitable candidates will undergo psychometric testing using internationally regarded SHL assessment tools.

Assessment Centres will be designed to optimise candidate performance in a standardized, objective setting thus maximising the reliability of scores. It is vitally important that all aspects of test administration are standardized including:

- Test room conditions
- Timing systems
- Scoring
- Instructions
- Content
- Interpretation

All CREAM of the Crop staff are accredited to run assessment centres, in fact Director Simon Jones provides accredited Test administration training in South Australia to other recruitment companies and psychological consultants.

A comprehensive range of potential assessment instruments have been outlined in this document. Further job analysis will determine the specific tools that would be chosen for each occupation.

Behavioural Interviewing

Behavioural Interviewing focuses on past behaviours as a means of predicting future job performance. Having an objective scoring system enhances the interviewer's impartial assessment of the candidate's capabilities.

Unlike informal interview techniques, behavioural interview responses can be scored and compared objectively, improving the overall validity and reliability of the interview as a predictor of future job performance.

Following the results of the psychometric assessment, CREAM of the Crop will shortlist candidates and conduct a detailed face-to-face behavioural interview which will ask candidates to describe and discuss situations in which they demonstrated the competencies required for roles within our clients position. This interview is objectively scored.



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Reference Checking

CREAM of the Crop will conduct 2 reference checks for each candidate, and using a structured form based on the competencies of the position, validate the information gathered about the candidate at various stages of the selection process.

Security/Police Checking

Should security or other checks be required, CREAM of the Crop can arrange this. However, it is not included as standard procedure in our recruitment process, and so additional costs would be incurred.

Functional Capacity Evaluation

Should medical assessment be required, CREAM of the Crop can arrange this using highly qualified and experienced professionals. However, it is not included as standard procedure in our recruitment process, and so additional costs would be incurred.

Written Reports

CREAM of the Crop will provide any clients with a detailed written report on each short-listed candidate to assist make the final selection decision. This report will include a selection matrix which will provide a summary of psychometric assessments conducted; providing information relevant to areas the candidate has performed well in, or poorly in, as well as the information gathered from the personality assessment. This information will be very useful for making selection decisions, particularly for borderline cases, and in providing pertinent feedback to candidates.



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Unbundled Services

Service	Description
Mail Box Service	Receive responses on behalf of client and ensure confidentiality and forward daily without action.
Advertising	Prepare and place press advertisements on behalf of client
Ad Response and Pre Screening	Receive applications to advertising and screen CV's against criteria and shortlist suitable candidates
Telephone Screening	Prepare and conduct a pre-interview telephone screening against criteria. Shortlist suitable candidates
Interview and Assessment Design	Prepare in line with client the competencies to match criteria. Design appropriate recruitment methodology. (i.e. telephone screening, behavioural interview, assessments and reference checking)
Behavioural Interviewing	Conduct Behavioural Interviews for potential candidates and provide summary
Group Activity / Exercise	Prepare and conduct a group exercise of 1 hour duration to help assess group behaviours such as; communication, group interaction, leadership, problem solving.
Reference Checking	Comprehensive checking in line with a specific position
Psychometric Testing	Conduct appropriate assessments: provide interrupted report to client.(Please ask as there are various assessments we utilise. i.e. Skill Check Identity, SHL etc)
Skills Assessments	Cream of the Crop can offer a wide variety of assessments. These include Software Application skills, Clerical and Specialist skills, Adaptive testing, Behaviour Profiling, Cognitive, Call Centre and tailored assessments. (in house)
Candidate Feedback	Provide verbal feedback in relation to the service /process received by the candidate on behalf of our client.
CV Writing and compilation	Individual CV writing or updating. Group training on CV writing.
Career Guidance	This is recommended with the use of psychometric assessments
Interviewing Skills	Guidance provided in behavioural interview skills — undertaking an interview

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2.0 CREAM Health Division

CREAM of the Crop's new health staffing agency was recently founded with the objective of helping health care facilities with their short and long term staffing needs. Our paramount goal is to assist you in providing patients and residents with compassionate, competent, and professional care.

CREAM of the Crop strives to lead the industry in South Australia with our innovative staffing programs. In response to the needs of the current health care market, our team of staffing professionals continues to develop new options for supplemental staffing in acute care facilities, long term care facilities, personal care homes, and private offices.

2.1 Introduction

Although CREAM of the Crop is a relatively new health agency in South Australia, CREAM of the Crop is devoted to upgrading the quality of nurses available to you, and the level of service provided. We want to ensure that you get the specialist you need, when you need them.

In short we want to make a difference!

When you contact CREAM of the Crop, you're hiring a ready made team of health care professionals who are happy to meet your staffing needs and challenges head on. Our health care consultant oversees operations and maintains direct lines of communication with your facility, staffing manager and associates.

