

# THE RECRUITMENT COMPANY PROFILE

## Connecting people & opportunity

**We will guide you in the right direction to find the job that best suits your skills and experience.**



# Company History

BSO (Business Services Office) was born in 1988 in Bikfaya town, Lebanon. The main focus then was on travel services. Shortly after that and because of our success in increasing the ticketing sales dramatically, we marked the first landmark in our business history and obtained the IATA (International Air Transport Association) certificate on May 1, 1991 - this was essential to boost our growth. In 1996 we expanded our business to add a unique service in Lebanon. We introduced the Recruitment and Outsourcing service to the businesses platform in Lebanon, which opened huge opportunities for us to build bridges not only in Lebanon, but in the MENA and Gulf region as well. The secret of our success was in adapting the dedication and professionalism habit. We provided the highest level of services which led many reputable local and international companies to work with us. This advanced our experience to a very confident level. Because of the success and continued growth, BSO now operate from three different locations, Bikfaya, Mtayleb and Sin-El-Fil. This enables us to be more effective and efficient, and allows us to be fast in responding to our clients' needs.

## Who Are We?

At BSO, we specialize in recruiting highly skilled professionals for a wide range of industries. Whether you are looking to fill a permanent, temporary or interim position, we have the experience and industry contacts to help you find the perfect hire for your business. We have the strength that stems from a business founded over 27 years ago and has since built a solid reputation as a regional leader specialized in recruiting. You can rely on us to meet your toughest recruitment challenges in a and cost-effective manner.



# What we promise

- To work in close coordination with our clients for their global executive search requirements.
- To provide value-added expertise during and after every assignment.
- To execute each and every assignment diligently and with integrity.
- To adhere to the strict norms of the client's work culture and their code of ethics.
- To thoroughly check short-listed candidates' diligence.
- To treat each and every candidate respectfully.
- To provide guarantee period for each and every recruitment and selection.





## Access to The Best Candidates

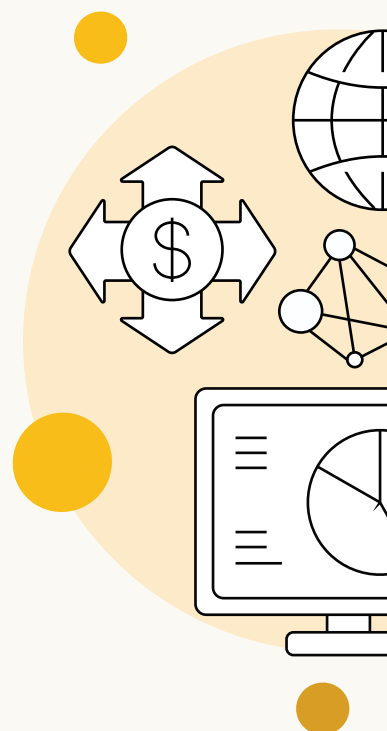
There are highly skilled professionals who thrive in the most demanding of roles, but most of these individuals are not actively seeking new positions. Working with BSO opens the door to these sought-after candidates; we use our experience and our industry connections to find them and forge relationships with them, giving you a critical advantage when it comes to securing the best person for the job. If you wish to get away from the traditional recruitment method, our e-recruitment tool is one of our convenient ways you can access our candidate database to start making connections.

## We Are Experts in the Field

Our BSO consultants have strong backgrounds in recruitment. You can be sure that whatever your field of expertise, you will be matched with consultants who can speak your language, and who will make a point of getting to know you, your organization and your exact requirements. This depth of knowledge helps us match candidates to every brief.

## Save Time and Money

We know what a challenge it is to find the right permanent staff to move your business forward. We aim to take the pain out of that process by thoroughly appraising the skills, experience and personalities of all our candidates, using a proven formula that includes structured, one-on-one interviews and our unique skills evaluation procedure.





# Efficiency and Speed

It can take up to three weeks to fill specialized positions and five weeks for management roles. BSO can condense this time into one to two weeks without sacrificing quality.

We ensure efficiency from the first interview to the final handshake. When working with you, one of our recruitment consultants will identify your specific needs, including technical and soft skill requirements, organizational fit and compensation.

