

“[Our compensation analysis] would not have been remotely possible without all the work that you did for us. The method that you employed and the skill with which you applied it provided a means for evaluating the jobs that all the directors respected and found to be enlightening. Thanks again for all your work on this project. We would have been at a loss without you.”

Robert J. Feikema, President & CEO  
Family Services, Inc.

We know you'd rather focus on your mission instead of HR tasks, so allow us to handle the details.

Outfitters4's Human Resources Support Services are designed to work with you to build an exceptional and compliant workplace that attracts, develops and retains top talent. Instead of allowing unmanaged HR activities to become an expensive liability, HR deserves attention so it can be a positive contributor to your organization's bottom line. **Outsourcing your HR tasks to O4 will improve your administrative, operational, and strategic capacity, allowing you to get back to doing the most for your mission.**

Utilizing an HR package will give your organization the benefit of having an HR expert on hand – without the overhead. **Our packages are designed to provide affordable solutions with as much support as you need.** You decide when and how to use your hours: you can use a few each month or use an entire block of hours all at once. HR time may be used at any point during the package year.

This flexibility allows you to prioritize occasional projects (ex. handbook or job description updates), work smoothly through a transitional period or deal with unexpected changes appropriately, and stay current with applicable HR best practices.

Whether your needs are large or small, and whether you are a new organization or have existed for many years, **O4 provides HR services that can elevate your business to a new level of quality.** Contact us today to get the conversation started.

**Outfitters4 can provide custom HR implementation solutions including, but not limited to, assistance with the following:**

- Recruitment and Selection (position summaries, candidate screening, interviewing)
- Document/Form updates/revisions (applications, job descriptions, offer letters, etc.)
- Job Analysis and Compensation Studies
- Handbook review and revisions
- Employee Relations (grievances, incidents, disciplinary issues, terminations)
- Employee Retention/Engagement/Development (training, satisfaction surveys, recognition programs)
- Performance Management (appraisal structure, 360° review systems, supervisor review preparation)
- Compliance Guidance and Support
- General Support as needed to HR staff (ex. during staff transition periods, adjusting to company growth, etc.)

## HR Package Information

We realize the importance of HR to your organization and we want to be able to respond in a timely manner to your needs. Our HR Packages are a great way to utilize our team and talent to supplement yours. Our HR support services are divided into Level 1 and Level 2 Support Services.

Examples of Level 1 Services:	Examples of Level 2 Services:
<ul style="list-style-type: none"><li>• Document/Form updates/revisions</li><li>• Handbook review and revisions</li><li>• Routine Employee Relations</li><li>• Employee Retention/Engagement/Development</li><li>• Routine Compliance Guidance and Support</li><li>• General Support as needed to HR staff</li></ul>	<ul style="list-style-type: none"><li>• Recruitment and Selection</li><li>• Job Analysis and Compensation Studies</li><li>• Complex Employee Relations</li><li>• Performance Management</li><li>• Complex Compliance Guidance and Support</li><li>• High Level Support as needed to HR staff</li></ul>

*Please note that these lists are not comprehensive and are only meant to provide examples. O4 staff will notify the client prior to performing work if a request falls into Level 2 services.*

## Guaranteed Response

Reserve O4's talent and resources with a guaranteed response time. We will help with ongoing and/or sporadic HR needs. Signing up for an HR package with O4 will give your organization the benefit of having an HR expert on hand – without the overhead.

## Hours Usage

Guaranteed response time is determined by the package selected as stated below. Hours that are not used within one year from the date the agreement is signed do not expire but the guaranteed response time is no longer valid. Rollover hours will be scheduled for completion at O4's discretion.

## Payment

Payments can be made by check at the time the agreement is signed. Upon hours expiring, the current HR package can be renewed or a new HR package can be implemented at any time. Should you decide to upgrade to the next package tier at any time during a current package, the cost difference between the packages would be invoiced with an updated agreement. O4 estimates and tracks all used hours and will report updates notifying of account balances upon request.

### Package Levels

Package	Total Estimated Hours*	Response Time**	Initial Payment
1	6	9 Business Days	\$600
2	12	7 Business Days	\$1,080
3	24	5 Business Days	\$1,920
4	48	3 Business Days	\$3,360

*\* HR package hours are estimated based on Level 1 HR services. Level 2 services count as 1.5 package hour for each service hour.*

*\*\* The response time is guaranteed for Level 1 HR services only and is not applicable if an alternate timeline is established between O4 and the client.*

## Hourly Billing

If you wish to use O4's HR Support Services on an hourly basis instead of using an HR Package, we offer the following hourly rates:

Level 1 Services: \$110 per hour

Level 2 Services: \$165 per hour