



# dragon

GROUP

Welcome pack

## **Welcome !**

*Thank you for giving us the opportunity to show you how we work at Dragon. If this is the first time you have engaged with a labour hire company or if labour hire has been a part of your business in the past, we want to demonstrate how effective our service can be to ensure a positive outcome for your business.*

*All Dragon staff are 100% committed to what we call in house as the **'WOW FACTOR'**. We aim to make each interaction with us a positive one & ensure we do all we can to deliver your project on time, to budget, by providing you with quality labour & trades. We will ask you for feedback on our guys each time you finish with them, to help us maintain our high standards and continually improve.*

*When you have new projects in the pipeline, please let us know if you will require any labour/trades on the project. If you are seeking Carpenters, let us know the scope of the work so we can put together the team that is most suited and will provide the best job. We know our trades very well so strengths & weaknesses are a key factor when sending the right guys to the right job.*

*We operate on an open & honest approach to business. In the unlikely event of us letting you down for whatever reason, please rest assured that we will do everything in our power to rectify our position & get back on track. We work with likeminded builders & construction companies and a massive part of our current client base is from referrals or site visits being made by the labour hire team.*

*We very much look forward to working with you & the team.*

*Kind regards,*

Matt Jones



## Our Department Contact



**Matt Jones**  
Carpenters / Foreman /  
Permanent Placements  
matt@thedragongroup.com.au  
Mobile : 0418 885 570



**Ben Wales**  
Operations Manager  
ben@thedragongroup.com.au  
0439 653 277



**Pedro Ranera**  
Sales Account Manager  
pedro@thedragongroup.com.au  
0449 996 976



**Michael Tunna**  
Labour Hire Consultant  
(Carpenters) - South of The Bridge  
michael@thedragongroup.com.au  
0428 230 303



**Oliver Maresse**  
Labour Hire Consultant  
(Carpenters) - North of The Bridge  
oli@thedragongroup.com.au  
0419 189 729

**Ji H Song - Accounts**  
accounts@thedraongroup.com.au

**Lara Rocha - Administration Manager**  
Lara@thedragongroup.com.au

## Dragon Values

### The **WOW** Factor :

At Dragon we are driven by high quality of customer service. Striving to keep our client feeling positive and fulfilled. As a valued business, we always work with the following principles in mind:

- ✓ Treat customers **respectfully**
- ✓ **Personalized** and **Proactive** Service
- ✓ **Understanding** customers' needs and wants
- ✓ **Exceed** customer **expectations**
- ✓ Follow up on both positive and negative **feedback**
- ✓ **Answer** enquiries **fast and efficiently**
- ✓ **Consider** customer service in **all aspects of our business**

# Invoice & Timesheet procedure

## 01

### Register

All designated approvers will receive a username and password via email upon Dragon employee commencing on your site.

If you do not receive the email within 24 hours of the Dragon employee starting, please contact us ASAP Lara@thedragongroup.com.au

## 02

### Login

Your login will allow you to access your payroll portal and personal details allowing you to keep track of the Dragon employees on site as well as viewing your timesheet history

## 03

### Monday

All Dragon employees will be submitting their hours from the previous week for approval by **Monday**. Our payroll cycle runs from Monday to Sunday each week

## 06

### Invoice

Once we have all timesheets approved we will send invoices every Thursday with payment in our contract days

## 05

### Approved

If you agree with the timesheet please press **"Approve"**, if there is something to fix please press **"Reject"**: and submit reason. When you click Approve or Reject, a webpage will open. If this does not happen then the action has not been registered

You will need to login to the system to complete the approval/rejection

Approve

## 04

### Tuesday

All timesheets need to be approved by **TUESDAY 11 am**



## Our Weekly Plan

Communication is key to our success

Dragon strives to make sure that you continually receive a **quality service**. After assigning one of our employees to work with you, we will call every **Thursday** to hear your feedback and discuss plans for the following week, whether you are satisfied and would like to keep the team as they are or are looking to hire another member.

If you have a member of our team working with you and desire them to move your site or to a different address, make sure to inform us as we need to create a timesheet for each site.



# Client payment terms

## Terms and Conditions of On-Hire Assignment

**Payment made as stated in your contract.**

Indicative GST exclusive rates are set out in the 'Schedule of Rates' for a General Labourer.

When calculating non-standard and shift rates each day's work will stand alone.

We charge a minimum of four hours at the applicable rate for each worker

## Method of Payment

Payment is to be made by directly depositing funds into the following bank account:

Westpac Banking Corporation

BSB: 033-178 / Account Number: 406279

**Supplier Company Name:** Dragon Labour Hire Pty Ltd

**A.B.N:** 28 603 366 909 **A.C.N** 603 366 909

**Office Address:** 100 Clarence Street Sydney 2000

**Mailing Address:** PO Box 7201 Warringah Mall Brookvale 2100



# Meet The Dragon Group

## Our divisions:



Our Labour Hire division specialises in supplying the NSW construction market with skilled and ticketed trades and labour. We have a proven track record in medium - high end residential projects, refurbishments, and fit outs



Our Permanent Placement Division focuses on hiring building and construction professionals across Australia. The key to our success is partnering with our clients and understanding their needs. This allows us to find the right talent, time and again.



Our Property & development team are experts in construction and renovation projects. Focused specifically on the residential market. We undertake a range of Projects throughout Sydney, putting our clients first, offering flexibility and an honest, friendly approach.

## ASSA Accreditation

Advanced Safety Systems Australia (ASSA) leads the industry with its innovative solutions to Occupational Health, Safety and Environmental (OHSE) issues through safe work practices

Management Systems that we provide:

*Environment*  
*Quality*  
*Safety*





# Ready to book?

## Contract Details:

Carpenters / Foreman / Permanent Placements : Matt 0418 885 570

Operations Manager : Ben Wales 0439 653 277

Sales Account Manager : Pedro Ranera 0449 996 976

Labour Hire Consultant (Carpenters) - South of The Bridge :  
Michael Tunna 0428 230 303

Labour Hire Consultant (Carpenters) - North of The Bridge  
Oliver Maresse 0419 189 729

**Email Queries : [admin@thedragongroup.com.au](mailto:admin@thedragongroup.com.au)**

**Accounts Queries: [accounts@thedragongroup.com.au](mailto:accounts@thedragongroup.com.au)**

Website: [www.thedragongroup.com.au](http://www.thedragongroup.com.au)