

HR SERVICES GUIDE



You work hard for your business.
We work hard for you.

TABLE OF CONTENTS

What We Do and Why We Do It..... 3

The Questco Advantage 4

HR Expertise & Support..... 5

Payroll Administration 6

Benefits Administration..... 7

HR Technology..... 8

Workers' Compensation & Safety Services..... 9

Safety Training Meetings10

Training & Development Programs.....11

The Power of Shared Employment.....12

The Certified PEO Advantage.....13

Moving Forward With Questco14



Outsourced HR solutions that make a difference.

At Questco, we understand that small and mid-sized businesses are the heroes of our economy. . . employing more than half of our nation, and creating about two-thirds of new jobs in the United States.

We know that the operators of small and mid-sized businesses face many challenges, from regulatory burdens to competitive threats to cost pressures. And many of the toughest challenges involve the employees of the business – how to attract, retain, develop and sustain the people that are essential for the organization’s success.

We believe that these heroes deserve our support. Since our founding in 1989, Questco has helped our clients increase the speed and magnitude of their business success through our outsourced HR solutions.



HERE’S HOW WE SUPPORT THE PEOPLE THAT MOVE BUSINESS FORWARD:

We help control your costs.

- Partner with a full team of HR professionals at a fraction of the cost of adding to your internal HR team
- Get access to attractive group benefit plans, including medical insurance and 401(k)
- Use expert approaches to reducing workers’ compensation expenses

We relieve administrative burden.

- Reduce complexity by consolidating vendors
- Free up time for your people to devote to the success of your business
- Leverage our team and our technology to gain more accurate, useful, and timely information about your workforce.

We reduce your risk.

- Take advantage of guidance and resources to stay current on ever-changing HR policies and best practices
- Get access to robust, tailored safety plans... and the safety experts to support you as you implement the plans
- Gain improved peace of mind, with resources to guide you through even the toughest employee relations, compliance, and safety issues

We help improve the employee experience.

- Attract, develop and retain key talent
- Provide a total employment package that rivals that of large companies...while preserving your unique culture.

“Can-Do” Spirit

The heart of the Questco culture is an unwavering commitment to serve our clients and their people. You and your team can expect to be treated as one of ours, and we will devote a dedicated team to your success. We will know your names, and you will know ours. We form strong human bonds

because of the authentic care we provide, and these connections are the basis of our longstanding client relationships. We care about you, and this shows in our unmatched ability to come through for our clients and their employees every day.

Flexibility

While many of our clients use Questco to access a comprehensive set of HR services, we use a balanced approach to offer you the exact blend of services you need... never forcing our clients into a “one size fits all” model.

The foundations of our offering – which every client uses – are payroll services and HR services. From there, it’s up to you. We can offer access to our attractive large group plans for medical and workers’ compensation, offer brokerage services for your own plans, or work with your current plans and broker relationships.

We have a complete and configurable set of technology and service offerings to ensure that we deliver the right mix of services for you, at every stage of your business growth cycle.



Questco offers your business a dedicated team of highly qualified HR Professionals. Our team becomes your team, and we can guide you through your problems, practices and processes. Working together, we will create a customized Service Plan, designed to ensure that we provide our services in a way that stays aligned to your business goals.

We will also recommend best practices that can enhance the employee experience, promote growth, and improve retention.

SPECIFIC ELEMENTS OF OUR HR SUPPORT INCLUDE:

HR Compliance - Review, Develop, Update and Implement:

- Assessment of HR needs
- Job Descriptions
- Compliant HR Forms
- Handbooks

New Hire Onboarding

- Employee New Hire Documentation & Forms
- Electronic/Paperless On-boarding

Training & Development

- Web-Based Training Modules
- Compliance Training
- On-site Training led by HR Professional**
- Employee Engagement Activities**
- Management / Supervisory Training**
- Employee Coaching**

Government Compliance Advice & Assistance

- Unemployment Claims
- EEOC Administration
- FMLA Administration
- FLSA Compliance

Employee Relations

- HR Advisory Services
- Conflict Resolution
- Employee Termination Review and Advisory Services

Recruiting

- Applicant Tracking Software**
- Job Postings**
- Candidate Sourcing, Placement and Screening Services**
- Compensation / Salary Surveys**

Employee Administration

- Background Checks**
- Drug & Alcohol Testing**
- Verifications of Employment, Education and Certification**

With a single decision to engage Questco, you have access to all of our resources on Day One. You avoid the need to purchase, install and maintain costly software while gaining immediate accuracy, efficiency and productivity.

