

CONSULTING Primex

• EMPLOYEE MANAGEMENT CONSULTANTS •

Outsourcing | Learning & Development | Employee Engagement | Internal Communications

EMPLOYEE OUTSOURCING PROPOSAL





WHO WE ARE

A phenomenon in the Nigeria's Management Consulting Space

We are Primex Consulting. Primex Consulting is a member of the Primex Group comprising Primex Background Check Ltd, Primex Communications and Primex Protection Services Ltd. Our business model operates on the proven principle of providing world-class customer service, cost-effective pricing and the fastest turnaround time in the industry. The value we place on the partnership with your organisation guarantees that we provide high accuracy, consistent, speedy, actionable and the highest quality service delivery you can trust. Our pool of seasoned professionals with over two decades of unabated top-notch performances in various sectors of the Nigerian economy are always at your service to provide you with excellent services that surpass your expectations. Our out sourcing and recruitment delivery package are smart and comprehensive.

Our broad spectrum of service offerings includes Human Resource Outsourcing (HRO) with focus on Recruitment Outsourcing (RO)

We handle all levels of Recruitment Outsourcing for organisations. This covers Recruitment Process Outsourcing and Recruitment Functions Management.

THE PROPOSAL

Primex Consulting proposes Outsourcing of Personnel (Admin Officers, Front Desk Officers, Accountants, Field Sales Agent, IT support, Collection officer, Marketers, Receptionists, Frontline Staff, Drivers, Call Centre Agents, Project Managers, Canvassers, Merchandisers, Factory Operatives - categorized into Skilled, Semi-Skilled and Unskilled (Truck Drivers, Drivers, Forklift operator, Machine operators, Packers, Loader, Bulk loader, Traffic Officers, Syrup mixers, Safety Marshalls, Checkers, Cosmetics Checkers, Warehouse Operatives, Cleaners, Engineers and Technician-Boiler operators, Electricians, Mechanics, Generator Technicians, Welders, Argon

Welders, Painters, Carpenters, etc.) for your company nationwide. Please find below our proposal as follows:

- Primex Consulting propose to recruit and outsource for YOUR COMPANY in the six (6) geo-political regions of Nigeria.
- Primex Consulting shall train the outsourced /recruited personnel on First-Level Customer Service Training before deploying them to YOUR COMPANY at no cost.
- Primex Consulting propose that it can take on any existing employee (where





necessary) and pass them through our transition process, which would be in line with YOUR COMPANY's policy.

- Primex Consulting shall recruit/ outsource personnel with academic qualification equivalent to the job specification or as prescribed by YOUR COMPANY.
- Primex Consulting propose to receive applications through its job portal www.primexbc.com/careers i.e. receiving e-applications from applicants and using its huge data base of over 300,000 candidates nationwide.
- Primex Consulting propose to ensure

that all Service Level Agreement agreed by both parties (Primex Consulting & YOUR COMPANY will be maintained.

- Primex Consulting propose to put in place a proper Quality Management tool in the form of monitoring and evaluation.
- Primex Consulting propose to provide efficient, experienced and courteous management support team.



OUTSOURCING OF PERSONNEL

Since inception, PRIMEX CONSULTING has recruited candidates for various positions for its clients and have provided personalized, customized, comprehensive, human resource services for organizations with both local and international operations/affiliation. We have successfully recruited and outsourced staff from different industries and for different clients. Most of these personnel provided are tellers, Business Bankers, Direct Sales Agents, marketers, customer service/call centre executives, Front desk officers, Canvassers, Merchandisers, Factory Operatives - categorized into Skilled, Semi-Skilled and Unskilled (Truck Drivers, Drivers, Forklift operator, Machine operators, Packers, Loader, Bulk

loader, Traffic Officers, Syrup mixers, Safety Marshalls, Checkers, Cosmetics Checkers, Warehouse Operatives, Cleaners, Engineers and Technician-Boiler operators, Electricians, Mechanics, Generator Technicians, Welders, Argon Welders, Painters, Carpenters.

Hence, we understand that your company as an organisation holds its customers in high esteem which takes a high-touch approach and leading-edge technology to provide a world class recruiting solution.

We will assist your company to source for people who will deliver the skills and personality to help her operations.





BENEFITS OF PRIMEX CONSULTING OUTSOURCING PROCESS FOR YOUR COMPANY.

- Our Outsourcing Process is of international standards
- Our outsourcing will make your company concentrate more on its core business
- Improve customer satisfaction
- Get access to specialized skills
- Increase efficiency by consolidating and centralizing functions





CHOICE OF EMPLOYEES

Qualification

Primex Consulting will recruit personnel for your company with equivalent qualification or as otherwise proposed by your company.

