



# RIDGEDALE BUSINESS SOLUTIONS

**HUMAN RESOURCE SOLUTIONS FOR BUSINESS**



[www.RidgedaleSolutions.com](http://www.RidgedaleSolutions.com)  
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## Who We Are

With a strong presence in the Human Resources field for over 25 years, RBS specializes in helping businesses address and resolve the people issues that arise almost daily.

Comprised of an elite team of experts, the our staff possesses extensive experience in providing essential HR services for businesses within a variety of industries. However, we are *not* your typical HR consultants that some business owners have [unfortunately] come to accept.

*First and foremost*, our exceptional standards of service excellence are the guiding hallmark of our company. *Second*, our business model is focused exclusively toward serving small and mid-size businesses. *Third*, we deliver a unique and expansive selection of services and solutions that we know are absolutely critical and essential to business owners.



*How do we deliver our services?* Not by handing you a book or binder to read — or directing you to a website! We know how frustrating it is to try and find the correct written reference material, or to click on links and try to figure things out on your own. At RBS, we stand by our commitment to have *people* take care of people. When you become a client of RBS, you will *always* have a live person to answer your questions, and a live person to help you.





## Why Do You Need HR Consulting?

Running your business requires focus. Although managing your workforce is a critical aspect of business, it can be a time-consuming distraction to the “business of business”. Ridgedale Business Solutions has the answer!

Our mission is to help manage your most important resource in business -- your employees. If not handled properly, HR situations and issues can escalate quickly and lead to legal and regulatory problems, as well as tax consequences. You simply cannot afford to make a mistake that could leave you and your business at risk.

RBS will take care of human resources, so you can take care of business!

**FREE** Initial Consultation

### SAMPLE AREAS OF SPECIALTY INCLUDE:

#### **Risk Reduction/Avoidance**

(compliance with laws, developing an employee handbook)

#### **Pay Programs**

(base wages, bonus programs, appraisal systems)

#### **Benefits Plans & Programs**

(medical, dental, vision, 401k)

#### **Employee Issues**

(handling and resolving employee problems with minimized risk)

#### **Recruiting & Hiring Employees**

(sourcing and hiring the best candidates)

#### **Motivational Programs & Events**

(holiday events, motivational events)

#### **Training/Coaching Classes**

(group or individual needs)

#### **Special Projects**

(job descriptions, staff downsizing, individual coaching and counseling, relocation)





## How RBS Can Help

Do you have questions, issues, or concerns regarding your employees?  
For example:

- \* *How do I find the best employees?*
- \* *What benefits (if any) should I offer?*
- \* *Do I need an employee handbook?*
- \* *How do I properly handle employee problems?*
- \* *What is a fair salary to pay my employees?*
- \* *Am I complying with Wage & Hour laws (or other employment laws)?*
- \* *What records do I need to keep?*

Are you not quite sure how to handle such issues and situations appropriately — and not create or increase **risk** to you and your business? We can help!

RBS is ready to provide real-time answers to any of your concerns; and to discuss how we can design programs that will ensure compliance with laws and regulations, and recruit, retain and motivate the best employees for your business.

**When You Don't Need A Full-time HR Person,  
But Still Need The Help & Expertise!**





## Sample Services & Solutions

### Recruiting / Employment

- ★ Finding the best candidates
- ★ Pre-screening candidates
- ★ Background screening & drug screening
- ★ Interview do's and don'ts
- ★ Sample interview questions

### Benefits

- ★ Medical/dental/life/disability
- ★ Executive benefits
- ★ 401k plan
- ★ Time off policies

### Employee Performance

- ★ Disciplinary / corrective issues
- ★ Terminating employment
- ★ Formal investigations
- ★ Employee handbook development or revision
- ★ Motivational programs and events

### Legal Issues (are you in compliance?)

- ★ Age discrimination
- ★ Harassment
- ★ COBRA
- ★ Fair Labor Standards Act
- ★ Family and Medical Leave Act
- ★ Many more.....

### Pay Practices

- ★ Job descriptions
- ★ Determining the best pay levels
- ★ Bonus/incentive/reward plans
- ★ Performance appraisal systems
- ★ Payroll processing

### Managing Change At Work

- ★ Developing new policies & procedures
- ★ Management coaching
- ★ Succession planning
- ★ Training & educating your employees

**If you don't see exactly what you need, call us!**





## Program & Pricing Options To Meet Your Needs

Ridgedale Business Solutions offers a variety of options for providing our HR services; including:

**Project Pricing:** RBS will provide a single quote for a specified project (e.g., developing/delivering a new or updated employee handbook) that outlines specific action steps and deliverable date(s) to meet your needs.

