



HR & Payroll Services

OVERVIEW





Learn more about HR Services



- ✓ **ONBOARDING.** The onboarding process is tailored to each client and includes the customisation of the onboarding platform with client-specific materials. It also involves new hire orientation on HR policies, the employee handbook, Sprout walkthrough, and client culture.
- ✓ **HR OPERATIONAL SUPPORT.** The HR operational support provided by Satellite Office includes a dedicated HR Business Partner who serves as a consultant for all people care matters, regular coordination with the client's local leaders, chat/email/ticketing system support, and report generation as per the client's request.
- ✓ **COMPENSATION AND BENEFITS MANAGEMENT.** Satellite Office ensures that team member salaries and benefits are competitive by conducting regular salary benchmarking, providing benefits review and enhancement recommendations, preparing Personnel Action Memo, and implementing client-initiated benefits/changes.

✔ **HR POLICIES IMPLEMENTATION AND MANAGEMENT.** Satellite Office provides support for managing all HR-related documents and matters, including contract administration, documentation support on employee discipline records, and termination of employees in accordance with Philippine laws.

✔ **PERFORMANCE MANAGEMENT.** Satellite Office uses SO-LEAD platform for performance management, which includes probationary evaluations, coaching tools, annual performance reviews, and individual development plans for team members. It provides a comprehensive and customisable framework for evaluating and improving employee performance.

✔ **DISCIPLINARY ACTION.** The disciplinary action process at Satellite Office involves providing incident report or infraction documentation, drafting an appropriate memo such as NTE (Notice to Explain), NOD (Notice of Discipline), or Non-Regularisation memo, and issuing the memo to the employee. If necessary, an administrative hearing is conducted.

Satellite Office manages the termination process for employees who need to be let go for any reason. This includes ensuring compliance with Philippine law and the Labour Code, managing documentation requirements, and facilitating legal assistance if needed through its retained legal counsel.

✔ **HRIS MANAGEMENT.** Satellite Office use HRIS tools to enable a streamlined and efficient HR management process. The HR team at Satellite Office also responds to any inquiries related to the HR system and acts on requests to update employee data, reporting lines, and other related tasks.

✔ **OFFBOARDING.** Satellite Office provides full offboarding support including handling documentation, conducting exit interviews, and facilitating clearance procedures. By managing the offboarding process, the HR team ensures a smooth transition for departing employees while maintaining compliance with company policies and local regulations.



Learn more about Employment Compliance and Payroll Processing

Responsibilities of Satellite Office in Employment Compliance and Payroll Processing

Satellite Office is responsible for ensuring that policies, procedures, practices, staff employment contracts, and other documents are compliant with Philippines labour and employment law. This **includes equal work opportunities for all, the right to job security, workdays and hours, wage and wage-related benefits, safe working conditions, government-mandated contributions and benefits, and government-mandated leave benefits.**

In addition to ensuring compliance with labour laws, Satellite Office is also responsible for processing employee payroll. This includes **processing bi-monthly payroll, registering employees for a payroll account and ATM card for electronic salary withdrawals, calculating and remitting the required employee and employer withholding tax, and managing and providing any reporting and compliance for all government mandatory employee statutory costs. This includes the production of employee payslips and all other Labour Code requirements.**



Learn more about Employee Engagement & Retention Activities

Satellite Office organises fun and rewarding engagement activities to keep your remote team motivated and happy at work

GAME AND THEME DAYS

Fun virtual activities designed to encourage the team to socialise, decompress, build camaraderie, and celebrate themes that are specifically relevant to your company.

COMPANY EVENTS

Company-wide events, such as annual townhalls, Halloween parties, and Sports fest that provide your team with opportunities to interact with other client teams, get updates on milestones and upcoming Satellite Office initiatives.

CSR ACTIVITIES

These activities highlight the importance of caring for the environment and helping marginalised communities, while giving team members an opportunity to connect with their colleagues, as well as communities they are helping.

HEALTH WEBINARS

Promoting the importance of health and wellness and providing the team with expert insights on how they can take care of their physical, emotional, and mental health.

CLIENT SPECIFIC ACTIVITIES

Organising celebrations, events, and focus groups tailored around your company and your remote team.

REWARDS & RECOGNITIONS

“The Legends of the Quarter” is Satellite Office’s Quarterly award that celebrates and rewards exceptional employees. “Core Value Champions” is a monthly recognition given to team members who have embodied Satellite Office’s core values.

BIRTHDAYS & WORK ANNIVERSARY CELEBRATIONS

Virtual monthly Birthday celebrations to give employees special attention on their special day. Work anniversary celebrations to show appreciation for your team’s contributions through the years.



YEAREND PARTY

Each year, Satellite Office organises a company-wide Year End Party and covers 50% of the cost per person, while also saving you hundreds of hours of management time.

A man and a woman are standing together, smiling. The woman is holding a certificate that reads "2019 CERTIFICATE OF APPRECIATION" awarded to "Martha Tarrayo" for being recognized for the "Employee of the Quarter" role. The certificate also mentions "The world does not contain simple things for high-level leaders of teams, the mission of work is not just to get the job done, but to get the job done right and get the job done right the first time. The world does not contain simple things for high-level leaders of teams, the mission of work is not just to get the job done, but to get the job done right and get the job done right the first time." The man is wearing a light blue striped shirt and white pants. The woman is wearing a denim jacket and blue jeans. They are both wearing lanyards with ID badges.

Learn more about Learning & Development Activities

As part of its HR services, Satellite Office's L&D solutions cater to the specific learning and upskilling needs of your remote team

- ✓ **ACCESS TO SO-LEAD LEARN PLATFORM**
Your team has access to 13,000+ e-learning courses via our SO-LEAD Learn platform.
- ✓ **CURATED CONTENT**
We provide curated content on self-leadership, leading others, and leading the business.
- ✓ **TRAININGS & CERTIFICATIONS**
We can develop customised training plans for your team, or source third-party providers for facilitator-lead trainings or certification.
- ✓ **INDUSTRY-SPECIFIC ACADEMIES**
We have the capability to develop and curate content specific to your industry and your offshore team's functions.



Why Choose Satellite Office

- ✓ Officially **Great Place to Work certified** so you know your offshore team is well-taken care of.
- ✓ **Superior recruitment expertise** to source the best talent for any given role.
- ✓ **Passionate** about our people.
- ✓ **Highly experienced management** in the Philippines, US and Australia.
- ✓ **Premium office spaces** with Tier 1 IT infrastructure.

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