We will then select four to six pre-screened; competency interviewed professionals with the skills and experience suited for the position(s) and invite you to participate in a session of back-to-back 30 minutes interviews hosted at our offices. Throughout the session, our consultant will prepare and de-brief the candidates, providing you with detailed on-the-spot feedback to help you maximize efficiency in the assessment process. Once your session is complete, you decide which candidate(s) you would like to meet again for a final interview.



# BSO Methodology

BSO observes the highest principles of ethics, equity, integrity, professional conduct and fair practice in dealing with others and conducting business in a manner designed to enhance the operation, image and reputation of the recruitment industry.

Ethical conduct is not simply compliance with legal requirements but extends to honesty and respect for and equitable treatment of others, integrity and social responsibility. It is conduct that holds up to disclosure and to public scrutiny. BSO acts towards other members and non-members, candidates, employers and others in good faith at all times.

## Methodology 1 – Respect for the Law

- BSO complies with all relevant legislation, statutory and non-statutory requirements and official guidance and will do so in the event of any future amendments to such requirements during service provisions.

## Methodology 2 – Respect for Honesty and Transparency

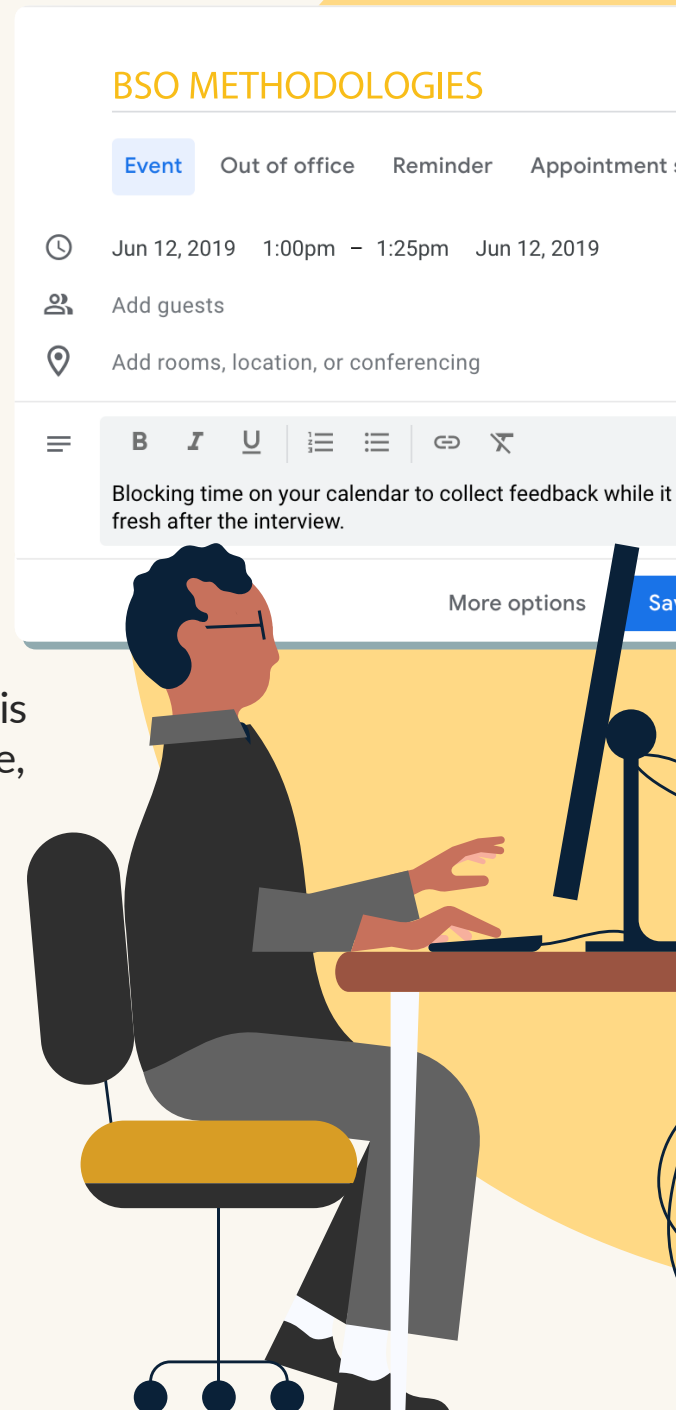
- BSO acts honestly in all dealings with job seekers, employers, members, non-members and others.
- In the course of representing a job seeker or employer, BSO does not knowingly make a false or inaccurate statement, fail to disclose a material fact, or make a representation as to future matters without having reasonable grounds.
- BSO adheres to principles of truth in advertising and will only advertise positions, through any medium, for which they have documented permission to recruit.
- All fees, charges and services provided must be explicitly and fully disclosed to clients prior to the acceptance of an assignment, or prior to any work being undertaken for an employer.

