

Personnel Management

Situation

A US-based provider of premium construction, engineering and project management services with revenues of around \$31 billion was looking for a subcontractor that would manage the personnel, working on one of the latter's CEE projects in the telecom industry. The multitude and complexity of the initiative have posed particular local challenges for the above such as:

- Selection and recruitment of qualified personnel for the project at hand;
- Compliance with the local labor regulation and legislation;
- HR administration and payroll;
- Personnel management;

Solution

B ICA was hired in mid February 2007 by the Client to provide contractor and fleet management services to approximately 30 local Bulgarians, working in 6 different locations of the project. The latter included but were not limited to:

- Employing the personnel in accordance with the local labor legislation and putting them on a payroll;
- Providing monthly operational management, inclusive of timesheets processing, invoicing and payroll;
- Managing the secondment of personnel by gathering and processing all related documents and expense reports;
- Managing assets, such as cars, equipment, or any other assets related to the project;
- Mitigating problems with local authorities and/ or with the personnel, should they arise;
- Communicating with the personnel on a daily basis and reporting to the client in case any issues arise;

BICA's tasks reflected consistency and on-time processing, quality and commitment, attention and focus on the Client's requirements for local Bulgarian nationals. The company concentrated on core activities, while its staff and assets were taken care of in a way that increased productivity and minimized potential problems and conflicts.