

UNITEL HR Solutions

EXPERT HR ADVICE AND ANSWERS
TO COMPLEX HR QUESTIONS



UNITEL

INTRODUCING A REVOLUTIONARY HR ADVICE SERVICE FOR OUR MOST VALUED CUSTOMERS

When you need answers to tough HR questions, where can you go? Your lawyer? Friends? The web? These options either cost too much or leave you with incomplete answers. We have an outstanding human resources service called UNITEL HR Solutions that can help answer some of your questions.

HR HOTLINE

Talk directly to certified HR experts and get immediate answers

HR LIBRARY

Access thousands of online tools, forms, templates and guides

HR TRAINING

Use unlimited self-paced employee training from over 200 courses

Call the HR Hotline with your HR questions, and you will speak directly to SPHR/PHR certified consultants. You can get immediate guidance and best practices advice to handle the toughest HR issues swiftly, and get right back to business. Calls last 35 minutes on average and most are also followed up with a written summary.

You also have unlimited access to self-paced training with over 200 on-demand employee training courses available. Plus a comprehensive online HR Library which has step-by-step guides for federal and state law compliance, COBRA and FMLA and thousands of invaluable templates, forms, guides and online tools. So you can stop searching and start finding accurate information that applies to the situation at hand. All of these services are included in one low annual fee.

- Discrimination - EEO, ADA
- Employee Relations
- Performance Management
- Policy and Procedures
- Recruiting and Hiring

- State and Federal Compliance Updates
- Leaves of Absence - FMLA, PDL
- Wage and Hour, Equal Pay Act
- Workers' Compensation
- General Benefits Compliance
 - COBRA, ERISA, HIPAA, PPACA

- Statutory Compliance
- Conflict Resolution
- Terminations
- Workplace Safety
- Unlawful Harassment

Experience what businesses across the country are calling the best HR resource they've ever used.

HOW TO LEARN MORE

Contact Carl Zeutzius at 402-434-7275 • czeutzius@unitelinsurance.com

Visit our website at <http://unicogroup.com/unitel/hr-solutions/> for more information. Once your service has been activated, we will email you a welcome kit with your user name and password and you can log in at: <http://unicogroup.com/unitel/hr-solutions/client-login/>

CONTACT

UNITEL INSURANCE: 800.755.0048
HR HOTLINE: 877.225.1101

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UNITEL HR Solutions

UNITEL HR Solutions - a fit for every size business



Companies across the country rely on us for expert answers and second opinions on important HR compliance matters, including, but not limited to the following practice areas:

- > Discrimination – EEO, ADA
- > Employee Relations and conflict resolution
- > General Benefits Compliance – including ERISA, PPACA, COBRA
- > Investigations
- > Job Descriptions
- > Leaves of Absence – FMLA, PDL
- > Performance Management
- > Statutory Compliance
- > Terminations
- > Unlawful Harassment
- > Wage and Hour and Equal Pay Act
- > Workers' Compensation
- > Workplace Safety
- > Policy and Procedures
- > Recruiting and Hiring

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UNITEL HR Solutions Service Description

Our comprehensive solution includes everything your clients need to be HR compliant:

HR Advisors

Immediate, unlimited help from qualified HR advisors via phone or email



- › Calls are answered Live – everyday , every time so that you are not left waiting hours, or days for answers to your HR questions.
- › 11 hours of accessibility every business day, 8am-7pm CST
- › National and state level expertise
- › Senior level, experienced HR professionals with PHR and SPHR certification
- › Written summaries of calls are always available.
- › Answers are provided in easy-to-understand, “plain English”.
- › E-mail is provided as an alternative to Live telephonic support.
- › Advisors take time to understand specific situations so they can render sound and actionable guidance, or perform appropriate follow-up research.