## Methodology 3 – Respect for Work Relationships

- BSO will not undertake actions that may unfairly or unlawfully jeopardize a job seeker's employment.
- BSO will not undertake actions that may unfairly or unlawfully interfere in work relationships established by others.
- BSO will not attempt to unfairly or unlawfully prevent a job seeker from seeking work from other sources.
- BSO will in their dealings, with all other REC members and non-members, treat parties with respect and aim to work in a fair and open competitive environment.

## Methodology 4 – Respect for Diversity

- BSO adheres to the spirit of all applicable human rights, employment laws and regulations and will treat job seekers, employers and others without prejudice or unjustified discrimination. BSO do not act on an instruction from an employer that is discriminatory and should, wherever possible, provide guidance in respect of good diversity practice.
- BSO will treat all job seekers and employers with dignity and respect and aim to provide equity of employment opportunities based on objective business-related criteria.



## Methodology 5 – Respect for Safety

- BSO will act diligently in assessing risks to job seekers and employers and will not knowingly put at risk candidates, employers or others.
- BSO will inform job seekers whenever they have reason to believe that an engagement may cause a risk to health and safety.

## Methodology 6 – Respect for Professional Knowledge

- BSO will work diligently to develop and maintain a satisfactory level of relevant and current professional knowledge.
- BSO will ensure that their staff are adequately trained and skilled to undertake their responsibilities in recruitment practices.

## Methodology 7 – Respect for Certainty of Engagement

- BSO supplies job seekers with full details of the work, conditions of employment, nature of the work to be undertaken, rates of pay, method and frequency of payment, and pay arrangements in accordance with requirements of current legislation.
- BSO will ensure that any variation to the engagement can only occur with prior notification and agreement of the worker.



## Methodology 8 – Respect for Prompt and Accurate Payment

- BSO will pay promptly and accurately any wages and benefits due in accordance with any agreed terms and legal requirements.
- BSO does not penalize temporary/contract workers, for having been late or failed to attend part or all of an assignment by making deductions from their pay.

## Methodology 9 – Respect for Ethical International Recruitment

- BSO supplies all off-boarder job seekers with the same level of information as set out and implied in Principle 7. In addition, information provided should include details of the likely cost of living in the area the prospective hirer is situated, the likely length of the job in question and the state of the employment market in the field they are being recruited into. All information is provided at no cost to the job seeker.
- BSO ensures that in relation to offshore recruitment they abide by all relevant legislation and Home Office guidelines and provide all relevant and applicable information to job seekers employers and others.
- BSO upholds the highest principles of social responsibility, integrity, professionalism, equity and fair practice in their dealings with all offshore work seekers.



## Methodology 10 – Respect for Confidentiality and Privacy

- o BSO observes the highest principles of integrity, professionalism, equity and fair practice to maintain the confidentiality and privacy of candidate and employer information and respect the confidentiality of records in accordance with the law and good business practice.
- o BSO ensure that permission has been obtained and documented before disclosing, displaying, submitting or seeking confidential or personal information.

## BSO Offices

### o Head Office

Address 6th Floor, Freeway Center, Sin El Fil Blvd, Lebanon.

Landline (+961) 1 488 040

Mobile (+961) 3 or 70 488 040

P.O. Box 55004 Sin EL Fil

### o Bikfaya

Address Ground Floor, Touma Bldg.,

Main Street Bikfaya, Lebanon

Landline (+961) 4 982 040

Mobile (+961) 76 488 040

P.O. Box 206 Bikfaya

### o Mtayleb

Address 1st Floor, Mtayleb Center, North Metn, Lebanon.

