



Human Resource Consulting Services for Community Banks

USource® provides human resource consulting services specifically designed for community banks. Individuals responsible for human resources at community banks often wear many hats and have fewer reliable sources to stay up-to-date with trends in human resource practices and employment law regulations.

United Bankers Bank has designed USource® to help community banks navigate the increasingly complex aspects of human resources, such as employee relations, performance management, compensation and more. We recommend solutions to minimize your time commitment in developing consistent and effective human resource programs.

The services offered through USource include:

Employee Handbook

USource uses an interactive process to develop an employee handbook for your bank that communicates the bank's unique culture and values to its employees, while ensuring policies are aligned with employment laws and human resource best practices. USource customers also receive timely handbook revisions when new legislation requires them or when bank policies change.

Human Resource “Hot Line”

This is a toll-free number available to USource customers to discuss human resource issues and regulations, and to ask questions such as:

- Do I really have to order this poster?
- Should this employee be non-exempt? Do we have to pay overtime?
- Do you think this level of disciplinary action is right? Will you review what I have written?
- Do I have to respond to this unemployment questionnaire?
- An employee has not shown up for work for two days and has not called in; what can I do?
- What additional requirements does the bank have if we go over 50 employees?

Webinars and Forums

USource Webinars provide important and timely information on a variety of topics and are presented frequently throughout the year, generally lasting about 45 minutes. Webinars provide an opportunity for community banks to learn how to comply with state and federal employment laws, as well as human resource best practices and trends.

Forums provide a face-to-face opportunity to discuss human resource topics with participants from other community banks. Hearing about other banks' human resource challenges and successes can help to identify potential issues you may encounter. Forums include a presentation of HR-related topics, with questions, discussion and networking encouraged. The forums are held at various locations, with lunch and refreshments provided.





Examples of Topics for Webinars and Forums Include:

- HR Basics for Supervisors
- Bullying and Harassment in the Workplace
- Performance Management
- Wage and Hour
- Exempt vs. Non-exempt
- Laws and Legislation Updates
- Americans with Disabilities Act (ADA)
- Requirements for Federal Contractors
- Managing Different Generations
- Workplace Trends
- Family Medical Leave Act (FMLA)
- Background Checks
- Recruitment and Retention
- Training and Development
- Compensation & Benefits
- HR Metrics to Measure

Human Resource Library

The USource online library includes helpful information and best practices in such areas as recruitment, performance management, employment regulations and compensation, along with a variety of sample forms to use. There is also a section with templates and examples of the information needed to develop your own job descriptions. In addition, recordings and PowerPoint presentations from previous USource webinars are available as well.

Pre-Employment Assessments

We offer various web-based pre-employment assessments. Customers provide us the individual's name and email address. USource sets up the assessment and upon completion, provides a report. Assessments may also be used for current employees, to assist with making decisions on transfers or promotions.

USource Communication Methods

USource provides timely updates to its members to help them stay current in the frequently changing HR environment. Communication of important matters, including best practices, trends and changes in employment laws, will be in the form of emails, newsletters or webinars, or by phone conversations.

Bank Compensation and Benefits Survey

USource sponsors an annual comprehensive survey covering salary and bonus benchmarks, as well as information on projected pay increase rates, benefit programs, incentives, metrics on employee turnover and more. USource members that participate will receive a free report for their state or region along with discounted pricing on additional reports.





Customized Services

Affirmative Action Plan Development

Banks as federal contractors, with 50+ employees and a government contract of \$50,000 or more, are required to develop an Affirmative Action Plan (AAP) annually. USource can provide this service to community banks, developing an AAP that meets the Office of Federal Contracts Compliance Program's (OFCCP) requirements based on Executive Order 11246.

Employee Surveys

Surveys are an effective way to tap into the thoughts of your employees. Web-based surveys preserve the confidentiality of employees' responses, leading to candid feedback. The employee satisfaction/engagement survey identifies employees' level of satisfaction with their job, compensation, benefits, training and work environment. USource will tabulate the results and send a full report.

There may be additional services and special projects available (cost negotiable) based on your bank's specific needs.



Pricing

One-Time Initial Membership Fee: \$500

Monthly Basic Services Fee: \$220

USource Services

Member

Non-Member

USource Services	Member	Non-Member
Human Resource "Hot Line" for questions	Included	N/A
Employee Handbook: Develop or Review/Revise	Included	\$1,800
Access to the USource Library (forms, resources, etc.)	Included	N/A
Bank Compensation and Benefits Survey Report	Included for participants, discounted for nonparticipants	Report prices vary
Job Description Template with Examples	Included	N/A
Updates on HR Regulations and Trends	Included	N/A
Forums	Included (1-2 pers)	\$250 per participant
Webinars	Included	\$95 per participant
Employee Assessments	Varies by assessment	Varies by assessment
Employee Survey	Negotiable	Negotiable
Affirmative Action Plan Development (AAP)	Negotiable	Negotiable

Prices are subject to change.





USource Agreement

Bank Name: _____

Mailing Address: _____

City: _____ ST: _____ Zip: _____

No. of Bank Employees: _____ Branch Locations (*city names*): _____

Bank Contacts – Names, Titles, Phone & Email: _____

The initial fee to join USource is \$500 and a monthly fee of \$220, due on the first of each month, for a minimum period of 12 months. United Bankers Bank's ("UBB") USource agreement will continue automatically upon completion of the initial 12-month period. After the initial 12-month period, this agreement may be nullified by either party with 30 days' written notice.

USource human resource management services provide current and accurate information to assist our members. All USource services are provided with the understanding that UBB does not intend to render any legal advice in providing such services or products.

UBB, including its officers, employees and agents, shall not be liable for any loss or damage other than that caused by its gross negligence or willful misconduct. In no event shall UBB be liable for indirect or consequential damages or lost profits, even if UBB had notice of the possibility of such damages or losses. The maximum extent of UBB's liability hereunder shall be limited to an amount not to exceed in aggregate the total fees paid to UBB for services rendered under this Agreement.

Initial one-time fee of \$500 and monthly fee of \$220:

Please debit my UBB DDA account # _____ for \$220/month, plus the initial one-time \$500 membership fee.

I do not have a DDA account; please contact me to set up a DDA account.

Please enroll us in USource on the first of: _____
Month Year

Authorized Signature

Date

