

MANAGED WORKFORCE GUIDE

Build a High-Performance Team.

Pre-vetted offshore staff from the Philippines, fully managed and ready to perform from day one. Hire one specialist, build a team, or run an entire department.

- **No Company Needed in the Philippines**
- **Fully Employed Staff, Not Freelancers**
- **HR, Payroll and Compliance Included**
- **Cover Guaranteed When Life Happens**

SGO PeopleHub, a division of Subic Global Outsourcing Incorporated
info@sgopeoplehub.com · www.sgopeoplehub.com
Subic Bay Freeport Zone, Philippines

CONTENTS

What Is Inside This Guide

Everything you need to understand how we work, from what an employee really costs you today, through to who manages who once your team member starts.

01 **What We Do, In Plain English** 3
Our whole model in four sentences

02 **Salary Is Only Part of the Cost** 4
Where the money actually goes

03 **The Hidden Cost of Growing a Team** 5
Where the money actually goes

04 **There Is a Better Way** 6
Doing it alone, against doing it with us

05 **One Partner, Not a Payroll Department** 7
One partner, not a payroll department

06 **One Hire, a Team, or a Whole Department** 8
From a single hire to an entire department

07 **Who Does What, And Who Manages Who** 9
The question everybody asks

08 **Professional Roles We Recruit Across** 10
Examples across twelve professional disciplines

09 **Recruitment Is Ours, Not Outsourced** 11
Recruitment is ours, not outsourced

10 **What Happens After You Say Yes** 12
Seven stages, start to finish

11 **Confirming Your Staffing Order** 13
The four things we need to know

12 **Clock In, Clock Out, Full Control** 14
How you keep sight of remote staff

13 **Your Whole Team, In Your Pocket** 15
Approvals and attendance on your phone

14 **The SGO Continuity Guarantee** 16
The difference that matters most

15 **Recruitment Is Only the Beginning** 17
What continues every month

16 **More Than People, Systems and Pipeline Too** 18
Systems, diallers and pipeline

17 **A Workforce Built on Quality** 19
A workforce built on quality

18 **Frequently Asked Questions** 20
Everything clients ask us

What We Do, In Plain English

There is a lot of jargon in this industry. Here is the entire model, with none of it.

1. You Tell Us What You Need

One role or ten. We find the right people in the Philippines, interview and test them, then put a shortlist in front of you for each position.

2. You Choose

We employ everybody you select on full local contracts, pay them, and handle their HR, tax and compliance.

3. They Work Only for You

Full time, to your priorities and your hours, reporting to you exactly as an in-house team would.

4. You Get One Figure

One monthly amount covering the whole team, instead of a payroll, and no need to learn employment law in a country you do not operate in.

Who We Are

SGO PeopleHub is a managed workforce partner and a division of Subic Global Outsourcing Incorporated, based in the Subic Bay Freeport Zone in the Philippines.

We are the legal employer. You are the manager. That single split is what takes the risk off your side of the table.





One agreement, one partner, one monthly figure

Salary Is Only Part of the Cost

Ask most business owners what an employee costs and they quote a salary. The salary is the visible part. Underneath sits a second set of costs that only becomes obvious once you start to grow.



60%

Base salary, the part everybody budgets for

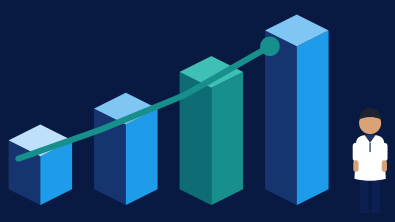
40%

Everything else, the part that gets missed

Base salary	60%
Employer taxes and statutory contributions	12%
Leave, holidays and absence cover	9%
Recruitment and onboarding	7%
Equipment, software and workspace	7%
HR, payroll and management time	5%

Every line beneath the salary is not just money, it is somebody's time, somebody's paperwork, and somebody's responsibility when it goes wrong. In a managed workforce model, all of it moves to us. Shown as percentages, because it applies in any currency.

