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Quality
Endorsed
Company
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A.C.N. 009 195 037 A.B.N. 35 009 195 037

CAPABILITY STATEMENT

by Mary Louise McArdle, Managing Director

OVERVIEW

The firm was established in 1986 by Mary Louise McArdle, the Managing Director who has over 30 years experience in the Recruitment Industry. Premium Personnel is a wholly Western Australian owned company which has a diversified Blue chip client base serviced by specialised divisions. Each division is directed by a consultant with substantial relevant experience. Premium Personnel covers permanent, temporary and contract placements in the following areas:

- | | |
|------------------------------|-------------------|
| ❖ ACCOUNTING | ❖ LABORATORY |
| ❖ ADMINISTRATION | ❖ LEGAL |
| ❖ CONVEYANCING & SETTLEMENTS | ❖ MINING |
| ❖ HEALTHCARE | ❖ PROPERTY |
| ❖ INSURANCE | ❖ SCIENTIFIC |
| ❖ INTERNATIONAL | ❖ TEMPORARY STAFF |

PREMIUM PERSONNEL'S CORPORATE CULTURE

We are committed to:

- ✓ *Providing extraordinary service to our clients, candidates and to each other.*
- ✓ *Being professional, responsible and accountable.*
- ✓ *Setting clear goals and achieving them.*
- ✓ *Being friendly, caring and approachable.*
- ✓ *Communicating effectively with clients, candidates and each other.*
- ✓ *Being a team.*
- ✓ *Innovating.*
- ✓ *Being honest, truthful and acting with integrity.*
- ✓ *Listening.*

MEMBERSHIP ORGANISATIONS

Premium Personnel have global affiliations enabling us to source specialist personnel not accessible in Western Australia.

Staffing Industry Association World Wide- International Member.

RCSA (Recruitment & Consulting Services Association) - Australian Member.

Australian Human Resource Institute - Chartered Member since 1978.

Australian Institute of Company Directors - Foundation Fellow

CUSTOMER SATISFACTION PROCESS

Premium Personnel seek essential client and candidate feed back through our Service Quality Checks. The feedback covers all aspects of our business and enables us to ensure our service is the best possible. This information is monitored and evaluated for continuous improvement. We are in partnership with our clients and candidates and only by listening to their evaluation can we improve.

QUALITY ASSURANCE – AS/NZS/ISO 9001: 2008

Premium Personnel is endorsed under AS/NZS/ISO 9001: 2008. We have a dedicated QA team committed and dedicated to achieving the highest standards in our industry. Our procedures are continually monitored and refined to ensure continuous improvement, which maintains the integrity of our services.

OCCUPATIONAL SAFETY & HEALTH – AS/NZS 4804: 1997 – AS 4801-2000

Premium Personnel has a dedicated Occupational Safety & Health Committee to ensure that our Safety Management System is compliant with AS/NZS 4804:1997 guideline standard. Our systems and standards are constantly upgraded through our continuous improvement and ongoing relationship with our employees, candidates and clients. They are an integral part of this process. We are working towards gaining accreditation to AS 4801:2000.

RISK MANAGEMENT - AS/NZS 4360:1995 – AS/NZS 4360:1999 – AS3806-1998

Premium Personnel has in place a risk management system to comply with standards AS/NZS 4360:1995 and internal audits to ensure the integrity and quality of our service. We are constantly improving, auditing and refining our Risk Management procedures to comply with Australasian guideline standards. We are working towards gaining accreditation to the Compliance standard AS 3806-1998 and Risk Management standard AS/NZS 4360:1999.

ENVIRONMENTAL MANAGEMENT SYSTEMS – AS/NZS 14001:1996

Premium Personnel is committed to actively supporting environmentally friendly practices. We aim to reduce, reuse and recycle to minimise waste. We actively encourage environmental awareness and the prevention of pollution. With commitment we dedicate our company to continuous improvement towards the Environment Standard AS/NZS 14001:1996.

TRAINING

Premium Personnel train our consultants in the Policies, Philosophy & Management Systems of Premium Personnel. The training encompasses compliance with our Quality Assurance AS/NZS/ISO 9001:2008, Risk Management AS/NZS 4360:1995 & Occupational Safety & Health guideline standards AS/NZS 4804:1997 and Environmental Management Systems Standard AS/NZS 14001:1996

PLANNING FOR IMPROVEMENT PROCESS

The purpose of any business planning for improvement is to ensure everyone in the company focuses on the priorities and commits to the actions that will ultimately benefit our clients. The policies and procedures outlined in our Quality Management System have been implemented to ensure we recognise and meet our clients' changing needs. Professional compliance with this system explains how we achieve, maintain and surpass the high standards that our clients demand and expect from us.