

Dear Kowalski Contractor,

We believe that we have the strongest contracting team in the Canberra region. We pride ourselves on the constant positive feedback that we receive from our clients. When you are working in a contract position with one of our clients, we ask you to remember that you are representing Kowalski Recruitment.

We have put together some simple contracting guidelines, which will help make our contracting team even more well-regarded. We ask that you always follow these guidelines, so that together we can continue to exceed the client's expectations.

### **Important Points to Remember**

- **Identify yourself to your direct supervisor.**  
It is very important that the supervisor knows who you are. Identifying yourself should also help you build rapport with your supervisor and work colleagues. It is often comforting for those around you to know who you are.
- **Ask as many questions as necessary to gain a clear understanding of your job requirements.**  
We have never received poor feedback about someone asking too many questions. Often we receive positive comments about how a candidate was not afraid to ask questions when they started a new job task. Even though those around you may seem too busy to help, asking questions is one of the most effective ways to learn the task and to be a high achiever.
- **Always present yourself in a professional, business-like manner.**  
It is important that you are well groomed, and dressed appropriately for work.
- **Use your time productively.**  
Remember clients are paying for every minute recorded on your timesheet.
- **Avoid making personal telephone calls, except in the case of an emergency.**  
Sometimes a client/supervisor notices personal calls, leading to an impression that the contractor is not working productively. If a personal call is essential, please inform your supervisor that it is an emergency to avoid any misunderstandings.
- **Keep your mobile phone switched off – avoid making calls or sending and receiving SMS messages, apart from during your lunchbreak.**  
Workers using their mobile phones can be very distracting to work colleagues in the vicinity. Supervisors often perceive the use of mobile phones at work as poor etiquette.
- **If you have internet or email access, do not use these facilities for personal use.**  
Internet and email access on most computer networks can be monitored. Some candidates have had the embarrassing experience of having to explain to supervisors why their computer has been used for personal reasons. We ask you only to use the computers for work purposes.
- **If you are running late for work, or are unwell, please contact your Kowalski Recruitment Consultant well in advance of your starting time.**  
If you realise that you are not going to be at work by your starting time, please contact Kowalski Recruitment as soon as possible. That way we can contact the client and quickly resolve the situation (note that our office hours are 8am to 6pm Monday to Friday).
- **We are committed to your health and safety at work and ask that you advise Kowalski Recruitment immediately if:**
  - it appears that the client has not established safe work procedures, or is not complying with OH&S standards or regulations;
  - you are injured (or nearly injured) at work, or on your way to or from work.
- **We ask that you use caution doing any lifting, and take prescribed breaks if your position involves intensive data entry or keyboard work.**  
We want you to look after your health at all times.

Please be sure to contact your Kowalski Recruitment Consultant on 02 6230 6636 if you have any questions or concerns regarding your assignment.

### **KOWALSKI RECRUITMENT PTY LTD**

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