
Employer Services Corporation

ESC's Outsourcing Human Resources Implementation Plan

Prepared Especially For



At ESC we earn your business every day!

Valerie Nowak
Harmonia Collaborative Care
6722 Erie Road (Rout 5)
Derby, NY 14047
Date: September 1, 2023

Dear Val,

Thank you for the opportunity to introduce Employer Services Corporation (ESC). ESC specializes in supporting organizations and their key members with the administrative tasks they face daily including human resources, benefits & payroll administration, and government compliance. The bottom line is, selecting ESC will enable you to focus on what you do best, growing your business! ESC focuses on managing the tasks, which cost you time and money.

We pride ourselves on offering a wide range of value-added services and providing a service level that continuously exceeds your expectations. As a result, our loyal customers have time to focus on growing their businesses, access to state-of-the-art technology, greater benefit options, sound human resources training and guidance, current government compliance requirements, and an accurate and timely paycheck. That is the only way for us to continue to grow and succeed.

The major objectives clients tell us we address that are important and form the basis of their decision:

1. Smooth transition process delivered by a collaborative team of ESC conversion experts
2. Increase time spent on running and growing their organization
3. Local HR support to ensure compliance and decrease employment liability by providing best practice advice and additional support to the human resources function
4. Ensure best possible benefits are being offered
5. Provide timely and accurate payroll administration
6. Access to world class HR technology, proving a sound technology foundation for applicant tracking, electronic on-boarding, time & attendance, payroll administration, and learning management
7. Consolidate to one vendor to consistently manage all aspects of employment administration

The balance of this proposal will provide you the data required to make an informed business decision. It will illustrate how an incremental investment will strengthen your ability to attract and retain the best people, increase profitability and ultimately help to achieve your professional and personal goals.

In the next days and weeks, you face a very important decision. We encourage you to challenge us at every turn, to contact our references, and to make sure our cause, culture, and values match yours. This will ensure a long-lasting, mutually beneficial loyal relationship. Again, my promise to you, should we win your business, is to spoil you and your employees with great service every day.

Sincerely,

Bernie Aja
Business Development Executive
Employer Services Corporation
9-Time Honoree INC Magazine Fastest Growing Company
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Objectives/Impact/Solutions

The impact on the organization listed is in accordance with current employment laws and regulations. ESC is proposing a proactive business relationship designed to increase productivity, reduce time spent on human resources and administrative tasks, reduce liability and ultimately reduce labor costs.

Objective # 1: Deliver a smooth and organized transition plan to ESC's platform

Impact on the organization:

- ❖ Increase focus on your organization knowing the ESC experts are coordinating the conversion
- ❖ Provide support & training needed to convert to ESC's services
- ❖ One dedicated local conversion team providing excellent customer service through this process

ESC HR Solution:

Clients tell us they often stay with a service provider that is not meeting their customer service needs because they do not have the appetite for a conversion. Knowing the conversion is a key first step, ESC has an experienced implementation team that focuses on bringing new clients onboard to ESC's software platform. This team will schedule a detailed discovery meeting, collect and understand what is needed to make a successful conversion and create a project plan with timelines and due dates for key milestones. You will be introduced to various members of your service team with module demos and training available as you progress through the implementation plan. The ESC team will assist as you transmit your first payroll, ensuring a smooth first payroll with ESC.

Objective # 2: Increase time spent on running and growing the business

Impact on the organization:

- ❖ Increase focus on growing the business
- ❖ Increase efficiencies
- ❖ Decrease expenses
- ❖ Create a consistent and effective HR function
- ❖ One professional team managing multiple vendor relationships

ESC HR Solution:

ESC will immediately take responsibility for the day-to-day transactional HR activities allowing Harmonia Collaborative Care to focus on growing and running their organization. With ESC, Harmonia Collaborative Care will get one professional team, one group of experts, and one vendor to handle and manage all employment related vendor relationships. Upon engagement, ESC will take responsibility for the day-to-day transactional HR activities such as assistance with unemployment claims, legally required postings, documenting disciplinary actions, labor law compliance, filing the EEO-1, updating employee handbooks and job descriptions and other human resources administrative functions, allowing Harmonia Collaborative Care to focus on their organization. Your ESC team will also handle procuring and administering benefits as well as producing your payroll.

