



2023

EoR

HANDBOOK

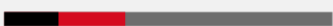
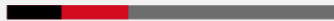


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COMPANY PROFILE



RecruitmentXperts Ltd (RXL) is a leading recruitment agency based in Trinidad and Tobago. Founded in 2011 by two HR/Recruitment professionals with over 40 years of combined experience, RXL provides affordable, high-quality recruitment solutions to businesses. RXL's services include permanent staff placement, temporary agency personnel services, payroll outsourcing and Employer of Record services.

At RXL, we are committed to upholding our core values of professionalism, integrity, quality customer service, consistency, and responsible employer in everything we do. We believe that the recruitment process should be conducted ethically and in compliance with labor laws and industry norms. Our recruitment specialists are experts in HR and recruitment and provide impartial, honest, and constructive advice to both candidates and clients.

As an Employer of Record, RXL is dedicated to providing tailored, high-quality, and affordable solutions to our clients. We handle all HR-related tasks, including payroll management, benefits administration, and employment compliance, so that our clients can focus on their core business functions. We ensure that our clients are in compliance with all relevant labour laws and regulations and maintain a culture of fairness, equity, and transparency in our operations.



COMPANY VALUES



Professionalism

We treat everyone with respect and professionalism, providing expert service to clients and job-seekers.



Integrity

We hold ourselves to the highest ethical standards, always doing the right thing for our clients and candidates.



Quality Customer Service

Our focus is on building strong, long-lasting relationships with people, providing exceptional service every step of the way.



Consistency

We are committed to delivering a consistently high level of service, no matter the situation.



Responsible Employer

We believe in fairness, equity, and transparency, operating with sound human resource policies and good industrial relations to create a culture of responsibility and respect.

EMPLOYEE

BENEFITS IN TRINIDAD & TOBAGO

2.1 Vacation Leave

- The Minimum Wages Order 2014, sets the benchmark for vacation leave entitlement in Trinidad & Tobago however, employers are generally guided by industry norms when applying vacation leave benefit.
- Generally, employees become eligible for vacation leave after completion of one year of continuous service.
- Entitlement varies from 10 – 20 working days per annum depending on the category of staff. Some businesses opt for a tier system based on the years of service.
- If a public holiday falls during the employee's vacation leave, the employee is entitled to an extra day.
- Vacation leave must be carefully managed to avoid excessive accumulation. In some businesses, it is mandatory for employees to take their vacation leave entitlement each year, while other businesses allow their employees to carry forward a maximum of 5 working days.
- Employers can be flexible with the number of vacation days their employees are allowed to carry forward.
- If vacation leave is deferred or denied, the employee must be allowed to carry forward their full entitlement.

2.2 Sick Leave Benefit

- The Minimum Wages Order 2014 sets the benchmark for sick leave entitlement however, employers are generally guided by industry norms when applying sick leave benefit.
- Employees are generally eligible for sick leave benefit after six months of continuous service.
- Entitlement varies from 10 to 15 working days per annum.
- Generally, employees are not allowed to carry forward sick leave to the next year.
- Sick leave taken in excess of two consecutive days must be covered by a medical certificate.
- Employers may approve extended sick leave with pay for emergency cases.

EMPLOYEE

BENEFITS IN TRINIDAD & TOBAGO

2.3 Maternity Leave

- Who is entitled: Pregnant employees who, as of the expected date of confinement, have been continuously employed with their current employer, for a period of not less than twelve (12) months.
- Entitlement: Employees are entitled to fourteen (14) weeks maternity leave and may proceed on such leave, six (6) weeks before the expected date of confinement or at a subsequent date, at the employees discretion. Most employees however, opt to work closer to their due date, so they can spend more time at home with their new born baby.
- Employers Obligations: Employers are required to pay employees who qualify for maternity leave, the following benefit:
 - One (1) month at full pay
 - Two (2) months at half month's pay
- NIB Obligations: Employees are required to submit a claim to the National Insurance Board to receive the remaining maternity leave benefit.

