

## Business Overview

*First and foremost, IN-Fusion Management is proudly Australian owned and operated.*

The business has evolved quickly into a mid tier organisation and rapidly emerging player within the HR and business services industry, built on a strong history of *service excellence* and expertise across the many industry sectors we serve. Unlike many others within this space, we have worked hands-on across all of these industry sectors in functional and leadership roles and not only have a deep understanding and intimate knowledge of the issues both employees and business leaders face; but also a diverse and vast network, whereby we can confidently say that we are all connected by less than “*One Degree of Separation*”.

## Industry Sectors Serviced

1. Executive & Leadership Roles including Board Level Appointments
2. Banking & Finance (Lending & Distribution)
3. Credit Management, Fraud & Revenue Assurance
4. Food, FMCG & Pharmaceutical - including all Technical Roles (Operations & Scientific)
5. Utilities (Energy & Water) & Essential Services
6. Government, Infrastructure & Public Service
7. Insurance – Commercial & Personal Lines (Underwriters & Claims Managers)
8. Information Technology (Programmers, Developers, Pre & Post Sales, System Specialists)
9. Human Resources, Industrial Relations, Payroll, Workcover, Rehabilitation & RTW Co-ordinators.
10. OH&S Management, Environmental (ISO14001), Quality (ISO9001:2000) and Compliance specialists
11. Accounting & Shared Services
12. Telecommunications, ICT & Associated Operations, Media
13. Logistics & Operations Staff at all levels.
14. SAP, Pronto, JD Edwards, BPCS, MFG Pro & Movex Implementation specialists
15. Engineering (Chemical, Electrical, Mechanical), Rail Design, Signal & Overhead Power Supply
16. Mining, Technical & Trades (Maintenance Fitters, Boilermakers, Electricians etc.)
17. Call Centre Staff, Clerical, Customer Service, Reception, PA & Administration.
18. Drivers, Labourers, Forklift Operators, Container Gangs etc.

**NOTE:** *Our capability extends way beyond this sample list, put us to the test, we love a challenge and are confident that we can find you the people you want.*

We truly understand business issues such as headcount constraints, controllable expenses, fixed overhead, throughput and capacity, logistics (storage & freight) and all aspects of compliance from OH&S, HACCP, Environmental, GMP, TGA, Industrial Relations and Human Resources. If you need help, flexibility or simple understanding and support, we can provide a solution for you and your business.

## Business Capability

1. First & Foremost is our Drive, Initiative, Resourcefulness, Networks & Desire to Succeed!
2. Executive Search, Headhunting, Specialist Recruitment – ***We can source anyone!***
3. Generalist & Volume Recruitment – White Collar & Blue Collar – **All** Levels, **All** Industries.
4. The provision of unique Labour Hire, Contracting and Outsourcing Solutions.
5. Our Industrial Relations Expertise – Writing & Managing Certified Agreements (CA's & EBA's).
6. Risk Management – OH&S Auditing, OH&S Systems Development, AS4801, Safetymap.
7. Human Resources Consultants – FWA, Contracts, Systems, Payroll, Handbooks, Inductions.
8. All Round Problem Solvers – If it's in the “Too Hard Basket” – ***We'll fix it for you!***
9. 3PL – Third Party Logistics – Let us solve your capacity & performance dilemmas.
10. External Payroll and Business Management Services, including Accounting & Bookkeeping.

## **Business Philosophy**

The foundation to our success is our staff. It is their established credibility, education and their work and life experiences that are the telling factor – you are not dealing with young people making promises that they can't deliver or; understand or translate what you are telling them. This, combined with our genuine, honest and sincere understanding of the issues our clients and broader business face, is what truly differentiates us from the rest of the sector.

At IN-Fusion, we don't provide empty promises or rhetoric, but focus on what we know we can deliver and our extensive business networks and resources to help our clients anyway we can – minus all the bullshit and excuses. We can handle the truth and so can you. We believe in sharing the benefits of others and their experiences and have no expectations of charging consulting fees for the value add benefits we provide to our clients. It's about building lasting, trusting relationships that are mutually beneficial to all parties involved.

The team at IN-Fusion are passionate in their belief that what you put into life and how you conduct yourself, will be returned to you and; it's not always about the money. Staying true to yourself and the core values of the business is more important than compromising them for short-term gain.

## **Candidate Care, Management & Experience**

The other dimension to our business is the emphasis on candidate care, their experience through our processes and; our ability to source talent and skill sets most others can't handle or wouldn't know where to look. It's the simple things, such as; returning the call, answering the phone, acknowledgement e-mails, being honest and truthful with people and not wasting their time – their time is valuable too; providing candidates with genuine constructive feedback and career guidance, maintaining clear regular communication and managing expectations. We will never oversell a client or a position as without the "will" present it will never work out. Conversely, we have access to large databases of candidates and the uncanny ability to use our initiative to source people at all levels and all over the world for roles. We don't just place ads and sit back wait and pray.

## **National / International Search Capability & Presence**

Our capability is not restricted just to the domestic market. We have Clients that utilise our services on a National and International scale and we successfully recruit across New Zealand, United Kingdom, South Africa and Asia/Pacific. We have developed what we call our "Virtual Recruitment Process" (VRP) and this forms a key part of our National & International recruitment capability. We utilise the latest technology that enables us to source and place candidates from all over the world.