Objective # 3: Ensure compliance and limit employment liability with HR best practices

Impact on the organization:

- ❖ A professional HR function leads to compliance, decreased employee liability and management time spent in core areas, not HR
- ❖ Assurance that employee issues are addressed properly
- ❖ Limit or eliminate employee allegations of harassment or discrimination due to inconsistent processes or procedures
- ❖ Limit financial liability (Fines for non-compliance, ADA and Title VII discrimination could result in fines up to \$300,000 per violation plus attorney's fees and court costs, the sky is the limit for sexual harassment fines)
- ❖ Limit potential distraction from existing business plan

ESC HR Solution:

Upon engagement, ESC will provide HR Compliance Assurance services and in coordination with the leadership of Harmonia Collaborative Care will create and implement best practices and procedures throughout the "People Cycle". The areas addressed include recruiting processes, interviewing & hiring processes, orienting, coaching, setting employee expectations, performance management, and the separation process. ESC will assign a main HR point of contact to work with the management team to prioritize projects and create a delivery schedule. ESC's team of HR professional will be available to deliver compliant advice in support of the company goals. The nature of ESC's business allows our HR professional the advantage of gaining knowledge and experience in a wide range of areas. Our customers tell us that their employees generally respond well to a professional HR team that brings objectivity, best practices and knowledge of employment laws. Harmonia Collaborative Care will gain a team of highly skilled HR professionals with a combined 425+ years of experience to work with Harmonia's HR leadership team and will apply their unique skills and expertise depending on the situation or project at hand.

Objective # 4: Ensure best possible benefits options are being offered

Impact on the organization:

- ❖ Impact on hiring the very best candidate
- ❖ Increased employee productivity and efficiency
- ❖ Increased morale
- ❖ Decreased employee turnover

ESC HR Solution:

Upon engagement, ESC will work with Harmonia Collaborative Care to conduct a review of benefit plan requirements. If applicable, ESC will procure new plans, as well as handle all administration and manage all benefit-related vendor relationships. Each year, the benefits team revisits all plans, researches new options and negotiates with the carriers to ensure our customers are being offered the best possible benefits available.

ESC also manages and administers all leave plans, including statutory disability and paid family leave. This includes talking with employees, providing paperwork, advising on proper leave program based on employee's unique situation, processing applications with the carriers, monitoring return to work status, and keeping Harmonia Collaborative Care up to date on status.

Objective # 5: Provide timely and accurate payroll administration

Impact on the organization:

- ❖ Gain access to a state-of-the-art payroll system
- ❖ Ensure timely and accurate paychecks, tax depositing and filing

ESC Solution:

ESC will take responsibility for Harmonia Collaborative Care's payroll processing. Through ESC's full service, cloud-based web portal system, Harmonia Collaborative Care will have access to the functions of payroll, invoicing, and financial management, 24 hours a day, 7 days a week, 365 days a year, anywhere in the world. The payroll service and system functionality include:

- Ability to preview an advanced copy of the weekly payroll information prior to submission
- Ability to view and/or download monthly and year-to-date issued payroll checks, etc.
- Ability to perform pay data import/data exchange
- Access to a team of payroll professionals for assistance, guidance and questions
- Management and processing of wage garnishment
- Ability to create and utilize multiple job codes, pay rates and pay cycles

Objective # 6: Access to World Class HR Technology

Impact on the organization:

- ❖ Utilize a flexible and user-friendly technology platform to manage HR, payroll, and benefits
- ❖ Gain access to robust and powerful real-time reporting functionality
- ❖ Access to an electronic onboarding, benefits-enrollment, and portal for employee self-service

ESC Solution:

ESC provides its customers with access to a best-in-class technology platform to electronically manage a number of payroll, benefits, and HR functions. Core system functionality is provided to all customers, with optional add-on modules available based on customer needs. Live and customized training is provided along with ongoing support for our user-friendly system.

Core functionality includes:

Reporting

- Ability to "favorite" frequently used reports accessible on the main dashboard
- Customized report creation based on any field stored in the system with download capabilities
- Advanced reports including job costing, prevailing wage and custom GL reporting

Onboarding

- Ability for employees to complete new hire paperwork electronically via web-enabled PC, mobile, or tablet devices
- Compliant and up-to-date forms
- Access to customer-specific documents including employee manual
- User-friendly interface with completion tracking

Benefits Enrollment

- Ability for employees to view all benefits plan options electronically
- View side-by-side plan comparisons to aid in decision making
- Seamless integration with onboarding for new hire enrollments
- Paperless enrollment for increased efficiency

Employee Portal

- Ability for employees to log into a secure portal to view and make changes to personal information including address, direct deposit, and W4 tax withholdings
- Ability to access, view and print paystubs and W2s
- Ability to request, view and manage PTO and vacation time