OUR PAYROLL ADMINISTRATION SERVICES INCLUDE:

- Payroll Processing
- Direct Deposit
- Pay Cards
- Wage Garnishment Support
- Insurance & Business Deductions
- Multi-Location Payroll Distribution
- On-Line Document Systems
- State & Federal Tax Remittance
- Annual & Quarterly Tax Reports (Forms 940 & 941)
- W-2 & W-3 preparation and delivery
- More than 20 standard reports
- PTO tracking
- Job Cost Reporting
- ACA Reporting
- Custom Reports**
- Time & Attendance System**
- Time Clocks**
- Certified Payrolls**



We work with our clients to access and administer benefits in an unmatched variety of ways. Our options relieve significant administrative burden and enable multiple strategies to contain costs over the long term. . . while helping to enhance the employee experience.

We can work with your existing plans and brokerage relationships, serve as your broker of record, or offer you access to our large group medical plan with thousands of participants.

OUR BENEFIT ADMINISTRATION SERVICES INCLUDE:

- Access to large group medical plan with a variety of plan options
- Processing of employee additions, terminations, open enrollments, and qualifying events
- COBRA administration
- Section 125 compliance
- Creditable coverage analysis and reporting
- Assistance to employees for claims filing, claims reimbursement and claims advocacy
- In-house invoice reconciliation for client-owned plans, limiting client expense due to untimely employee terminations with carrier
- ACA reporting and compliance
- Minimum Essential Coverage (MEC) plans available
- PCORI fee calculation and form 720 for self-funded medical plans
- Forms 1094-B/1095-B for self-funded medical plans
- Forms 1094-C/1095-C for Applicable Large Employers (ALEs)
- Broad selection of attractively priced voluntary insurance benefits, including dental, vision, AD&D, disability and additional work-site products
- Access to professionally managed large group, low cost 401(k) plan with flexible plan design options and a spectrum of investment choices

A detailed listing of our benefits options is available in our current Benefits Guide.



HR TECHNOLOGY

Our cloud-based platform, powered by PrismHR, delivers payroll, benefits and HR to more than 88,000 organizations that employ over 2.2 million people. You can enjoy the stability, accuracy and

efficiency of a great system – optimized for the needs of small and mid-sized business – without the need for costly, time-consuming software implementation.

ENSURE ACCURACY

Easily access information and complete tasks regarding payroll, demographics, and taxes.

MOVE AND GROW FASTER

Robust, powerful reporting helps you analyze, understand and act on data to run your business better.

MAKE THE WORK DAY EASIER

Employees get a mobile-friendly experience, allowing easy access to the information they need to view and make changes.

IMPROVE SECURITY

Control access to your sensitive data to ensure each member of your team sees only what they need, when they need to.

REDUCE COMPLEXITY

Perform tasks quickly and easily, including time sheet reviews, PTO requests, and payroll analysis.



EXPERIENCE OUR TECHNOLOGY

Your Questco Business Development Manager can coordinate a demo of our technology that's tailored to your interests and needs.



For thirty years, our team of experienced Risk Management experts have provided the tools and programs to lower our clients' workers' compensation expenses and create safer workplaces.

OUR SERVICES INCLUDE:

Access to workers' compensation insurance at attractive rates

We can reduce your costs by offering you access to our large group policy or by working with a wide selection of trusted insurance partners.

