



Success Story



Recruitment Services for Sydney Water

ERA Personnel have been a preferred supplier of placement services to Sydney Water since 2001.

Over the last 12 years, ERA Personnel have developed a reputation for providing excellent service while delivering high quality candidates to meet Sydney Water fluctuating workforce needs. In particular, we have been providing contract staff and developing specialist project teams in the following areas:

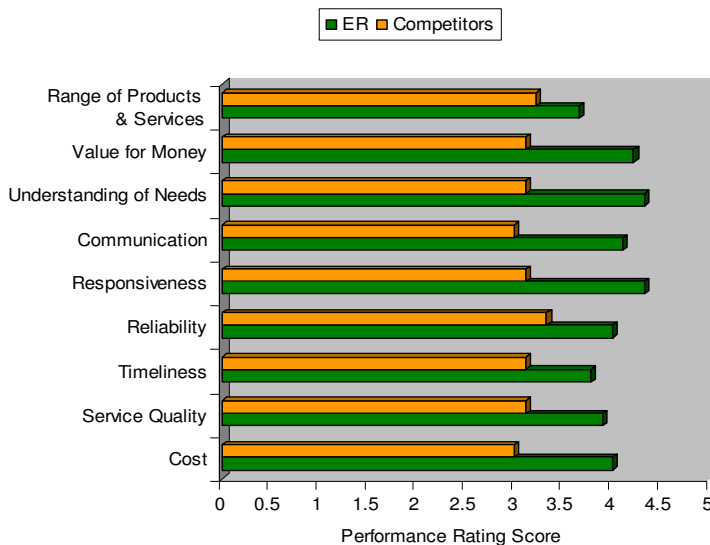
- Analytical Laboratories
- Monitoring Services (Field Sampling & Hydrographic)
- Residuals Management
- Environmental Management
- Asset Management (Civil & Environmental Engineering)

Our excellent results with Sydney Water are a combination of taking the time to learn about our client organisation, its operation and what they are looking for in staff. Our team have placed a high value on developing the right candidate profile, in consultation with our Sydney Water customers, which has resulted in superior success when placing individuals.

Complementing our client focus is our ongoing commitment to interaction with our candidates during their contracts. Our account managers maintain regular contact with candidates through phone calls, meetings and social events. Candidates also receive our newsletter 'Chatter', undertake an annual staff survey and are involved in our regular safety inspections.

Candidates placed with Sydney Water have almost always completed their terms and most have obtained extensions to their contracts. In our last Customer Survey, 100% of responses indicated that the performance of on-hire staff provided by ERA Personnel consistently met standards. During the last 12 years we have placed over 180 contractors with Sydney Water of which over 80% have gone on to win full-time or term positions.

During our time as a service provider to Sydney Water we have consistently achieved higher performance rankings than competitors in our annual customer survey. On a performance rating scale of 1-5, we averaged 4.03 compared to our competitor's average rating of 3.12.



Client Referees:

Graham Armstrong, Manager Field Services, Sydney Water
graham.armstrong@sydneywater.com.au
Ph: 02 9800 6750

John Walmsley, Manager Analytical Services, Sydney Water
john.walmsley@sydneywater.com.au
Ph: 02 9800 6829



ERA Personnel

1 / 24 Ross Street
(PO Box 2253)

North Parramatta NSW 2151

Phone: +61 02 9890 8144

Fax: +61 02 9890 8244

Email: contactus@erapersonnel.com.au

Website: www.erapersonnel.com.au