Add-on modules include (priced separately):

Time & Attendance

- Ability for employees to clock in and out from any web-enabled PC, mobile or tablet device
- Geo-fencing and geo-location functionality
- Ability for managers to review punches in real-time, edit and override errors
- Easily approve and finalize timesheets for electronic integration with payroll processing

Applicant Tracking

- Ability to track, rank and discuss digitally created applicant profiles in one secure location
- Allows for job promotion, employer branding, and syncing to major job boards while integrating with career page on the company website
- Allows for calendar integration to easily schedule interviews and track each step in the job candidate process
- EEO compliant with advanced reporting tools

Performance Management

- Electronically create organization-level objectives and tie them to individual employee goals
- Document feedback throughout the year for accurate performance reviews
- Set and schedule reminders for performance-related employee meetings
- Secure storage of employee reviews

Learning Management System

- Industry leading Learning Management Solution - continuous learning with robust functionality
- Pre-curated content based on most current regulations and topics (688 courses)
- Self-service reporting tools and detailed dashboards
- Learner Hub allows worksite employees to prioritize and take action on training to ensure compliance

Objective # 7: Consolidate multiple vendor relationships

Impact on the organization:

- ❖ Decrease additional time spent working with multiple vendors procuring, and administering medical, dental, insurances, HR and payroll services
- ❖ Decrease time spent managing multiple vendor relationships
- ❖ Decrease multiple invoices to pay and reconcile
- ❖ Ensure consistency through one vendor
- ❖ Decrease contact points for employees

ESC HR Solution:

Upon engagement, ESC will begin to manage the day-to-day employment-related vendor relationships for Harmonia Collaborative Care. ESC will handle all monthly remittance and reconciliation with the carriers, including medical, dental, vision and 401(K) providers if ESC is providing the benefits. ESC's team of benefits advisors will handle open enrollment, new employee orientations, employee withholdings, garnishments and COBRA processing. Harmonia Collaborative Care will gain one team of professionals handling all payroll, benefits, HR and compliance services.

Investment Analysis – Harmonia Collaborative Care

ESC's service fee is \$34 per active employee per bi-weekly payroll. This service fee includes all services described in this proposal. A one-time on-boarding fee of \$50 per employee will be assessed with each new employee's first payroll. If ESC's time & attendance module is used, there is a \$4 per employee per month along with an \$11 monthly software fee and a one-time \$350 set up and training charge. If ESC's 401k plan is adopted, there is an annual administration fee of \$950.

Harmonia Collaborative Care has costs for managing employment administration over a 12-month period of approximately \$2,633,343. The future total cost with ESC managing employment administration over a 12-month period will be \$2,640,989. ESC's integrated solution provides small businesses with a team of 80+ human resources experts, benefits, payroll, and technology experts to manage and support all their employment administration needs while allowing them time and peace of mind to focus on their organization for just \$7,646 more than current time and expenses.

A line-by-line analysis of typical costs today versus tomorrow with ESC:

12-Month Bottom Line Analysis			
	Harmonia	ESC	Savings
Gross Wages	\$2,400,000	\$2,400,000	\$0
Payroll Taxes	\$201,143	\$201,143	\$0
Payroll Services	\$6,000	\$0	\$6,000
401K Plan Administration (Optional)	\$2,800	\$950	\$1,850
Cafeteria Plan Fees (Flexible Spending)	\$900	\$0	\$900
Legal fees, settlements - employment related	\$3,500	\$0	\$3,500
Training fees	\$0	\$0	\$0
Employment Administration Costs - Internal	\$15,000	\$0	\$15,000
HR consulting fees (handbook, strategic projects)	\$4,000	\$0	\$4,000
Gross Savings	-	-	\$31,250
ESC Administration	\$0	\$38,896	-\$38,896.00
Totals	\$2,633,343	\$2,640,989	\$7,646

ESC can begin HR services immediately and convert to our payroll system for a January payroll. The monthly HR-only fee would be \$2,250 per month through December and then convert to the pricing described above.

There is an annual registration and tax filing fee of \$950 per state for employees located outside of New York State and \$250 per jurisdiction in states where applicable.

This proposal and pricing are valid for 30 days from delivery.

Total Investment Outline

Beyond ESC's core PEO service platform, there are a number of optional add-ons to enhance your experience with ESC and offer additional solutions that may meet the needs of Harmonia Collaborative Care.

Should you choose to utilize one of the add-on modules, they can be implemented at any time throughout the relationship.

All fees listed below assume 44 active employees.

