



FivePoints

FIVE POINTS STAFF AUGMENTATION SERVICES

Five Points Staffing Services are a core component of what we do. As a provider of these services for over 10 years, we have the abilities, knowledge and sound processes in place to easily accomplish any skill set and quantity or resource that you might require.

Extremely Competitive Pricing. Being a privately held company means, we don't answer to Wall Street, we don't have shareholders who demand high margins. This allows us to be as competitive as ANY company in this market. Our highly efficient and streamlined staffing processes utilize industry best practices to quickly and effectively bring the right talent to your organization at the best pricing possible.

Our established staffing process is coordinated by our lead Resource Specialist, He leads our team of resources specialists who will perform the following activities in order to accomplish the objectives of your requirements.

We build a pipeline of candidates suitable for various tasks and technologies. When you present a requirement, we can quickly fill it from the Five Points resource bench, subcontractor pipeline, and/or associates eager to join the Five Points team. Building this pipeline includes a number of steps, all managed through an integrated recruiting system that coordinates our many resources within a common workflow.

We publicize potential and actual opportunities with our partners, incumbents (for referrals), and on several Internet sites. We pre-screen, interview, and test potential candidates to determine technical aptitude and behavioral fit. We also require proof of citizenship or valid work permit. Our screening process is summarized below.

Figure 1.

NEW CANDIDATE SCREENING	
Initial Screening	Initial contact is made by phone. A Five Points recruiter determines if the candidate is viable based on the specifics of the talent requirement.
Behavioral Interview	Five Points recruiters ask open-ended, behavioral questions about past experiences and how the candidate handled various situations.
Technical Testing	We administer a web-based, technical test to assess the candidate against market standards.

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NEW CANDIDATE SCREENING	
Technical Interview	A senior Five Points associate, with relevant skills, will interview a candidate to gauge technical strength.
References	We contact three professional references to verify past experience and performance levels.

Figure 1: New Candidate Screening

Once a candidate has successfully passed this process, and has been presented and accepted by the client, we'll conduct a law enforcement background screening and drug test to ensure that our customer is receiving the best possible resource.

Five Points understands the importance of the ongoing professional development of our associates and its effect on our business. We continue to research and implement development programs that enable our associates to build successful careers at Five Points. Our resource development programs include numerous and flexible training opportunities, web-based education courses in Business & Professional Development or IT Software, and a personal development system initiated and maintained by both the associate and his/her manager.

Balanced Career

At Five Points, we are always looking for talented, creative, intelligent people who are motivated to make a difference. We want great people that find joy in creating and sharing the perfect solution for our customers.

Our Philosophy

In order for us to achieve our mission, we must continually develop and implement plans and programs that will enable us to achieve three core business facets; namely customer satisfaction, fiscal health and associate morale. We cannot focus on just one of these facets and ignore or downplay the other two and expect to remain healthy. We need a balanced approach to business. In order to maintain this balance we must make adjustments to our plans and programs as business and marketplace needs change.

Our Guiding Values

Guiding Values, which are shared by our associates, are crucial for us to achieve our ultimate goal as the premier computer software development and support organization in the world. These values help define and clarify our culture. Customer satisfaction has a direct impact on our fiscal health as customers continue to enhance our reputation and marketplace standing and give us repeat business.

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At Five Points, we attribute our past, present, and future success to our guiding values. We expect associates to incorporate these values into the workplace.

- **FIVE POINTS is devoid of Status-ism.** Each associate's role constitutes a necessary part of the whole. We cannot achieve our mission unless all associates are performing their roles effectively.
- **FIVE POINTS is a company devoid of bureaucracy.** Decision-making is handled by parties most intimately involved with the results of the decision, wherever possible. Learning when to seek advice from leadership and when to move forward independently is the mutual responsibility of associates and managers.
- **Collegial.** One of the most important pictures the word "collegial" brings to mind is the concept of respect for differing thoughts and ideas. College is where existing patterns of thinking are often challenged and this process can help us recognize the importance of each person's role and contributions.
- **Driven to Pursue Knowledge, to Learn and Grow.** The pursuit of knowledge must be viewed as a life-long journey rather than a single event. This is especially true of professionals within the IT industry. Five Points associates accept responsibility for the ongoing development of their skill sets and actively seek to receive and transfer knowledge to team members and the company as a whole.
- **Goals for Self-Improvement.** Five Points is committed to the philosophy that every associate is responsible for the development and management of their career. Personal initiative, self-reliance, and the ownership of one's development plan, work, and relationships are a result of living out this value.
- **Continuous Improvement.** The pace at which the staffing market is ever evolving mandates that Five Points focus on continual improvement in our business practices and processes to meet the demands of a globally competitive marketplace. Each associate is challenged to evaluate the way in which they perform duties and responsibilities and then begin to improve or refine their mode of operation.
- **Commitment to Excellence.** Our belief that every associate must be committed to the pursuit of excellence goes hand-in-hand with our belief that we must pursue improvement through change. The inevitability of change tells us there is always a better way of doing business. Each associate must be committed to the personal pursuit of excellence. We ask ourselves what we can do to improve the quality and quantity of our personal work product; and we ask the same of our teams, business units, regions, and the company as a whole.
- **High Achievement Results in High Reward.** Five Points associates are focused on their personal performance. They are aware that the quality of their contributions will determine whether we meet our overriding business goals. They are aware that helping the company achieve its goals will result in achieving their personal goals.

