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Title

ONE 모바일고딕 제목체

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KISTEMP GROUP

Outsourcing Services Proposal

www.kistemp.co.kr

KISTEMP GROUP | KISTEMP OCS | KISTEMP PSS | KISTEMP LBS | KISTEMP MNCS | KIS CONSULTING | KISTEMP CSC | KISTEMP FYC

Contact: XXX, Manager

Tel: +82-2-6719-XXXX

Email: XXX@kistemp.co.kr



01 Introduction

1. Company Overview
2. Certifications, Awards & Credit Ratings

KISTEMP GROUP
Korea Information Service

Delivering the Right Talent to Strengthen Your Competitive Advantage

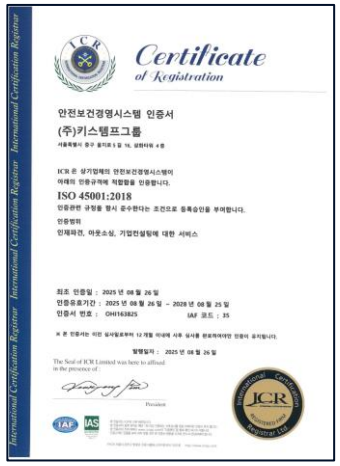
KISTEMP GROUP

KISTEMP GROUP is a comprehensive HR solutions provider with a history dating back to **1988**, when it launched Korea's first weekly employment publication, Weekly Recruitment (週刊求人). Today, we deliver a full range of HR solutions, including **Executive Search, Recruitment Process Outsourcing (RPO), Temporary Staffing, and Business Process Outsourcing (BPO).**

Backed by a proprietary talent database of over **500,000 candidates** and decades of trusted partnerships with leading organizations, KISTEMP GROUP provides customized workforce solutions through a structured and specialized service model. We remain committed to delivering exceptional value and exceeding our clients' expectations through reliable, client-focused HR solutions.

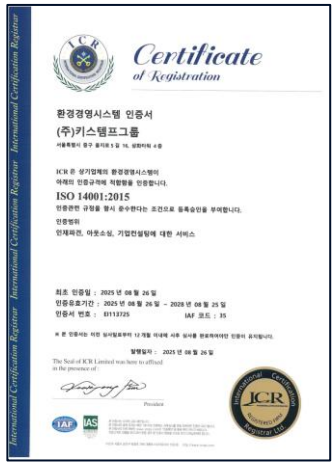
History	1988: Founded Korea Information Service (KIS) Co., Ltd. 1999: Launched temporary staffing services.
C E O	Jeongho Lee (joined KISTEMP GROUP in 2005 and currently oversees overall business operations)
Workforce	3,827 employees supporting temporary staffing and outsourcing operations (as of March 2026) 177 headquarters staff, including 46 HR professionals, 104 recruitment specialists, and 27 administrative support staff
Clients	Approximately 830 active client companies across a wide range of industries
Revenue	KRW 170.2 billion in annual revenue as of year-end 2025
Address	4F, Samhwa Tower, 16 Eulji-ro 5-gil, Jung-gu, Seoul, Republic of Korea
Contact	Tel.: +82-2-6719-6400 Fax: +82-2-2039-3120
Website	www.kistemp.co.kr

1-2. Certifications, Awards & Credit Ratings



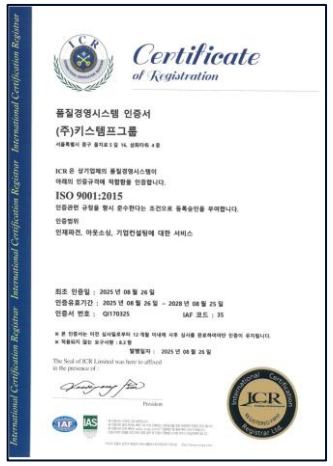
ISO 45001

Occupational Health and Safety Management System (OHSMS)



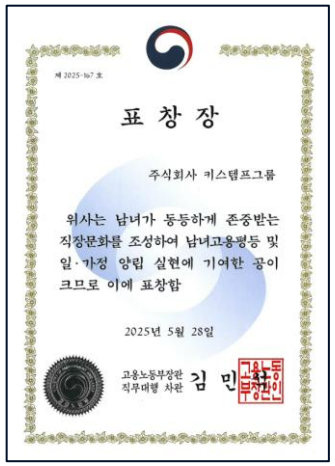
ISO 14001

Environmental Management System (EMS)



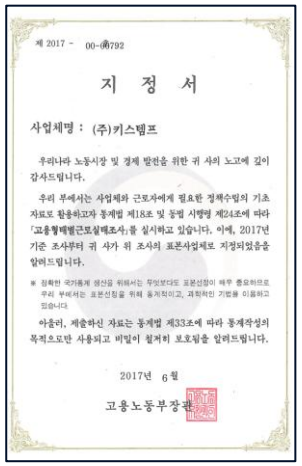
ISO 9001

Quality Management System (QMS)