Annuals Fees for ESC's PEO Service and Optional Add-Ons	
Core PEO Service Platform <i>Includes HR services, benefits administration, payroll services, and core technology platform as described in this proposal</i>	\$38,896
401(k) <i>Includes participation in the ESC 401(k) plan and full administration including testing, compliance, advisory, audit, and fiduciary responsibility</i>	\$950
Time & Attendance Module <i>Includes access to ESC's electronic time tracking system</i>	\$2,244
Learning Management System <i>Includes access to ESC's electronic training platform</i>	\$1,557
Applicant Tracking System <i>Includes access to ESC's electronic recruitment tool*</i>	\$300
Total	\$43,947

One-Time Setup and Implementation Fees	
Onboarding Fee <i>Setup and implementation fee for ESC's core service platform</i>	\$2,200
Time & Attendance <i>Setup, implementation and training</i>	\$350
Learning Management System <i>Setup, implementation, and training</i>	\$750
Applicant Tracking System <i>Setup, implementation and training</i>	\$750
Total One-Time Fees	\$4,050

Total Investment, Year One: \$47,997
 Total Investment, Year Two and Beyond: \$43,947

*Applicant Tracking System is billed at \$25 per job post per month. For purposes of the above grid, we assumed one job post per month for 12 months.

The Conversion Process

The steps involved in a seamless and transparent move to ESC

Once you have decided to join the ESC family, together we begin the process converting from your existing systems to the ESC system utilized today by over 275 business and 10,000 employees in WNY and throughout the country. As experts in the conversion and implementation process, we will lead you through a detailed process designed to ensure two things: first, that ESC understands each of your processes today and how they integrate with each other; and second, that you understand exactly how ESC's system works for business leaders and employees and how it may be customized to meet your needs. Once the conversion is complete we begin the process of delivering exactly what we proposed, on a daily basis.

Should we be fortunate enough to earn your business, we know the weeks and months ahead will form the foundation of our long-term relationship and we are passionate about making this process as smooth as possible for all involved. Rest assured, once the conversion is completed the time we require from you on a day-to-day basis is significantly reduced.

The Conversion Process

The following constitutes a high-level summary of the basic steps involved in a successful conversion, led by ESC's Client Onboarding team. Throughout the conversion additional steps may be required to adapt to your specific needs.

- ❖ A successful conversion actually begins with your introduction to ESC. We have collected data, observed your operation, your requirements, your culture and your management style from day one. All of this information will be utilized throughout the process.
- ❖ Conduct Discovery Meeting: An initial meeting designed to set expectations and plan the conversion including the following items:
 - Analysis of your current payroll, benefits, and human resources
 - Build out project plan, including key project dates and deliverables
 - Introduction and overview of ESC's technology
 - Plan communication of this positive change to all employees
 - Determine transmission method
 - Schedule employee orientation and electronic onboarding demo
 - Schedule HR kick-off
- ❖ Employee Orientation Meetings:
 - ESC will hold an orientation meeting at Harmonia Collaborative Care, followed by electronic onboarding for employees

- ❖ Populate Customer/Employee Databases: Behind the scenes, ESC experts are beginning the process of:
 - Creating new customer account within our technology platform
 - Loading and testing new customer and employee data
 - Customizing technology modules
 - Generating determined reports
 - Customizing transmission method
 - Communicating new customer specifics with vendors
 - Reviewing/Creating determined HR materials and documents
 - Briefing ESC staff on new customer specifics

- ❖ Training, testing and auditing: ESC's team will conduct training on our core technology platform, along with any additional modules you will be utilizing. ESC will also begin running test payrolls and auditing against your existing payroll register, to identify and correct discrepancies. A final test payroll will be sent to you for review and validation as a final step before the live payroll run.

What is required of you during the conversion process?

This entire process typically takes between 6-9 weeks depending on factors such as the size of your company, number of locations, and time of year to name a few. The vast majority of this time is performed by ESC experts behind the scenes. For a normal conversion, you can expect us to require your input as follows:

- ❖ At the Discovery Meeting (2 hours)
- ❖ At the Human Resources Meeting (1 hour)
- ❖ At the Technology Training (1 hour)
- ❖ At the Employee Orientation Meeting (1 hour)
- ❖ Available to answers questions and provide data (2-3 hours/week)
- ❖ Available week prior to and week of conversion (5-10 hours/week)