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- **Serve the Community.** We believe our company and associates have an obligation to serve their communities so they become stronger and healthier places in which to work and live. We encourage associates to find local service opportunities in their community.

Qualifying Personnel

As a company with its roots in Staffing Services, Five Points recognizes that intellectual capital is the foundation of our success; as such, recruiting is valued as a core competency. Unlike most other companies, Five Points maintains and staffs an **internal recruiting organization with experienced, highly seasoned recruiters.** These recruiters combine multiple inputs and sources of information to determine whether an individual possesses claimed skills and whether they will be a good fit into the organization or for a particular client. A single source of information, such as a résumé or reference, is not enough; as such, our recruiters consider multiple factors to reach decisions about candidates.

Our recruiters are compensated on the basis of the success of the applicant settling into the client's organization and becoming productive and effective. This shift of focus ensures the recruiter is attentive to whether the candidate has the necessary qualifications and temperament, and not just the right skill set.

We design and implement a recruiting strategy based on the specific needs of each client. The strategy includes the following key elements used to verify qualifications and a candidate's ability to perform:

- **Employee referrals** are an integral part of a successful recruiting program. Five Points has placed special emphasis on our referral initiative as a means of identifying high quality candidates. Employees put their credibility on the line when they recommend someone. Good employees recommend good people.
- **Discussions with Partners:** If Five Points finds it necessary to use a subcontractor, we conduct in-depth discussions with our partners to verify qualifications and obtain results of reference checks.
- **Initial Screen:** Typically, a Five Points recruiter will perform an initial telephone interview to determine a candidate's viability by using technology, industry specific questions based upon the client's skills requirements.
- **Behavioral Interview:** Five Points recruiters are trained to identify competencies essential to the requirement for which they are recruiting. We ask open-ended behavioral questions regarding past experiences and how various situations were handled.
- **Technical Testing:** For information technology related skill sets, we administer one or more (usually two, such as Microsoft Word and Microsoft Office) web based, technical tests are administered and used to assess the candidate against market standards.
- **Technical Interview:** A senior Five Points associate, with relevant skills will perform additional interviews with a candidate to gauge technical fit.

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- **References:** We require each candidate provide a minimum of three professional references which we use to verify information learned during the recruiting process.
- **Sample Work Products:** Based upon the specific requirements of the role and function, we request sample work products which are then reviewed by experienced personnel and used during the interview process.

Reference & Education Checks

Reference checks are an essential component of our recruiting process and are performed at various stages of the employment process. Since candidates only list contacts that will say positive things, references are never taken in isolation and are be used in conjunction with other information.

When working with employment subcontracting companies (other staffing agencies), our agreement includes a requirement that references be checked for each candidate. In these situations, we will usually defer to the agency to perform checks in partnership with us. Our recruiters discuss the results of reference checks when the agency presents a candidate to us for consideration. If an individual is a candidate to become a Five Points associate, our senior recruiters, who are seasoned in assembling multiple inputs about a candidate, also contact some or all of the references provided to verify experience.

When education and certification verification is required to determine the candidate's ability to perform a function, Five Points Technology validates any certificates held and their relevancy to the role.

Background Check

All applicants who receive a conditional offer of employment with Five Points are required to submit to a pre-employment criminal background screening and Social Security number verification. Applicants being hired into financial positions with high-level decision making authority will be subject to a credit check as well.

Background screening is initiated after Five Points extends a conditional offer of employment to an applicant and it is accepted. Five Points' recruiting department is responsible for satisfying all documentation requirements prior to conducting a background screening on an applicant.

Required documentation includes:

- A Consumer Report Authorization form signed by the applicant
- A Consumer Report Disclosure form signed by the applicant
- A Summary of Rights Under the Fair Credit Reporting Act provided to the applicant
- **Drug Screening:** All candidates are required to successfully pass a drug-screening test before an offer of employment can be extended.
- **Client-Specific Requirements:** Where business circumstances necessitate, a job applicant may begin employment prior to Five Points obtaining background screening results. Five

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Points may require some applicants or associates to be subject to other types of pre-employment background screening in order to comply with specific state, federal, or customer requirements.

Orientation

Five Points provides incoming staff members with a comprehensive orientation on our company. If the employee will be working at a client site, we also include the role of our on-site account manager, an overview of the client, the project they are assigned to, and the environment they will be expected to work in. We also cover work requirements, time sheets, dress code, confidentiality agreements, Internet and property use as well as parking. In addition, we provide a map of the work location and surrounding area, identify points of interest, and introduce our programs with regard to housing, internet-cable services and banking options. If from another part of the country or the world, we make an effort to link them up with others from the same area. The entire orientation is designed to make the associate feel “at home,” in the area and allow them to quickly focus on the work assigned to them. Our orientation, together with our client’s programs, allows new employees to adapt quickly.

Performance Evaluation

Five Points’ commitment to the development process begins with the Personal Development System (PDS) process. This process helps to ensure the success and growth of our associates and Five Points by defining performance requirements, coaching and mentoring, and providing a meaningful evaluation of associate performance. Associates are encouraged to work with managers to build career development plans (CDP) to help address skill and experience shortcomings. Five Points strongly believes that a meaningful PDS process that is supported by management and associates will significantly increase an associate's chances for career advancement at Five Points.

Five Points encourages managers and associates to develop a professional relationship that enables both parties to work together to ensure the success of the associate and Five Points. Availability of these development opportunities may vary based on the needs and conditions of the business.

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