Minister of Employment and Labor Award

Award for Improvements in Affirmative Employment Practices



Designated as a Sample Establishment by the Ministry of Employment and Labor

EcoVadis Certification

ESG Sustainability Rating

신용등급

기업신용평가등급	현금흐름등급
BBB-	CR-1

평가기준일	2025년 04월 25일
재무기준일	2024년 12월 31일

KODATA 한국평가데이터

Evaluated by Korea Ratings Data (KoDATA) on April 25, 2025

Credit Rating Assessment by Korea Ratings Data (KoDATA)

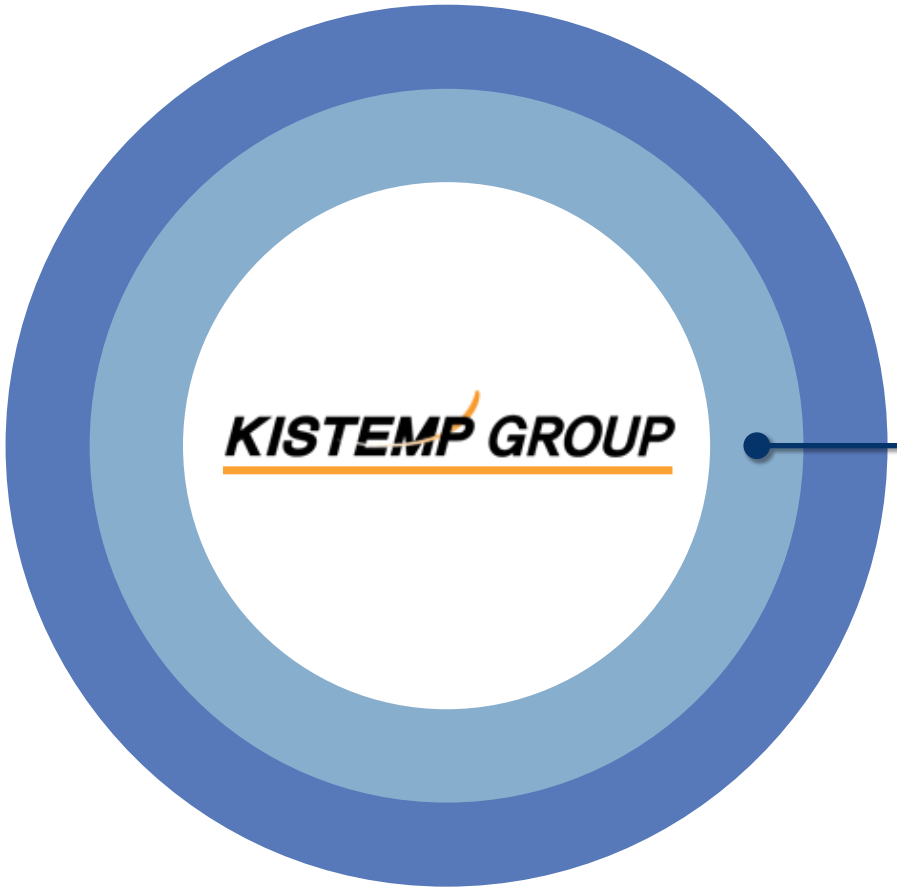


02 Outsourcing Service Proposal

1. Dedicated Operations Team
2. Recruitment Lead Time
3. Phased Management Plan
4. Outsourced Workforce Transition Plan
5. Client Track Record
6. Outsourcing Operations Proposal
7. Candidate Recommendation Using Our HR Database
8. Safety & Serious Accident Management
9. Manager Training & Labor Issue Management
10. Dedicated Employee Portal for Outsourced Personnel
11. Employee Welfare for Outsourced Personnel
12. Workforce Contingency Plan
13. Cost Reduction Case Study

KISTEMP GROUP's Competitive Strengths

A Dedicated Operations Team Providing Professional Service and Rapid Response



Outsourcing Business Division

Head of Division
Geun-yeong Song

1. Client service & operations management
2. Overall management of outsourced operations

Team Leader
Gyeong-yeon Jo

Logistics/Production
Woo-jin Kim

Guidance/Sales
Ye-bin Lee

Building Management
Min-gyeong Song

1. Client communication & coordination
2. Referral recruitment
3. Goal setting
4. Performance management and feedback
5. Payroll & attendance management
6. Labor issue response

Accounting Team

Accounting Team
Jae-mi Lee

1. Payroll & Korea's four major social insurance programs management
2. Budget administration and reconciliation

Recruitment Team

Team Leader
Min-ji Kim

Deputy Manager
Eun-ji Lee

1. Position-based talent sourcing
2. Multi-channel candidate search
3. Job scope & employment terms briefing
4. Applicant response management
5. Conducting initial phone interviews
6. Final candidate confirmation

