



DIVISION

OF SCOPE



INTRODUCTION

ScalableOS offers a premium staffing solution tailored to meet our clients' specific needs. Our staffing solution provides dedicated staff in the Philippines and comprehensive support, aimed at helping businesses accomplish their operational and strategic objectives. This Division of Scope document delineates the work scope between ScalableOS and our client, outlining specific areas of support to ensure mutual understanding and clarity.

OBJECTIVE

Utilize ScalableOS staffing solution to efficiently hire dedicated offshore staff in the Philippines and seamlessly integrate them into our clients' operations. Our objective is to establish a robust and structured partnership between ScalableOS and our clients, aiding them in scaling their business. The process will be divided into distinct phases, each with clearly defined scopes and tasks to systematically achieve the objective.

DIVISION OF SCOPE

ScalableOS RESPONSIBILITIES OVERVIEW

-  Recruitment and Talent Acquisition
-  Configuration and Infrastructure Deployment
-  Payroll Processing
-  Benefits Management
-  Performance Monitoring and Evaluation
-  Labor Law Compliance
-  Employment Agreement Management

CLIENT SCOPE AND EXPECTED RESPONSIBILITIES

-  Recruitment Process Collaboration
-  Infrastructure Deployment Request
-  Onboarding, Training, and Performance Evaluation
-  Leave Management
-  Payment of Services

1. ScalableOS Responsibilities Overview

1.1 Recruitment and Talent Acquisition

- **Collaborate with Clients:** Identify and discuss the qualifications and experience required for the position. Gain a clear understanding of the role responsibilities, number of positions needed, and budget allocation.
- **Shortlist Candidate Profile:** Recruiters will source candidates aligned with the role, conduct initial interviews, create a detailed candidate profile, and share it with the client for review and selection.
- **Coordinate Interview Schedule:** Recruiters will arrange interviews and any necessary pre-employment assessments between the candidate and the client.
- **Reference Checks:** Once the client has chosen their final candidate, our recruitment team will verify the candidate's background and experience.
- **Compensation Package:** Our recruiters will present the final compensation package and cost estimates to ensure competitiveness and alignment with market standards and request client approval.
- **Job Offers:** Our recruiters will extend the job offer to the selected finalists and engage with our HR team for employment enrollment paperwork.
- **HR Onboarding:** Our HR will conduct a ScalableOS focused onboarding session covering policies, clocking in and out procedures, as well as benefits.

1.2 Configuration and Infrastructure Deployment

- **New Client IT Onboarding:** Our IT team will contact the client to determine the necessary hardware specifications. They will also provide the standard specifications from ScalableOS.
- **Infrastructure Deployment:** Our IT team will set up and deploy all necessary hardware, audit network connectivity, and perform comprehensive functionality checks to ensure the employee's work environment is fully operational.

1.3 Payroll Processing

- **Payroll Management:** Our payroll team will ensure accurate and timely payment of wages.
- **Deductions and Taxes:** Our payroll team will handle deductions and tax withholdings.



1.4 Benefits Management

- **Administer Benefits:** Our HR team will manage and oversee the employee benefits programs for our clients.
- **Enrollment Support:** Our payroll team will assist employees with the enrollment process and address any inquiries.
- **Leave Management:** Once approved by the client, the HR team will document and manage leave requests.

1.5 Performance Monitoring and Evaluation

- **Performance Metrics:** Our HR team will request and collect metrics and KPIs of the hired employee from our clients.
- **Regular Monitoring of Performance:** Our HR team will oversee performance assessments and gather client feedback to ensure continuous improvement and employment.
- **Terminations:** Our HR team will determine if a Performance Improvement Plan (PIP) is necessary and administer it on the client's behalf. If no PIP is needed, the HR team will handle the termination process for the client.
- **Layoffs:** Our HR team will give the employee a 30-day notice and work with the payroll team to ensure the employee receives a 30-day severance payment equal to their monthly compensation, excluding benefits, statutory requirements, and ScalableOS' fixed fee.

1.6 Labor Law Compliance

- **Ensure Compliance:** Our HR team will be sure to adhere to Philippine labor laws and regulations.

1.7 Employment Agreement Management

- **Employment Agreement:** Our HR team will create and manage employment agreements to ensure compliance with local labor laws.



2. Client Scope and Expected Responsibilities

2.1 Recruitment Process Collaboration

- **Develop Job Description:** Clients should draft a detailed job description outlining the job criteria, key skills, ideal candidate profile, and specific position requirements.
- **Collaborate with ScalableOS:** Clients should participate in a collaboration call with ScalableOS' Client Success team and assigned recruiter to review job criteria, enabling the team to begin sourcing qualified candidates.
- **Provide Candidate Profile Feedback:** As ScalableOS shortlists candidates, clients should provide timely and constructive feedback to refine the search process.
- **Interview Selected Candidates:** Clients are integral to the recruitment process and are expected to conduct video interviews to assess the qualifications, communication skills, and cultural fit of shortlisted candidates.
- **Select and Approve Candidates:** Clients should select the final candidate and approve their compensation package to complete the hiring process.

2.2 Infrastructure Deployment Request

- **Equipment Request:** Clients should provide details on customized hardware and software configurations by completing the ScalableOS New Client IT Onboarding form.

2.3 Onboarding, Training, and Performance Evaluation

- **Performance Monitoring:** Clients monitor and report employee performance, providing feedback to ScalableOS as needed.
- **Objective and Onboarding Plan:** Clients develop a comprehensive plan that outlines timelines, milestones, key deliverables, orientation, training, and team introductions, while also defining key performance indicators (KPIs) to measure success.
- **Integration and Resource Provision:** Clients ensure operational harmony by providing necessary system and tool access, creating plans to integrate offshore staff into existing workflows, and supplying essential resources, including policies, tools, and training materials to support new hires.

2.4 Leave Management

- **Leave Request:** Clients review and approve or deny leave requests from their employees.
- **Compliance:** Clients ensure adherence to local labor laws and policies.

2.5 Payment of Services

- **Provide Invoicing Details:** Clients must provide billing contact information for invoicing purposes.
- **Ensure Timely Payments:** Clients are responsible for ensuring that payments are made promptly and within the agreed-upon terms.

CONCLUSION

At ScalableOS, we are committed to elevating operational efficiency and driving business success through our exceptional staffing solution. This Division of Scope document serves as a definitive roadmap, setting clear expectations and laying robust groundwork for our collaborative partnership with clients.