**Hourly Billing:** Effective for clients that may not have a consistent level of need for HR services, RBS will deliver “on demand” answers, services, and solutions at a quoted hourly rate. Rates may vary depending upon HR specialty requested/required.



**Preferred Monthly Packages:** *Our newest and most popular options!* RBS has designed three distinct tiers of HR services (Basic, Core, Elite) to meet your needs. Turn the page for more details regarding these exciting options!





## Preferred Monthly Packages

*One size fits all?* We don't think so! We know that from experience. Instead, RBS has crafted specialized options that give you the flexibility of selecting a package that will best meet your HR needs.

Everything begins with your assigned Human Resources Consultant, who is dedicated to helping you deal with the countless issues that arise every day regarding your employees. Supported by subject-matter experts and preferred partners and vendors, your HR Consultant is your primary point of contact, charged with ensuring your complete satisfaction.

*Which package is right for you.... Basic, Core, or Elite?* Turn the page to learn more about each. Then choose the package that best meets your needs. And, of course, we are also available to answer any questions you may have about any of our quality services.







## BASIC PACKAGE

While basic HR services may seem simple and straightforward, they can quickly become cumbersome and time-consuming for any business owner. RBS stands ready to help you manage these HR fundamentals. If you think you need only the basics, this package may be perfect for you!

Up to two hours of consulting time each month with your personal HR Consultant (services provided beyond the two hours will be subject to additional billing). Services are provided by phone. Sample services include:

**Recruiting and hiring.....**

*(how to find and hire the best, and the best-qualified, employees)*

**Benefits plans.....**

*(do I have to offer benefits?)*

**Pay programs.....**

*(what is a fair salary?)*

**Employees issues/problems.....**

*(resolving with minimized risk and best outcome)*

**Employee handbook.....**

*(do I need one? what should it contain?)*

**Job descriptions.....**

*(why do I need them?)*

**Training.....**

*(how it can help or hurt you and your business)*

**Risk reduction/avoidance.....**

*(required recordkeeping, compliance with laws and regulations)*

**Recognition programs.....**

*(finding the right balance to keep loyal and dedicated employees)*







**CORE PACKAGE**

The Core package helps you manage a wide range of HR related tasks, projects, and issues. Our *Core Package* delivers the time and the peace of mind you need -- knowing your HR necessities are being met effectively and efficiently. Real-time and on-demand!

<b>Contacting Us....</b>	Up to five hours of consulting time each month with your personal HR Consultant (services provided beyond the five hours will be subject to additional billing). Services are provided either by phone or in person.
<b>We Come To You....</b>	On-site visits from your HR Consultant twice a year. Our goal is to review your HR activity to-date, suggest new or different initiatives, and maintain HR services that are on-target to your needs.

**Examples of detailed services include:**

<b>Compliance issues</b>	RBS will evaluate and assess any existing processes you have in place; and produce a report that outlines areas of risk/liability. We will also provide recommendations to reduce risks, and establish "best practices" for you to consider.
<b>Employee Handbook</b>	RBS will develop a new/updated handbook that will communicate company policy on topics such as paid time off, dress code and related issues, to help ensure clarity and mutual understanding.
<b>Substance Abuse</b>	Drug testing support and references. RBS will provide basic forms and policies needed to maintain a drug-free workplace. We can also refer you to our preferred vendor to implement a program for testing (pre-employment and for-cause).
<b>Essential Forms</b>	RBS will design and provide customized HR-related forms and instructions -- in your choice of electronic or hard-copy print.

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## CORE PACKAGE

<b><i>Employment Laws &amp; Regulations</i></b>	Information, guidance, and recommendations to help you stay abreast of complex employment laws and regulations. Examples include (but are not limited to): <ul style="list-style-type: none"><li>Harassment in the Workplace (Title VII)</li><li>Family and Medical Leave Act (FMLA)</li><li>Americans with Disabilities Act (ADA)</li><li>Fair Labor Standards Act (FLSA)</li><li>Drug-free Workplace Act</li></ul>
<b><i>Guides to Managing HR</i></b>	Custom manuals and other management reference materials – designed to guide you through various aspects of managing your employees (e.g., hiring, managing job performance, motivating your employees).