Proposed Schedule for a start date for the first pay in January 2024

Steps	Date
1) Decision date	8/16/2023
2) Review and sign Client Services Agreement	8/23/2023
3) Initial Discovery Meeting	8/23/2023
4) Conversion Project Plan published*	8/30/2023
5) Employee Orientation, Employee Onboarding Kick-Off	Week of 9/18/2023
6) Begin Payroll & Benefits setup*	Week of 10/9/2023
7) Initial Technology Training	11/15/2023
8) Go-live date – based on pay period	12/25/2023
9) Payroll Technology Support	1/9/2024
10) Delivery of First Payroll – based on pay date	1/11/2024

*Primarily handled behind-the-scenes at ESC, client input as necessary

Appendix

Appendix A: Complete list of ESC's Service Offerings

Appendix B: The ESC Team

Appendix C: The ESC Advantage

Appendix D: Customer Testimonials

ESC's Service Offerings

Provided to over 200 businesses and 10,000 employees.

Today, companies who focus on core functions are proven more profitable. With ESC's Complete Outsourcing Solution, entrepreneurs have a single resource dedicated to managing/supporting every facet of employment administration. We provide everything from a compliance level solution to a customized, enhanced human resource outsourcing solution.

ESC's Human Resources Outsourcing Solution Includes:

- ❖ Human Resources Services
- ❖ Employee Benefits Administration
- ❖ Government Compliance Services
- ❖ Payroll Administration

ESC's Human Resources Consulting

Ask any successful entrepreneur and they will tell you the key to their success is attracting, motivating, developing and retaining the best people. People they can count on to manage a situation just like they would have. Surround yourselves with this type of people and watch your company grow!

As you know that is easier said than done. A company's day-to-day HR-related administration must be accurate, efficient and responsive to ensure employees are motivated and goals are met. HR involves much more than paying employees on time and tracking days off. However, the lack of attention to the issues involving our most important asset, our people, can result in a crisis or in employee resignation. Employees become disgruntled, customer service suffers, customers leave, key employees leave, and lawsuits may be filed. The results often include government fines, a negative company reputation, employee attraction and retention issues and ultimately the loss of revenues and focus on growth.

ESC's multi-component approach to managing your human resources issues has proven to be very successful for our customers. The approach includes the following:

ESC's HR Prevention Management System: including an initial assessment and continuous maintenance of required documents, employment practices, policies and procedures in compliance with all state and federal regulations covering:

- ❖ HR Assessment
- ❖ Recruiting, interviewing, and selection practices
- ❖ Job description design & implementation
- ❖ Creating/updating employee handbooks
- ❖ Creating/updating employee benefits handbooks
- ❖ Performance management and coaching practices
- ❖ Labor law compliance (FLSA, ADA, FMLA, ADEA, Meals, Minors, Title VII, etc.)
- ❖ Career management systems
- ❖ State unemployment
- ❖ Employment eligibility verification
- ❖ Employee recognition programs

- ❖ Compensation management systems
- ❖ Performance evaluation systems
- ❖ Policy development

ESC's HR University: including a full curriculum of management training courses designed to:

- ❖ Develop a stronger management team
- ❖ Increase employee productivity, efficiency, morale and loyalty
- ❖ Prevent and protect ownership from legal situations
- ❖ Create a customer service focus
- ❖ Allow ownership to focus on revenue generating activities

Training and development courses include:

- ❖ Coaching and Progressive Discipline
- ❖ Delivering Effective Performance Appraisals
- ❖ Maintaining a Harassment Free Environment
- ❖ Recruiting, Interviewing and Hiring the Best
- ❖ Managerial Courage
- ❖ Winning Customer Loyalty
- ❖ Change Management
- ❖ Conflict Management and Resolution
- ❖ Delivering Outstanding Customer Service
- ❖ Diversity, The Competitive Advantage
- ❖ Communicating for Success
- ❖ Effective Meeting Management
- ❖ Productivity Power and Time Management
- ❖ Goal Setting and Planning
- ❖ Becoming an Empowered Leader
- ❖ Public Speaking and Presentation Skills
- ❖ Recognizing, Rewarding, and Motivating
- ❖ Stress Management
- ❖ Building a Winning Team
- ❖ Organizing for Success
- ❖ Increased Profits Through Retention
- ❖ Customized Training Programs

ESC's On-Going Support System: including access to ESC's degreed and experienced HR professionals to discuss any employment situation and receive comprehensive, compliance-minded guidance.

