

# ***Recruitment & Outsourcing Services***



# Who we are:

A consortium of  
dedicated  
professionals



“EBC” is the umbrella brand under which a consortium of dedicated in-house, virtual, associate Professionals & independent identical firms, with both local & International Experience come together to provide end to end Quality Advisory, Consulting & Outsourcing Services.

Our core purpose is profitability of your business, if possible, helping you achieve this faster!

We provide Advisory, consulting & Outsourcing in 4 strategic functions: People, Process, Product /Service & Customer:



Recruitment and Outsourcing Services/2

## ***Our Vision***

Africa's most effective corporate & business advisory, consulting and outsourcing firm.

## ***Our Mission***

To provide quality yet relevant advisory, consulting and outsourcing solutions – helping corporate organizations & businesses become profitable, is possible faster.

## ***Core Purpose***

Is helping Corporate Organizations & Businesses become profitable by offering Advisory, Consulting & Outsourcing Services in 4 strategic functions: People, Process, Product/Service and Customer.





## ***Our Core Values***

- Passionate about what we do
- Focused on long term results
- Fun to work with

## ***EBC Recruitment***

We believe your establishment needs to engage the services of a highly qualified professional recruitment firm to support the organization in recruiting self-driven, result oriented individuals.



# About our Recruitment Process

- Having the right person in the right place and at the right time is crucial to the organizational performance, hence;
- Starts by understanding your needs, organization culture and more.
- Getting to know what your kind of organization structure needs (starting with what's urgent, then filling these positions with suitable candidates.
- EBC shall source for the suitable candidates based on the dimensions, Job descriptions and requirements specified by your organization. In this case we are going to use various means to attract the necessary candidates you need and build a pool of candidates for your final selection.





- We shall undertake a thorough background check on the qualified shortlisted services.
- We shall apply business ethics in human resource best practice during the selection process.
- All the candidates shall be subjected to fair and objective selection process as prescribed in our recruitment policy and human resource practice.
- We shall interview the applicants and deliver a number of qualified candidates. We shall assess the etiquette and manners aspects of the candidates in our interviews.
- We shall create a database in replica of your company structure and ensure that ready candidates are available for recruitment or replacement – helping you avoid downtime.

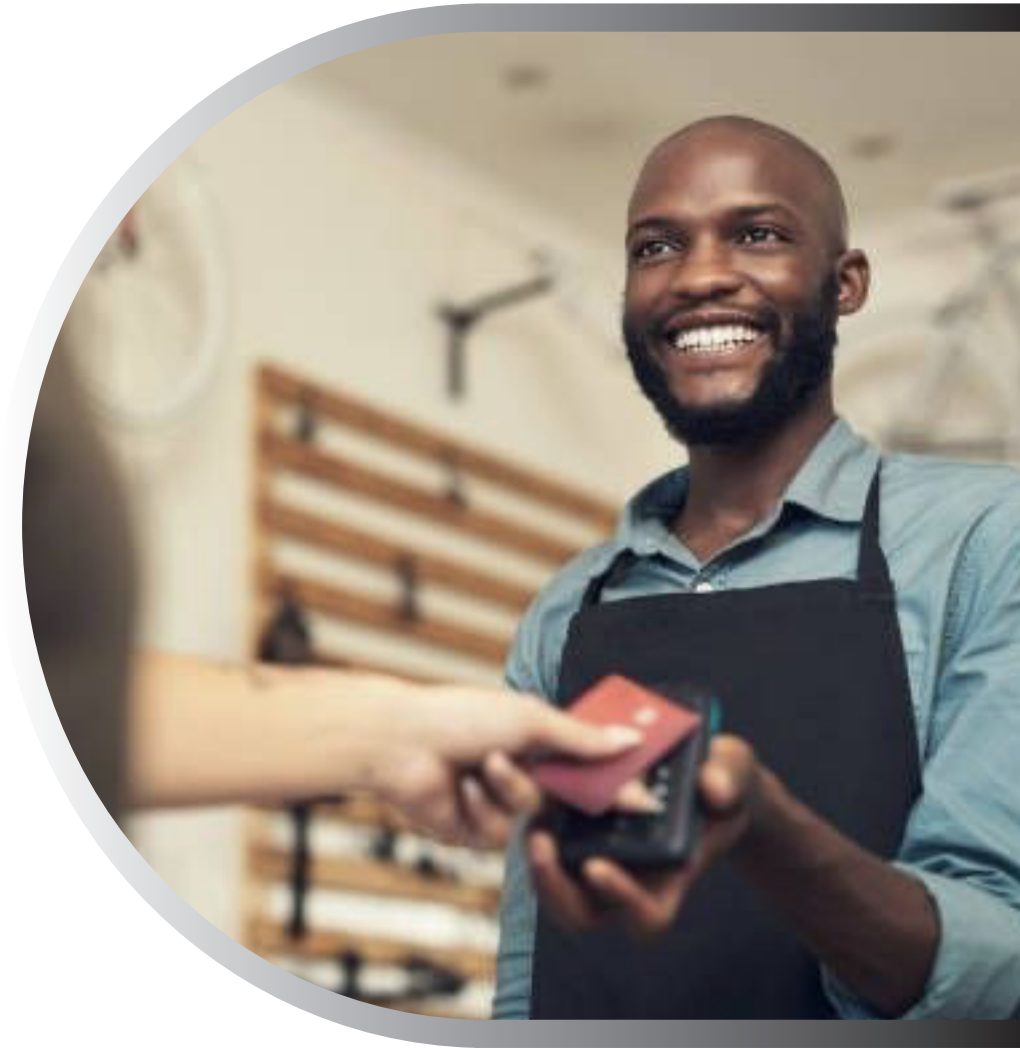


# Approach and Methodology

There are at least five distinct steps that we shall employ.