2-2. Recruitment Lead Time

1) Average Recruitment Lead Time

Recruitment Completed **Within** 7 **Days**

1. Extensive Talent Pool, 'Outbound Target' search by dedicated recruiters by industry and job function & Internal Candidate Screening
2. 38 years of accumulated talent database and HR expertise, immediate access to our talent database and continuously updated talent database through internal network
3. Multiple Recruitment Channels (Online & Offline), use of specialized recruitment channels for each industry and positions

Preparation (Within 3 Days)

Dedicated Recruiter Assignment
- Dedicated Recruiters by Industry & Role
- Hiring Requirements Defined Through Position Analysis

Candidate Sourcing
- Job Posting & Database Sourcing
- Targeted Talent Outreach

Candidate Screening
- Education & Career Verification
- Credential & Qualification Review

Initial Phone Screening

(KISTEMP GROUP Process)

Internal Interview

(KISTEMP GROUP Process)

Placement (Within 4 Days)

Client Interview

Final Candidate Selection & Employment Offer

Employment Documentation & Onboarding

Deployment to the Workplace

Service Commitment

Establishing Phased Execution Plans To Deliver Outsourcing Services Aligned with Client Prestige

Stages

1. **Contract fulfillment**
   
   Employment Contracts by Job Type
2. **Job training**
   
   Safety, Labor & SAPA
3. **Hands-On Management**
   
   Regular & Ad-hoc Reports
4. **Customer Satisfaction**
   
   Employee Well-being & Grievance Handling

Key operation plans

- ✓ Quarterly service evaluation and hands-on management – SLA evaluation conducted once per quarter
- ✓ Job training – Practical internal and external training to support the objectives of the outsourcing contract
- ✓ Hands-on management – Establishing an operational structure & assigning on-site managers, handling grievances.
- ✓ Employee welfare – Stress relief and employee satisfaction through awards, healthcare support, meetings, etc.

Differentiated Outsourcing Service Model



Providing competitive service through regular SLA evaluations



Stabilization support through regular training and counseling



Service stabilization through on-site presence (regular, irregular, work reporting)