Just like your own employees, we hold our nurses accountable for their attendance and work performance. Excessive call-offs, tardiness, or poor work performance is never tolerated. This ensures that the nurse you contract for will be clinically proficient, reliable, and exceptionally professional... we guarantee it!



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2.2 What we do

We staff from 5.30am to 11.00pm everyday. Call us anytime; day or night and a staffing coordinator will be there to assist you. We do all we can to supply you with a qualified health care professional to fill your immediate need, even at short notice.

We recruit for the following:

- Nursing Staff
- Medical Admin
- Domestic Staffing
- Maintenance
- Executive Staffing
- RCS Auditors and Preparation

We take care of the inconvenience...

Our contract rates include Superannuation, Workers Compensation, Payroll Tax, and Public and Professional liability coverage. Our payroll department handles all calculation and disbursement of wages directly from our office. We pride ourselves on providing Invoices that are accurate and contain full details of names, hours, rates etc for all nurses during the period. Invoices will be sent weekly.

Quality Assurance

Registered nurses, enrolled nurses and personal care attendants are only chosen as associates after completing a careful and comprehensive screening process. CREAM of the Crop's sister company, CREAM Consulting, is the South Australian agent for SHL psychometrics, arguably the world leader in publication and research of assessment instruments, and CREAM Consulting has vast experience in the use of objective assessment tools.

Director Simon Jones is regularly used by recruitment companies as a consultant on a wide range of topics including selection training, psychometric assessment, behavioural interviewing training, and volume recruitment.

Occupational Health and Safety (OH&S)

Occupational Health and Safety Welfare, is a key consideration for CREAM of the Crop and it will ensure that all employees are provided with high quality induction and safety training prior to employment. A worker's experiences in the first few weeks on a new job / task will help shape their attitudes to their work, work place and work mates. Induction provides a way for CREAM of the Crop, as the employer, to positively influence existing workers, and people new to CREAM of the Crop through the provision of information, training and supervision.

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This will assist in the safe transition of new workers into their jobs, work team and the company. This will also assist CREAM of the Crop to retain an efficient, productive and safe workforce. CREAM of the Crop’s injury management policies have been developed to exceed Work Cover requirements for South Australia. Inductions will include the completion of necessary paper work, meeting key people and work site visits. CREAM of the Crop will ensure that the new worker has understood what they have been told and shown. Most importantly, CREAM of the Crop will encourage new workers to ask questions to reinforce OH&S learning’s.

Insurance

CREAM of the Crop has the following insurances. Cover can be increased if required for specific needs. Please also refer to attached Terms of Business - Introduction of Temporary Staff.

Insurance Type	Level of Insurance	Name of Insurer
Public and Product Liability Insurance	\$10,000,000	Liberty Int. Underwriters
Professional Indemnity Insurance	\$1,000,000	CGU

Payroll, Invoicing + Reporting

Timesheets for employees will be collected fortnightly by 9:00 am Monday morning. Hours worked should be confirmed by relevant CREAM of the Crop staff. CREAM of the Crop utilizes state of the art payrolling procedures, and invoicing will also be comprehensive. All staff will received comprehensive payroll slips and superannuation information. Invoice terms are 7 days for payroll.

Competitive Rates

Competitive rates are available for all our staff, as well as for larger nursing requirements – please contact us to find out more!



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2.3 Our Approach

At CREAM of the Crop we aim to understand your business needs, and help you to establish a better business and recruitment outcome. We use our industry experience to understand the situation that our clients are in, so that we can succeed in our solutions and facilitate the resolution of complex issues.

Our approach to assessment is based on our depth of assessment experience and is achieved by reaching a full understanding of our clients requirements, and establishing a suitable assessment for these needs.

2.4 Services Provided

CREAM of the Crop has established expertise in all areas of Human Resources and Recruitment. We have extensive assessment experience and have work as independent recruiters, consultants, and health professionals for a number of different organizations. We work closely with our clients and candidates to ensure that we are providing a personal service and to achieve a result which exceeds our client's expectations, as well as other stakeholders including the state and federal government, as well as in the broader community.

The scope of CREAM of the Crop's services is detailed and extensive. No job is too big or too small. With the resources and ability to deliver on time, you can be sure that the team at CREAM of the Crop has all your needs covered.

2.5 Benefits

CREAM of the Crop provides its clients and candidates with the following benefits:

- A professional team of HR and Recruitment consultants with extensive experience located within our offices in both Wayville and McLaren Vale.
- A proactive approach and proven track record in encouraging innovation in our recruitment projects and unleashing potential.
- A detailed working understanding of both HR and Recruitment services required for the successful delivery of services in order to achieve client objectives and 'value for money', both for capital and recurrent costs.
- A successful track record in delivering business solutions to the required quality standards and expectations of our clients and candidates.

