



Service Guide

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SERVICE GUIDE
(TALENT SOLUTION)
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Applicability: This Guide applies to all Talent Solutions engagements and is incorporated by reference into the Standard Terms & Conditions.

1. SERVICE SCOPE & RESPONSIBILITIES

a. In-Scope vs. Out-of-Scope

To ensure clarity on deliverables, the following matrix defines the boundaries of the Service:

Feature	In-Scope (Booth's Responsibility)	Out-of-Scope (Client's Responsibility)
Recruitment	Sourcing, screening, and presenting candidates.	Final hiring decision.
Work Execution	Ensuring Associate is online and available.	Defining the tasks, strategy, and business outcomes.
Management	HR policy compliance, payroll, and discipline.	Day-to-day task supervision and workflow prioritization.
Equipment	Provisioning of Standard Workstations including Standard Software Image, Booth Workspace tool, Endpoint Protection, secure internet gateway, remote support tool, device management client. Free versions of Adobe PDF Reader, Chrome, Zoom.	Client software or specialized hardware not in the Order. Booth is not responsible for procuring or managing IT equipment owned by the Client.

b. Shared Responsibilities

- i. **Booth Responsibilities:** Provide office facilities (or home office support), reliable internet/power, HR supervision, payroll processing, and IT support.

- ii. **Client Responsibilities:** Provide role-specific training, access to necessary Client systems (VPNs/Logins), and clear daily instructions. Maintenance and troubleshooting of any proprietary Client software or hardware not provided by Booth.
- iii. **Shared Responsibilities:** For any client-owned business systems or specialized software, troubleshooting may be referred back to the Client's functional resources, as Booth staff is not guaranteed to know the operation of client-managed software.

2. ROLES & GOVERNANCE

a. Booth Account Team

- i. Who supports your account?
 - 1. **Client Service Manager (CSM):** Your primary point of contact for strategic partnership, scaling requests, and billing queries. The CSM will provide Monthly HR/Attendance Reports and Quarterly Financial/Utilization Summaries.
 - 2. **People Success Partner (PSP):** Supports the Associate's HR needs, coaching, engagement, and performance reviews.
 - 3. **IT Support Specialist:** Handles technical tickets and equipment provisioning.
 - 4. **Payroll Specialist:** Manages accurate salary and benefit disbursement.

b. Governance Schedule

- i. **Monthly Operations Review (MOR):** Tactical review of attendance and KPIs.
- ii. **Quarterly Business Review (QBR):** Strategic review of the partnership health and future workforce planning.
- iii. Reviews may also include **IT and Security reviews** with the client as necessary.

c. Service Changes

Any revisions to these service levels require a **30-day lead time** and mutual written agreement before implementation.

3. PERFORMANCE TARGETS (KPIs)

Booth is committed to meeting the following Service Level Objectives. Deviations are addressed through our continuous improvement process

Metric	Target	Definition
Recruitment Speed	14 - 30 Days	From Job Order confirmation to Job Offer acceptance (varies by role difficulty).
Recruitment Quality	> 85%	Percentage of candidates passing Client screening.
Annualized Attrition	< 15%	Percentage of voluntary resignations per year.
IT Resolution	4 Hours	Time to resolve "Critical" (Sev 1) incidents blocking work.

4. RECRUITMENT & ONBOARDING STANDARDS

a. Recruitment Timeline

Booth follows a standard recruitment cycle to ensure high-quality placements. While timelines vary by role complexity, our standard targets are:

- i. Role Calibration: Completed within 2-3 days of signing the Order Form.
- ii. Candidate Endorsement: Initial batch of qualified profiles presented within 2 weeks of calibration.
- iii. Total Hiring Cycle: Standard roles are typically filled within 30 to 60 days.

b. The Onboarding Journey

Once a candidate is selected (the "Associate"), Booth manages the following setup process :

Timeline	Action Item
Pre-Day 1	Contract signing, government requirements, equipment provisioning, and account creation.