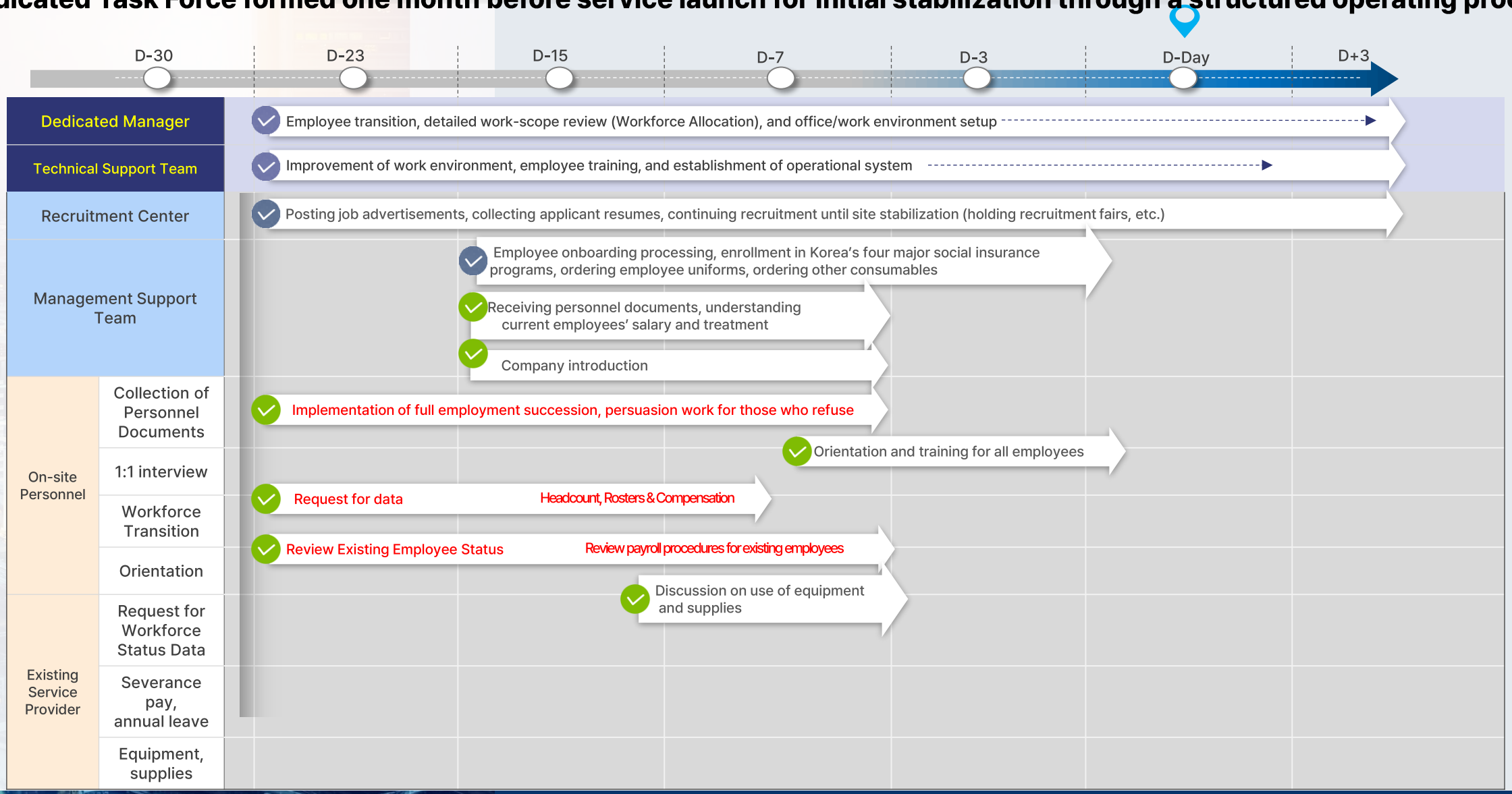


Excellent employee awards and **family occasion support** to boost work motivation

2-4. Outsourced Workforce Transition Plan

Ensuring a Smooth Workforce Transition Through Role- and Process-Based Workforce Allocation

Dedicated Task Force formed one month before service launch for initial stabilization through a structured operating process



2-4. Outsourced Workforce Transition Plan

Rapid Site Stabilization Through a Dedicated Task Force

Dedicated operations team with headquarters support



- Dedicated operations team with headquarters support
- On-site dedicated management
- Continuous reporting and resolution of launch issues

Systematic Launch and Transition Process



- Systematic launch based on standard procedures
- 1:1 interviews and transition completed within a short period
- Optimized job allocation and enhanced employee welfare


Transition Discussion


Manager-Level Interviews


One-on-One Employee Interviews


Team/Department-Level Meetings


Welcome Gift Distribution

2-4. Outsourced Workforce Transition Plan

Grounded in Extensive Transition Experience,
Seamlessly Onboarding New Personnel
Via Proven Standard Procedures

Stage

1. Contact previous service provider & confirm data
2. Employee Transition Consultation
3. Contract Execution (employee transfer and employment)
4. Transition Results Report

Key operation plans

- ✓ Coordinate with the Previous Service Provider
  - – Written confirmation of workforce information (resumes / contracts / attendance / payroll)
- ✓ Transition plan consultation – Full or selective transition, or new hiring following resignation
- ✓ Contract execution – Employment transfer agreement (dispute prevention and stabilization) + review of special terms
- ✓ Results report – Submission of workforce transition progress report to client

Actual cases

KESSON	ThermoFisher SCIENTIFIC	Soma 소마미술관 Seoul Olympic Museum of Art	GREENBAKE
January 1, 2023 OO Facilities Management Site 20 employees transitioned	March 1, 2022 OO Logistics Site 40 employees transitioned	January 1, 2025 OO Guidance / Security Site 35 employees transitioned	March 1, 2023 OO Production Site 44 employees transitioned

2-5. Client Track Record

1) Reception, Security, Office Support & Facilities Management

하이브랜드 2019–Present



KBS 비즈니스 2024–Present



CJ 올리브네트웍스 2023–Present



KESSON 2024–Present



Sema 소마미술관 Seoul Olympic Museum of Art 2025–Present



서울우유협동조합 2025–Present



2-5. Client Track Record

2) Logistics, Distribution, Production, Manufacturing

ThermoFisher SCIENTIFIC 2019–Present



SF EXPRESS 2024–Present



GREENBAKE 2025–Present



STGEN BIO 2019–Present



HDC IPARKMALL 2021–Present



55
Client Companies

836
Total Personnel Deployed

2-6. Outsourcing Operations Proposal

Cleaning

- **Professional cleaning supervisors ensure high-quality facility maintenance, including specialized care for carpets, marble flooring, and other interior finishes.**
- **Dedicated Zone Management System (1 person per 2–3 floors) for offices, pantries, restrooms, etc.**
- **Maintaining high standards of hygiene and cleanliness through frequent visit management of basement gym, rooftop, executive rooms, etc.**

Security / Guidance

- **Delivering professional reception and site security services to ensure a safe and welcoming workplace.**
  - Conducting routine interior and exterior patrols to prevent unauthorized access and ensure site security.
- **Providing professional visitor reception, administrative support, and information desk services.**
- **Providing ongoing customer service training to foster a customer-first culture.**
  - Ensuring consistent, professional, and high-quality service delivery.