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- A professional and non adversarial approach, which develops trust and longer term relationships.
- Our people are supported by highly developed systems.
- We are focused on what we do – we understand the balance needed to satisfy businesses requirements and candidate demand.
- We work together to minimise turn over with in any office environment.
- We are able to develop solutions at both strategic and implementation levels.

In addition to CREAM of the Crop's depth of HR and Recruitment advice and experience, we can offer clients with advice on corporate strategy, future planning, and assessment advice.



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3.0 CREAM Executive + Permanent Selection

At CREAM of the Crop we understand that recruiting new people can be an expensive and exhaustive business process, with costs escalating when it goes wrong. The expertise that consultants at CREAM of the Crop have developed over the last couple of years, means that you can entrust them with the entire recruitment process. You can have great confidence and be at ease that our sourcing techniques, assessment and selection methodology provide you with an in depth integrity that is sought in recruitment today. The stakes are particularly high at an executive level of you make the wrong hiring decisions. CREAM of the Crop aims to provide you with a due diligence process in the acquisition of key human resources.

3.1 How we work with you

Before sourcing the right person for your needs, we work closely with you to understand your business drivers – both for now and in the future. We address critical issues and discuss current remuneration trends. With a particular emphasis on the behavioural competencies required to take your business forward, we not only have access to the best technical skills for the role but are also able to focus on demonstrated leadership behaviour.

Our company focuses of selection and assessment for the following sectors:

- Health
- Government
- Harvest
- Manufacturing
- Service
- Hospitality



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3.2 Executive Coaching – The CREAM difference

At CREAM of the Crop, we believe that personal and professional coaching is a natural extension of the mentoring system used by large companies and societies. The growth of personal coaching reflects a shift away from 'analytical, quantitative business skills' but a move towards more personal, interpersonal and organisational skills. Furthermore, exceptional Executive Coaching combine leadership assessment, benchmarking and individual development coaching to support the individuals growth as a leader.

CREAM Executive Coaching is unique in that it entails the following key elements:

- Detailed assessment of current capabilities using a range of robust assessment tools including 360' review, development centre and leadership profiling.
- Provision of leadership profile compiled by CREAM of the Crop organisational psychologists which highlights existing areas of strengths and development needs.
- Access to a skilled coaching consortium containing high profile business leaders who have track records of success at the CEO/MD, and board level.
- Tailored one on one executive coaching which may involve site visits, active learning assignments and learning challenges.



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Appendix One

Client Charge Out Rates



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4.0 Client Charge Out Rates (\$ Excluding GST)

Charge Out Rates as at April 06

Registered Nurse	Day	A'Noon	Night	Saturday	Sunday	Public Hol
RN Level 1; 1 to 4 years service	39.79	43.94	44.77	56.37	64.66	56.37
RN Level 1; 5 yrs service	42.34	47.13	48.02	60.47	69.36	60.47
RN Level 1; 6 yrs service	44.84	50.33	51.28	64.57	74.06	64.57
RN Level 1; 7 yrs service	47.68	53.52	54.53	68.67	78.76	68.67
RN Level 1; 8 yrs+ service	48.98	55.44	56.48	71.13	81.58	71.13
RN in charge	49.37	56.01	57.07	71.86	82.43	71.86
Certificate Rate	54.29	60.94	62.09	78.19	89.68	78.19
RN Level 2	54.29	60.94	62.09	78.19	89.68	78.19
RN Level 3	61.77	69.33	70.64	88.95	102.04	88.95

Enrolled Nurse	Day	A'Noon	Night	Saturday	Sunday	Public Hol
Yr1	29.51	32.05	32.65	41.12	47.17	41.12
Yr2	30.10	32.69	33.31	41.94	48.11	41.94
Yr3	30.69	33.33	33.96	42.77	49.05	42.77
Yr4	31.28	33.97	34.61	43.59	50.00	43.59
Yr5	31.87	34.61	35.27	44.41	50.94	44.41
Yr6	32.53	35.33	36.00	45.34	52.00	45.34
Yr7	33.12	35.98	36.65	46.16	52.95	46.16

Personal Care Attendant	Day	A'Noon	Night	Saturday	Sunday	Public Hol
CI 2.1	25.11	28.25	28.25	35.58	35.58	52.32
CI 3.1 - Cert 111 < 560	25.53	28.72	28.72	36.17	36.17	53.19
CI 3.2	26.07	29.33	29.33	36.93	36.93	54.31
CI 4.1 - Cert 111 > 560	26.40	29.70	29.70	37.39	37.39	54.99
CI 4.2	26.86	30.22	30.22	38.06	38.06	55.97
CI 5.1	27.33	30.75	30.75	38.72	38.72	56.94
CI 5.2	28.29	31.82	31.82	40.07	40.07	58.93

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Agreed by Client:
 Name:
 Title.....