Age: The age limit of the candidates to be recruited shall be 18 years and above or otherwise instructed by your company.

Language Skills:

We shall be deploying candidates who are proficient in English language and can communicate fluently in one of the relevant major languages (Ibo, Hausa and Yoruba) for a particular location where necessary.



Interpersonal Skills:

Candidates shall possess excellent interpersonal ability as elaborated in the table below.

INTERPERSONAL ABILITY	EXPLANATION
Excellent Communication Skills	The officials must be able to communicate information clearly and effectively
Must have excellent oral and written communication skills	
Flexibility	The officials must be flexible enough to manage different types of scenarios that present themselves whilst communicating or interacting with customers and colleagues.
Commitment	The officials must be committed to providing the best possible service they can to your company
Patient	The officials must exhibit patience in dealings with customers and colleagues alike
Empathetic	The officials must be empathic in their handling customer's complaints or queries
Excellent Listening Ability	They must have excellent listening skills and be able to maintain a high level of concentration whilst dealing with customers and colleagues.



TECHNOLOGICAL INNOVATION OF PRIMEX CONSULTING RECRUITMENT SOLUTIONS

Primex Consulting deploys the use of technology in its selection process. Our recruitment solution is computer based, which means that different assessments are done on the computer. Therefore, candidates move from one assessment to another seamlessly and at the end, the results are automatically generated.

Please note that the recruitment solution is used for entry and mid-level.

METHODOLOGY FOR ASSESSMENT

Primex Consulting Recruitment Methodology/process for hiring involves the use of Oral interview and Skills Test Software in accordance to the role been recruited. Please find below the steps we will take in the recruitment

PRE-RECRUITMENT/ RECRUITMENT STAGE

1. Briefing Meeting/Via Email

The first step of our recruitment process is to have a meeting or a Request to hire via email from YOUR COMPANY which would give Primex Consulting detailed information and Job description for the role that is required to be filled.

2. Posting

Once the Request for Hire has been made by your company and the JD has been fully determined, Primex Consulting would post the job on all social medium open to it but without the name of the client and also post on our website and our e-recruitment platform. Please note that we may also advertise on our National dailies (if necessary).

3. Sourcing

This is the stage where Primex Consulting will sort through our database, e-application or otherwise and also by referrals based on the qualification criteria and request from your company.

In addition, at the stage various strategies are formulated and executed to attract the largest number of qualified applicants or to our current vacancies.

Once they have been shortlisted, Emails, SMSs are sent to the applicants/candidates inviting them for Oral Interviews and skills test where necessary. Also telephone calls would be made to confirm their availability for the screening exercise.



4. Pre-Qualification Assessment

However, we may administer Pre-Qualification Test (eskills test) which is sent to candidates/applicants online to fill out and submit. The administration of this test is subject to the role and your company's policy. At this stage, the Pre-Qualified Applicants who are successful in the assessments and who meet the minimum qualification are then invited for the next stage of the Recruitment process which is the Screening stage.

5. Oral Interview

After the sourcing and screening of candidates, the qualified candidates are shortlisted for interview which we conducted in two (2) ways: -

Oral / Physical interview: in this process candidates come in to the office and are physically interviewed.

Telephone interview: this process is for candidates outside town or out of the country and can't come in for physical interview

6. Induction & Training (Customer Service)

At the end of the screening exercise, the candidates who are finally selected will be inducted. During induction, they will be briefed about YOUR COMPANY, Primex Consulting and their expectations as well. They will be taught the job description, reporting lines and all that is expected of them.

In addition, at the induction they will be informed of their salary and benefit package.

After the Induction they will be given a Free Basic Customer Service Training. This will enable them understand what the job entails and how they should relate with the Organization's valued customers. Issues on punctuality, fraud, general code of conduct, etc will also be addressed on this day.

7. Reporting

When the screening is completed and successful candidates have been selected, Primex Consulting will prepare a detailed report showing the result of all successful candidates for all the regions

and a copy of the results will be sent to YOUR COMPANY for final approval.





POST RECRUITMENT STAGE

Background Screening

At the completion of the entire recruitment exercise before the selected candidates are deployed to YOUR COMPANY, a Background screening is carried out to ensure that only credible candidates are being deployed to YOUR COMPANY.

HOW PRIMEX CONSULTING LEVERAGES BACKGROUND CHECK TO SAVE YOU THE RISKS INVOLVED IN RECRUITMENT.

Our pre-qualification process is handled by Primex Background Check Limited, our subsidiary outfit before onboarding to you. The scope of the background check at this stage covers the entry point modules. This goes to ensure that, a candidate passes the entry levels of checks before such candidate can even proceed further in the recruitment exercise. This helps ensure true suitability, precision of claims and guarded recruitment decisions. This at NO COST to your organization. However, after employment if you want a comprehensive background screening we will carry it out at a minimal cost so long as we recruited the said personnel.