Illustrative comparison based on typical employer costs. Actual employment costs vary higher or slightly lower by country, role and business.



The Hidden Cost of Growing a Team

That 40 percent is not one line on a spreadsheet. It is twenty separate obligations, each one with a deadline, a form to file or a person to chase. This is what employing somebody actually involves.

Recruitment	Employer Taxes	National Insurance	Pension
Superannuation	Payroll Tax	GST Obligations	Annual Leave
Sick Leave	Maternity Leave	Paternity Leave	Public Holidays
Payroll Processing	Compliance	Employee Relations	Advertising Costs
Software Licences	Equipment	Management Time	Retention

With SGO PeopleHub, every one of these sits with us, not with you.

Which of these apply depends on where you employ. Every market has its own version of the same list.



There Is a Better Way

The same person, doing the same job, with a very different amount of risk sitting on your side of the table.

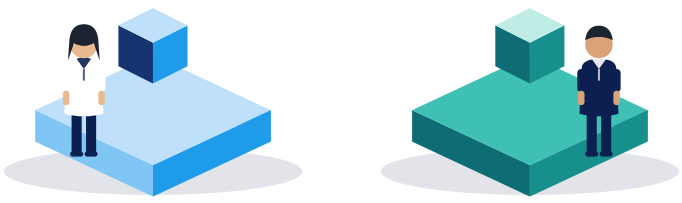
DOING IT ALONE

- ✕ You recruit, advertise and interview
- ✕ You carry the employment risk
- ✕ You run payroll, HR and compliance
- ✕ You absorb leave, cover and turnover
- ✕ You fund software, equipment and space
- ✕ You learn employment law in a country you do not operate in

WITH SGO PEOPLEHUB

- ✓ We recruit, screen and shortlist for you
- ✓ We employ your team member
- ✓ We run payroll, HR and compliance
- ✓ We manage leave, cover and continuity
- ✓ We provide systems, equipment and support
- ✓ You manage the work, and nothing else

We recruit. We employ. We support.
You grow your business.



Your side of the table, and ours

One Partner, Not a Payroll Department

There are four parties in a managed workforce arrangement. Only one of them is your responsibility.

YOUR SIDE

You

Set the work, the priorities and the standards.

- Daily tasks and direction
- Performance and feedback
- Approving time off

→

OUR SIDE

SGO PeopleHub

The legal employer, and everything that comes with it.

- Recruitment and vetting
- Contracts and payroll
- HR and compliance

→

THE RESULT

Your Dedicated Team

One professional or twenty, working only for you.

- Never shared with other clients
- Not freelancers
- Not a call centre seat

And Your Account Manager, Holding It Together

A named person who knows your business and your team member. One number to call when something needs changing, rather than a ticket queue. Most providers route you through a support desk. We do not.

- Regular catch-ups to review how your team member is performing
- Issues raised early, before they turn into problems
- Practical advice on best practice for managing a remote employee
- One point of contact however many people you take on

What changes for you: no local entity, no offshore payroll, no employment law to learn, no agency fee every time you hire, and no gap in cover when somebody is away.

One Hire, a Team, or a Whole Department

Most clients start with one person, prove it works, then keep going. Others begin with a full team from day one.

Start With One

A single specialist in the role holding you back. The lowest risk way to test the model.

Build a Team

Three to five people working together, shaped around the outcome rather than a job title.

Run a Department

Entire functions, or several teams at once. There is no upper limit.

Example Team Configurations

Lead Generation Team

1 SDR, 2 Lead Generation Specialists

For increasing outbound activity and prospecting volume.

Full Funnel Sales Team

1 SDR, 2 Closers, 1 Customer Success Manager

Supports the full sales cycle, lead generation through to retention.

Outbound Growth Team

4 Cold Callers, 1 Closer

For high volume outbound campaigns and pipeline expansion.

Retention & Growth Team

Account Manager, Retention Specialist, CSM

Improving retention and increasing account value.