Landline (+961) 4 927 453

Mobile (+961) 71 488 040

**Skype ID:** nabseb

**Email:** bso@bso.com.lb

# RECRUITMENT SERVICES

## OVERALL RESPONSE

### BSO Object's Emphasis (BSO By Laws)

o Since 1988, BSO has been registered in the Lebanese Trade Registrar as a business servicing company. This exposure has helped us in building a wide range of Public Relations (PR) among business companies and candidates. We have diligently served hundreds of companies in a wide range of business sectors including Travel Services, Insurance Services and Event Management Services. In 2004, BSO was a pioneer in the Recruitment and Outsourcing Services in Lebanon. We initiated this service in order to support Human Resources Departments in the Business sector. BSO has been officially licensed since then to be legally authorized in doing such services in Lebanon, a first for a Lebanese company

### Legal Incorporation Documents

o BSO is fully compliant with Lebanese laws as this has always been part of our major business ethics. For this reason, we have been registered in the National Social Security Funds since the establishment of our business in 1988. In addition, when Lebanon implemented the TVA system, BSO was the first to be registered and pays the TVA on a quarterly basis as dictated by the Lebanese Government. In order to be fully compliant with the Ministry of Labor, BSO has also registered its bylaws in the Ministry of Labor . BSO is registered in the Ministry of Finance and pays all its dues in this respect on a yearly and punctual basis.



## Audited Financial Accounts

- o In terms of its financial position, BSO is in excellent standing. We have known consistent, stable and sustainable growth for years. Several indicators demonstrate our financial health as shown in the two latest BSO audited financial statements for year 2018 and 2019.

## Management HR Methodology

### Identifying Candidates - Recruitment

- o BSO will be responsible for the professional and technical competence of its employees and will select reliable individuals who will perform effectively in the execution of the CLIENT contract, respect the local customs, and confirm to a high standard of moral and ethical conduct.
- o Working with you, one of our Recruitment Consultants will identify your specific hiring needs which includes gathering your technical requirements, the soft skills needed for the best fit for your organization and also considering your compensation grid.
- o We will then select four to six pre-screened competency interviewed professionals with the skills and experience suited for the position and invite you to participate in a session of back to back 30 minutes interviews hosted at our offices or your premises.
- o Throughout the session, our consultant will prepare and debrief the candidates while providing you directly with on-the-spot feedback resulting in maximized effectiveness of the assessment process.
- o Once your session is complete, you decide which candidate you would like to meet again for the final interview.
- o The candidate to be recruited shall be selected jointly by the CLIENT and BSO.

## BENEFITS:

- o In a highly focused session, you are able to meet, interview and evaluate a variety of skilled professionals with optimum efficiency.
- o The process eliminates losing top candidates due to scheduling delays.
- o The hiring process is simplified as coordinating interviews and gathering feedback is taken care of, leaving you time to focus on the candidates.



# OVERALL EXPERIENCE

## Staff Professional Experience

BSO holds the team of experienced professionals who are equipped with the latest industry knowledge and insights. All our consultants hold prior experience in handling HR consulting services for high-level management roles. At BSO, we thoroughly prepare them to be problem solvers and to think 'out of the box'. Our team works as a trusted partner to clients where, they maintain the norms of information security and quality management. Our business experience and genuineness make us recognize the worth of building cordial and respectful relationships with both our clients and candidates. The staffing structure of BSO is designed to properly cater to the needs of our clients servicing them through the following major five departments and head of departments, each supported by a team of highly trained and qualified professionals:

- Outsourcing Management – Mrs. Rana Jurdi
- Recruitment or Identification of Candidates- Mrs. Nicole Bou Abdo
- Accounting and Payroll Management - Mrs. Pauline Nassour
- Travel Services Management - Mrs. Gisele Chaaya
- Insurance Services Management - Mrs. Zeina Zebian

Through their strong academic background in their respective fields of studies, enhanced post educational trainings and seminars, customer

satisfaction-oriented behavior, deep knowledge in the Lebanese labor laws as well as their multiple years of committed service within the BSO family, the five major key personnel have offered great service to our multiple clients throughout the years and will definitely be up to the standards of excelling in accommodating all of our client requirements.



# BSO Portfolio

As stated in the previous sections, BSO has been excelling for more than 15 years in providing both, Recruitment and Outsourcing services to a multitude of clients. For the longest time, our clients have been valuing our services and expressing their gratitude; Clients sizes have varied from small local companies to large multi-nationals, in the different sectors: Private; Public, International Organizations as well as NGO's. The clients that we have proudly served are spread across four continents, namely: Asia (Lebanon, KSA, Kuwait, UAE, Qatar, Oman, Bahrain, China), Europe (France, Turkey, Germany), Africa (Egypt, South Africa), America (United States of America).