The following is a sample of the topics ESC's Human Resources Consulting group is uniquely qualified to handle:

- ❖ HR Strategic Planning
- ❖ Employee relations issues
- ❖ Handling terminations to ensure compliance
- ❖ Controlling unemployment
- ❖ New employee orientation development
- ❖ Leading Labor Board hearings
- ❖ Code of Conduct violations
- ❖ Human Resource services
- ❖ Performance and Compensation Evaluation

For business owners, the significant burden of managing employment administration, and more specifically Human Resources, continues to grow annually. ESC offers comprehensive on & off-site Human Resource management. The primary focus of ESC management and staff is to provide dependable, cost-effective and professional services.

A Human Resources professional will provide compliance-minded guidance in all areas. ESC enhances the level of personal service our customers require and deserve. ESC's management team and staff are all experienced specialists providing our customers and employees the best in employment administration. ESC's Human Resources department brings over 425 years of degreed experience to its customers.

ESC's Employee Benefits Administration

Entrepreneurs all know the value of great people. They are hard to find and tougher to keep. ESC's "Fortune 500" type benefits program and Employee Care Center provides entrepreneurs the opportunity to compete for, acquire and retain the best people. The very people that will help them become successful. As your outsourced benefits department, ESC administers such employee programs, thereby reducing the administrative responsibilities of our customers for maintaining complex and tax-qualified benefit plans. Some of the services we provide include:

ESC Employee Benefit Options

- ❖ Individual plans procured (IHA & BCBS)
- ❖ Credit Union Membership option
- ❖ Direct Deposit options
- ❖ Guardian Dental – Basic & Enhanced Plans
- ❖ Guardian Dental DentalGuard Value Plan
- ❖ Guardian Vision – VSP Choice & Davis Designer Plans
- ❖ Long/Short Term Disability Insurance options
- ❖ Retirement plans options including 401(k) & Simple IRA options
- ❖ Section 125 Tax-Free Flexible Spending Accounts with Debit Card
- ❖ Life Insurance options
- ❖ Legal Shield & Identity Shield plans
- ❖ EAP

ESC Benefit Administration Services

- ❖ Administering of ESC's 401(k) retirement plan
- ❖ Administering health care and insurance plans
- ❖ Administering garnishments, withholdings & compliance
- ❖ Administering NY disability insurance
- ❖ Administering payroll deductions
- ❖ Administering Section 125 plan
- ❖ Administering billings from insurance companies
- ❖ Assisting with NY SUI claims
- ❖ Caring for employee questions, requests, inquiries
- ❖ COBRA processing and compliance
- ❖ Conducting employee benefits orientation & open enrollment
- ❖ Maintaining benefit plan descriptions
- ❖ Maintaining employee changes of coverage
- ❖ Managing Audits
- ❖ Monitoring plan eligibility
- ❖ Monitoring for discrimination within benefit plans
- ❖ Negotiating insurance rates
- ❖ Processing C.O.B.R.A. claims and notification
- ❖ Processing Section 125 reimbursements
- ❖ Provide custom benefits reporting
- ❖ Providing ESC's 401(k) account statements/reporting

- ❖ Providing all plan testing
- ❖ Providing presentations on benefits plans
- ❖ Provision of tax-free/pre-tax programs
- ❖ Reconciling benefits accounts
- ❖ Researching employee benefit program and options

By combining our multiple worksites and employees, we are able to take advantage of certain economies of scale in the administration and provision of employee benefits. As a result, we offer benefit programs that are comparable to those offered by Fortune 500 corporations.

ESC's Government Compliance Consulting

According to the Government Accounting Office, federal regulatory agencies have issued over 15,000 final rulings in the past five years. As regulations increase, so does the cost of compliance. At ESC, we proactively assist you in your effort to remain in compliance with ever-changing state and federal regulations.

Increasing regulations within an increasingly litigious society has set the stage for concern. Regulations have increased so significantly over time that the burden and cost to employers, particularly for private businesses, is overwhelming. The Small Business Administration estimates the average annual cost of regulation, paperwork and tax compliance for organizations with fewer than 500 employees is \$5,000 per employee per year.

