

## **Customer Service Policy**

Our mission is to provide competitive and flexible human resource services delivered by experienced professionals working in partnership with employees and clients.

We are committed to providing a first class service to all our customers both candidates and clients by managing casual labour, contract personnel and permanent staff for a diverse range of clients from industries such as Manufacturing, Construction, Engineering, Automotive, Energy, Mining, Food & Beverage and Local Government covering the major business and industry sectors throughout Australia.

Rexco People are certified in the RSCA Service Delivery Standard and are committed to providing excellence in customer service. Our staff are highly skilled with commercial, technical and industry specific experience that guarantees service excellence. Our commitment to excellence and rapid response to our client needs applies to every area of Rexco People service and is supported by our values.

We are committed to prompt resolution of all service problems and complaints and welcome all feedback from our customers.

As a member of the RSCA we are committed to full compliance with the RSCA Code for Professional Practice.

Rexco People are certified in Occupational Health & Safety to AS 4801 and Quality Assurance to ISO 9001 with the aim of providing a safe work environment for all along with a quality standard that aims to enhance customer satisfaction.



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