Fast, effective claims resolution

We manage relations with injured employees and implement a return-to-work program that increases employee morale and reduces the cost of workers' comp claims. Our team will handle your claim from the time we are notified through final resolution.

Cash flow improvement

Questco solutions may eliminate the need for an up-front deposit, with workers' compensation premium instead on a "pay as you go" system.

Written safety programs

We provide safety manuals and employee handbook language that are tailored to your company's safety needs.

Safety Program Audit

Our experts will examine your in-place safety program, evaluate the content, and work with you to customize your program to your workplace exposure.

Safety evaluations and periodic site visits

We conduct on-site safety surveys intended to reduce work related injuries. Our experts are available to assist with OSHA compliance, conduct hazard assessments and review accident/injury situations to analyze trends and opportunities for prevention.



We conduct or assist in regular safety discussions on a variety of topics including:

On-site Safety Certification Training**

We conduct operator safety certification training (both employee and supervisor levels, including “train the trainer” programs) for forklifts, aerial lifts, and scissor lifts.**

Safety Awareness Information

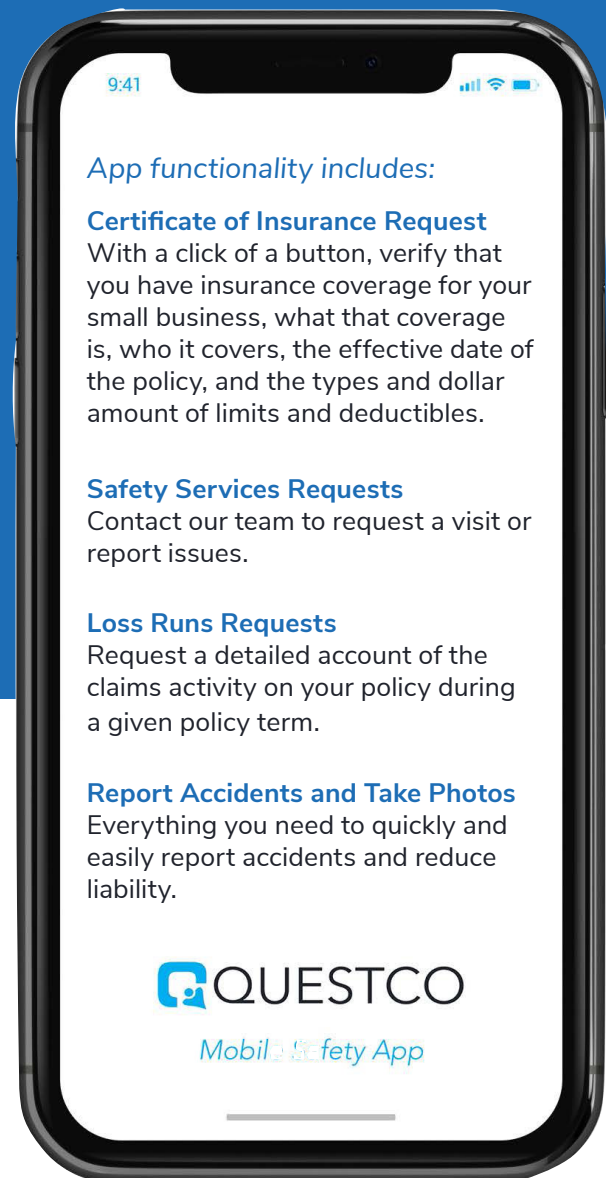
Each month, we send a safety awareness bulletin to your managers. This content offers great tools for short safety meetings and tool box safety talks.

Accident Investigations

We will investigate the cause of a workplace injury and recommend corrective or preventative action.

Safety on the Go

With the Questco Mobile Safety App, your team can report work-related injuries quickly and easily through a mobile device.



TRAINING & DEVELOPMENT PROGRAMS

Through our partnership with leading training provider ThinkHR®, Questco offers hundreds of courses designed to keep your team compliant, productive and safe.

You have access to our extensive library and can supplement our course selection with your custom content.



