

Overview of TSSI Shared Services

HR Administrative

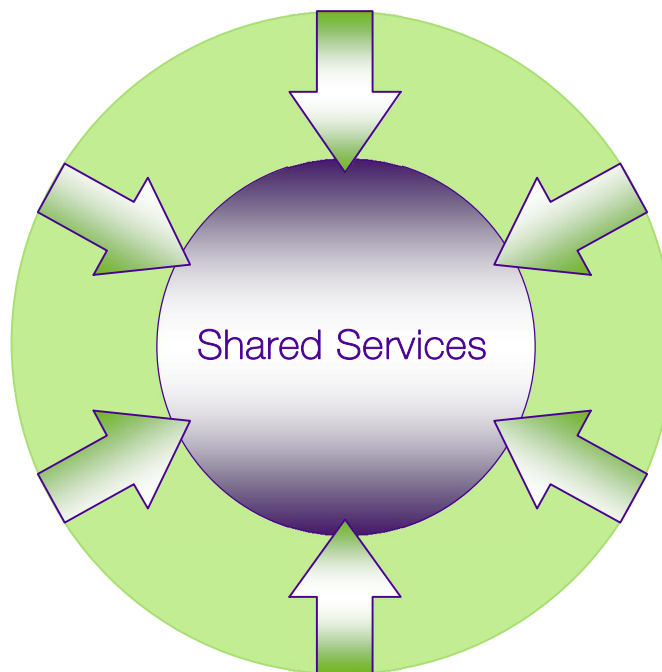
- Workforce Administration
 - New hire on-boarding
 - Transfers
 - Leave administration
 - Life event management
 - Job data changes
- Scheduled & ad hoc reporting
- Employee records retention and file management
- Vendor management
- Compliance & monitoring

Client Services

- Employee call centre: inquiry & resolution
- Basic Transaction Processing
- Policy & plan clarification
- Web maintenance
- Trending & Quality Assurance
- Training & navigation

Benefits & Comp Administration

- Determine and maintain eligibility for benefits coverage
- Perform annual enrollment
- Administer collective agreement benefit offerings
- Manage vendor interfaces/relations
- Beneficiary/dependent maintenance
- Salary & Classification admin



Pension Administration

- Annual Statements
- Manage vendor interfaces/relations
- Beneficiary/dependent maintenance
- Pension calculations/estimates and payouts
- Legislative reporting

Governance

- Compliance/5970 Audits
- SLA/KPI monitoring & reporting
- Benchmarking

Payroll Services

- Payroll Table & Rule Maintenance
- Time collection & reporting
- Payroll Preparation & Calculation
- Payment Dist. And Reconciliation
- Accrual Processing
- Third Party payments and reporting
- Quarterly & Year End Tax Reporting
- Payroll Accounting and Reporting