## The critical steps are:

- We shall review and adopt Job Descriptions that fits the vacant position with the assistant of the nominated staff. A job description that defines the expected standards of top performance for the position.
- We shall use our robust database, contacts in places we need to headhunt, advertise on the local newspaper, our website and social platforms – depending on what's workable to attract the right person for your right fit.







- We shall analyze, serialize and scrutinize the CVs best suited as submitted by the candidates.
- We shall then conduct probing interviews with our professional staff to tests the candidate understanding and ability to do the job BEFORE Short listing for the final intensive interview. This means that the candidate must be able to explain exactly how they will deliver the performances standards defined in the job.
- There must be proper feedback or discussion of the candidate's ability to do the job immediately after the candidate interviews since you need the candidate as soon as possible.





- Our legal and security department will take on the task of ensuring that all the candidates recruited through EBC are vetted and cleared off as fit to handle the vacant position. Our vetting process is thorough and it touches on every aspect of the candidate's career and personal life.
- These steps will be critical for us to achieve and shortlist the best candidate for the positions at your organization.



## **Positions Advertising**

EBC will prepare suitable advertisement based on the approved role profile to be placed in the consultancy website and leading local job blog spot. EBC will complement the advertisement with the Database search and other methodologies like headhunting.

## **Long listing & Short listing**

EBC shall also be required to receive, analyses, serialize and submit to your organization the initial long listing of all candidates. This process shall be followed by screening and short listing the applications based on the agreed selection criteria as stated in the vacancy announcement.

## **Interview Methodologies**

We shall adopt various interview techniques and methodologies during the interview sessions. This will include but not limited to Oral Interviews, Written assessments. All the necessary interview planning, arrangements and schedule, interview questions and score sheets to be used by the panel will be prepared by EBC in advance with communication to the stakeholders going out at least 7 days before the interview date.



# Vetting & Background Checks

EBC has a fully-fledged legal and security department with competent and qualified personnel. This team is tasked with the job of ensuring that all the candidates recruited through EBC are vetted and cleared off as fit to handle the vacant position. Our vetting process is thorough and it touches on every aspect of the candidate's career, education and personal life. All upon client request and with separate quote.

## ***The background checks report may include:***

1. National Identification Verification
2. Criminal background check (INTERPOL)
3. Academic Verification
4. Former employment verification
5. Reference checks



# Head Hunting Process

Head hunting is a process of recruitment of a prospective employee, who is working elsewhere and who has a relevant work experience for a particular job profile. EBC will look for people with good amount of experience or professional competency to join your organization.

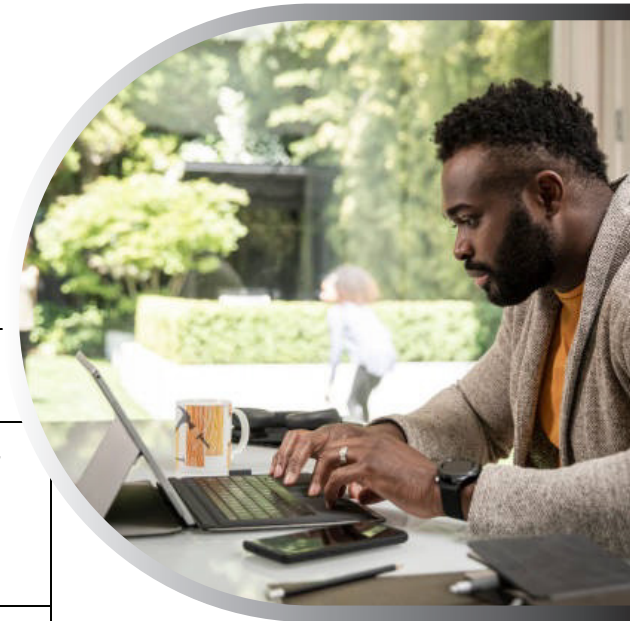
## ***EBC will use the following head-hunting methods:***

1. Direct: It is a method of calling the candidates directly, either by calling on his/her number, or else meeting them at their homes or at their office. This will be done after entire research has been done upon that person, and the role he/she is being hired for.
2. Indirect: Leaving a reference for the person to be headhunted, so that he may contact, in case he/she is willing.