Both our Senior Recruitment Manager and Senior Outsourcing Manager have put together the lists of served clients in the last 24 months, in their respective fields of operation.

BSO signed Recruitment Agreements with clients working with several fields of businesses which were distributed between, Retail Business, Hospitality, Engineering, Education, Medical and Education sectors, in addition to many others.



# List of Some of BSO Recruitment Clients

## » Lebanon

1. NATCON ENGINEERING & CONTRACTING
2. THE INTERNATIONAL LABOR ORGANIZATION
3. HUAWEI TECHNOLOGIES LEBANON
4. INTERNATIONAL ORGANIZATION FOR MIGRATION
5. ESTEE LAUDER
6. UNITED NATIONS CHILDREN'S FUND - UNICEF
7. KPMG PCC
8. L'OREAL

## » Qatar

1. MANNAI CORPORATION
2. RAMACO TRADING & CONTRACTING CO W.L.L
3. NAVLINK
4. RAS LAFFAN LIQUEFIED NATURAL GAS
5. THE DIPLOMATIC CLUB
6. PARIS GALLERY
7. ABU ISSA HOLDING
8. QATAR FOUNDATION

## » United Arab Emirates

1. AL KHALEEJ PALACE HOTEL
2. DAMAC PROPERTIES
3. MS RETAIL K.S.C
4. BIN JABR GROUP
5. MINISTRY OF EDUCATION
6. INTERCONTINENTAL HOTELS GROUP
7. AL TAYER PAPAS & MAMAS
8. NAZIH GROUP

## » Kuwait

1. M.H. AL SHAYA CO. W.L. L
2. AL GHANIM INDUSTRIES
3. MS RETAIL K.S.C
4. KHARAFI NATIONAL
5. ERNST & YOUNG
6. KUWAIT AMERICAN FOOD CO
7. DIYAR UNITED GROUP
8. IMCO ENGINEERING & CONSTRUCTION

## » Kingdom of Saudi Arabia

1. L'AZURDE
2. AL FORSAN GLOBAL INDUSTRIES GROUP
3. AL KHALIJYAH ENTERTAINMENT CO
4. FADEN CONTRACTING CO
5. ABDULLAH AL OTHAIM
6. UNITED FOOD INDUSTRIES COPR.LTD.CO
7. BASATEEN FOOD - MAZOLA
8. NESMA & PARTNERS CONTRACTING CO.LTD



# Client References

At BSO, our top priority has always been the satisfaction of our clients. We strive for excellence and are committed to building lasting relationships. In turn, BSO clients have expressed gratitude for our professionalism, honesty, transparency and integrity in many different forms; one of them being through written references.

## Managing Director Resume

Mr. Nabil Sebaaly is the Founder and Managing Director of BSO. He holds a bachelor's degree in Business Administration from the Lebanese American University (LAU). Under his leadership, BSO has known significant and consistent growth since its conception in 1988. His passion has placed it at the forefront of multiple areas of business, including Travel and Tourism, Insurance, Recruitment, Outsourcing, Event Management, and Real Estate. Through hard work and dedication, Nabil has built solid foundations and expanded the company at national and international levels.

As the Executive Manager, he drives the company's agenda by applying human resources skills in the areas of development, workforce planning, consultation, project management, and communication. Mr. Sebaaly pro-actively defines and implements solutions that address the specific needs of the business. Since 1996, he is responsible for developing, leading and driving the execution of Recruitment and Outsourcing projects. Mr. Sebaaly and his team of experts have successfully provided and managed human resources services for several multinational organizations, most notably: Alshaya Co. W.L.L, Paris Gallery, International Labor Organization, Air France, RASGAS, Ministry of Education in UAE, UNICEF, and UNHCR to name a few. Mr. Sebaaly is a respected, resourceful, and solution-oriented professional who aspires to achieve extraordinary results and exceed client expectations. In addition to his work, Mr. Sebaaly is also the Chairman of three charitable organizations: Safe Haven, the Al Sebaaly Association, and Grain de Blé in Lebanon.