2.4 Health Insurance

- Health Insurance is optional and offered to employees on long-term indefinite/permanent contracts, generally, after their probationary period. Employers have the option to offer this benefit at the commencement of the employment contract.
- Employees assigned to work offshore on vessels, rigs, etc., are enrolled in a more robust health plan that includes life, accident, and dismemberment coverage.

2.4.1 Workmen's Compensation

- Workmen's Compensation insurance is mandatory by law in Trinidad & Tobago for **all** employees.
- Workmen's Compensation insurance does not cover employees who are required to work outside of Trinidad & Tobago.

EMPLOYEE

BENEFITS IN TRINIDAD & TOBAGO

2.5 Annuity/Pension

- Annuity/pension plans are optional and offered to employees on long-term indefinite/permanent contracts, generally, after their probationary period. Employers have the option to offer this benefit at the commencement of the employment contract.
- Employer contribution is normally 5% of the employee' base salary for general staff and 8% for management staff.
- Employee contribution is usually the same as the employer's however, some businesses allow for optional employee contribution.

2.6 Annual Bonus/13th Month Salary

- Annual bonuses are optional and usually performance-based. Bonuses can vary from one to three months' salary based on the employee's position and contribution to the company.

2.7 Employee Stock Ownership (ESOP) and Workmen's Compensation

- ESOP is offered by large corporations as part of their remuneration package and is viewed as a good retention benefit.

2.8 Public Holidays

- There are fifteen (15) official public holidays in Trinidad & Tobago and generally, monthly paid employees are paid for public holidays.
- Employees who are required to work on a public holiday are paid overtime rates.
- Most businesses close on Carnival Monday and Tuesday although the two days are not official public holidays.

PAYROLL ADMINISTRATION

3.1 Salary Payments

- Our agency provides payroll administration services to ensure prompt and efficient salary payments for candidates at the end of each month.
- We pay employees in TT dollars, but we can facilitate salary payment in US currency upon request.
- Please note that wire transfer and bank charges for salaries paid in US dollars will be for the client's account.

3.2 Employee Statutory Deductions

- As an employer in Trinidad and Tobago, it's important to comply with local laws regarding employee statutory deductions. Our agency can assist clients with the following:

3.2.1 Pay as You Earn (PAYE)

- This is the local equivalent of withholding tax. An employee is entitled to a tax-free personal allowance of TT\$90,000 per annum.
- Withholding tax is calculated at 25% of the taxable earnings. Please note that all wages and allowances are subject to tax.
- Re-imbursments are not subject to tax.

3.2.2 National Insurance (NIS)

- This is the local equivalent of Social Security and is calculated based on the number of Mondays in each month. The actual amount to be contributed is based on an individual's monthly earnings. The employer is required to pay two thirds of the amount due, and the employee is required to pay one third. Please refer to the current NIS Rate Sheet on https://www.nibtt.net/Contribution_Rates/cont_Sept05_2016.htm.
- *Note that the current rates have been in effect since 2016 and are subject to change at the discretion of the Government of the Republic of Trinidad & Tobago.*

PAYROLL ADMINISTRATION

3.2.3 Health Surcharge

- This is an employment tax payable by every employed person who pays or is liable to pay contributions under the National Insurance Act. The weekly amount payable is TT\$8.25.

3.3 Payslips

- Payslips are generated at the end of each payroll and forwarded to the candidates via e-mail.

3.4 Annual TD4 Forms

- Distribution of annual TD4 forms is a requirement by law to enable individuals to file their annual income tax returns by 30th April each year. Our agency prepares and distributes TD4s on or before the due date.

ONBOARDING PROCESS

4.1 Onboarding Process

- At RXL, we believe that a thorough onboarding process is essential to the success of our new hires. Our goal is to ensure that each new employee is equipped with the necessary knowledge, skills, and tools to perform their duties in a professional and efficient manner.

