



# HR Complete

Comprehensive HR protection  
and support for your organization



# Dedicated HR Compliance and Strategic Support With HR Complete

HR Complete gives business owners and managers the tools and help they need to protect and grow their businesses:



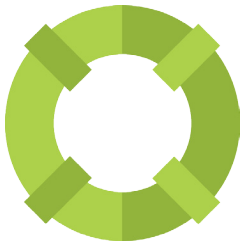
## Dedicated HR Pro

You will be partnered with one of our certified HR Pros, who will help you identify vulnerabilities and opportunities, and ensure you reach your HR compliance and strategic goals.



## HR Navigator

HR Navigator is your all-in-one compliance workbook. Categorized into easy-to-find sections, HR Navigator keeps your HR paperwork and plans all in one place.



## Unlimited Support

Along with a dedicated HR Pro, you will enjoy unlimited support from our entire team of HR Professionals, so you will always have a place to turn with your HR questions and crises.



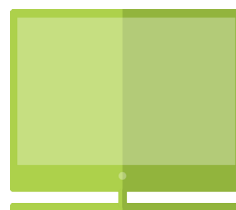
## Custom Handbooks

Your dedicated HR Pro will work with you to create custom handbooks, offer letters, checklists, and other HR materials, tailored to the specific needs of your organization.



## Custom Job Descriptions

We'll develop job descriptions specifically for your organization, so you target and attract the right employees and keep your job functions organized.



## Online HR Resources

You will have access to a library of training-on-demand presentations, popular Q&As, exclusive articles, regular newsletters, and interactive webinars on the latest compliance issues.



## HR Concierge

Our live chat feature gives you instant access to a member of our HR team to help you identify HR issues and find the resources you need — quickly and efficiently.



## Milestone Markers

Throughout the HR Complete process, your HR Pro will recognize your progress towards achieving your HR goals and milestones, so you can keep sight of the big picture.

# How HR Complete Works: Phases 1 - 2

## PHASE 1 **1** HR Audit & Action Plan Typical duration: 1 month

HR Complete begins with an interview and HR audit. A certified auditor completes a thorough assessment of your business to identify any compliance gaps. Your HR Pro will then use the results to build a custom HR Action Plan to achieve compliance and incorporate best practices.



## PHASE 2 **2** Compliance Typical duration: 3-9 months

Once the Action Plan is in place, your HR Pro will schedule monthly virtual meetings to execute it. The first priority is compliance — minimizing the risk of fines or lawsuits, which can be devastating. Your HR Pro will develop custom materials and train you on key HR functions, practices, and rules.

### Areas of focus include



# How HR Complete Works: Phases 3 - 4



## Strategic Plan

Typical duration: 6-12 months

For businesses today, compliance is only half the HR story. Once the compliance issues are stabilized, HR Complete shifts focus from protection to value creation. Your HR Pro will develop strategic tools to help you foster a productive, efficient workplace, attract and retain great employees, and build a company culture that accomplishes your business goals.

### Areas of focus include



PERFORMANCE  
MANAGEMENT



COMPANY  
CULTURE



EMPLOYEE  
RECOGNITION



ORG CHART  
DEVELOPMENT



MANAGER  
TRAINING



EMPLOYEE  
RELATIONS



SUCCESSION  
PLANNING



COMPENSATION  
STRATEGY



DIVERSITY &  
INCLUSION



## Ongoing Improvements

Continuing

After the building blocks are in place, your HR Pro will work with you to continually develop, update, and refine your HR processes, incorporating the latest best practices and regulatory changes.