At ESC, our compliance specialists are focused on ensuring your company is compliant as it relates to applicable federal, state and local laws as well as regulations governing the employment relationship. Examples include compliance guidance in the following areas:

- ❖ ADEA (Age Discrimination in Employment Act)
- ❖ ADA (Americans with Disabilities Act)
- ❖ COBRA (Consolidated Omnibus Budget Reconciliation Act)
- ❖ Drug-Free Workplace Act (businesses holding government contracts)
- ❖ EPA (Equal Pay Act)
- ❖ FLSA (Fair Labor Standards Act)
- ❖ FMLA (Family Medical Leave Act)
- ❖ USERRA (Uniformed Services Employment/Re-employment Rights Act)
- ❖ Harassment
- ❖ IRCA (Immigration Reform and Control Act)
- ❖ Meals & Tips
- ❖ Employing Minors
- ❖ OSHA (Occupational Safety Hazard Abatement)
- ❖ PDA (Pregnancy Discrimination Act)
- ❖ Title VII and the Civil Rights Act, enforced by EEOC
- ❖ WARN (Worker Adjustment and Retraining Notification Act)
- ❖ PFL (New York State Paid Family Leave)
- ❖ New York State Paid Sick Leave
- ❖ FFCRA (Families First corona Virus Response Act)
- ❖ New York State Paid Covid Leave

ESC's Payroll Administration

As an entrepreneur, the list of things you must do is long - and it includes the laborious tasks of paying your employees and your taxes. Time and convenience are important, especially if you are to get to the list of things you'd really like to do to make your business more profitable.

ESC provides businesses nationwide with professional payroll processing and tax-filing services. By outsourcing your payroll to ESC, you no longer worry about calculating checks or delivering them on time. ESC's payroll services deliver accurate, timely payroll processing. Our tax-filing service helps your business meet the challenges of complying with government regulations, making sure that taxes are correctly calculated, filed and deposited. With ESC, you receive prompt service backed by our team of professional payroll specialists.

Payroll Services Include:

- ❖ Flexible Data Input Methods
- ❖ Multiple Pay-Cycle Options
- ❖ Payroll Calculation
- ❖ Employee Set-up and Maintenance
- ❖ Employee Orientation
- ❖ Employee Direct Deposit-Multiple Accounts
- ❖ Time-off Reporting/Tracking (Accruals)
- ❖ Tax Calculation Pre/Post
- ❖ Automatic Tax Depositing/Filing
- ❖ Voluntary Deductions
- ❖ Tax Payments/Reporting
- ❖ Standard and Optional Reporting
- ❖ Advanced Reporting (including CD)
- ❖ 401(k) Payroll Report File
- ❖ Process Year-End W2(s)
- ❖ Payroll Checks Signed/Sealed
- ❖ Payroll Delivery
- ❖ Garnishment/Withholding Services
- ❖ Government Certified Processing
- ❖ Prevailing Wage Processing
- ❖ Tips/Meals Processing
- ❖ Legal Compliance Reporting
- ❖ Time/Attendance Solutions

With ESC, you have a reliable, experienced partner. We print more than 8,500 paychecks per week, and we produced over 10,000 W-2's last year.

Additional for fee services offerings available through ESC

ESC's coordination of:

- ❖ Pre-Employment Background Checks
- ❖ Employee Assistance Program
- ❖ Risk Management Services
- ❖ Worksite Assessments and Evaluations
- ❖ OSHA Compliance Consulting
- ❖ Time & Attendance System
- ❖ Employee Scheduling Software
- ❖ Applicant Tracking Software
- ❖ Learning Management System
- ❖ Process Improvement Consulting and project management
- ❖ Green Belt and Black Belt training and certification

The ESC Team

Isn't success all about surrounding yourself with great people?

An exceptional team means exceptional results. Our team is backed by combined centuries of experience, enabling us to provide forward-thinking solutions and custom plans to our clients.



The ESC Advantage

The benefits of utilizing the Northeast's premier PEO.

Why choose ESC?

Service is the Difference! Earning customer loyalty is our passion! Our strict focus on earning loyalty drives everything we do at ESC. Our people, service offerings, processes, technology, education, and our culture and values are all a direct result of our desire to earn loyalty. We take it very seriously and very personally and our customers and their employees are the benefactors. ESC's customer testimonials are a strong measure of our ability to earn customer loyalty.

Loyalty earned is a direct result of a company's Customer care philosophy. How we act and react to every situation dictates our success.

At ESC, we truly believe our success is based on two simple principles.

First: A satisfied customer is simply not good enough in today's competitive world. To succeed we must earn customer loyalty. Loyal customers not only will rarely leave us, they will become our sales force. The difference between a satisfied customer and a loyal customer is as significant as the difference between a successful company and a valuable one; and,

Second: To earn customer loyalty we must continue to surround ourselves with the best professionals. Finding the most skilled people will no longer suffice. At ESC, our professionals are much more than skilled. Our people possess the intangibles: a great customer service orientation, a strong work ethic, unlimited resourcefulness, the right combination of independence and interdependence, a competitive nature, and sense of urgency.

