

This is a quick list of ideas, questions, and suggestions for a new business under consideration.

A website is essential in today's marketplace as it demonstrates a sense of legitimacy to prospective customers and future employees. It should be professionally designed and come with email addresses for all pertinent corporate stakeholders and departments.

I would suggest using Ionos <https://www.ionos.com/> for registering the domain, as well as for hosting of the website. Even basic business packages come with a vast amount of online storage and all the email addresses you will need. One of the email settings would allow you to keep your personal email address by having "business" email forwarded, as well as a copy left on the email server. No need for anyone to know your personal email address.

Along with a web and email presence, a new company should have business and fax numbers even if phone calls just go into voicemail. Other phone options are virtual business line and fax numbers offered by <https://www.evoice.com/how-it-works> and <https://www.efax.com/> that are more affordable than getting business lines from a local phone company. This would especially be useful if the new company is being run from Home / Office locations or other virtual offices.

Payroll, Time, Attendance, Bookkeeping are other services a new company must consider. Bookkeeping can be performed in-house and my suggestion is to utilize the online version of QuickBooks <https://quickbooks.intuit.com> and with added services, available, if needed from <https://quickbooks.intuit.com/oa/live/>. With Payroll, Time and Attendance, Plus are available from ADP. <https://www.adp.com/what-we-offer/time-and-attendance/workforce-management.aspx>

Any company will also be required a defined Employee Handbook, that should include information on rules, benefits, types of leave and more.

About payroll, my suggestion is to split the hourly rate into two parts as to limit how much employees are paid for any authorized Overtime. For Example, an employee is paid \$35 an hour and at that rate OT is \$52.50 an hour. Using the split rate approach, the employee is still paid \$35/hr., but the rate is split into \$10/hr. Benefit Rate and \$25/hr. Base Rate with only the base rate used in calculating OT. In this example, an employee would be paid \$35/hr. up to 40 hours, then any authorized OT would be at 1.5 times the base rate at \$37.50/hr.

The policies and procedures for the inspection process must be defined and well documented. New Inspectors will come from various backgrounds and all should go through training and be tested on their knowledge of what is required. For each assigned area, a separate report should be created and completed inspection reports should be sent back to the office at intervals to be discussed. As part of the Quality Control Process, Inspections should be selected at random for review of the inspector's report. This random selection should come from initial inspections and more so from locations that require remediation and after the remediation.

It should also be noted that Inspection Reports might need to be reviewed and cleaned up depending on how the client is to be notified of locations that need remediation.

Much of what has been suggested above can be performed by staff in the office, except by utilizing various types of virtual services the number of employees required to support operational tasks is limited at start-up. The author of this report is willing to serve in whatever capacity is needed to help this new business be successful and grow.