No minimum, no maximum. Every hire after the first is faster than the one before it.



Start with one, and keep going

Who Does What, And Who Manages Who

"If you employ them, who actually manages them?" You do. Here is where every responsibility sits.

HANDLED BY SGO PEOPLEHUB

Sourcing, screening and recruitment
Searching, interviewing and testing candidates

Employment contract and obligations
We are the legal employer of record

Payroll, contributions and filings
Paid accurately and on time, every month

HR support and employee relations
Including the difficult conversations

Timekeeping and attendance records
Captured in the platform, visible to you

Workspace, equipment and IT support
So your team member can do the job properly

Healthcare, wellbeing and retention
HMO cover and the things that make people stay

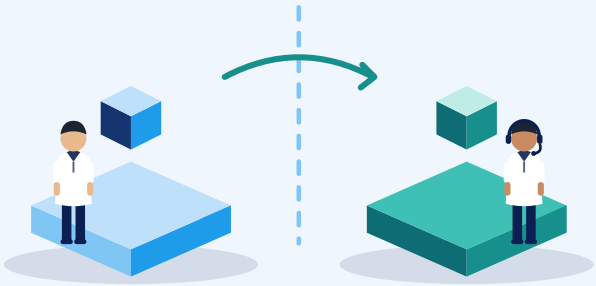
HANDLED BY YOU

Day-to-day work, tasks and priorities
You direct the work, exactly as you would in-house

Performance direction and feedback
You set the standard, our HR team supports you

Approving leave and holiday requests
Nothing is granted without your sign-off

> That is the whole list. Everything else sits with us, which is the entire point of a managed workforce partner.



Professional Roles We Recruit Across

From sales and customer support through to finance, healthcare, technology and specialist professionals, we recruit dedicated talent across a wide range of industries. These are examples of the roles we regularly place, not a list of what we are limited to. If you do not see the role you are looking for, simply ask us.

Sales & Revenue
SDRs, closers, account managers

Customer Support
Email, chat and voice support

Administration & Executive Support
Virtual and executive assistants

Finance & Accounting
Bookkeepers, AP and AR, analysts

Marketing & Creative
Content, design, social, paid media

Technology & IT
Developers, QA, IT and helpdesk

Healthcare Support
Medical admin, billing, scheduling

Property & Real Estate
Property management and lettings admin

Legal Support
Paralegals, legal assistants, case admin

Engineering & Technical
Drafting, CAD and technical support

E-Commerce & Operations
Listings, inventory, order management

Human Resources & Recruitment
HR administrators, sourcers, coordinators

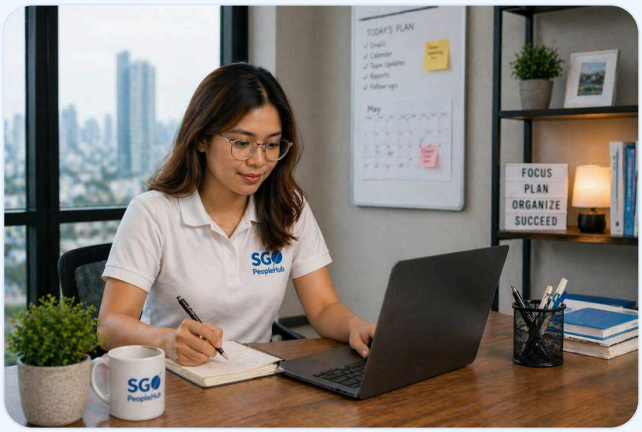
And many more. Tell us the role and our recruitment team will source against your brief.

Recruitment Is Ours, Not Outsourced

SGO TalentHub is our own in-house recruitment division. Full-time recruiters search specifically for your role, rather than posting an advert and waiting to see who turns up. Every candidate passes through the same funnel before you ever see a name.

Talent Sourcing	Active search across our network and an established pipeline of pre-screened professionals.
Screening	CV review, structured first-stage interviews and an English communication assessment.
Skills Assessment	Role-specific testing wherever the job calls for it.
Background Checks	References, employment history and identity verification.
Shortlist	A small number of strong candidates with full profiles, sent to you.