A hand holding a magnifying glass is positioned on the right side of the image, focusing on the word 'person' in the word cloud. The background is a light gray gradient.

background
check
business
work

option interview adult
recruiting presentation
protection **job** **screen** examination paperwork checking solution crime
worker inspect **criminal** legal focus **person** employment
office **paper** management
expertise professional **businessman** magnifying corporate question
technology recruitment **people** answer employee
application security smart education document
examining data write human

Primex Consulting’s vetting procedure during and after our recruitment process is described as follows:

1. Guarantors Form: Selected candidates are expected to provide 2 credible Guarantors each before they commence work at YOUR COMPANY and the guarantors are expected to state their relationship with the candidate and guarantee the credibility and integrity of the candidate and the duration of their relationship. See Sample of our Guarantors form in Appendix A.

2. References from Previous Employers: Primex Consulting prepares and sends out letters to the Employee’s last employer asking that they confirm if the candidate(s) worked with them and reasons for their exit amongst other questions. This exercise and result is conducted within the first 3months of engagement of staff. See sample of our Reference form in Appendix A.

3. Medical Screening

Before the selected candidates are deployed to the Client’s

site, they will undergo a fitness screening to ensure that each candidate is physically and medically fit for the job. Please note that this would be discussed and agreed by both parties.

4. Deployment

Once we are done with the recruitment exercise, the successful candidates will be deployed to your company.



HOW WE SAVE YOU FURTHER COST WHEN WE RECRUIT FOR YOU

When you outsource your recruitment to us, we give you more room to save more cost on our service fee by giving you 5% discount on our service fee provided we hired or acquired minimum of 50 staff/ personnel for you at a given time. And if we recruit and onboard a minimum of 20 talents for you per outsourced brief. This we'll do to encourage your patronage without cutting Corners.

OUTSOURCING STRATEGY

We have put in place processes to ensure seamless operations that will meet laid down Service Level Agreements and exceed customer expectations, they are as follows:

OFFER LETTER GENERATION

Primex Consulting will issue offer letters which will contain key subjects that cover the interests of YOUR COMPANY and Primex Consulting within the first week of employment. This will be duly signed by Primex Consulting management and the personnel.

Some key subjects to be contained in the contract agreement include:

The staff are primarily staff of Primex Consulting, seconded to YOUR COMPANY
Scope of Services of the Staff

- Payment Terms
- Duration and renewal of the contract
- Benefits
- Terms for termination of contract

EMPLOYEE RELATIONS PLAN

Primex Consulting's Employee relations plan serves as a guide to all employees of the company, for compliance and implementation of company policies and procedures such as the employee wellbeing policy, disciplinary policy, grievance policy, health and safety policy.

UNIONIZATION POLICY:

PRIMEX CONSULTING recognize that its employees have a right to join a union. However, we would discourage all ideas of union membership by:

Setting expectations right from the beginning

They would be limited by contract to the extent that they don't cause strife or engage in actions to the detriment of YOUR COMPANY operations.

REGULATORY COMPLIANCE

Primex Consulting comply with the general provision of the Nigerian Labor act as it relates to the protection of wages of employees.

PERFORMANCE MANAGEMENT

To ensure efficiency, optimal service delivery and maintenance of agreed SLAs, a proper Monitoring and Evaluation system will be put in place by Primex Consulting to ensure that all outsourced staffs perform as expected.

Primex Consulting will work with YOUR COMPANY to send monthly and quarterly appraisal documents to YOUR COMPANY. Primex Consulting would evaluate the feedback reports and make recommendations where necessary.

PAYROLL ADMINISTRATION

Primex Consulting shall pay its entire outsourced personnel the agreed salary at the 24th of every month in accordance to the approved work schedule.

REPLACEMENT OF STAFF WITHIN 48 HOURS (Buffer System)

In any case where any outsourced officer is seen as not performing optimally

or has to leave for any reason, Primex Consulting will ensure replacement of staff within 48 hours at no cost to YOUR COMPANY. This is achieved by using our buffer system which is made of equally qualified and competent candidates who have gone through our recruitment and evaluation processes and possibly the Client's product training.



STAFF COMPENSATION MANAGEMENT

Apart from salary payments, Primex Consulting also have in place the following benefit plans for its outsourced staff.

Medicals: All Primex Consulting staff will be enrolled under our medical scheme with a reputable Health Management Organization (HMO) (Red Care/Oceanic Health). Their medical coverage would be the family coverage and we will ensure that the agreed Premium is promptly paid.