Day 1	Booth Orientation (Policies, Culture, IT Setup). Handover to Client for role-specific training.
10-day check in	"High Five" check-in by People Success Partner to ensure connectivity and access.
Month 1	Probationary goals review and performance check-in.

c. KPIs & Benchmarking

- i. **Benchmarking:** If a client does not have existing employee / role KPIs, a **60-day benchmarking period** applies to establish baseline performance. Booth team will assist to send KPI recommendations and will collaborate with the client to draft KPIs.

5. HR MANAGEMENT & PAYROLL

a. The Employee Lifecycle

Booth manages the "Human" side of the Associate's employment so you can focus on the work:

- i. **Onboarding:** Day 1 orientation on Booth policies, security, and culture.
- ii. **Coaching:** Regular "high-touch" check-ins by the People Success Partner to ensure Associate well-being.
- iii. **Discipline:** If an Associate underperforms or violates policy, Booth handles the progressive disciplinary process (Verbal Warning → Written Warning → Termination) in compliance with local Labor Codes.

b. Retention Programs

Booth provides support of engagement activities (Town Halls, Wellness Programs, assist to organize Team Building) to maintain morale and reduce attrition.

c. Payroll Schedule

Booth manages all payroll processing. The cutoff cycles are generally:

- i. Period 1: Cut-off on the 5th; Payout on the 15th.
- ii. Period 2: Cut-off on the 20th; Payout on the 30th.

d. Attendance Tracking

- i. Associates use Booth OS (or similar biometric tools) to log "Time In" and "Time Out."
- ii. Attendance reports are available to Clients upon request for validation of overtime or deductions.
- iii. Working hours may be **reasonably adjusted** due to system/power outages, emergency situations, or disasters.

e. **Performance Management**

- i. Probation: Standard probation is 6 months.
- ii. Regularization: Performance review conducted at Month 5 to determine regularization eligibility.
- iii. Discipline: If there are expectations from the client that were not met, Booth will execute the disciplinary process (NTE, Hearing, Decision) in compliance with local Labor Codes.

6. FINANCIAL GUIDELINES

a. **Local Currency Exchange Rate Fluctuations**

For Clients billed in currencies subject to fluctuation against the local payroll currency (e.g., USD vs. PHP):

- i. **Monitoring:** Booth & Partners will monitor the **[USD:Local Currency]** exchange rate in consecutive quarterly periods.
- ii. **Adjustment Mechanism:** The applicable exchange rate will be adjusted, rounded down to the nearest integer, based on the **average benchmark foreign exchange rate** for each quarterly period, as recorded and published according to [Xe.com](https://www.xe.com).
- iii. **Fixed Period:** Once the exchange rate is set, it will remain fixed for the applicable quarter.
- iv. **Effective Date:** Changes in the exchange rate will take effect on the **first invoice period following the start of each new quarter**, and the adjustments will appear on the invoice for that period.

b. **Adding More Associates** To scale your team:

- i. **Request:** Email your **Client Service Manager** with the new role profile.
- ii. **Action:** Recruitment begins immediately upon approval.

- iii. **Confirmation:** We will generate a digital Approval to Hire once an Associate is selected.

7. COMPENSATION & BENEFITS (BY COUNTRY)

a. General Principles

Booth ensures all Associates receive a total rewards package that complies with local labor standards.