> You never see the long list. Volume is our problem, quality is what reaches you. Sourcing usually begins within twenty-four hours of the role brief being confirmed.



What Happens After You Say Yes

Seven stages, in order, from the first conversation to an employee who has been with you for years.

STEP 01

Discovery and Role Brief

We agree what the role involves, the experience level required, the skills that matter and the kind of person who will fit your culture.

STEP 02

Candidate Sourcing

SGO TalentHub begins searching immediately across our pipeline of pre-screened professionals and our wider network.

STEP 03

Screening and Assessment

CV review, structured interviews, skills testing, an English communication assessment, and background and reference checks.

STEP 04

Shortlist

A small number of carefully selected candidates with full profiles. You are not sent a stack of CVs to sift through.

STEP 05

Your Interviews

Interview the shortlist yourself with an SGO consultant alongside you, or ask us to run it and recommend the strongest candidate.

STEP 06

Offer and Onboarding

Employment contracts, HR onboarding, payroll setup, compliance, systems access and a proper induction.

STEP 07

Ongoing Partnership

HR, payroll, compliance, account management, employee support and the Continuity Guarantee. This is the part that carries on for as long as we work together.

The final hiring decision is always yours.

Confirming Your Staffing Order

Starting is simpler than most people expect. It takes one conversation, and we can complete it on the same call. There are four things we need to know.

The Role

What the person will actually do, day to day.

Experience Level

Junior, mid-level or senior, matched to the work.

Monthly Budget

The monthly figure you are working to.

How Many People

One hire, a full team, or a phased plan across the year.

STEP ONE

Order Confirmed

Agreed on the call, and put in writing straight afterwards so there is no ambiguity.

STEP TWO

Sourcing and Screening

SGO TalentHub begins searching and assessing immediately, usually within twenty-four hours.

STEP THREE

Your Selection

You choose from the shortlist. The decision is yours, and it is never made for you.

No invoice is issued until you have selected the person you want.



Clock In, Clock Out, Full Control

Your team member works remotely, so visibility matters. Everybody works inside a professional HR platform, which means you are never relying on trust alone, and never chasing anybody for a timesheet.



Hours Captured, Not Estimated

- Clocked in and out through the platform, every shift
- Time recorded against each working day, including breaks
- Hours feed straight into payroll, no manual timesheets

Nothing Approved Without You

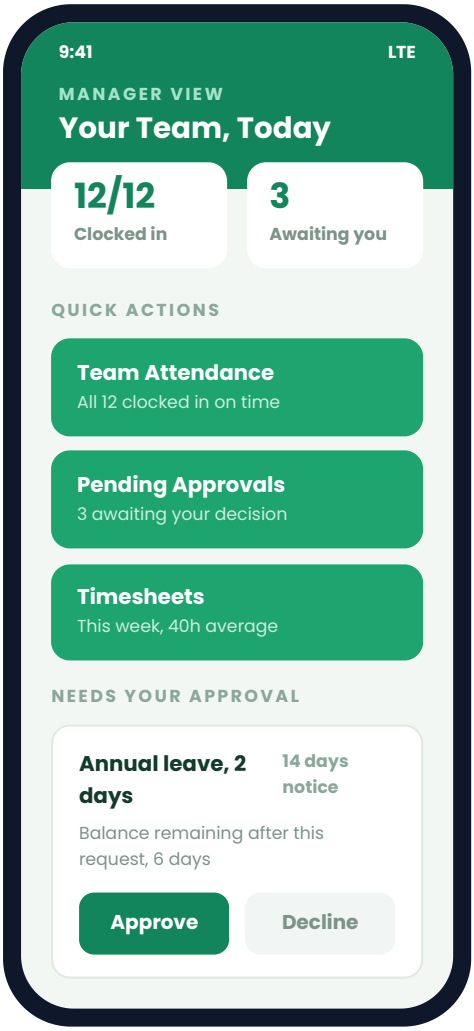
- Every leave and holiday request comes to you first
- Remaining balance shown before you decide
- Lateness and absence visible without asking

Illustrative view of the timekeeping data captured. Live figures are specific to your team member.



