

TRUST BUSINESS
SOLUTIONS

CORPORATE PROFILE

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WHO ARE WE?

Trust Business Solutions (Trust BS) is more than just a company; we are the culmination of decades of experience and the extension of Trust Arabia Group, which has been serving over 70 clients across the GCC region with a total workforce of approximately 4,500 employees. Trust BS is dedicated to providing a wide range of HR and administrative services through our expert team, who bring extensive experience in HR management and cutting-edge technological solutions designed to adapt to the rapidly changing world.

OUR JOURNEY

Trust BS was founded with a vision to support and empower emerging, small, and medium-sized enterprises (SMEs) in the Kingdom of Saudi Arabia. We understand the unique challenges and opportunities that SMEs face in today's competitive business landscape. Our commitment is to provide these businesses with a high-class service delivered by professionals who have played pivotal roles in the growth of leading companies for over five decades.

OUR HERITAGE

As an extension of Trust Arabia Group, we carry the legacy of successful collaboration and excellence in business solutions. With a strong presence in the GCC region, Trust BS is the natural evolution of a trusted partner, committed to delivering exceptional value to our clients.

PURPOSE

Proficiently provide trusted HR, accounting, and government relations services to aid an organization in its strategic development.

VISION

We are committed to becoming one of the most successful HR and accounting outsourcing firms in GCC by creating significant value for our existing and potential clients and ensuring the highest level of customers' satisfaction.

MISSION

Our Mission is to provide strategic partnerships with our customers through providing professional HR and Accounting services that are aligned with their strategic objectives.

VALUES

Our commitment is to provide high-quality, ethical, and professional services while maintaining our customers' loyalty.



OUR SERVICES

0.1



HR SERVICES

0.2



HR PLANNING

0.3



GOVERNMENT RELATIONS
SERVICES

0.1 HR SERVICES

The HR services will be tailored according to individual customer needs and managed by a cloud HR system so the HR professionals and customers can manage and control the functions efficiently.

Customers may choose between two categories when outsourcing HR functions:

CATEGORY A – ESSENTIAL HR FUNCTIONS

Managing Employee Profiles

Organizing and archiving employee profiles in a systematic and organized manner

Compensation Management & Payroll Administration

Maintaining salary details in the system and processing the monthly payroll using WPS

Employee Relations

Implementing fair and consistent policies to organize employee relationships with management and resolve employee conflict

Leave Management

Keeping track of employee leaves and calculating leave settlements in compliance with KSA labour law

Separation Management

Applying the separation procedures and calculating the last settlement in accordance with KSA labour law

Employee Self-Service Module

Develop and implement an advanced self-service system that allows employees to apply, track, and enquire about HR-related services

AMONG THE ESSENTIAL HR FUNCTIONS ARE THE FOLLOWING:

- Implementing an effective organizational structure aligned with the customers strategic goals
- Recording the HR financial transactions through TRUST team, such as extra incomes, deductions, wages adjustment, leave, etc
- Establishing the HR system parameters in accordance with KSA's labour law and customers' requirements
- TRUST team will implement time attendance module for employees to track their attendance via mobile application. Tracking of lateness, absenteeism, missing punches, and fake punches will be recorded
- Migrating employee profiles, financial information, leave balances, and workflows into the HR system
- Using KSA's Wage Protection System (WPS) to calculate and process monthly wages
- Planning and designing sites, projects, and cost centers to meet customer needs
- Providing monthly and periodic reports for the key metrics, including hiring rates, turnover rates, time to hire, cost of hire, increment ratio, wages analysis, HC-ROI, HC-value added, and annual provisions
- Offering intensive training to employees on the self-service module, allowing them to apply or enquire about any HR-related transaction, such as requesting over-time, loans, leave requests, resumptions, and enquiring about their wages, pay slips, leave balances, and other miscellaneous requests

CATEGORY B – ADVANCED HR FUNCTIONS

Job Evaluation

By defining the knowledge, skills, abilities, authorities, and responsibilities for each position, we are able to develop pay scales and grading structures for each position

Writing Job Description & Competencies

Defining the general duties, responsibilities, and competencies needed for each position based on the company's organizational structure and strategies

Appraisals

Appraising employee performance annually based on set objectives and KPIs, then identifying performance gaps

Training & Development

Acquiring the necessary training programs that improve the competencies gaps based on the appraisal results

Workforce Planning

Analysis of the current workforce, identification of future needs, and implementation of solutions that are aligned with the organizational strategy to accomplish the wider objectives

Recruitment & Selection

Developing recruitment plans, requisitions, screening, interviews, and the final selection process

Succession Planning

Identification and development of potential replacements for key roles within the organization in case the existing postholder leaves

THE ADVANCED HR FUNCTIONS INCLUDE THE FOLLOWING:

- ▶ Creating HR forms, letters, and memos within the HR system
- ▶ According to the appraisal results, design online training programs to improve the competencies gaps
- ▶ Developing job descriptions for all employees based on a professional structure reflecting the customer's strategy
- ▶ Developing succession planning structures for key and technical positions
- ▶ Establishing the core, common, technical, and meta competencies for each position
- ▶ Setting objectives for successors that will enable them to gain the necessary knowledge, skills, and abilities
- ▶ Providing the managers and supervisors with training on using the self-service module to help define the objectives of their subordinates
- ▶ All employees will receive advanced training on how to use the interactive and reliable self-service features
- ▶ To identify competency gaps and achieving assigned objectives, conduct periodic appraisals using the continuous feedback technique.
- ▶ Utilizing the cloud-based system which is integrated with the other modules for recruitment and selection
- ▶ Designing the training and development module based on the customer's needs and objectives
- ▶ TRUST HR consultants are responsible for controlling the data flow and providing daily advice and periodic reports

0.2 HR PLANNING

At Trust Business Solutions, we recognize that effective Human Resources planning is essential for the success of any organization. Our HR Planning Services are designed to help you build a strong, well-structured HR foundation that aligns with your business goals. We offer a comprehensive range of HR services that cover the entire spectrum of HR management, ensuring your workforce operates efficiently and in line with your strategic objectives.