### Areas of focus include



ANNUAL  
HANDBOOK REVIEW



TRAINING  
IMPLEMENTATION



HR PROGRAM  
REFINEMENT



GROWTH OF  
COMPANY CULTURE



NEW BEST  
PRACTICES



LAW/COMPLIANCE  
UPDATES



BEST PLACE TO  
WORK AWARDS



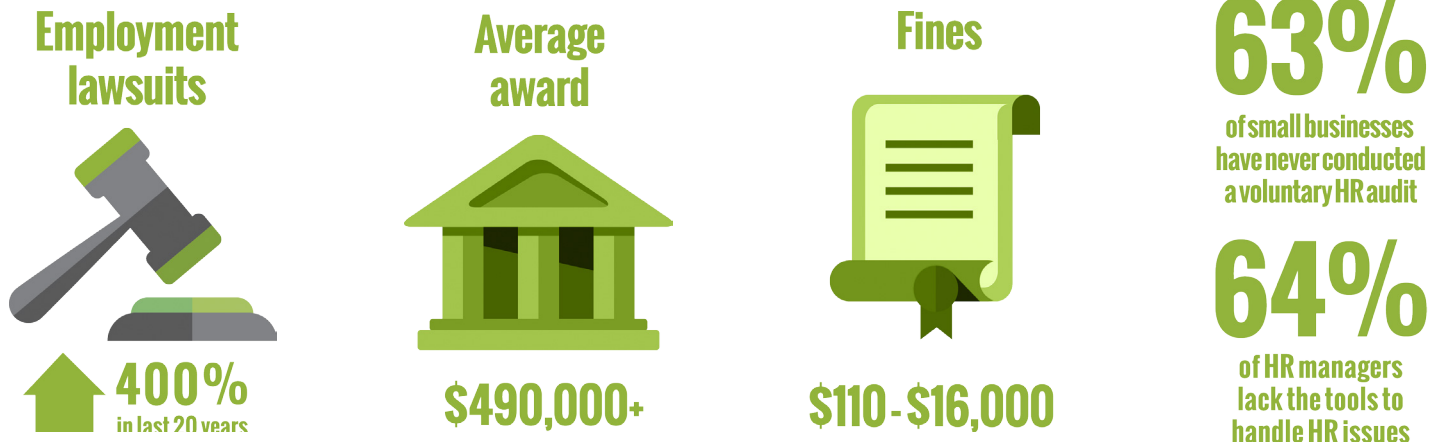
JOB DESCRIPTION  
MAINTENANCE



HR  
COACHING

# The Risks of Non-Compliance

Research shows that the risks of non-compliance in HR have never been higher, whether it be employee lawsuits or government fines. And many small businesses may not be aware of their compliance risk. Consider the following statistics:



## Protection and Peace of Mind With HR Complete

Don't go it alone. Rely on the expertise of our HR Professionals to guide you through all of the complexities of HR compliance, and help you develop winning HR action and strategy plans to grow your business.



# Our Menu of Services

Below is a list of services available to you with HR Complete. Your dedicated HR Pro will work with you to determine which services are right for your organization.

HR Complete Services	
HR Navigator Compliance Workbook	Diversity/Inclusion Training
Custom HR Action Plan	Performance Evaluation Program Development
Custom Employee Handbook	Reward & Recognition Program Development
Strategic HR Needs Gap Analysis	Employee Survey
HR Policy Development & Research	Employee Crisis Management
Employee Relations Consulting	Risk Consulting & Training
Compensation Analysis	New Hire Orientation Program Guidance
Retention & Turnover Analysis	Unemployment Guidance
Organizational Chart Development	EEOC/DOL Issues
Best Practice Guidance	Fair Labor Standard Act (FLSA) Coaching
New Hire Packet Development	Employee Interview Prep
Manager Training	Company Culture Guidance
Termination Support	Document Creation and Customization Services
I-9 Compliance Audit	On-site Training**

Premium HR Support Center Access (included with HR Complete Services)	
Unlimited Ask the Pro Access	HRProMobile (Our iOS and Android Mobile App)
Job Descriptions Library	HR Concierge Live Chat Assistance
HR Podcasts	Federal & State Laws
Law Alerts	Articles
Policy Library	HR Advisor Monthly Newsletter
Topical Quick Guides	Training On-Demand Library
HR Documents, Forms, and Letters	

\* Offered through referral partner

\*\* Additional fee applies

# Get Started

To learn more about how to sign up for HR Complete, contact:

## Commonwealth Payroll & HR

(978) 599.1500

[info@commpayhr.com](mailto:info@commpayhr.com)

[www.commpayhr.com](http://www.commpayhr.com)

"Great resource for smaller business owners that do not have their own HR department! The HR Pro was very knowledgeable and helpful, and I had a response back within an hour. Thank You!"

John,  
Loomis, CA

COMMONWEALTH  
PAYROLL & HR

