



## SentricWorkforce™ - Protecting Your Business from Lawsuits

Workplace Risk Mitigation and Compliance Best Practices

Is your business vulnerable to employment lawsuits? Consider the following questions...

- Is social networking actively used by your employees?
- Have you updated your FMLA procedures in the past 12 months?
- Has your company conducted HIPPA training? Who manages your HIPPA certification process?
- Have employee agreements been updated in the past 12 months?
- Are there clear policies and procedures in place to govern what happens at termination?

### Top Ten Ways to Protect Your Business from Litigation:

1. **Establish a mechanism for voicing dissatisfaction:** Give employees, customers, and suppliers a method for voicing their opinions and satisfaction
2. **Act promptly:** When a potential issue arises follow the documented procedures for addressing the issue.
3. **Be proactive:** Encourage and incent managers to mitigate risks.
4. **Document** job descriptions, roles, clearly-defined goals and expectations, and conduct regularly scheduled employee performance reviews using standardized questions and scoring.
5. **Establish a formal process** for employees to appeal performance review results.
6. **Clarify accountability** and prove the importance of risk mitigation by conducting routine supervisor and manager trainings.
7. **Empower and align** employee goals with the organization's overall goals.
8. **Offer multi-direction performance reviews:** Before adverse actions are taken against managers or employees, consider the consequences, and have an independent party review the event, potential outcomes, and recommended action before proceeding.
9. **Train, Train, Train:** Training at all organizational levels is probably the most effective way to minimize conflict in the workplace. Assign a complete training curriculum to each position and monitor completion. Train all employees regarding conflict resolution.
10. **Use an independent, qualified firm** to observe your workplace, gauge risks and make recommendations.

### Maximize the Quality of New Hires:

- Conduct comprehensive interviews: Check for unexplained gaps in employment history, conduct reference, criminal, and personal background checks prior to hiring.
- Ensure your job requisition process includes detailed position requirements which are appropriately addressed during the candidate evaluation process.

### Employment Litigation Facts:

**Fact: 49% of companies** surveyed report having been sued by employees in the prior year. (Source: Jackson Lewis)

**Fact:** Of all the types of litigation in which businesses are involved, employment/labor disputes are the most prevalent and cause the **greatest concern to employers.** (Source: Fulbright & Jaworski Litigation Trends Survey) (Source: America's Health Plan Survey)

**Fact:** The average attorneys' fee for an employment-related case through settlement is **\$95,000.** The average fee through trial is **\$250,000.** (Source: Littler Mendelson)

**Fact:** The overall median settlement for discrimination is **\$70,000.** The median trial award for discrimination is **\$187,583,** and the mean is **\$580,642.** (Source: Lexington Insurance Company)

**Fact: 75,428** charges were filed with the EEOC in 2005. Defense of an EEOC charge costs, on average, **\$5,000.** (Source: EEOC)

### Regulations and Laws Employers Should Follow:

Equal Pay Act of 1963

Fair Credit Reporting Act (1970)

Occupational Safety and Health Act (1970)

Uniform Guidelines of Employee Selection Procedures (1978)

Worker Adjustment & Retraining Notification Act of 1988 (WARN)

EEO-1 Report required to be filed annually w/EEOC



SentricWorkforce™ is a fully-configurable, Software-as-a-Service (SaaS) solution which means greater value to you.

- **Fully-Configurable:** Choose which modules from our scalable suite that are needed to best support your workforce today. We will quickly configure those modules according to your specifications and provide you with an 'Always On,' 'Always Current' solution that will evolve with your organization.
- **SaaS:** Cloud-based and secure, available 24/7, via our Tier 1 SAS70 compliant data center saving you license fees, server investment and expensive upgrade costs. Flexible, reliable, scalable and affordable.
- **Solution-Oriented:** Our professional services team follows our award-winning, proven dedicated service model to ensure our clients receive the right solution – rapidly deployed...

For nearly two decades, Sentric has focused on one thing: Providing workforce solutions that truly serve our clients. We are solution experts.

ACCURATE AND AVAILABLE DATA FOR BETTER DECISION-MAKING:	WHAT SENTRIC OFFERS MANAGERS TO MAKE THEIR JOB EASIER:
<ul style="list-style-type: none"> <li>▪ Centralized storage and complete employee recordkeeping of demographics, job, benefits, performance, training, qualifications, etc.</li> <li>▪ Benefit plan eligibility configuration</li> <li>▪ Compensation analysis and planning</li> <li>▪ Job scheduling, time tracking, absence management, labor management, biometrics</li> <li>▪ Recruitment and position requisition</li> <li>▪ Total compensation, salary and incentive management, immediate access to payroll calculations</li> <li>▪ Data integration across entire solutions suite</li> </ul>	<ul style="list-style-type: none"> <li>▪ Workflow routing and approval, alerts notifications – including Outlook integration</li> <li>▪ Comprehensive reporting and powerful analytics</li> <li>▪ Integration across payroll, HRMS, and time/ labor management</li> <li>▪ Self-Service (candidate, employee, manager) with direct data access</li> <li>▪ Dashboard technology</li> <li>▪ Dedicated customer support model</li> <li>▪ Standardized performance management including progress towards goals and integration with Point Tracking and Training</li> </ul>

### Best Solutions Provider in the Business

You won't find a more knowledgeable, responsive and solutions-oriented team. Our commitment to service excellence is at the very center of our culture and what clients say they value most about working with Sentric.

Let the solution services firm that already serves the workforce management needs of more than 2,500 organizations across the country help your managers, streamline processes and manage your workforce more efficiently.

### Why do we follow a client-centric solutions approach?

Because we believe our clients deserve a solution that adds real value. And, a solution should go beyond the use of features and reports. Solutions should solve problems and address needs.

Our promise is that our clients get **the right solution...**today.

### What are the benefits of our client-centric approach?

- We are your "go-to" people for everything payroll, HRMS, and time/labor management...fully-integrated.
- Full-service implementation, integration and ongoing support from dedicated, certified professionals.

*"SentricWorkforce™ has more than paid for itself by helping to control our labor costs and providing the tools we needed to free up our management's time to focus on our core business."*

- Executive Manager of HR