Logistics (3PL)

- **Deployment of qualified personnel at logistics sites**
  - Forklift operation monitoring and inbound/outbound logistics management
  - Flexible scheduling based on day and night shift operations
- **Flexible workforce allocation based on workload**
  - Workforce adjustment based on inbound volume and advance adjustment of outbound volume
- **Enhancing operational monitoring for safety accident prevention and prevention of shipment delays**

Production

- **Providing skilled outsourced personnel for assembly, packaging, food manufacturing, and other production operations.**
- **Providing continuous training on personal hygiene, MSDS compliance, and food safety standards.**
- Conducting regular hygiene and workplace safety training on a daily and weekly basis.
- **Continuously monitoring production operations and coordinating order volumes and delivery schedules across departments.**



Food Service / Meal Service

- **Professional cleaning supervisors ensure high-quality facility maintenance, including specialized care for carpets, marble flooring, and other interior finishes.**
- **Dedicated Zone Management System (1 person per 2–3 floors) for offices, pantries, restrooms, etc.**
- **Maintaining high standards of hygiene and cleanliness through frequent visit management of basement gym, rooftop, executive rooms, etc.**

Hotel

- **Guest Room Housekeeping Services**
  - Standardized room cleaning procedures: Knock → Obtain Guest Permission→ Lost item check → Room cleaning → Restroom, etc.
- **Continuous customer service training**
  - Delivering personalized guest services while responding promptly to guest requests and complaints.
- **Familiarization with guidance/reception manual and job training**

Facilities Management

- **Conducting daily, weekly, and monthly facility inspections**
- **Monitoring HVAC systems, water leaks, and water supply interruptions**
- **Monitoring electrical power supply systems, various circuit breakers, and temperature sensor functionality**
- **Preparation for quarterly and semiannual inspections and frequent log checks**

Sales

- **Building a customer-first mindset**
- **Regular training in professional sales communication skills**
- **Developing in-depth product knowledge and recommending solutions tailored to each customer's needs.**



2-7. Candidate Recommendation Using Our HR Database

Proprietary Recruitment Communities



- Job-Specific Recruitment Commun (Driver / Secretary / Office support / Broadcasting)
- Securing a large number of suitable talent candidates for clients
- Candidate screening & Reference checks

Recruitment Channels & Job Portals

- Partners: Local Governments, Worknet University Career Centers Nationwide
- Annual Contracts: JobKorea, Saramin, Incruit, Albamon, Alba Heaven
- Project-Based Contracts : Telejob, JobToday, Recruit, FindJob, JobPlanet
- Communities: Naver and Daum Communities

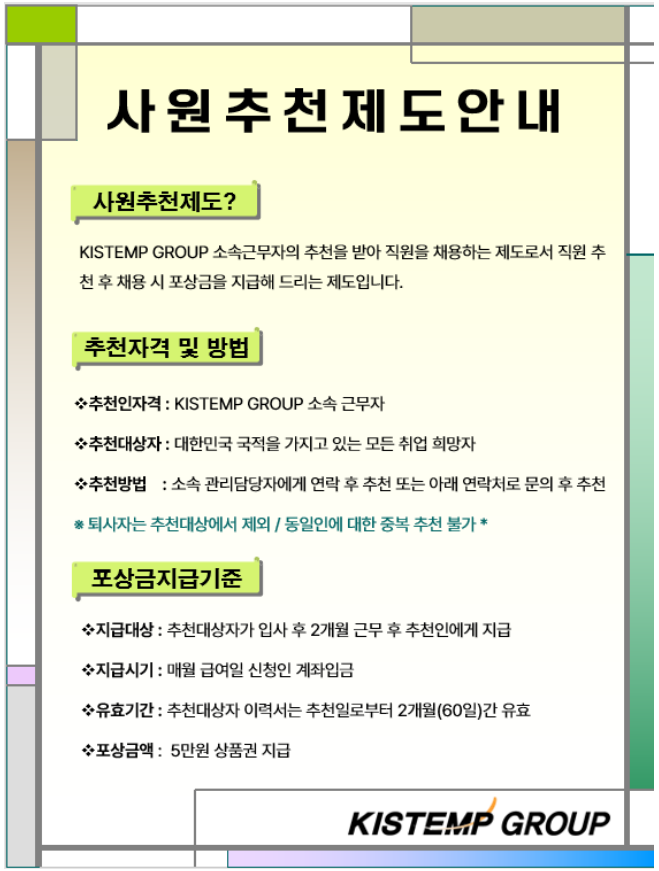


JOBKOREA

사람중심 취업사이트 saramin

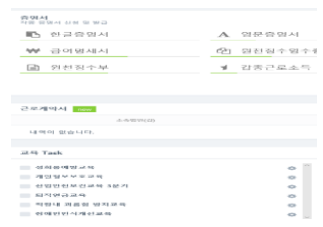
Employee Referral Program

Employee Referral Rewards



Strengthening Work Quality Through Annual Training Plans

Education



Period: Quarterly

General: Sexual harassment prevention, disability awareness, retirement pension, personal information protection

