

Our Promise

people bank

“As a proud member of the Peoplebank team, I believe that extraordinary customer service is not a collection of words but a set of consistent actions and behaviours.

Everything I do is passionately directed at delighting you, our customer, by always delivering on my promises.

I want Peoplebank to be your number one choice in recruitment.

I know that your trust and loyalty can only be earned by being accountable to deliver on the promises I make.”

I am

Peoplebank

I am respectful

I behave ethically

I set and manage clear expectations

I own and follow through on issues

I value people as individuals

I act in a friendly, polite and helpful manner

I listen to understand... before seeking to be understood

I communicate clearly, honestly and openly

I say yes or how... never automatically no

I delight and wow our customers

I deliver on the promises I make

I relentlessly pursue excellence

I am passionate about people

I am Peoplebank

Clients

I promise that...

1. I will **understand** your business, technical and cultural needs and **respond** by delivering the **right** candidates
2. I will respond back to you the **same business day**
3. I will keep you **informed** with regular **market updates**
4. I will **accurately** communicate, promote and protect your **employer brand**
5. I will be **accountable** by measuring our **effectiveness** as a recruitment supplier

Contractors

I promise that...

1. I will **pay you on time**, if you meet your ongoing obligations and your approved timesheet is received on time...
100% guaranteed
2. I will respond back to you the **same business day**
3. I will contact you on the **first day** and at the **end of the first month** of your contract
4. I will contact you during your contract as per our **agreed schedule**
5. I will call you **six weeks** before the end of your contract to discuss your options
6. I will **proactively assist** you to find your **next role**
7. I will keep you **informed** with regular **market updates**

Candidates

I promise that...

1. I will **acknowledge** and **review** your application
2. I will keep you **updated** on the **status** of your application if you are **shortlisted** for a role
3. I will **respect** your **privacy** and never present you for a role without your consent
4. I will **explain** our recruitment process to you and outline what you can **expect** to happen
5. I **want** to **find** your next opportunity
6. I will add **value** to your job search **experience**

Our people

I promise that...

1. I will **understand** and **respect** the part other teams play in delighting our customers
2. I will respond back to you the **same business day**
3. I **create a spirit of teamwork** to delight our customers
4. I **acknowledge** requests and will let you know when a task is **completed**
5. I will **deliver** within the **agreed** time frame
6. I will **pick up the phone** to resolve issues
7. I say **thank you**

visit www.peoplebank.com.au/promise

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