# Charges and Terms Of Recruitment

LEVEL	COST	DESCRIPTION
Top/ Senior Management	100% of Gross pay	20% Commitment fees
Managers and HODs	100% of Gross pay	20% Commitment fees
General levels	100% of Gross pay	20% Commitment fees
All international positions	100% of Gross pay	50% Commitment fees
Casuals/ Wages Cadre	50,000/= per person	No advance pay



# About Our Outsourcing Process

## Why Outsource Labor To EBC

- Improved organizational Efficiency & Productivity. – Labor on demand becomes an option.
- A more streamlined Human resource (Productive & Disciplined).
- Gives the business the ability to develop new competencies and skill-sets that can be used as a competitive advantage.
- Core activities of the business take center stage. Outsourcing helps to put the focus back on the core functions of the business.
- Reduced Organizational Stress. – EBC will handle all Routine labor and tax related Matters.
- Reduced exposure to legal action and union related eventualities.





- Cost savings. The lower cost of operation and labor makes it attractive to outsource.
- Outsourcing reduces overhead costs that usually come with running back-end operations.
- When certain functions of an organization become operationally uncontrollable, outsourcing helps to overcome such difficulties.



## **Reporting Methods:**

- Daily and weekly updates on staff attendances and their performances.
- Productivity reports per staff and per department sent in on request.
- Preparation and verification of reports.



# Monitoring Methods

- Ensuring compliance to the set systems.
- Team and project evaluation.
- Resource management.
- Leading, guiding and motivating the team.
- Coordination of operations between your organization and EBC.
- Maintaining team discipline.

# Implementation Plan

## Methodology:

Our outsourcing services take away the entire manpower management headache from your strategic focus. Our services ensure that all aspects of Human Resource Practice, the staff welfare, supervision and client satisfaction are achieved.





- Understanding the scope, job purpose and objectives of the workforce within your organization for the available positions.
- Interviewing, Vetting and short-listing candidates with credentials that fit the skill set within the working environment.
- Short listing candidates based on best organizational fit.
- Provide you with a short list of qualified candidates quickly and efficiently and a short summary on why we believe the candidate meets your employment requirements.
- Conduct on-site interviews and vetting on their integrity /character.
- Successful candidates will be issued with employment letters from EBC.
- The employees are issued with code of conduct and inducted on company policies and work ethics.



# Implementation

To ensure a smooth transition, EBC will give all the necessary support to members as they transition from your organization management to EBC management. We shall also provide the existing staff with a voluntary opportunity to sign up the new contract.

From our experience & record we have always had 100% re-sign up due to a carefully managed change in management program.

EBC will share daily progress reports with the appointed contact personnel to enable you monitor the progress of the exercise.



# Legal Compliance

*The mandatory personnel documentation from each employee is:*

- Valid Certificate of Good Conduct.
- Valid Health Certificate from a Government medical facility.
- National ID card or Passport.
- Income Tax details
- NSSF No.
- Personal Details Form

# EBC Responsibilities

- Key Account Manager: Appointing an account manager to oversee the contract and to liaise with the client operations team.
- EBC takeover process; Training in change management in relation to business process outsourcing.





- **Contract Letters:** Issuing outsourced staff with EBC contract letters seconding them to the client with terms as per the role profile.
- **Daily Attendance management:** Ensuring that the operations are not affected by no-shows or staff absenteeism. We ensure replacements are affected immediately.
- **Recruitment Services:** Head hunting, advertising and forwarding suitably qualified candidates for available roles as per the written instructions from the Client.
- **Occupational Health and safety:** Ensuring that all the outsourced staff are well kitted and are compliant to the safety requirements of the roles they handle.
- **WCA:** Ensuring that all the employees are covered under WCA.





- Entire management of the Work-Related injuries; Hospital logistics, claims lodge and final processing of the claims with the Insurance.
- Immediately notifying the Clients representative of any accidents or incidents that occur and a written report be availed within twenty-four (24) hours of occurrence.
- Employment Act 2006: Ensuring outsourced staffs are managed within stipulated legislation in line with the Employment Act.
- Payroll management: Complete Payroll processing and management of statutory payments e.g., PAYE. NSSF and any other deductible.
- Training Services: Offer at least two soft skill trainings per year for the outsourced staff at no extra cost.





- **Performance Management:** Customizing performance management tools and work with the client to monitor and enhance performance of all outsourced staff by ensuring the employee:
- **Leave management:** Keeping track of official leave taken/balance, sick leave taken/balance on behalf of the client.
- Looking after the general welfare of the employee.
- Ensuring that the Personnel perform the Services and take directions, instructions and appraisal from the Client. The Personnel shall as far as supervision, transmission of wages and other duties stipulated is concerned remain the employees of the EBC at all times.





- Availing details of all the Personnel involved in the performance of the contract prior to the commencement of the Services to be rendered for verification.
- Handling any industrial relations issues or disputes with the outsourced Personnel



## **Charges And Costs (Outsourcing)**

EBC will charge a rate as summarized below.

<i>Number of employees</i>	<i>Rate</i>
1-50	25%
51-100	20%
101-200	15%
201 and above	13%



# *Conclusion*

Our unique ability and our successful track record make us an invaluable partner in Human Resource Consultancy & Recruitment Services. We look forward to forming a mutually rewarding relationship with you.