Details: Online training through the company learning portal

Quality Management Program



Period: Ongoing

Support: Complaint handling and situation-specific response training

Details: Customer complaint resolution and response methods

Job training / Safety training



Period: Ongoing

Support: Workplace etiquette, Safety training

Detail: Customer feedback cases and improvement, workplace ethics, entrapment Hazards



Staff Meetings



Period: Ongoing

General: Personal interviews conducted during manager visits

Detail : Listening to grievances and difficulties, resolving issues

Labor Issues & Operational Updates



Period: As needed

General: Familiarization with labor cases and labor standards

Act – Preventing potential labor issues through frequent sharing

Details: HR-related notices

Welfare



Period: Ongoing

Support: Holiday gift distribution, family occasion support, excellent employee awards

Details: Sharing with client and proposing win-win cooperation plans

Industrial Safety Management & Risk Assessment

Safety & Health Supervisor

Biannual workplace inspections and employee training



Head of Division
Geun-yeong Song

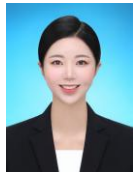
Head of Safety & Serious Accident Prevention Management

- Compliance with the serious accidents punishment act
- Workplace accident prevention, management, and safety education at Kistemp CSC

1. Safety & health & management policy per workplace (CEO)
2. Semiannual inspection & improvement of hazardous/ risk factors

"ZERO" Workplace Accidents
achieved since appointment in 2024

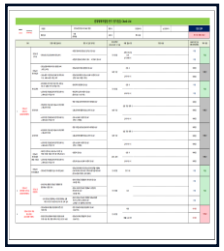
Safety Management Team Status

Safety Manager	Operations Supervisor	Operations Supervisor	Health Manager
			
Gyeong-yeon Jo	Ye-bin Lee	Woo-jin Kim	Min-gyeong Song

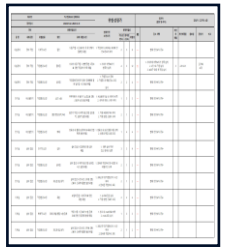
3. Dedicated safety & Health organization for 500+ regular workers
4. Annual budgeting & management for safety & health
5. Deployment of Qualified personnel
6. Semiannual employee feedback collection & improvement measures



Industrial Safety Training



Workplace Safety Diagnosis



Workplace Risk Assessment

Joint Workplace Risk Assessment for Large Workplaces

Safety Management Team
(Facility & work environment safety inspection)



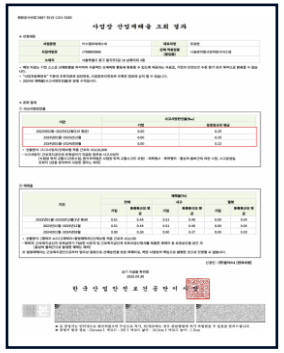
Outsourcing Business Division
(Job training, overall operation support)

Legal&Labor Dedicated Manager
(Administration/Legal/Labor/General Affairs)



'S' Logistic Center Evaluation Case

KISTEMP CSC Industrial Accident Status



Zero Fatal Accidents



Zero Recordable Accidents

Over the Past Five Years (2021~2025)

Zero Serious Workplace Accidents

Manager Training, Standardized HR Processes, Zero Labor Disputes, and Legally Compliant Outsourcing

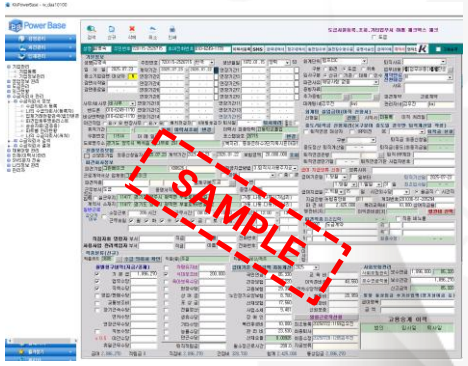
Site representative training

HR & Labor Manual Training and Distribution



- Employment Contract Guidelines & Precautions
- Resignation Letter Handling & Precedents

Digital HR Document Management



- Individual Personnel Records
- Enhanced Personal Information Protection

Headquarters Operational Support

Strengthening overall site management through representative training



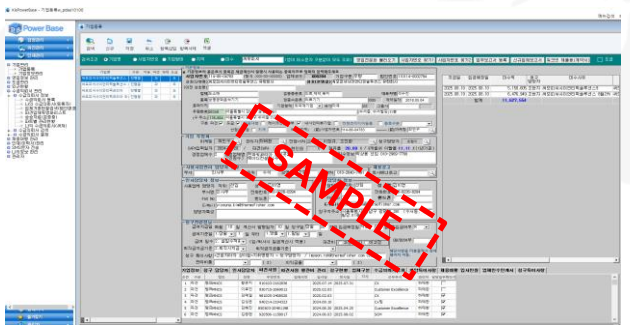
Employment contract
Personal information consent
Statutory training
Health checkup
Work instructions
Employee grievances
:

