



EBS PAYROLL AND INSURANCE SERVICES

HUMAN RESOURCES INFORMATION

FROM
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I. INTRODUCTION

EBS is dedicated to supporting an employer's human resources department with specialized services.

As a client of EBS, your company will effectively increase the administration of its Human Resources department while drastically reducing the cost and liability of hiring additional staff.

EBS's specialized services provide a unique, third party approach to administering personnel related issues. By utilizing the EBS team, your company can retain an entire network of business professionals, each an expert in their designated field. As an EBS customer, you can expect the following services:

II. PRE-EMPLOYMENT PRACTICES

1. Ensure advertisements for job openings meet EEOC guidelines in order to avoid discrimination claims.
2. Advise and provide training concerning which questions cannot be asked prior to hire, in accordance with State and Federal guidelines.
3. Review current application, or provide applications for employment, if needed.
4. Provide complete background checks. A background checks consists of research in the following areas:
 - a) Criminal Records
 - b) DMV Records
 - c) Past Employer Verification
5. Provide pre-employment drug screening procedures and a Drug Free Workplace policy.
6. Provide the following forms necessary to process a new employee:
 - a) Applications
 - b) I-9 forms
 - c) New employee tax forms
 - d) Receipt of Handbook and Safety Policy
 - e) Receipt of equipment or uniforms
 - f) Work Permits
 - g) Authorization to perform pre-employment drug testing and background checks.
7. Provide all posters required by state and federal law.

III. CURRENT EMPLOYMENT PRACTICES

1. Create a Company Policy Manual, as well as any needed Safety Policies and systems.
2. Administer, update and maintain Company Policy as necessary.
3. Be available by telephone during business hours to render consultation concerning interpretation and enforcement of Company Policy, including:
 - a) Application of Progressive Discipline Policy.
 - b) Unlimited counseling concerning day to day supervisory problems such as motivation, warnings, suspensions, leave of absences, and terminations of employment.
4. Provide consultation on proper procedure or investigation to follow when an employee complains of harassment or discrimination.
5. Provide management meetings regarding management techniques, labor law updates, or safety meetings (CAL-OSHA).
6. Provide supervisor training including proper documentation and discipline, sexual harassment, and motivation.
7. Create wage scales, wage surveys, or analysis as needed.
8. Provide workers' compensation claims monitoring:
 - a) Ensure claims are closed on a timely basis;
 - b) Monitor reserves and work with insurance company to reduce reserves;
 - c) Advise which claims should be treated as "first aid"; and
 - d) Provide accident investigation, when appropriate.
9. Create customized job descriptions for each position within the company.
10. Perform periodic performance evaluations of company employees and management.
11. When appropriate, conduct investigations and/or interviews of staff related to disciplinary action or workplace issues.

IV. POST EMPLOYMENT PRACTICES

1. Provide consultation concerning exit interviews, and preparation of termination reports.
2. Provide a complete UI Management System as follows:
 - a) Establish and maintain a control system designed to achieve the lowest possible tax rate for your company.
 - b) File protests and appeals for you on unemployment insurance claims that we reasonably consider unjustified.
 - c) Attend and/or represent your company at all hearings before Administrative Law Judges and the Appeals Board.
 - d) Handle, in your best interest, all oral and written communications with the various State Departments that are concerned with unemployment compensation taxes and/or claims.
 - e) Maintain surveillance of transactions to your Account(s) and correct errors, as required.
 - f) Insure, when applicable, that charges for unemployment benefits are assessed to the State general fund or to another base period employer instead of your reserve account.
 - g) Review your records and analyze your past, present, and future transactions in an effort to obtain tax refunds or savings.
 - h) Counsel and advise you to achieve the best possible tax position in the event of reorganization, acquisitions, mergers, or sale of operating entities.
 - i) Conduct seminars and training lectures to insure that your management and supervisory personnel are knowledgeable in proper termination methods and unemployment claims procedures.
 - j) Be available by telephone during business hours to render consultation and advice in the handling of complex or emergency termination problems.
 - k) Render periodic reports of status and results.
3. Provide Labor Law Administration as follows:
 - a) Provide unlimited consultation concerning all Labor Related areas to include Wage and Hour laws, DFEH, and EEOC related issues(i.e. race, religion, color, sex, sexual orientation, national origin, ancestry, citizenship status, marital status, pregnancy, age, medical condition(cancer related or HIV/AIDS related), handicap, disability, or any other protected status in accordance with the requirements of all federal, state and local laws, Veterans Rights to re employment, Americans with Disabilities Act, and Family Leave Laws).
 - b) Assist in administration discovery and investigations into labor related matters in preparation for attorney referral.

V. EMPLOYEE TRAINING AND MANAGEMENT

A. Training of Staff Employees

Perhaps the most vital perspective of this plan is to consistently train and evaluate each employee's individual progress towards accomplishing the company's goals. Training must include topics such as body language, communication skills, team-building skills, sales skills, motivation and practical business skills.

In our program, each employee will be given certain goals to meet with a specified time, resulting in accountability and increased confidence with successful accomplishment of their goals. An increase in job training and definition of work procedures will assist employees in learning how they individually contribute to the team, which in turn helps the company succeed by each member accomplishing and achieving their individual goals.

B. Training of Management

In order for employees to take pride in their job and responsibilities, it is essential that those who manage employees share in the enthusiasm and desire to accomplish the team's goal. Therefore, great attention must be given to management so that they can set a positive example for their subordinates. Training topics should include body language, communication skills, teambuilding skills, sales skills, motivation and practical business skills. However, management must also be trained about sensitivity towards employees, how to interact with subordinates, how to motivate subordinates to accomplish their goals, how to diffuse potential morale problems, how to properly and effectively use discipline, and understand how each department relies on the other in order to meet the Company's overall goals.

C. Policies and Procedures

1. Demonstrate an understanding of company procedures and comply with all requirements.
2. Demonstrate a thorough understanding and compliance of the Company's policies and procedures.
3. Maintain records such as employee evaluations, letters of recommendation, or disciplinary action.
4. Submit ad copies consistent with the Company's goals and company philosophy, local community and company image, while ensuring that all advertising meets corporate marketing guidelines and includes the EEO statement, as needed.

D. Performance Competencies

1. Rate the performance of each employee in the following areas:
 - a) Communication Skills.
 - b) Teamwork.
 - c) Planning and Organization.
 - d) Customer Service.
 - e) Cooperation.
 - f) Innovation.
 - g) Cost Consciousness.
 - h) Adaptability.

E. Development Plans

1. Ongoing, continuous development of employee behavior and efficiency.
2. Ongoing Performance Evaluations establishing a track record for employees.
3. Ongoing establishment and accomplishment of goals for each individual employee.

F. Employee Feedback

1. Establish an anonymous suggestion system to reveal different perspectives or hidden deficiencies in the workplace.

VI. FORMS AND SUPPLIES

1. Agent agrees to provide, without additional charge, all forms, instruction sheets, and supplies necessary to utilize the service, including:

- A. Applications
- B. Sample Warning Notices
- C. Suspension Notice
- D. Termination Reports
- E. Declaration Statements
- F. LOA Agreements
- G. Sample Performance Appraisals
- H. COBRA Letters
- I. I-9's
- J. State and Federal Posting Requirements

VII. CLOSING

We look forward to being of service. We are sure you will find our services achieve outstanding results, while cutting the costs of your Human Resources budget. Should you have any questions concerning this proposal, please do not hesitate to call.