Your Whole Team, In Your Pocket

You do not need to be at a desk to stay on top of your team. The mobile app puts attendance and approvals on your phone, so a leave request never sits waiting because you were out of the office.



Illustrative view of the manager app.

What You Can Do From Your Phone

- **See who has clocked in.** Live attendance for your whole team, wherever you are.
- **Approve or decline leave in two taps.** With the remaining balance shown before you decide.
- **Get notified when a request arrives.** Nothing sits in a queue waiting for you to log in.
- **Check hours before payroll runs.** Timesheets are there without asking anybody.
- **Look at the team calendar first.** See who is already away before you commit to a deadline.

Available on iOS and Android. Your team member uses the same app for their own requests, so you are both looking at the same information.

The SGO Continuity Guarantee

At some point, life happens. Maternity or paternity leave, long-term illness, approved statutory leave. What happens next is where providers differ, and it is usually the part nobody reads until they need it.

MOST PROVIDERS

You Keep Paying. Nobody Arrives.

The invoice continues in full for an employee who is not there, and no replacement is provided.

You either absorb the gap yourself, or start recruiting again and pay to deploy somebody new.

It is rarely mentioned on the sales call. It sits in the small print.

SGO PEOPLEHUB

We Shoulder It. Your Seat Keeps Working.

We carry the cost of the absence and place a working replacement, with no additional Deployment Fee.

Cover continues until your employee returns. There is no time limit on it.

We put it in plain terms up front, because we would rather carry the cost than pass it on to you.

Because your business should not stop when life happens.



Cover in place, for as long as it takes

Recruitment Is Only the Beginning

An agency invoices you when somebody starts, then disappears. Everything below continues every month, for as long as we work together.

Human Resources

A local HR team supporting your employee and advising you.

Payroll

Salaries, statutory contributions and filings, handled and on time.

Compliance

Employment legislation, statutory obligations and workplace policy.

Employee Relations

The difficult conversations, handled properly and lawfully.

Healthcare, HMO

Cover through leading providers. Here, that is one of the biggest reasons good people stay.

Performance Support

Monitoring, feedback and coaching so your team member keeps improving.

Account Management

A named contact who knows your business, not a ticket queue.

Retention

Wellbeing and engagement work that keeps your person in their seat.

> Building exceptional teams is not about hiring. It is about supporting people to perform.

More Than People, Systems and Pipeline Too

Sometimes a team needs more than a person. Where it helps, we can support the tools your team works in and the pipeline they work through.

Software and Systems

Help selecting, setting up and supporting the tools your team works in every day, so your new team member is productive from week one.

Dialler Solutions

Dialler set-up and support for sales, telemarketing and appointment-setting teams, configured around how your team actually works.

Lead Sourcing

Where you need more pipeline for your team to work, we can source and supply leads. Capacity and opportunity in one place.

Why Businesses Choose SGO PeopleHub

Less Employment Complexity

One arrangement replaces recruitment, payroll, HR and compliance.

A Dedicated Team

Full-time professionals working only for your business, never shared.

Room to Scale

Add roles as demand grows, without adding overhead or admin.

Senior Time Back

Free your experienced people from work that does not need them.

Transparency

Clear monthly statements, nothing buried in small print.

Business Continuity

Cover in place when life gets in the way, at no extra deployment cost.

A Workforce Built on Quality

The Philippines is one of the world's leading destinations for offshore staffing. Businesses gain access to highly skilled professionals with excellent English communication, strong cultural compatibility and a work ethic that aligns naturally with Western values, communication styles and business expectations.



This is not a decision about cost. It is a decision about where you find experienced professionals who will stay with your business rather than treat the role as a stopgap.