Management cases

Site Document Standardization

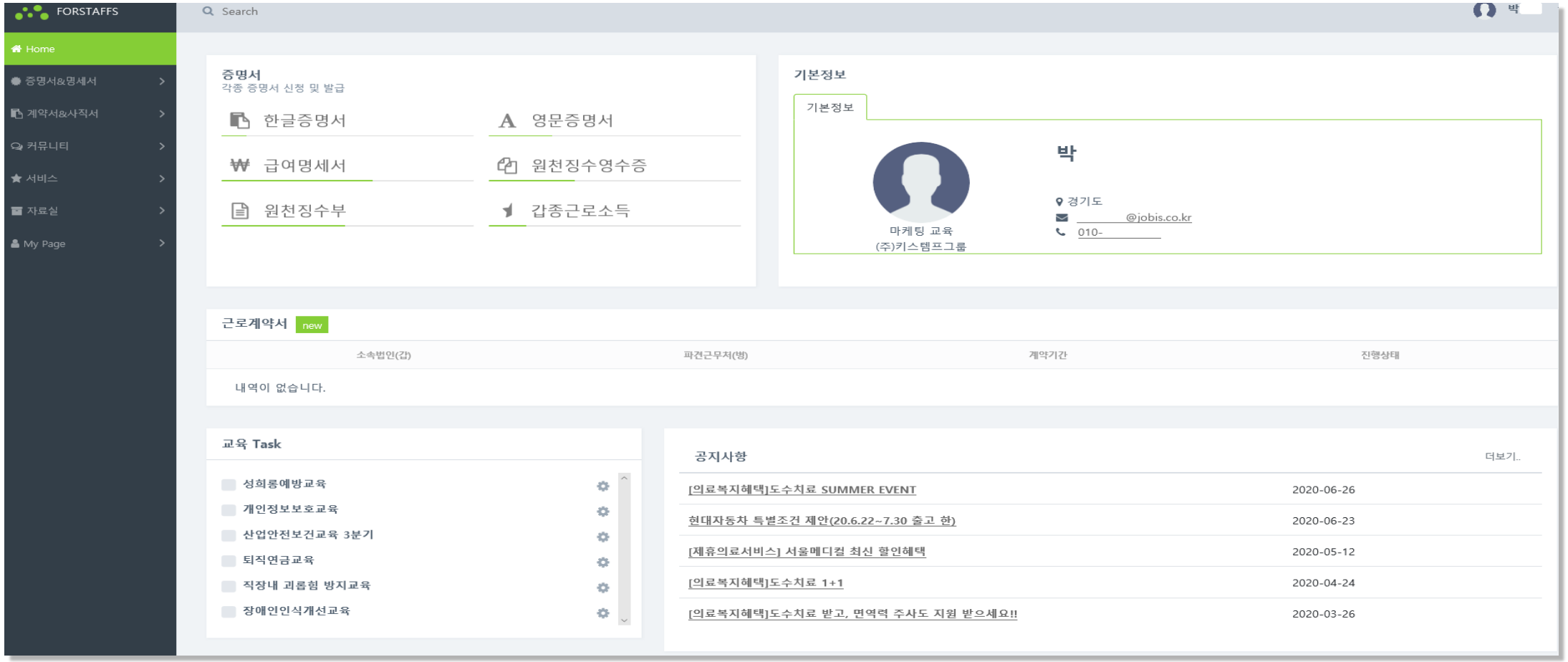


Digital management of HR documents



For Outsourced Employees

"Access, verification, and printing available for all work-related information and notices"



Employment, career, retirement, and payment certificates; withholding receipts for Class A earned income and retirement income

Available for verification & printing at all times for current and former employees

2-11. Employee Welfare for Outsourced Personnel

Family Occasion Support

Gifts provided to outsourced employees assigned to client companies to boost morale and strengthen employee engagement.

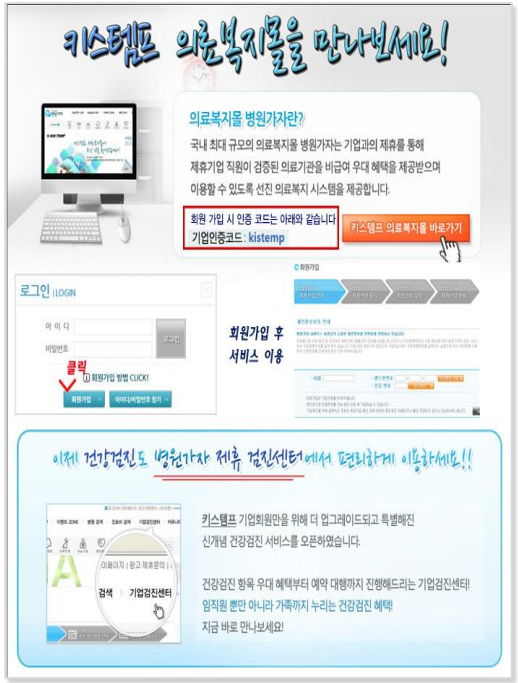
Birthday Gifts

Holiday Gifts
(New year, Thanksgiving)

Family Event Support
※Provided upon request.