OUR HR PLANNING SERVICES INCLUDE:

1. Development of HR Policies, Procedures, and Manuals

Policy Creation: We assist in formulating HR policies that reflect your organization's values, goals, and compliance requirements.

Procedural Guidelines: Our team designs clear, step-by-step procedures that outline how HR functions should be executed.

Policy Manuals: We compile comprehensive HR manuals that serve as a reference for employees and management.

2. Design and Development of HR Forms and Process Flows

Form Creation: We design customized HR forms for various functions such as leave requests, performance appraisals, and incident reporting.

Process Mapping: Our team creates process flows that visualize HR workflows, making them more transparent and efficient.

3. Writing Job Descriptions

Job Profiling: We conduct job profiling exercises to capture the key responsibilities, qualifications, and experience required for each role.

Custom Job Descriptions: We write clear and concise job descriptions that serve as the foundation for effective recruitment and performance evaluations.

4. Defining Goals and Competencies

Goal Setting: We help you establish measurable HR objectives that align with your overall business strategy.

Competency Framework: Our experts create a competency framework that outlines the skills, knowledge, and behaviours expected from employees at different levels.

5. Development of a Salary Scale and Grading System

Salary Structure: We assist in developing a salary scale that is competitive, fair, and in line with industry standards.

Grading System: Our experts create a grading system that categorizes positions based on factors like responsibilities, skills, and experience.

BENEFITS OF OUR HR PLANNING SERVICES

Our HR Planning services are designed to help you optimize your human resources management, resulting in several key benefits:

- ▶ **Increased Efficiency:** Our well-defined processes and documentation reduce administrative burdens and improve HR workflow efficiency.
- ▶ **Legal Compliance:** We ensure that HR policies and procedures align with local labor laws and regulations, reducing the risk of legal issues.
- ▶ **Competitive Advantage:** A well-structured salary scale and grading system can help attract and retain top talent, giving your organization a competitive edge.
- ▶ **Clear Communication:** Well-crafted job descriptions and competency frameworks enhance communication between employees and management.
- ▶ **Strategic Alignment:** Aligning HR goals with business objectives ensures that HR supports your company's overall strategy.

At Trust Business Solutions, we are committed to providing tailored HR Planning solutions that fit the unique needs of your organization. Our team of HR experts works closely with you to develop and implement HR strategies that drive success and foster a productive workforce.



0.3 GOVERNMENT RELATIONS SERVICES

At Trust Business Solutions, we understand that navigating the complex regulatory and administrative landscape of the Kingdom of Saudi Arabia (KSA) can be a challenging task for both local and international businesses. This is where our comprehensive PRO Services come into play. Our experienced team is well-versed in KSA's legal and administrative requirements, ensuring that your business remains compliant and free to focus on its core operations.

OUR GOVERNMENTAL RELATION SERVICES INCLUDE:

1. Company Setup and Licensing

Business Registration: We assist in the process of registering your business entity in KSA, ensuring it complies with all legal requirements.

License Renewal: We manage the renewal of licenses to ensure your business operates without interruption.

Permit Acquisition: Our team will obtain the necessary permits for various business activities.

3. Government Liaison

Document Clearances: We ensure the timely clearance of documents and approvals from government departments.

Coordination: Our team liaises with government agencies on your behalf for a smooth and efficient interaction.

2. Visa and Immigration Services

Employee Visas: We facilitate the issuance and renewal of work visas for your employees.

Residency Permits: Our experts assist in obtaining residency permits and family visas.

Visit Visas: We handle the application process for visit visas for your international clients, partners, and investors.

4. Document Attestation

Legal Document Attestation: We handle the attestation of legal documents, ensuring their authenticity for use in KSA.

Commercial Document Attestation: Our experts help you authenticate commercial documents, facilitating your business transactions.

5. Translation and Notarization

Document Translation: We provide professional translation services for legal and business documents.

Notary Services: We offer notarization of documents to ensure their legal validity.

6. Corporate Compliance

Legal Compliance: Our team keeps your business compliant with local laws and regulations, helping you avoid legal issues.

Periodic Reporting: We assist in the preparation and submission of required reports and filings.

7. Customized Advisory

Regulatory Updates: We keep you informed about changes in local regulations and laws that may affect your business.

Consultation: Our team provides personalized advisory services to address your specific business needs and challenges.

8. Local Representation

Sponsorship Services: We can act as your local sponsor, providing a secure legal framework for your business in KSA.

9. Customs Clearance and Import/Export Documentation

Handle import and export documentation, customs clearance, and related regulatory procedures.

WHY CHOOSE TRUST BS FOR GOVERNMENTAL RELATION SERVICES?

Trust Business Solutions stands out as a reliable partner in KSA for PRO services due to our commitment to excellence and our deep understanding of the local regulatory environment. We offer tailored solutions to meet the unique requirements of your business, enabling you to navigate the complexities of operating in KSA with ease and confidence.

With our team of seasoned professionals and a dedication to your business's success, Trust BS is your trusted choice for PRO services in the Kingdom of Saudi Arabia. We are here to simplify your administrative tasks, ensure compliance, and facilitate the growth of your business.

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