



ScalableOS
OFFSHORING EXCELLENCE REDEFINED



AGREEMENT FAQs

What's included in the solution fee?



Our comprehensive solution comes at a fixed monthly charge of \$1000 per employee, covering an array of essential services:

- **Unlimited Talent Sourcing:** We specialize in finding outbound candidates perfectly tailored to your specific staffing requirements. We focus solely on your needs and do not maintain bench staff waiting for assignments.
- **Endless Candidate Profiles:** We provide unlimited prescreened candidate profiles for your consideration until you find the perfect fit for your team.
- **Employer of Record:** The employee works for you while being officially employed by ScalableOS. Our US entity fully owns our Philippines entity, ensuring the security of your contract. Our solution offers you the experience of having an instant branch without any capital expenditure on your part, providing a fully operational, remote branch office to ease international expansion while retaining control over your team's day-to-day management.
- **IT Equipment and Remote Hands:** We equip your team with a brand-new workstation, which includes a Dell Latitude, backup internet, and more.
- **HR Support:** We manage all aspects of employee administration, including legal documentation, background checks, performance reviews, and compliance with labor laws in the Philippines.
- **Payroll and Benefits Management:** We manage payroll and local compliance requirements for your employees.
- **Employee Productivity Requirements:** We have the expertise to ensure strict adherence to employment agreements and employee handbooks, emphasizing the importance of single employment productivity.
- **Employee Satisfaction:** We are well-equipped with tools and resources on the ground to ensure the highest level of employee retention, satisfaction and engagement.

How are timesheets managed?



At ScalableOS we expertly oversee timesheet management. We diligently track and verify employee clock-ins to ensure the accuracy of each timesheet. Depending on client preferences, timesheets are either included with the monthly invoice or can be made available upon request. Clients also have the option to review timesheets and raise any concerns, which our team addresses promptly to uphold transparency and accuracy.

What payment methods does ScalableOS offer?

ScalableOS accepts wire transfers, ACH, and physical checks for payments. Our bank is located in the U.S., so international bank transfers are not necessary.

How does ScalableOS manage employee replacements?

In the event of an employee resigning or being dismissed, ScalableOS will promptly provide a replacement option at no extra cost to you. You will only be billed for the employees currently working for you, ensuring a smooth transition with no additional financial burden.

Do you conduct background checks on employees?



Yes, we perform thorough background checks for all employees at every level, regardless of the client's requirement.

How does ScalableOS manage employees who may experience injuries while working from home?

As a client, you are not liable for any injury an employee may suffer while working from home in the Philippines.

What type of insurance coverage does ScalableOS have?

We offer two types of insurance policies to protect your business from any potential risks or liabilities arising from our services or operations.

1. General liability insurance covers claims involving bodily injuries and property damage that we may cause to you or your property. It also covers us if you are held liable for damage to our property.
2. Errors and omissions insurance covers claims arising from negligence, faulty advice, errors, or omissions on our part. It pays for damages, settlements, and legal costs that result from the covered claims.



How do we handle employee termination without cause?

In the rare instance of a termination without cause, it means the employee has adhered to all policies and standards and has received the necessary feedback and coaching. In such cases, the employee is provided with a 30-day notice period and 30 days' severance pay. During the notice period, the employee has the option to continue working or transition out at their discretion. While terminations without cause are uncommon, this policy reflects our commitment to fairness and transparency. It's important to note that most terminations are related to performance or misconduct, for which there are no associated separation costs.

What is 'prorated 13th month's pay'?

The 13th month's pay is an extra month of compensation given to all employees in the Philippines at the end of the year. This additional pay is distributed in 12 monthly installments, so there are no additional charges at the end of the year. If an employee leaves before the end of the year, they will receive a prorated share of the 13th month's pay, which has already been taken into account in our billing.

Are there any additional charges when employees work on US holidays?

Managers have the option to have their employees work or take the day off on US holidays. There are no additional charges when an employee works on a US Holiday. If a manager wants the employee to take the day off, their employee would either take it as unpaid leave or use PTO.

What flexibility does ScalableOS provide for Philippine Holiday Pay for employees?



ScalableOS offers flexible options for managing Philippine Holiday Pay to suit your business needs. You have the choice to determine whether employees work on Philippine holidays based on your operational requirements. We proactively inform you of upcoming holidays and any additional costs for holiday work, allowing you to easily approve or decline holiday work requests as you see fit. This

Does ScalableOS deploy hardware for the employee?



ScalableOS equips each employee with a full hardware package, including a new laptop, monitor, and headset. Clients retain full control over managing the hardware and can apply their own security protocols to align with specific needs. We encourage clients to treat the hardware as their own throughout the employee's tenure. In addition, ScalableOS guarantees stable internet access for employees, supported by a backup connection to ensure continuity. In the rare case of hardware issues, we offer swift replacement to minimize disruption and ensure seamless operations. This hardware policy underscores our commitment to maintaining a high-quality work environment and serves as a compelling value proposition when presenting our services to prospective clients.