COMPLIANT

- HR Compliance (7 courses)
- Harassment (12 courses) (S)
- Leaves of Absence
- Employment Law (13 courses)
- Environmental Compliance
- (6 courses)
- Ethics (7 courses)



PRODUCTIVE

- Leadership (21 courses)
- Effective Meetings (3 courses)
- Performance Management
- (8 courses)
- Wellness (3 courses)
- Workplace Skills (46 courses)



SAFE

- Active Shooter
- Hazard Communications
- (15 courses) (S)
- Hazardous Waste (8 courses)
- OSHA & General Safety
- (78 courses) (S)
- OSHA 10-Hour General
- Industry (S)
- Personal Protective Equipment
- (10 courses) (S)
- Personal Safety (22 courses) (S)
- Transportation (45 courses)

THE POWER OF SHARED EMPLOYMENT

	Multi-Vendor Relationship	The Questco Shared Employment Relationship
Direction & Control of Employees	100% yours	100% yours
Employment Liability	100% yours	Shared
Access to large company offerings	Limited	Extensive

The value we provide is enabled by the unique strength of the shared employment relationship. Through this relationship, you continue to maintain control over your employees and your operations. We take on - or help you with - many of the responsibilities you face as an employer. Working together, we expand your capabilities, create more productive time, and lower your total costs.



THE CERTIFIED PEO ADVANTAGE

Questco has been named a Certified Professional Employer Organization (CPEO) by the United States Internal Revenue Service. To achieve and maintain CPEO certification, Questco must continue to meet IRS requirements including tax compliance, background reports, experience, financial reporting, and bonding.

CPEO certification provides regulatory and cost certainty for current and potential clients. Specifically:

- Some wage base tax restarts are eliminated. A CPEO has successor employer status for federal payroll taxes, which means that a business that contracts with a CPEO during the year will not face double taxation on FICA and FUTA.
- Tax liability is clarified. A CPEO is solely liable for the federal employment taxes paid to work-site employees. Once the CPEO invoice that includes these taxes is paid by the client, the IRS can only collect these taxes from the CPEO.
- Tax credit eligibility is continued. A client that uses the services of a CPEO remains eligible for certain specified federal tax credits.

Our CPEO certification removes obstacles to becoming a Questco client and provides lasting peace of mind to all of our clients.

The IRS does not endorse any particular certified professional employer organization. For more information on certified professional employer organizations, [go to www.irs.gov](http://www.irs.gov).



MOVING FORWARD WITH QUESTCO

PATH TO A SIGNED CLIENT SERVICE AGREEMENT

Exploratory Conversations

1-2 Days

You describe your challenges and opportunities.
We discuss the value in the services we provide.
Together, we determine the ways that a Questco relationship might help your organization.

Building the Case for Questco

7-14 Days

Assessing Needs and Opportunities
Conversations with Questco specialists and subject matter experts.
HR Technology demos and evaluation.

Collecting Proposal Data
Our team works with you to gather the information necessary to produce a customized, specific proposal with our best pricing.

The Questco Presentation

1-2 Days

Tailored. Detailed. Actionable.
We will walk you through a plan that addresses your needs...with full cost transparency.

Client Service Agreement Signature

1-2 Days

PATH TO YOUR FIRST PAYROLL WITH QUESTCO

As soon as you sign the Client Service Agreement our team works with yours to ensure a smooth transition into the Questco relationship.

Service Kickoff Meeting

1-2 Days

The Questco Onboarding Process

22-30 Days

Data collection, setup and testing to ensure accuracy
Enrollment, training and communication to keep you and your people fully informed and engaged

First Payroll with Questco

Certain offerings, including Time & Attendance, 401(k) services and Applicant Tracking, require longer lead times. Your Questco team will work with you to develop a customized timeline that meets your needs and ensures a smooth transition for you and your team.





questco.net

PROUDLY SUPPORTING SMALL BUSINESSES
AND THE PEOPLE THAT ENABLE THEIR SUCCESS.