We are based in the Subic Bay Freeport Zone, and we support businesses across the United States, United Kingdom, Australia, Canada and New Zealand.

- **One of the largest English-speaking populations on earth.** Around fifth or sixth in the world for total English speakers, ahead of Canada and Australia.
- **English is a co-official language.** Taught from primary school, used in business every day.
- **A strong graduate base** across business, finance, technical and support disciplines.
- **International experience.** Familiar with UK, Australian, US and European business practice.
- **Careers, not stopgaps.** People build long-term careers here, which is what makes retention possible.



Supporting businesses across five markets

Frequently Asked Questions

Who legally employs the person?

We do. Your team member is employed by SGO PeopleHub on a full local contract, with all the statutory obligations that come with it. You do not need a company, an entity or a payroll in the Philippines.

Who do they report to day to day?

You. They follow your instructions, your priorities and your working hours. We handle the employment relationship in the background, and our HR team is there if you ever need support with a people issue.

Are they working only for my business?

Yes. Every placement is a dedicated, full-time employee working exclusively for one client. They are not shared, not part of a pool, and not working your account between other jobs.

Who makes the final hiring decision?

You do, always. Interview the shortlist yourself with one of our consultants alongside you, or ask us to run the process and recommend the strongest candidate. Either way the decision is signed off by you before anybody is hired.

How do I know they are actually working?

Your team member clocks in and clocks out through the HR platform, so their hours are captured against every working day and feed directly into payroll. Attendance, lateness and absence are visible to you, and every leave request comes to you for approval before it is granted.

How are holidays, leave and public holidays handled?

Entitlement is set out in the employment contract and tracked in the platform, with live balances your team member can see. Requests are routed to you for approval first. Philippine public holidays apply, and we tell you the dates well in advance so you can plan cover.

What happens if they go on maternity or long-term leave?

The Continuity Guarantee applies. We provide a working temporary replacement with no additional Deployment Fee, and cover continues until your employee returns. If you decide to keep the temporary replacement permanently, the standard Deployment Fee for a permanent placement applies.

What if I am not happy with the person?

Tell your account manager early. We would rather replace somebody in the first weeks than let a placement quietly fail, and our recruitment team restarts the search rather than leaving you to manage around it.

What about equipment, internet and workspace?

These are arranged as part of the managed service, so your team member is properly set up from day one. Requirements vary by role, so we confirm the specifics with you during the role brief.

Will they work my hours and time zone?

Yes. Working hours are agreed at the role brief stage and written into the employment contract, whether that is UK, Australian, New Zealand, Canadian or United States hours.

How is communication handled?

Your team member works inside your systems, so they use whatever you already use, whether that is email, Teams, Slack, a CRM or a phone system. They are an extension of your team, not an external supplier you email.

What does it cost?

It depends on the role. Cost is driven by the experience level you need, junior through to senior, and by how specialised or difficult the role is to fill. Once we know what you are looking for, we will put a clear, itemised proposal in front of you. There is a single monthly figure and no hidden extras.

How quickly can we get started?

Sourcing usually begins within twenty-four hours of the role brief being confirmed. Time to shortlist depends on how specialised the role is, and your account manager will give you a realistic timescale for your requirement rather than a headline number.

Can I scale my team over time?

Yes, and most clients do. Start with one, add roles as the work grows. Because we already hold your role brief and know your business, each additional hire is faster than the first.

Your Next Great Hire Starts Here

If any part of this guide raised a question, ask it. There is no obligation and nothing to sign. We will talk through the role you have in mind and tell you honestly whether we are the right fit.

EMAIL	WEB	OFFICE
info@sgopeoplehub.com	**www.sgopeoplehub.com**	**Subic Bay Freeport Zone**

Recruit. Employ. Support. Grow.

SGO PeopleHub, a division of Subic Global Outsourcing Incorporated
Unit 303, Building 2, Lots 16-17 Manila Avenue, Central Business District,
Subic Bay Freeport Zone, Olongapo City 2222, Philippines