



QUALSERV  
Consulting Ltd



“Quality without Compromise”

Qualserv Consulting Ltd

## ABOUT US



**C**hoosing a recruitment company that will help you to bring in excellent resources to your department or company can often be a minefield.

All too often, many recruitment companies will not take the time to understand your corporate culture or the skill requirements of the roles you require candidates for.

However, Qualserv Consulting are different. The name Qualserv comes from joining the first four letters of the words 'Quality' and 'Service' and this is very much the focus of our company.

Established in 1998, we take time to listen to your needs, to understand the way you recruit and the type of people you recruit, and tailor our solutions to meet your requirements.

We interview all our candidates personally, to better understand their individuality, aspirations and experience, where logistically possible. Eligibility and identity checks are also undertaken, and verified references are required from each applicant covering their previous employment as per the requirements of job.

We also assess the suitability of our candidates from a skills perspective where possible. For example, if a client is looking for a Windows Server Specialist we will technically test candidates to ensure that an interviewer's time is not wasted due to applicants' technical skills not matching up with what they have written on paper.

If the job demands paper qualifications, for example, a Criminal Record Bureau (CRB) clearance, and if the candidate does not have one then we would apply for clearance on our candidate's behalf. This policy gives our candidates trust in Qualserv Consulting and in turn gives our clients every confidence in the staff we select to work for them.

Above all, because we want a longterm business relationship with all our clients and candidates, all our dealings with you will be carried out with the utmost honesty, openness and integrity. We believe people do business with ethical people they can trust.



## GENERAL INDUSTRIAL & TRANSPORT DIVISION

Qualserv Consulting prides itself on our professionalism with both our clients and contractors. Our reputation within the transport and cleansing industry speaks for itself.

This reputation is built on nurturing close partnerships from a range of companies. Our success derives from an extensive database of drivers and industrial personnel, thus giving us the best instrument to place the most suitable candidate for a particular role.

Our database has candidates that are available for both short term contracts and permanent positions. We supply staff not only to the logistics industry, but to municipal clients as well. For example we supply refuse drivers, loaders and street sweepers for various Councils throughout London.

### **Candidate Criteria for the General Industrial / Transport Division:**

- Minimum of 5 years references obtained
- 3 month Licence check for all contractors
- Minimum 6 months experience in appropriate vehicle
- All staff vetted for right to work via passport, visa and Home Office checks CRB checks held for all drivers (where necessary)
- Must have appropriate PPE for each position
- Maximum 3 points on licence, no DR,IN,DD endorsements accepted

### **We supply the following staff in the General Industrial / Transport Division:**

- HGV 1 drivers
- HGV 2 drivers (both refuse and logistics)
- 7.5 tonne drivers
- PSV Drivers (Auto and Manual)
- 3.5 tonne drivers
- Refuse loaders
- Street Sweepers
- Cleaners

## SUMMARY OF BENEFITS

We strive to gain a thorough knowledge of your corporate culture or business, helping us to secure the best possible candidates for your organisation. We obtain a minimum of 5 years references on every temp we place with our clients and should the individual have worked for the same company for over 5 years we would also obtain a personal reference. We check all staff licences every 3 months and we only place individuals with a minimum of 6 months experience within the appropriate vehicle and we ensure that all staff placed with a client have worked within the particular industry that our clients are involved with. We do not consider people with any major endorsements on their licences ie DR,IN,or DD are not accepted.

We also will only consider individuals with a maximum of 3 points on their licence. We also ensure that when a temp is on site for any of our clients we ensure that they have appropriate PPE and ID badges where required. All employees are checked to ensure that they have manual handling or any other licences that require verification. We check all temps are legally permitted to work within the UK by thoroughly checking each person's visa status, passport and any Home Office checks. Where a candidate will be working within more sensitive environment eg within Education or Social Services Departments, a fully enhanced Criminal Records Check is obtained on the individual.

We meet and or extensively telephone interview all candidates prior to submitting their CV or placing them. If a job demands paper qualifications, we make proper checks to ensure the authenticity of the qualifications. We obtain with at least two written references before any contractor / temp starts with you.

We encourage client meetings so that the state of our business relationship can be continually assessed. We sign up contractors / temps on proper contracts as soon as an offer is accepted to minimise the possibility of the contractor / temp going elsewhere. Fixed margins and fees can be negotiated for a volume of requirements. CVs are not forwarded to clients without the candidates' permission and we comply with the Data Protection Act and current Employment legislation and Acts.

We regularly conduct client satisfaction surveys and review our relationship with you as we strive for continuous improvement. This leads to better service in the long run for you. We aim to pay all our contractors / temps on time and without error. This is important since an oft-cited reason for contractors walking off site is the infrequent nature of payments from their agency. This is never an issue when a contractor is engaged through us.

You have access to various levels of candidates across a multitude of market sectors from our enormous online and offline candidate databases. Part of our UK and EU candidate re-sourcing team is based overseas which means we have one of the longest resourcing day (in man hour terms) of any recruitment consultancy in the UK. We can be contacted 24 hours a day, 365 days a year should you have a role that needed to be filled urgently and or on very short timescales.



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