



## HR Services Scope – Elite HR (+ Expert & Essential)

Service	Description
Dedicated HR Business Partner	Client will work with a dedicated HR Business Partner who will drive HR compliance and strategic initiatives. This isolved HR Professional will be the main point of contact for HR issues, projects, and deliverables provided by isolved and will leverage the HR services team to most effectively serve isolved Clients. Client remains ultimately responsible for all employee facing communication, policy enforcement, hire/fire decisions, etc.
HR Assessment with Recommendations	The dedicated HR Business Partner will conduct a comprehensive assessment of the Client's current HR infrastructure and isolved People Cloud utilization and prepare a report identifying areas of opportunity and risk. The HR Business Partner will lay out strategies to improve efficiency and productivity in people and technology processes and will suggest ways to better utilize isolved technology to accomplish business objectives. HR services will conduct the assessment remotely. Client will be asked to share internal documentation, policies, and procedures to enable HR services to deliver the assessment including but is not limited to onboarding packets, handbook, I-9s, exit documentation, recruitment information, etc. Client may also need to be available for live discussions of past HR practices, especially when documentation is not available.
Monthly HR Check-Ins	The Client's dedicated HR Business Partner will schedule and lead regular check-ins up to once per month. HR Business Partner will provide updates on key HR projects and initiatives which Client and HRBP are working on together, remind the Client of upcoming compliance and reporting deadlines, and suggest HR solutions to business challenges the Client may face. All check-ins are performed remotely via phone and video. Monthly check-ins are scheduled for up to 1 hour.
Bi-Annual Strategic Review	The Client's dedicated HR Business Partner will schedule and lead strategic planning meetings up to twice per year designed to communicate progress of key HR initiatives, suggest future initiatives which will further enhance the strategic value of HR within the organization, and ensure HR best practices are being implemented. All check-ins are performed remotely via phone and video. Onsite requests are available for an additional fee including travel expenses.
Proactive Compliance Support	HR services will proactively monitor Federal and State employment law changes and new regulations and alert Client when the Client's business and employees are impacted. Changes to be monitored include minimum wage updates, changes in exempt/ non-exempt criteria, leave and sick time laws, employer reporting requirements, etc.
Performance Management Guidance	HR services will provide in-depth guidance and coaching for up to 3 designated managers on how to proactively manage performance issues, progressive discipline, and the corrective action documentation necessary to manage difficult employee performance and employee relations issues. Support will be provided one-on-one via phone, video, and email. Client remains responsible for all decisions related to employee corrective action plans. Additional managers may be designated for a per person fee. Formal group training is available as an add-on project.
Custom Forms & Policies	HR services will partner with the Client to develop and maintain HR policies and forms to ensure compliance, as well as streamline internal processes essential to daily HR operations. HR services will provide ongoing guidance with regard to policies and procedures to ensure compliance with employment laws and regulations.
2 Client Selected Projects Per Year (5 Hours Per Project)	Within every 12-month contract period Client may select up to 2 HR projects from the Projects Add-On list of pre-determined initiatives provided by HR services. Completion time will be capped at 5 hours per project, for employers with less than 500 employees, and 8 hours per project, for employers with more than 500 employees. Projects that require additional hours and additional costs will be discussed with Client.

## HR Services Scope – Expert HR (+ Essential)

Service	Description
Custom Employee Handbook with Updates (2 states)	Client will receive 1 handbook per year for up to 2 states, additional states are available for a per state fee. Handbook is customized by HR services to the Client's internal practices and policies. Includes 2 reviews/drafts by HR services. Client is ultimately responsible for approval and roll-out of final handbook. Mid-year updates due to federal and state law changes are included on request for Expert and through Proactive Compliance Support for Elite clients. New state inclusions, updates due to company policy changes, additional review processes, etc. are subject to additional fees.
Labor Law Posters with Updates (Physical or Digital-2 locations)	Receive physical or digital posters for up to 2 locations anywhere in the United States one time per year. Mid-year updates to physical posters, due to labor law changes, are provided electronically for the client to print and post. Client is responsible for posting in a conspicuous location (an online location for remote workers), ensuring employees are aware of posters, and ensuring all mandatory postings for federal, state, local, and industry specific requirements are met. All posters beyond 2 locations (whether physical or digital) incur a per location fee.
HR Gap Review	HR services will partner with the Client to perform a high-level review of the client's I-9 practices, handbook, and position descriptions. HR services will use Client provided information to identify gaps and opportunities related to HR compliance and best practices. HR services will provide Client with a summary of recommendations based on the findings of the HR Gap Review.
Custom Job Descriptions	HR services will review, revise, and develop position descriptions in coordination with the Client to ensure compliance with FLSA/ ADA/Work Comp/Fair Hiring/Performance Management best practices. Client is responsible for implementing and communicating final job descriptions to staff.
State New Hire Packets	HR services will provide Client with up to 2 state-specific template new hire packets which contain all the required documents, disclosures, and guidelines in order to compliantly hire exempt and non-exempt employees. Client must further customize with any company or industry specific new hire documentation if needed. HR Services will assist with initial set up in isolated onboarding functionality.
Salary Benchmark Reports	HR services will provide standalone salary benchmark reports, powered by PayScale, for up to 20 positions selected by client each contract year. One position in one city/state is considered one report (i.e., Warehouse Manager in Phoenix, Arizona). Any additional reports can be provided for a fee. Report will identify the market rate for each position's rate of pay/annual salary based on Client location and industry. Client will make all decisions on how to apply the results of salary benchmark reports and when/if to make pay changes for staff based on such reports.
In-Depth Leave Guidance	HR services will work with the Client throughout the duration of any leave of absence to provide detailed instructions, documentation, and guidelines on proper leave administration in accordance with applicable Federal, State, and Local laws. Client remains responsible for all employee facing communication, ultimate approval or denial of leave and any leave time tracking.

