

Paradigm International HR Retainer Tiers — Informational Overview

This document provides an informational summary of Paradigm International's HR service tiers. It is intended for educational and reference purposes only, offering a clear understanding of what each tier includes, its purpose, and typical client fit. This version is not a contract or scope of work, but rather an explanatory resource to help clients select the right level of HR support.

I. Essentials — HR Compliance

Purpose:

To build a legally sound and compliant HR foundation for small to mid-size employers. This tier focuses on ensuring your policies, documentation, and practices meet federal and state standards while protecting your business from unnecessary risk.

Ideal Client Profile:

Organizations with 8–25 employees that need a stable HR foundation, consistent documentation, and peace of mind knowing compliance boxes are checked.

Key Features:

- **Dedicated HR Consultant** available during business hours for day-to-day HR and compliance questions.
- **Employee Handbook Creation or Update** tailored to your state(s) and business policies.
- **Compliance Calendar & Monthly Reminders** covering critical filing deadlines, labor law postings, and required updates.
- **Policy Development** covering discrimination, harassment, workplace violence, confidentiality, drug-free workplace, and electronic communication.
- **Quarterly HR Compliance Reviews** to evaluate changes, documentation quality, and recent HR activity.

Deliverables:

A compliant employee handbook, a functioning compliance calendar, and a quarterly advisory meeting summary outlining your HR standing.

Client Outcomes:

- Confidence in HR compliance and documentation accuracy.
 - Reduced exposure to risk or fines.
 - Reliable HR guidance without full-time overhead.
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II. Growth — Managed HR Operations

Purpose:

To expand HR support into active operations management, employee relations, and compliance programs. Designed for organizations that have grown past basic compliance and need structured HR support and guidance.

Ideal Client Profile:

Employers with 25–150 employees looking for comprehensive HR oversight and real-time guidance on employee relations, terminations, and documentation best practices.

Key Features:

- **All Essentials Services** plus expanded operational support.
- **HR Compliance Program Management:** Ongoing audits, quarterly legal updates, and proactive risk management.
- **Employee Relations Management:** Advisory for investigations, write-ups, and performance management documentation.
- **Recruiting & Pre-Employment Compliance:** Support for job descriptions, offer letters, background check coordination, and onboarding processes.
- **Manager Training:** Annual sessions covering anti-harassment, progressive discipline, and compliant hiring practices.
- **Quarterly HR Compliance Report:** A consolidated view of HR activities, risks, and upcoming changes.

Deliverables:

- A managed HR compliance system with real-time documentation oversight.
- Standardized forms and policies across your organization.
- Written HR activity and risk reports each quarter.

Client Outcomes:

- Fewer employee issues due to proactive HR involvement.
- Stronger, consistent management documentation.
- Elevated professionalism in HR handling and compliance readiness.

III. Scale — Fractional HR Director

Purpose:

To serve as an executive-level HR partner for multi-state, mid-market, or rapidly growing employers. This tier delivers strategic oversight, leadership guidance, and advanced compliance management.

Ideal Client Profile:

Organizations with 150–500+ employees or multiple locations requiring complex compliance oversight, high-level HR strategy, and board reporting.

Key Features:

- **All Growth Tier Services**, plus advanced oversight and leadership engagement.
- **Multi-State Compliance Management:** Regular audits and alignment across all jurisdictions.
- **Executive HR Dashboards:** Quarterly analytics including turnover, risk exposure, and compliance completion rates.
- **Investigation Oversight:** Guidance and documentation support for sensitive or high-risk employee issues.
- **Board-Level Strategy Sessions:** Two annual HR planning sessions with leadership.
- **Priority SLA:** Guaranteed response within 4 business hours for urgent matters.

Deliverables:

- Quarterly leadership-ready HR dashboard and summary report.
- Documented investigation findings and recommendations.
- Ongoing executive advisement on workforce strategy and compliance posture.

Client Outcomes:

- Proactive HR strategy aligned with business goals.
- Full visibility into compliance health across states or divisions.
- Executive partnership to support sustainable growth and risk reduction.

IV. Optional Add-On Services (All Tiers)

Service	Description	Typical Pricing
FMLA Administration	Case management, eligibility tracking, and compliance documentation for federal and state leave.	\$3 PEPM
Background Checks	Coordination of criminal, OIG, DMV, and SSN trace screenings.	Variable
Drug Testing	Setup and coordination of drug-free workplace programs.	Variable
Custom Trainings	Live or virtual sessions for compliance, management, or leadership topics.	\$500–\$1,500/session
Off-Cycle Handbook Revision	Comprehensive policy reissue or addendum outside the annual update cycle.	\$500–\$1,000/project

V. Summary of Benefits by Tier

Category	Essentials	Growth	Scale
Dedicated HR Consultant	✓	✓	✓
Custom Handbook Build	✓	✓	✓
Compliance Calendar	✓	✓	✓
Quarterly Compliance Reviews	✓	✓	✓
Employee Relations Guidance	—	✓	✓
Recruiting Support	—	✓	✓
Executive Reporting	—	—	✓
Strategic HR Partnership	—	—	✓
SLA Response Time	1 business day	Same-day	4 hours

VI. Choosing the Right Tier

When evaluating your ideal service level, consider: - **Number of employees and operating states**

Larger and multi-state employers require broader oversight.

- **Internal HR capacity**

If you have no HR team, Growth or Scale tiers ensure full coverage.

- **Risk tolerance**

Heavily regulated or high-turnover industries benefit from higher tiers.

- **Desired partnership depth**

The Scale tier includes executive strategy sessions and leadership reporting.

VII. Contact Information

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