



## PROXUS Delivers Payroll and HR Relief Before, During and After Sandy

Just three weeks ago, Hurricane Sandy roared up the East Coast, devastating coastal regions of New York and New Jersey. In its wake, more than 100 were dead, untold numbers of people who are still without power, and tens of thousands whose homes were destroyed or severely damaged. Sandy's impact will linger in the months and years to come, as people rebuild their homes and businesses, and begin to heal from the physical and emotional scars of one of this region's worst storms.

### Timing is everything

In anticipation of a week that could potentially be out of the ordinary, PROXUS, with a reputation for being "at the ready," began a series of nine e-mail updates to its payroll clients prior to, during and after the storm about payroll processing and emergency procedures. What they discovered during this unprecedented weather emergency is that communication is key.

"We want to thank you and PROXUS for the great job in communicating information over the past week," said Elaine McDevitt, CEO, **The Rose Corporation**, of Reading. "It sure made a difference to our stress level knowing what to do and when to come out on time with payroll this week. We received our completed payroll today without missing a beat!"

PROXUS implemented its emergency plan, overcame operational obstacles involving loss of power and staffing reductions and processed and delivered all scheduled payrolls. According to Gary Hughes, Controller, **Friends Life Care**, Plymouth Meeting, "You guys have done great this week! Thanks so much for your 'over the top' effort. We have a happy office with pay stubs in our people's hands because of you!"

### Patience is a virtue

Patience is a virtue and PROXUS would like to take this opportunity to thank all of you for your patience during a very challenging week, which ended on a positive note.

"Congratulations to all of the PROXUS Team! You folks have done an outstanding job through all of this and we appreciate it very much - especially since we just got paid," said Kevin O'Reilly, director of human resources, **General Machine Products Co., Inc.**, of Trevese.

### HR relief fosters goodwill

Simultaneously, PROXUS' expert HR teams were called into action with requests for immediate guidance and counsel from hard-hit clients near the epicenter of Hurricane Sandy when she hit landfall. In the case of **FantaSea Resorts**, with locations in Atlantic City and Brigantine, N.J., questions arose as to what, if any, legal requirements were there for compensating both exempt and non-exempt employees for weather-related time off, in fairness to the emotional and financial impact of the storm. Both locations were forced to close due to storm damage and for safety purposes. Recommendations included compensating employees for a portion of days off, combined with providing them with options that showed flexibility: Use of PTO time, opportunity to work additional shifts to make up for lost time. These options gave employees a sense of control.

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FantaSea gained clarity relative to the legal and operational implications enabling them to make a good business decision. And according to PROXUS Principal, Jeff Green, “based on their decision, employees were ‘kept whole,’ financially, and the organization gained the goodwill from both the employees and the community as a result.”

### **Compensation decision boosts employee morale**

A similar, but different situation was unfolding with longtime PROXUS client, **Grounds for Sculpture**, in Hamilton, N.J., which was also in need of more specific direction on compensating both part-time and full-time employees due to unexpected weather-related time off, as the museum and sculpture park was closed the entire week following the storm.

After thoughtful discussion with PROXUS and a financial analysis, the organization discovered that the impact to pay part-time employees was minimal, therefore making the decision to compensate them contrary to their policy, which stated they were not to be paid for any lost time.

“As a result, there was a huge boost to morale and the GFS senior management felt that they had ‘done the right thing,’ as they rely on their part-time employees a great deal for weekends and other high-volume days,” said PROXUS Director of Client Services, June Garafano.

Leave it to the so-called Superstorm Sandy to bring to light how immediate, hands-on, caring payroll and HR relief becomes a lifesaver when faced with an unexpected weather-related crisis. Teamwork is an incredible thing and again, PROXUS thanks our clients for the opportunity to serve you under any circumstance.

*At the risk of sounding redundant, timing is everything and let’s talk soon if you’re in need of dependable payroll processing services as well as compliance tips and best practices for compensation for weather-related time-off. Call **215-654-9140** or e-mail PROXUS Principals, **John Israel**, ext. 110 or [jisrael@proxushr.com](mailto:jisrael@proxushr.com), and **Jeff Green**, ext. 102 or [jgreen@proxushr.com](mailto:jgreen@proxushr.com).*

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