HR Training

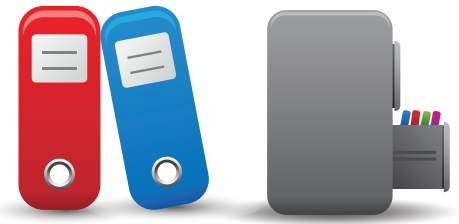
200+ web courses for employees and managers



- › Unlimited Access – employees and management may take as many courses as they wish
- › Web-based and available anytime 24/7
- › Professionally Developed by the training experts through our partner, Business & Legal Resources (BLR)
- › Tracking and Reporting via the Learning Management System (LMS)
- › Certificates of Completion - especially useful for state mandated Harassment courses!
- › 200+ courses for both management and employees covering 6 subject area: Workplace Safety, Environmental, Employment/Management, Harassment Prevention, Client Service and Wellness

HR Library

100's of forms, documents, tools and templates



- › 1000's of forms, documents, tools and templates for your HR department
- › State and Federal level employment law, compliance guides and checklists
- › Job description builder with over 2000 titles
- › Salary benchmarking
- › Regional and National compliance news
- › Data and analytics reporting on client usage provided for Enterprise Partners
- › Download and customize most forms and documents
- › How to hire and terminate employees to prevent costly litigation, including interviewing, hiring, and screening
- › Compliance steps that clearly explain how to comply with the law to help avoid penalties or potential employee lawsuits
- › Step-by-step approach to implementing COBRA and FMLA

› HRCI Approved webinars

› Whitepapers

› Compliance Alerts/HR news

› Other Valuable Resources

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UNITEL HR Solutions - what our clients say

Testimonials

I was very happy with my experience with UNITEL HR Solutions. When I wanted a second opinion on an HR issue, I called their hotline where my call was answered quickly (no phone tree) by a professional who provided sound advice on the matter. I fully intend on using them for my future HR needs.

Allison Miller, Director of Finance & Administration, LSN

"I am really enjoying this site. I have accessed it now for several searches and HR initiatives we are currently working on and I really like it. It has a wealth of information, and I am finding it very useful. Thank you!

Melanie Weber, HR Manager, Golden West

UNICO Group found a dream solution for meeting our companies educational training requirements. They introduced me to BLR Training videos and tests offered by UNICO HR Solutions. The online training library is extensive, the administration for assigning videos is easy, and the employees have had no problems finding the assigned video, viewing and testing. Staff are required to login before viewing so a record exists of tests taken. Minimum scores are required to pass and then a training certificate is generated for print and email once they pass the course.

- Bruce Fox, Operations Manager, Omaha Truck Center

About UNITEL

UNITEL Insurance specializes in providing complete insurance solutions designed for the technology industry.

- > Certified Work Comp Advisors
- > Cyber Liability
- > Professional Liability (Errors & Omissions)
- > Loss Control and Safety
- > Risk Management
- > Injury Management
- > Wellness

How to Learn More

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Few executives fully understand the cost of their HR practices. Use this tool as a quick indication of your weak spots...and financial growth opportunities.

How much did **bad hires** cost over the last 12 months? Figure an average of 1:1 ratio of their annual pay. So a \$50K employee will cost \$50K. (P.S. When employers tell us they are not hiring it's only because they are not disciplined enough to let go of their poor performers.)

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How much did **losing any good employees** cost over the last 12 months? Again, figure at least a 1:1 ratio.

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What would be the bottom line impact of **improving total productivity** by only 5%? Figure 5% of total payroll. (For example \$1,000,000x .05 =)

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What is it costing you to keep **poor employees**? (Here's the test: If they quit would you be relieved or upset?) Figure the impact they have on their entire team. (For example team payroll = \$240,000 x 05% =)

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What "bang for the buck" are you getting for any **benefits** paid? What if you improved that figure by 2%? (Figure benefits cost 35% of payroll = for example \$350,000 x .02=)

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What added costs are you paying your annual **work comp** modifier due to poor risk management and return to work practices? (Assume a MOD of 1.2)

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What would the cost be to manage and/or settle even a low level **employee claim**? (Statistically 1 in 4 get sued every year with an average verdict of \$250,000)

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Your HR cost total: _____

How much **revenue** will you have to bring in to put these HR dollars back into your pocket? Figure at least a 3 to 1 ratio:

Revenue total: _____

This is what your HR practices are costing you at the most basic level. Roughly half of the exposure is "out of pocket", the other half is "left on the table every day." What would you be willing to invest in time and dollars to reduce this number? Would you invest at least 1/10th this amount to start somewhere? As you consider your answer ask yourself this: what sales activities and work would you have to do to generate that figure? (i.e. sell 100 new cars, build 2 homes, get 50 new patients, book 5 more installations, etc.)

Now, what are you **willing to invest in terms of time and money** to reduce this figure? (For example, we are willing to invest 20K to reduce this number by 50K)

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