# ELITE PACKAGE

Designed for the client who wants complete and customized handling of all HR services. Access to the Elite Package immediately identifies you as an exclusive and preferred client who receives all-inclusive services whenever needed. As our Elite client, you will receive:

<b>Contacting Us.....</b>	Up to ten hours of consulting time each month with your personal HR Consultant (services provided beyond the ten hours will be subject to additional billing). Services are provided either by phone or in person.
<b>We Come To You....</b>	On-site visits from your HR Consultant once a quarter. Our goal is to maintain a close connection with you in order to maintain quality HR deliverables (across all functions).

**Examples of comprehensive services include:**

<b>Employee Handbook</b>	RBS will design a handbook that meets legal and regulatory compliance standards, is customized to the size and industry of your company, and reflects your workplace culture.
<b>Recruiting / Hiring / Onboarding</b>	<p>RBS will personally manage all aspects of filling an open position for you. Action steps include:</p> <ul style="list-style-type: none"> <li>- Develop and run classified ad(s)</li> <li>- Receive and screen all incoming resumes</li> <li>- Select and interview/pre-screen qualified candidates</li> <li>- Present finalists for final interview phase</li> <li>- Complete background screening &amp; drug screening</li> <li>- Issue an offer letter</li> <li>- Perform new-hire orientation</li> </ul> <p>Additional reference material provided to the client includes:</p> <ul style="list-style-type: none"> <li>- Finding the best candidates to interview</li> <li>- Screening candidates for hire</li> <li>- Interview do's and don'ts</li> <li>- Sample interview questions</li> </ul>

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ELITE PACKAGE

<b>Compensation (Pay Practices)</b>	RBS will develop written job descriptions for each position. Added services include: <ul style="list-style-type: none"> <li>- Determine pay levels (benchmarking; salary guidance and programs)</li> <li>- Bonus plan designs</li> <li>- Commission plan designs</li> <li>- Incentive/reward plan designs</li> </ul>
<b>Benefits</b>	Working with our preferred partner, we will evaluate current benefit plan offerings, and recommend new or different options to consider. Scope of benefits includes: <ul style="list-style-type: none"> <li>- Medical</li> <li>- Dental</li> <li>- Life insurance</li> <li>- Short term disability</li> <li>- Long term disability</li> <li>- 401k / Pension</li> <li>- Optional/voluntary</li> <li>- Executive benefits</li> </ul>
<b>Employee Relations</b>	RBS will personally manage employee issues, problems, and situations – everything from very minor questions, up to and including investigations of formal charges, lawsuits or allegations (and everything in between). In addition, your HR Consultant will ensure you are advised of best practices, and highlight areas of risk. Services include: <ul style="list-style-type: none"> <li>- Disciplinary / corrective issues (verbal or written warnings)</li> <li>- Terminating employment</li> <li>- Formal investigations</li> <li>- Downsizing/layoffs</li> <li>- Achieving and maintaining positive employee relations (motivational programs and events)</li> </ul>

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**ELITE PACKAGE**

<b><i>Substance Abuse</i></b>	RBS will design and manage all aspects of a substance abuse testing program — including forms, policies and procedures, and, through our preferred partner, managing the testing process (pre-employment and for-cause).
<b><i>Training</i></b>	<p>Delivery of customized group training modules in order to achieve and maintain compliance, motivation, and best practices in HR. Topics include:</p> <ul style="list-style-type: none"> <li>- Documentation and recordkeeping</li> <li>- Corrective actions and discipline</li> <li>- Hiring and employment</li> <li>- Managing employee relations</li> <li>- Appropriate behavior in the workplace</li> <li>- Performance appraisals</li> <li>- Safety and security in the workplace</li> <li>- Avoiding discrimination and harassment</li> <li>- Fundamentals for supervisors and managers</li> <li>- Managing leaves of absence</li> </ul>
<b><i>Employee Performance Management</i></b>	<p>Design and delivery of appraisal form(s) and associated program guidelines. Added guidance includes:</p> <ul style="list-style-type: none"> <li>- Coaching for you and your managers</li> <li>- Evaluating employee skill levels</li> <li>- Individual career planning</li> <li>- Training &amp; educating your employees</li> </ul>
<b><i>Professional Development &amp; Succession Planning</i></b>	Customized group and individual coaching and counseling to identify skills gaps, encourage job performance improvement, and/or prepare you and your management team for future growth and challenges with your business.





## HOW DO YOU GET STARTED?

*On behalf of the team at RBS, thank you for reviewing our information. We are confident that our unique approach toward delivering an unmatched level of quality services will consistently meet and exceed your expectations for your company's HR needs. We look forward to serving you as our valued client.*

*Contact RBS now to discuss next steps:*

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**“HR — IT’S NOT JUST FOR BIG BUSINESS!”**



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