Signature.....Date / /



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Appendix Two

Terms of Business

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5.0 Terms of Business Introduction of Temporary Staff

RECRUITMENT ORDER & AGREEMENT

SIMON and SUZANNE JONES & ASSOCIATES PTY LTD (ABN 23 103 596 881)
 TRADING AS **CREAM OF THE CROP**
 PO Box 1108 Glenelg South, South Australia 5045
 Telephone: (08) 8274 2106 Facsimile: (08) 8274 2186

Client Name
 Address
 Telephone Number Facsimile Number
 Client Contact

1 PARTIES:

These Terms and Conditions are between CREAM of the Crop and / or any subsidiaries or associates or separate names ("we / us / our"), and the Client Employer ("you / your"), and specify the terms upon which we will provide services to you until new Terms and Conditions are notified to you in writing.

2 ACCEPTANCE OF TERMS AND CONDITIONS:

The interviewing or engagement of a candidate or the passing to any other person or organisation of personal information pertaining to a candidate introduced to you by us, will be taken as your acceptance of the Terms and Conditions. No variation can be made to these terms without the written consent of the Managing Director of CREAM of the Crop.

3. PAYMENT OBLIGATIONS:

3.1 You agree to pay the hourly charge, (plus G.S.T.) advised by us at the time of the booking of the assignment. This hourly charge includes allowance for all statutory charges (including workers compensation, payroll tax and superannuation) paid by us. Any variations to statutory charges (eg workers compensation, superannuation, payroll tax) that occur for whatever reason will be recharged to you. Travelling, hotel or any other expenses as may be agreed, will be charged in addition and itemised on the invoice (plus G.S.T.). A minimum charge of four hours per day will apply to each contractor/ temporary booking. The minimum number of working hours per day is two (2), or Award requirement. Any amounts payable to temporaries employed under the provisions and terms of the relevant state or federal award or certified agreement will be recharged to you.

3.2 You agree to verify and sign the Employment Business time sheets each week. Signature of the time sheets by you constitutes acceptance that the contractor / temporary employee has worked satisfactorily for the hours indicated on the time sheets. Failure to sign the time sheets does not alter your liability to pay for hours worked.

3.3 All charges will be invoiced weekly and are payable strictly within 14 days. Any costs incurred to recover outstanding accounts will be payable by the client.

4. ENGAGEMENT/CONVERSION OF A CONTRACTOR/OR TEMPORARY:

4.1 If within six (6) months of the conclusion of an assignment you engage that person for a limited or unlimited period, a placement fee will be payable

(see Clause 4.2). The placement fee will apply to any contractor / temporary introduced to you by us who is engaged by you or any division, related company or associated firm on a permanent, contract / temporary, part-time or consultancy basis.

4.2 Subsequent Engagement Fees:

Agreed fee : 8% Of Salary Package + GST

4.3 In the case of the conversion of a contractor/temporary to Permanent Employee status with you during an assignment, a conversion fee is payable

(see Clause 4.4). Such a fee will also apply where our temporary employees/contractors are transitioned to another employment agency/business for whatever reason and in whatever manner.

4.4 Conversion Fees:

Agreed fee : 8% of Salary Package + GST

5 CLIENT OBLIGATIONS

The client acknowledges that we are not performing the services required of our employees or independent contractors; but are instead the supplier of our employees and independent contractors, at the client's request, to perform the work that it has requested. From the time that our employees or independent contractors report to the client for their duties they are under the care, control and supervision of the client for the duration of the assignment.

In these circumstances, the client agrees we will not be liable to the client in respect of any damage, loss or injury of whatsoever nature or kind, however caused, whether by our negligence or the negligence of one of our workers, their servants or agents or otherwise, which may be suffered or incurred, whether directly or indirectly, in respect of the services provided under these conditions of assignment.

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6 OCCUPATIONAL HEALTH AND SAFETY:

We reserve the right to remove any employee from the work place if it is deemed to be unsafe or at risk. We also reserve the right to conduct safety audits /inspections to enable the health and safety of our employees. You are to provide all necessary OH&S training, site specific and work-specific induction required before any employee starts work as directed by the relevant work cover authority in your state. Should this not be possible you will inform CREAM of the Crop in order for us to ensure relevant training is completed. You will inform us of any change in job description, in order for us to reassess OH&S requirements of that individual. i.e. whether retraining or a replacement is required.

7 GUARANTEE:

Should the performance of a contractor / temporary employee prove not to meet the requirements of the assignment as agreed, we will replace the temporary at no charge for the first four hours worked, providing we receive notification within 16 hours of commencement. This guarantee does not apply if the contractor / temporary employee has not been working in the position described in the original assignment order. Guarantee replacement periods do not apply in conversion situations (see Clause 4.1 and 4.3).

Agreed by Client: Name: Title:	Signature.....Date / /
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