Medical Support

Medical services provided through affiliated healthcare providers, including ophthalmology, dermatology, and traditional Korean medicine clinics.



Health Screening Support

Annual health checkups provided through certified medical institutions.



Health Screening Eligibility

Non-Office Employees
→Once a year

Office Employees
- >Every Two Years

<Physical examination>
Urine test
Blood test
Chest X-ray
Oral examination

Administrative Fine

Administrative fines apply to both employers and employees who fail to complete mandatory health screenings.

Employer
Per person
1st : KRW 50,000
2nd : KRW 100,000
3rd : KRW 150,000

Employee
Same as the employer

Outstanding Employee Recognition

Through our Outstanding Employee Recognition Program, we recognize outstanding performance and encourage long-term employment and morale among outsourced employees.



Evaluation	• Monthly performance evaluation by KISTEMP client managers
Method	• Awards & Recognition • Grievance Handling
Reward	• Cash Incentives • Recognition Plaques

Step-by-step emergency response process for vacancies and operational gaps

Common Issues at Other Outsourcing Providers

Training Limited to Field Employees

- Unable to respond when key personnel (site manager / team leader) leave
- Lack of operational communication between frontline staff and managers
- Insufficient work understanding of management staff (decreased efficiency)
- Adaptation period required when personnel leave or new staff are assigned

Pre-process training attendance for headquarters personnel, including managers

Mandatory Attendance Pre-job Training

- status and internal regulations
- Corporate Representative
- Outsourcing Business Division Head
- Operations Team Leader within Division (1 person)
- Dedicated Operations Managers (4 personnel)
- Operations Support Managers (10 personnel)

Accompanying work at the site →
Cultivating headquarters backup personnel

Headquarters managers acquire core tasks by process



Headquarters Core Task Training Cases



Production Process Training Cases at Other Companies

- Workforce Replacement Process

Stage 1 (Vacancy 10% or more)



Immediate response system established through a proprietary ERP program

Stage 2 (Vacancy 30% or more)

Utilization of pre-vetted backup personnel from Daejeon / Namyangju

Site name	Distance (Time)	Personnel
Thermo Fisher Daejeon site	180km(90min)	80
Greenbake Namyangju	250km(200 min)	150

Large Pool of Pre-Qualified Personnel Ready for Immediate Deployment

Stage 3 (Vacancy 50% or more)

Deployment of Pre-Trained Personnel

Emergency deployment personnel: Outsourcing Business Division – 15 personnel / Headquarters Management Support Division – 62 personnel

Manual Preparation → Pre-Job Familiarization → Immediate Emergency Deployment

Cost Reduction Case Study

KISTEMP GROUP

1 Efficient Workforce Operations

- Cost Reduction Through Optimized Staffing Levels
- Deployment of specialized personnel who have completed required qualifications and field-specific training
- Ensuring continuity, accuracy, and expertise in detailed tasks

2 Defined Contribution Pension Enrollment

- Separating regular and short-term positions to manage roles that do not trigger severance obligations
- Defined Contribution (DC) retirement pension

3 Avoidance of unused annual leave allowance

- Annual leave usage promotion based on the workforce operation schedule
- Substitution with paid leave

4 Reduction in management and operational personnel costs

- Streamlining of dedicated department personnel for management and supervision of the relevant work
- Prevention of unnecessary resource waste

5 Reduced Outsourcing Costs

- Reduction of outsourcing fees by adjusting severance reserves For outsourced employees with less than one year of service when renewing the contract

Since our founding in 1988, KISTEMP has spent 38 years doing more than simply providing talent. We have been committed to becoming a trusted **partner that helps clients solve their workforce challenges.**

Our **specialized team structure and systematic division of responsibilities** have been carefully developed over decades to deliver accurate, reliable, and efficient workforce solutions.

Over the years, we have built lasting partnerships with **more than 2,000 clients served since our founding**. Time and again, organizations have returned to KISTEMP whenever they faced recruitment challenges—a testament to the trust we have earned.

We will continue to **place that trust at the heart of everything we do**. When you choose KISTEMP as your HR partner, **we are committed to delivering results** that exceed your expectations.

THANK YOU.

CONTACT US

Office Location : 4F, Samhwa Tower,
16, Eulji-ro 5-gil, Jung-gu, Seoul

Website : https://www.kistemp.co.kr

Contact Person :

Direct Line : 02-6719-6400

Email :