# HR Services Scope – Essential HR

Service	Description
Live HR Support On Demand (3 contacts)	<p>Speak to an experienced HR professional by phone or email on compliance and best practice topics including:</p> <ul style="list-style-type: none"> <li>• High-level employee relations issues</li> <li>• Hiring and termination best practices</li> <li>• Leave of absence administration guidance</li> <li>• Vacation and sick time policy guidance</li> <li>• Handbook and company policy compliance</li> <li>• Compliance with Federal, State, and Local employment legislation</li> </ul> <p>Phone and email support is available during isolated business hours of 8AM EST - 8PM EST Monday through Friday, with some closures for mandatory company meetings and holidays. Up to 3 Client contacts are included, additional users may be added at a per user fee.</p>
Employee Handbook Builder	<p>Use the HR Support Center handbook builder to document your company policies and generate unique to you, easy to update company handbook. Select state and city inclusions to match your business and add them via this self service handbook resource. Client is responsible for distributing and enforcing handbook and its policies. One HR Support Center login per client is provided. One handbook may be generated and stored in the HR Support Center at a time.</p>
Federal and State Employment Law Library	<p>Use the HR Support Center's employment law library to stay current on employment laws on a federal, state, and local level. Client is responsible for the accuracy and relevance of the laws applied to their organization and employees. One HR Support Center login per client is provided.</p>
State and Local Minimum Wage Map	<p>Use the HR Support Center's interactive map to determine state and local minimum wage laws. Client is responsible for the accuracy and relevance of the minimum wage applied to their organization and employees. One HR Support Center login per client is provided.</p>
Policies & Forms Library	<p>Use the HR Support Center to quickly access an online library of template HR policies and forms. Client is responsible for accuracy and relevance of the forms to their organization. One HR Support Center login per client is provided.</p>
Job Description Library	<p>Use the HR Support Center to quickly access an online library of detailed position description templates. Client is responsible for accuracy and relevance of the position descriptions to their organization. One HR Support Center login per client is provided.</p>
Employee Cost Calculator	<p>Use the HR Support Center's employee cost calculators to determine cost per hire, absenteeism, employee turnover, overtime, ACA Safe Harbor, ACA full-time equivalent, and ACA penalties. Client is responsible for the accuracy and relevance of the calculations applied to their organization and employees. One HR Support Center login per client is provided.</p>
Performance Review Builder	<p>Use the HR Support Center's performance review guidelines to create a performance review process custom to the organization, including supplementary checklists, forms, and guides. Client is responsible for the accuracy and relevance of the forms/process applied to their organization and employees. One HR Support Center login per client is provided.</p>
Hiring, Discipline, and Termination Compliance	<p>Use the HR Support Center's hiring, discipline, and termination guidelines to find what laws apply to the organization, including supplementary checklists, forms, and guides. Client is responsible for the accuracy and relevance of the laws applied to their organization and employees. One HR Support Center login per client is provided.</p>
Health & Safety Guidelines	<p>Use the HR Support Center's health and safety guidelines to find what laws apply to the organization, including supplementary checklists, forms, and guides. Client is responsible for the accuracy and relevance of the laws applied to their organization and employees. One HR Support Center login per client is provided.</p>
FMLA & State Leave Guidelines	<p>Use the HR Support Center's FMLA and state leave of absence guidelines to find what laws apply to the organization, including supplementary checklists, forms, and guides. Client is responsible for the accuracy and relevance of the laws applied to their organization and employees. One HR Support Center login per client is provided.</p>
HR News Alerts and Monthly Newsletter	<p>A monthly HR newsletter plus regular email alerts on topical HR matters and compliance changes throughout the year.</p>