Emergency Response Services: The staff may be placed on a medical plan that would provide emergency rescue services. This would be agreed with YOUR COMPANY's Management.

Annual Leave: Primex Consulting has a leave administration process in place, clearly stating leave entitlements in the offer letters of the employee i.e. the outsourced employees are entitled to 15 days annual leave or in accordance with YOUR COMPANY's policy.

Pension: The pension PINs of the registered staff will be collated and staff without prior PINs will be registered with a reputable Pension Fund Administrator. All contributions will be remitted accordingly.

PAYE: Primex Consulting management ensures that employee tax is remitted to the appropriate state government bodies promptly.

Life Insurance: All outsourced staff will be registered with a reputable Life Insurance company to provide cover for employees in the event of death.

Workmen's Compensation: All staff will be covered by the workmen's compensation policy with the insurance company.

Visa Application: Primex Consulting will aid staff going on leave with visa applications where necessary, by providing all required employer documents such as the letter of introduction to the embassy, pay slips, tax clearance documents etc.





VISITING/LIAISING WITH KEY MEMBERS OF YOUR COMPANY.

Based on our experience, we have seen that without liaising with YOUR COMPANY on a frequent basis, we cannot efficiently serve them. For this reason, we will conduct a number of visits throughout the year to meet with key members of staff of YOUR COMPANY. We will also interact with our staff during these visits to discuss issues, challenges and the way forward for YOUR COMPANY.

ABSENTEEISM MANAGEMENT

Primex Consulting shall provide relief Employee (upon request by YOUR COMPANY) in the event that the staff is out of office for any period exceeding 3 working days as a result of annual, Maternity leave, accidents etc. Primex Consulting shall replace staff within 48 hours of request by the client and such relief staff shall be added to the Payroll of the particular period in question. YOUR COMPANY shall pay a Prorated basic salary to staff that come for relief duty.

CONDUCTING EMPLOYEE SATISFACTION SURVEY

Primex Consulting shall conduct employee satisfaction survey for its outsourced staff at least once a year. Primex Consulting will always seek to ensure that all her employees are happy and content, fulfilling their desires and needs at work. The employee satisfaction e-survey will be conducted yearly with questionnaires prepared by Primex Consulting and sent to our employees on line. This process will assist us in addressing issues promptly.

TRAINING:

Primex Consulting will work closely with YOUR COMPANY to ensure that skill gaps are identified and filled through training. Primex Consulting will be offering FREE pre-employment customer service training.

QUALITY MANAGEMENT

This is an aspect of the entire process that PRIMEX CONSULTING is very passionate about. Based on our experience, we have realized that monitoring and assessing of our personnel on the job to make sure that they follow the set down guidelines and procedures is paramount in this business. This prevents the risk of avoidable errors which may lead to litigation.





Primex Consulting's Approach: For the purpose of this project, we may adopt two methods of quality management

The two Quality Management methods are as follows:

- Training/Quality Tips
- Mystery visit

PRICING

Management/Outsourcing Fee

PRIMEX CONSULTING shall charge 10 % of the Annual Emolument per staff,

Salary Payment

Primex Consulting shall pay all outsourced staff on the 24th of every month or as advised by client

Payment Terms

All payments shall be made to PRIMEX CONSULTING

Currency

The quote is in Nigerian currency (Naira)

VAT Amount- 7.5% on Management fee.

PRIMEX CONSULTING AFFIRMATION CLAUSES:

Accordingly, PRIMEX CONSULTING affirm all the following, without limitation:

Primex Consulting have the competency, experience and capacity to recruit personnel for your company in any location within and outside Nigeria.

- PRIMEX CONSULTING, acting by and through its officers, principals, employees, contractors, subcontractors, CCP, or personnel, have neither (i) violated state or federal antitrust laws nor (ii) communicated any of the contents of the proposal to its competitors or any other person or entity engaged in such line of business.
- PRIMEX CONSULTING did not participate in or receive compensation for preparation of this proposal.
- Primex Consulting affirm it has no legal claims leveled against her.
- Primex Consulting affirm to comply to with all the contractual terms and conditions.

- At Primex Consulting, our primary aim is developing and delivering Human Resources and excellent Customer Service solutions with promptness and precision.
- We have no doubt that we will make a significant difference in your business in the same way as we have achieved with other blue-chip Companies.

We trust that you will find this proposal suitable and look forward to a favorable response

YOUR NEXT MOVE

For further inquiry, discussion or request for a meeting please contact the underlisted personnel.

- Frank Oyorhigho-0809-805-2911 or email frank.primex@gmail.com or frank@primexbc.com
- Emeka Omenka-0803-488-2470 or email emeka.primex@gmail.com



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