4.2 Onboarding Checklist

- To facilitate this process, we have developed a comprehensive onboarding checklist that includes all the necessary information and documentation required from the client. This checklist includes the following items:

Information to be provided about the candidate:

- Candidate's Resume
- Candidate's Name
- Address
- Contact Number
- Email Address

Job Details:

- Name of Company that the Candidate will be working for
- Duties and responsibilities of the candidate (Job description)
- Job Title
- Commencement Date
- Duration of Contract
- Salary details (including all allowances, bonuses, commissions, etc.)
- Vacation Leave benefit
- Sick Leave benefit
- Medical Insurance
- Annuity
- Eligibility for overtime pay
- What currency the Candidate would be paid in (TT\$ or USD)
- Whether the candidate will be working remotely or in an office
- Whether the candidate will be required to work offshore in Trinidad & Tobago waters
- Whether the candidate will be required to travel overseas for the purpose of work, training, attending conferences, seminars, etc., on behalf of the company.

Candidate documentation to be provided:

- Birth Certificate
- Picture identification (Trinidad & Tobago National Identification Card or Trinidad & Tobago Passport Biodata page)
- Payroll Information:
 - Name of Bank
 - Address of Bank
 - Bank Account Number
 - Bank Account Type (Chequing or Savings)
 - SWIFT Code (if candidate's salary is to be paid in US Dollars)
 - National Insurance Number
 - Board of Inland Revenue Number (Taxpayer ID number)
 - YTD gross earnings, statutory deductions (PAYE, H/S, NIS)

ONBOARDING

PROCESS

4.2.1 Pre-Onboarding Requirements

- Before initiating the onboarding process, the client must provide certain information about the candidate. This includes the candidate's nationality, work location, and whether they will be required to work offshore or travel overseas for work.

4.2.2 Candidate Information

The client must provide information about the candidate, including their resume, name, address, contact number, email address, and job details.

- Job Details
- Name of the company
- Job title
- Duties and responsibilities
- Commencement date
- Duration of the contract
- Salary details (Including all allowances, bonuses, commissions, etc.)
- Vacation and sick leave benefits
- Medical insurance
- Annuity
- Eligibility for overtime pay
- Currency of payment (TTD or USD)
- Working remotely or in an office

4.2.3 Candidate Documentation

The client must provide documentation for the candidate:

- Birth certificate
- Picture identification (Trinidad & Tobago National Identification Card or Trinidad & Tobago Passport Biodata page)
- Payroll information, which includes:
 - Name and address of the bank
 - Bank account number and type (chequing or savings)
 - SWIFT code (if applicable)
 - National insurance number
 - Board of inland revenue number (taxpayer ID number)
 - Year-to-date gross earnings and statutory deductions (PAYE, health surcharge, NIS)

ONBOARDING PROCESS

4.2.4 Work Permits

- Clients in need of Work Permit services are introduced to a trusted Provider that specializes in work permit applications and is able to provide professional advice and guidance throughout the process.

4.3 Onboarding Process Responsibility

- Once the onboarding process is initiated and all relevant information and documentation is received, we assume responsibility for the following:

4.3.1 Document Verification

- We collect all pre-employment documents and verify all payroll enrollment information, ensuring compliance with all relevant labour laws and statutory requirements.

4.3.2 Paperwork Completion

- We oversee the signing of all onboarding documents, including Employment Contracts and other relevant Agreements e.g Confidentiality; Intellectual Property; Code of Business Conduct; Health & Safety and Alcohol, Narcotics & Firearm.

4.3.3 Payroll Setup and HR/IR Management

- We set up the candidate on our payroll system and ensure timely payment of salaries. We also handle all HR/IR matters related to the candidate e.g Vacation/Sick Leave administration, preparation of job letters and processing of NIS claims forms.

4.3.4 Set-up Fees

- There are no set-up fees for EOR services.

4.3.5 Ongoing Support

- We provide ongoing support where necessary as required.

OFFBOARDING PROCESS

5.1 RecruitmentXperts Ltd's Commitment

- Our agency is committed to providing comprehensive employer of record (EoR) services, including offboarding procedures, in compliance with local labour laws and established industrial relations best practices.

