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ManpowerGroup Response to Questions on Notice

Thank you for providing us with the opportunity to provide written responses to the questions taken on notice during our attendance at the public hearing on 27 August 2021.

Question 1 Chair: In terms of costs to the employee, what guidance do you receive from the department or agency about pay and conditions?

Question 2 Chair: Does the Department ever say, 'This is what our employees are receiving; you're require to ensure you're matching this'?

Manpower Response to question 1 and 2: In some cases a Commonwealth agency will provide us with the equivalent APS level of the work being done by our on-hired employee, and request that we provide a pay rate which is equivalent to the pay rate for that APS level listed in the current enterprise agreement for that agency.

Question 3 Chair: We've touched on this before, as to the ManpowerGroup at the Australian Maritime Safety Authority. Taking the Australian Maritime Safety Authority as an example, you won the contract earlier this year from their existing provider, Hudson. That's a $3.64 million contract at quite a small agency. When the existing Hudson workforce was transferred to Manpower, what fees did you charge AMSA?

ManpowerGroup response to question 3: The only fee charged to AMSA under this contract to date has been our hourly charge rate, calculated based on hours worked by our associates. Our hourly charge rate predominately reflects the cost of wages, superannuation, workers compensation, payroll tax and GST and as a result our profit is a small component of the contract value. There was no additional fee charged at the point the contract was established to cover the recruitment or onboarding of the workers.

Yours sincerely,

David Bruch
Acting Managing Director/Finance Director
ManpowerGroup