- i. **Payroll Accuracy:** Booth manages all withholdings, social security contributions, and tax filings.
- ii. **Healthcare:** Private medical insurance is provided to all Associates upon regularization (or as specified in the Order Form).
- iii. **Local Holidays:** Associates observe the Public Holidays of their **employment location** (e.g., Philippines or Colombia). If the Client requires the Associate to work on a local holiday, Holiday Premium rates apply. If the Client requires the Associate to observe the *Client's* holidays (e.g., US Holidays), this must be coordinated with Booth HR to ensure labor compliance.

b. Philippines (Standard Package)

- i. **Mandatory Contributions:** SSS, PhilHealth, and Pag-IBIG.
- ii. **13th Month Pay:** Mandatory annual bonus equivalent to one (1) month's basic salary, paid in December.
- iii. **Service Incentive Leave:** Five (5) days of paid leave annually after one year of service.
- iv. **Life Insurance:** Coverage starting from Day 1 of PHP 500,000 for individual contributors, and PHP 1,000,000 for managers and up.

c. Colombia (Standard Package)

- d. **Social Security:** Health (Salud), Pension (Pensión), and Labor Risks (ARL).
- e. **Prima de Servicios:** Mandatory bonus paid semi-annually (June/Dec), totaling 1 month's salary per year.
- f. **Cesantías:** Annual severance fund payment (1 month's salary) + Interest on Cesantías (12%).
- g. **Vacation Leave:** Fifteen (15) paid vacation days annually.
- h. **Life Insurance:** Coverage worth 80,000,000 COP starting from Day 1.

8. WORKING CONDITIONS & PREMIUM RATES

a. Standard Work Week

- i. **Philippines:** 40 hours per week (8 hours/day) excluding a 1-hour unpaid lunch break, typically distributed over five (5) days, Monday to Friday.
- ii. **Colombia:** 44 hours per week (reducing to 42 hours effective July 15, 2026), typically distributed over five (5) days, Monday to Friday.

- b. **Philippines: Premium Rate Table** The following multipliers apply to the Associate's basic hourly rate for work performed in the Philippines:

Work Type	Premium (Multiplier) Rate
Ordinary Overtime	1.25x Hourly Rate
Rest Day / Special Holiday	1.30x Daily Rate
Rest Day + Special Holiday	1.50x Daily Rate
Regular Holiday	2.00x Daily Rate (Double Pay)
Regular Holiday + Rest Day	2.60x Daily Rate

- c. **Colombia: Premium Rate Table** The following multipliers apply to the Associate's basic hourly rate for work performed in Colombia:

Work Type	Premium / Surcharge
Night Surcharge (Recargo Nocturno: 9PM - 6AM)	1.35x
Daytime Overtime	1.25x
Nighttime Overtime	1.75x
Sunday / Holiday Work	1.75x

9. IT INFRASTRUCTURE & EQUIPMENT

(For Office-Based and Booth-Provided Home Setups)

a. **Standard Workstation Specifications**

Unless specific upgrades are requested in the Order Form, Associates are provisioned with the "Standard" setup:

Component	Standard Specs	Premium Specs (Optional Upgrade)
Processor	Intel Core i5 (11th Gen or newer)	Intel Core i7 (11th Gen or newer)
Memory (RAM)	16 GB DDR4	16 GB - 32 GB DDR4
Storage	256GB / 512GB SSD	512GB / 1TB SSD
Peripherals	Wireless Mouse	Extended Monitor (24"), Wireless Keyboard and Mouse
Audio	Noise Cancelling Headset (Jabra/Plantronics)	Wireless Headset with ANC

b. **Software & Security**

- i. OS: Windows 11 Pro (or latest available).
- ii. Security: TrendMicro VisionOne Endpoint Protection.Connectivity: Lan Cable (Office) or Wi-Fi Adapter (Home).

