

Client Commitment Statement

- Respond to your phone calls and emails within 24 hours
- Quarterly on-site visit from your Client Service Executive (more frequently as needed or requested)
- Periodic on-site visits from our Safety Manager
- Annual on-site visit from the SVP of Human Resources to discuss your strategic initiatives
- Respond to unemployment claims and represent you in unemployment hearings
- Perform an HR Review within the first 6 months of our relationship to review:
 - Wage and Hour Compliance
 - Compliance with current legislation
 - Review current HR policies and practices
 - Determine your training needs and establish a training calendar
- Perform “Preventing Harassment in the Workplace” and “Progressive Discipline Training” on-site within the first 6 months of our relationship; other training programs are customized at your request
- Provide compliance updates and guidelines to new legislation
- Send out monthly electronic communication to your employees through our employee newsletter
- Distribute monthly electronic communication to management through “HR Bits”
- Perform comprehensive workers’ compensation claims management services
- Provide worksite safety training
- Assist with OSHA reporting and compliance
- File all payroll taxes on a timely basis as required by law
- Remit payments to benefit providers on a timely basis
- Prepare a customized employee handbook, within the first 6 months of our relationship
- Perform initial on-boarding of employees at your worksite
- If you hire more than 10 new employees within a 2 week period OR acquire a new company, we will perform on-site on-boarding
- Provide employee and manager self-service to information through our web portal
- File compliance reports, as required

If you are not pleased with our services, please contact us and give us an opportunity to correct the problem.

If the problem continues, or is not resolved to your satisfaction, then a reduction of 50% of our administrative fee for the month in which the problem occurred, will be applied to your account.



Executed this _____ / _____ / _____ by the undersigned.

Client Name

Business Development Executive

staffone[®] 
TRUSTED HR SOLUTIONS
WWW.STAFFONE.COM