



FREQUENTLY ASKED QUESTIONS

Q: What is your screening process like?

A: Intensive. Thorough. Rigorous. We always promise to do what's necessary to attract and recruit the best possible candidates for our clients, vigilantly inspecting their qualifications.

- Online applications and resumes
- Phone and in-person interviews
- Skills testing and behavioral assessments using the online service Prove It!
- OnDemand uses E-Verify to determine the eligibility of candidates to work in the United States.
- In house Drug testing and Criminal Background check – By county, By State
- Medical Clinic supervised Drug Testing

Q: How is OnDemand different from other staffing agencies?

A: In many ways. In fact, we stand out from competitors for the following reasons:

- **Our Safety First Attitude:** Our experience modification rate is our most important tool to our competitive edge. Our safety standard, which helps keep workers compensation claims down by allowing us to identify challenges and stop injuries—before they occur
- **Our Low Turnover:** We have an unprecedented 95% order fulfillment rate as a result of our meticulous screening process. Many of our employees are transferred to our client's payroll within 3-6 months. This is the biggest complement to our firm!
- **Our Privately-Owned Status:** Being independent allows us to operate with more flexibility, and without being beholden to a stock price.

We take the time to listen to the clients' needs and may interview hundreds of candidates before finding the right one, if the perfect match is not available, OnDemand will always advise you of this. Our deep-rooted relationship with the local business community has rewarded us with the trust in our ability to consistently recruit the best possible associates for your company.

Q: Does OnDemand provide benefits for their temps?

A: Yes. OnDemand Associate may choose to participate in a supplemental discount medical coverage plan – compliant with the Affordable Care Act. Several convenient plans are available—all of which include a prescription discount program—along with options to purchase dental and/or vision benefits. We also offer free computer skills tutorials, career counseling, bonuses, referral bonuses and paid vacation time (after employees' contractual hours) are met. Our philosophy? Keep employee morale high—so your turnover rate will be low. *

Q: What is your pricing like?

A: Due to the different dynamics of each account, we do not offer across-the-board pricing. However, what we can promise is that you will always receive competitive rates and superior service. Link to the Cost saving graph

Q: Does OnDemand offer a guarantee?

A: Yes. an unconditional replacement guarantee is established on all Direct Placements. We honor a 4-hour guarantee on all temporary employees (No Questions Asked)

Q: Does OnDemand offer client incentives?

A: Yes. When a client ingratiates themselves to us by eliminating injuries in the workplace and legal action from the equation, we more than generously return the favor

Q. What is your time and attendance system like?

A: We work diligently with you to ensure proper time tracking. We utilize several methods such as EasyClocking, a time-tested system that takes the guesswork out of invoicing while allowing us to incorporate with any client, at any work site. Employees and Employers can use our state of the art, industry specific, Cloud based software system, which incorporates an online timecard allowing you to enter associates time right from your computer at work, track breaks and lunches; which will be submitted electronically to OnDemand payroll department, in one simple click. Yes, of course, we still provide the hand written carbon timecards.