10. TECHNICAL SUPPORT (HELPDESK)

a. **Support Channels**

Associates can access support via:

- i. Ticketing System: Zoho Desk
- ii. Email: itsupport@hirebooth.com
- iii. Chat: Google Chat - IT Support Channel
- iv. **Escalation Levels:** If Helpdesk response exceeds stated targets, escalation follows:
 - 1. **Level 1** (IT Specialist) → **Level 2** (Tech Experience Lead) → **Level 3** (Tech Success Manager).

b. **Response Time Matrix**

Booth classifies incidents based on business impact (does not include "hold time" caused by third-party dependencies like ISPs, vendor delays, or associate unavailability):

Severity Level	Definition	Target Response	Target Resolution
Sev 1: Critical	Associate cannot work. System down.	30 minutes	4 Hours
Sev 2: High	Associate strictly limited. Major feature failure.	30 minutes	8 Hours
Sev 3: Medium	Workaround available. Minor glitch.	30 minutes	24 Hours
Sev 4: Low	Service Request (e.g., "Install new font").	30 minutes	7 Days

c. Bandwidth Tiers:

WFH associates must maintain 5Mbps (Non-voice), 10Mbps (Voice), or 20Mbps (High-data) minimum speeds. Booth is not liable for disruptions due to ISP failures at an Associate's residence.

d. IT Constraints

- i. **Tutorials:** IT staff provide technical fixes but do not provide **tutorials or training** on how to use applications.
- ii. **Software Updates:** By default, Booth-owned computers are enrolled in **automated software updates** for patch management.
- iii. **Data Recovery:** Data and applications may be **unrecoverable** in cases of severe hard drive failure.

11. FACILITIES & BUSINESS CONTINUITY

(Applicable to Office-Based Associates)

a. Connectivity & Power

To maximize uptime, our facilities utilize:

- i. Internet: Primary leased line (Fiber) + Secondary backup line (different ISP) with auto-failover.

- ii. Power: 100% Backup Generator capacity capable of running 24/7 during grid outages.

Booth is excused from performance during **Force Majeure** events including typhoons, earthquakes, regional utility grid failures, government-mandated lockdowns or work stoppages, lock-outs, riots, explosions, and prolonged shortages of energy supplies.

b. Physical Security

- i. 24/7 Building Security.
- ii. RFID Access Control to operations floors.
- iii. CCTV monitoring in common areas and entry points.

12. DATA PRIVACY & SECURITY PROTOCOLS

a. Data Handling

- i. **Ownership:** All data processed by the Associate remains the sole property of the Client. Booth acts only as a Data Processor.
- ii. **Retention:** Booth does not retain Client operational data. Upon termination, all Client data on Booth devices is securely wiped.
- iii. **Wiping:** Upon termination, data is destroyed via a **multi-pass secure wipe** to ensure it is permanently unrecoverable.
- iv. For computer replacements, data is transferred to the new device (if recoverable), and the old hard drive is **securely erased** so data is permanently deleted.

b. Operational Security Measures

- i. **Clean Desk Policy:** Associates are trained to keep workstations free of sensitive documents and notes.
- ii. **Prohibited Items:** Personal mobile phones and cameras are prohibited on the operations floor for high-security accounts (upon Client request).
- iii. **Access Control:** USB ports and external drives are disabled by default on Booth-issued equipment unless authorized by the Client.

c. Liability & Accountability

- i. **Data Recovery:** Booth is not responsible for data loss due to catastrophic hardware failure; clients are advised to use cloud-based storage.

- ii. **Equipment Care:** Associates sign an **Accountability Form**; damage and loss due to proven negligence is the responsibility of the Associate/Client.
- iii. Associates are required to notify IT of any equipment **failure, loss, or theft within 24 hours**.

13. FINANCIAL MODEL & LIABILITY COVERAGE

- a. **No Upfront Security Deposit:** Booth operates on an **Employee Contingency Reserve (ECR)** model for Talent Solutions.
- b. **How ECR Works**
 - i. **Predictable OpEx:** Instead of a lump-sum deposit, a small risk premium is built into your monthly Service Fee.
 - ii. **Coverage:** This reserve covers standard statutory severance and redundancy costs. This means you do not receive a surprise "exit bill" for statutory separation pay when offboarding an Associate (subject to standard T&C exclusions).
 - iii. **Non-Refundable:** As this is an insurance-style reserve and not a deposit, it is non-refundable.