5.2 Smooth and Hassle-free Offboarding Process

- We ensure that candidates' offboarding process is carried out professionally and efficiently, ensuring that all legal requirements/obligations are adhered to and candidates are treated with respect and dignity.

RETRENCHMENT

6.1 Severance Benefit

- In the event of retrenchment, downsizing or restructuring, candidates on indefinite/permanent contracts are entitled to severance benefit, in keeping with the Retrenchment & Severance Act.

6.2 Notice or Pay in Lieu of Notice

- Under the Severance Act, candidates whose positions are being made redundant, are entitled to forty-five (45) days' notice or pay in lieu of notice.

6.3 Severance Payment

- Candidate whose positions are made redundant are entitled to receive severance payment based on the number of years of continuous service, ranging from half a month's pay to three-quarter of a month's pay for each completed year of service.

6.4 Payment for Unused Vacation Leave

- Candidates are entitled to payment for all unused vacation leave.

RESIGNATION

7.1 Adherence to Contractual Obligation

- Candidates are required to adhere to their contractual obligation regarding the notice period, when tendering their resignation.

7.2 Payment of Wages

- Candidates are entitled to payment up to their last day of work.

7.3 Payment for Unused Vacation

- Candidates are entitled to payment for all unused vacation.

TERMINATION OF A FIXED-TERM EMPLOYMENT CONTRACT

8.1 Liability for Payment

- If the client terminates a candidate's employment contract before the due date, they shall be liable for payment to the end of the contract.

TERMINATION OF AN INDEFINITE CONTRACT

9.1 Liability for Severance Pay

- If the client terminates the employment contract of a candidate assigned indefinitely, without cause, they shall be liable for severance pay applicable to the candidate.

TERMINATION FOR CAUSE

10.1 Client's Right to Terminate

- The client reserves the right to terminate the assignment of a candidate for cause.

10.2 Written Report/Evidence

- Where cause is the reason for termination, the client is required to provide a written report of the infraction committed by the candidate along with all available evidence to support the allegation.

10.3 Agency's Review and Decision

- The Agency will conduct a thorough review of the report/evidence provided by the client, to determine whether the termination is warranted.
- Employees are entitled to due process and must be given a fair opportunity to defend themselves.

10.4 Alternative Options

- If the Agency believes the termination is not warranted, a meeting with the client will be scheduled to discuss alternative options available to the client, that would avoid legal challenges from the candidate.

TERMINATION DUE TO UNSATISFACTORY PERFORMANCE

11.1 Disciplinary Procedure

- If the client wishes to terminate the assignment of a candidate for unsatisfactory performance, our disciplinary procedure will apply, including verbal and written warnings before termination.

11.2 Liability for Payment or Settlement

- If the client does not wish to follow our disciplinary procedures, they will be liable for payment to the end of the contract or other reasonable settlement payable to the candidate.

IMPORTANCE OF ADHERING TO INDUSTRIAL RELATIONS PRACTICES

12.1 Our Emphasis on Adhering to Industrial Relations Practices

- At RecruitmentXperts Ltd, we place great importance on adhering to accepted Industrial Relations practices. This is because failing to do so could result in potential legal challenges from candidates, which would be time-consuming and costly for both us as an agency and our clients.

12.2 Benefits of Adhering to Good Industrial Relations Practices

- Adhering to Industrial Relations practices not only helps us avoid legal challenges, but it also helps us maintain positive relationships with our candidates and clients. By ensuring that we follow best practices, we can ensure that all parties involved are treated fairly and with respect.

12.3 Conclusion

- In conclusion, at RecruitmentXperts Ltd, we believe that adhering to good Industrial Relation practices is essential to foster a harmonious relationship between employer and employee. To this end, we are committed to providing our clients with comprehensive EoR services that are in line with local labour laws and established industry best practice, in order to minimize the risk of legal challenges and disputes.



THANK YOU



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