The Advantages of HR Outsourcing with ESC

ESC's Extensive Customer Base: With companies including INC 500 firms, WNY Top 100 firms, WNY Fast Track 50 firms, BETA Award winners, and many of western New York's leading companies utilizing ESC's services, business owners rest assured they are in good company. ESC's methods are proven, our services work for all industries and any size business. In fact, successful people are ESC's best customers.

Increased Core Focus: With ESC, entrepreneurs are able to focus on core activities like strategic planning, revenue generation, cost reduction, staff development, customer and employee retention, and increasing their growth and profitability.

Variety of Value-Added Services: With ESC, business owners have a single resource dedicated to managing and supporting every facet of employment administration based on their specific business need.

Ability to Attract/Retain/Develop Great People: Business owners all know the value of great people. They are hard to find and tougher to keep. ESC's Fortune 500 type benefits program and Care Center

provides business owners the opportunity to compete for, acquire and retain the best people. The very people that will help them become successful.

The Assurance of Compliance: ESC's human resource specialists can provide guidance on ever-changing state and federal government regulations and procedures, so your company remains in compliance.

Reduced Vendor Relationships: Today entrepreneurs not only must manage every employee, they are required to manage an uncontrollable number of vendor relationships. With ESC you are required to simply manage one relationship and we manage the remaining non-revenue producing relationships on your behalf.

Increased Volume Purchasing Power: Each time we add a customer and their employees to the ESC family we become a more powerful purchasing unit for the collective ESC family.

A Built in Advisory Board: The very nature of ESC's business provides us the opportunity to learn the "best practices" of hundreds of successful companies and to confidentially share that information with our customers. The value of this is difficult to measure but remember this: what we have learned and applied placed ESC on the INC 500 list for five years as one of the fastest growing companies in America.

Customer Testimonials

Our truest measure of success!

The truest measure of our success is our ability to earn customer loyalty by providing the very best in quality, service, and value while continually developing each customer relationship. Listen to what these loyal customers say about ESC.

"ESC has provided our company a great value and a great return-on-investment. Our people are very happy with the wide range of employee benefits and services ESC offers. Couple that with outstanding service and it is no surprise they one of the fastest growing companies in America."

Franklin G. Downing

President & Chief Operating Officer
The Towne Automotive Group
Loyal Customer Since: 1997

"ESC did a great job crafting an excellent employee benefits package for us. They have taken over the maze of government paperwork associated with employment administration. We now focus on our business, which is what we do best. Our focus on our bottom line has improved greatly since our relationship with ESC began."

Gordy Gronkowski

President
G&G Fitness
Loyal Customer Since: 1996

"I couldn't be more pleased with my decision to engage the services of ESC. From the first week of service, their customer service, responsiveness and quality of work is like no other company I've worked with. The efficient outsourced employment administrative model makes so much sense, allowing me to focus on growing my business. ESC's people are an absolute delight to work with. I wonder why everyone doesn't use them."

Bill Robbins

Owner & CEO
RubberForm Recycled Products
Loyal Customer Since: 2011

"ESC has made a tremendous impact for our business. A major resource for our management team, they have helped us align two facilities, located in two states, to provide employee manuals and benefits in line with all local state laws. They are very quick to respond and I am more at ease knowing ESC is there for us when employee concerns arise."

Tammy Gorzka

CEO
Katz Americas
Loyal Customer Since: 2010

"ESC's human resources and outsourcing experts have made the administration of our industry an effortless component. ESC's services, like payroll and benefit administration, have always been flawless and a quick ROI for us. Their human resources consulting services and management education have actually resulted in an increase in employee retention and stability! ESC has delivered the areas 'best practices' to us and has made ESC an immeasurable success for our company and employees!"

David A. Kulbacki
Chief Executive Officer
Kulback's Construction, Inc.
Loyal Customer Since: 1998

"ESC's people are truly experts! ESC's Human Resource Business Partners have become a key component for our management team. ESC has created a win-win for employees and the company. It is the ideal relationship."

Joe Freitas
President
Capello Salons & Day Spa
Loyal Customer Since: 2001

"As New York State's largest professional regional theatre, being a not-for-profit agency is particularly challenging. The resources ESC provides has been instrumental in helping us succeed. We are able to offer our employees professional HR services that we would never be able to provide on our own. ESC works with us on HR compliance, provides expert training on a multitude of subjects, and mentors our employees, which has increased staff morale. Their team of experts allows our staff to be the best that they can be."

Alana Sansone
Director of Finance & Operations
Geva Theatre Center
Loyal Customer Since: 2012