# Workload Action Plan

In order to ensure that capacity is sufficient for the anticipated/evolving workload, our BSO team of educated and highly qualified professionals work together to handle the Recruitment and Outsourcing of tasks. All major work is attributed to the following departments: Recruitment (lead by Mrs. Nicole Bou Abdo), Outsourcing (lead by Mrs. Rana Jurdi) and Accounting (lead by Mrs. Pauline Nassour). The latter is responsible for invoicing and payroll management. In addition, all travel arrangements (transportation, accommodation and rental) are managed by our Travel Manager (Mrs. Gisele Chaaya). All insurance coverage (medical/workman) are processed by our Insurance Specialist (Zeina Zebian). Mr. Nabil Sebaaly is responsible for supervising the overall coordination of the project and ensuring that all work is conducted in compliance with the Lebanese Labor law.



# PROPOSED METHODOLOGY AND APPROACH

## Identifying Adequate Candidates (Recruitment)

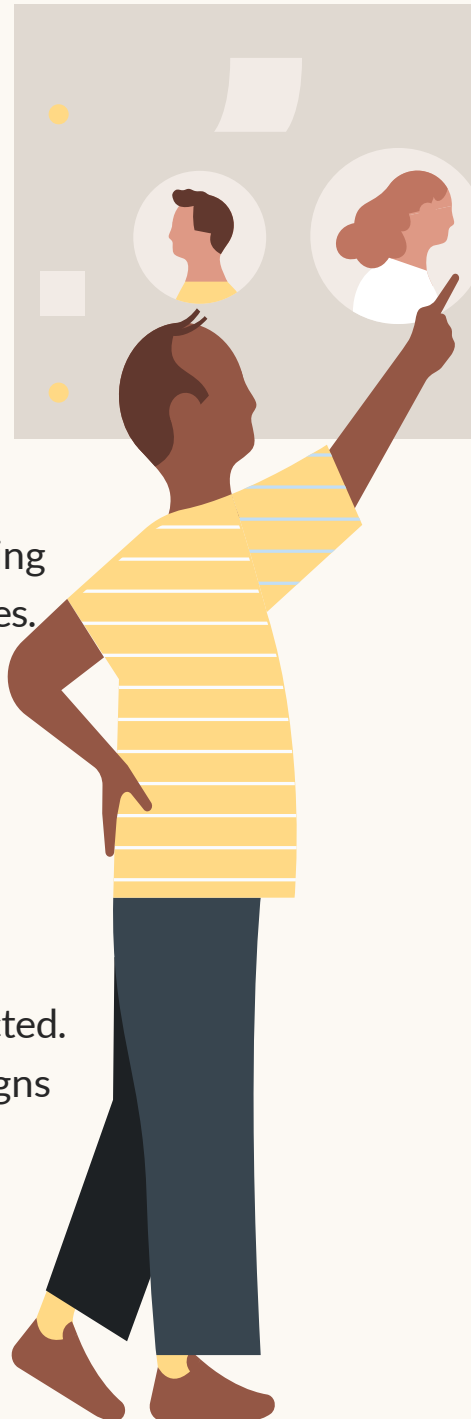
The Identifying of Adequate Candidates is an important process for a successful Recruitment Agency. It is the main secret behind any success. This is why BSO treats the selection process as critical and essential to achieving a successful recruitment campaign. The Recruitment Consultant after the telephone basic interview, invites the screened candidates to a face to face interview. This interview will be very detailed and concentrated to check if this candidate fits exactly the Staff Requisition requirements from all aspects. For this reason, the Recruitment Consultant uses a special Assessment Form to keep a record of all the details that are relevant. Those Assessment Forms will be gathered by The Senior Manager to check on the highest grades that matches the Staff Requisition Form. If needed the Senior manager will do a phone call with the selected ones to make sure that they deserve the grade on file. After that the selected candidates go under a reference check by the Recruitment Consultant to confirm all info on their CV. Following this step, BSO sends the list of selected candidates to the client for approval. When BSO discusses the financial offer with the candidate, it will be based on the agreed-upon range by the Client based on a study by the Lebanese market salary scale. We strive to negotiate a good job offer that is fair for both Client and the selected candidate.



# The Process of Recruitment

BSO requests that a Staff Requisition Form be filled by the Client to provide a clear description of the vacancy. This will allow our staff to work towards filling the requisition with the most qualified candidate. Our recruitment consultant will use several search methods which will yield a good initial result of the candidates to be selected for the first phone interviews. From the successful phones' interviews, the consultant then chooses the best 10 candidates and invites them to an in-person interview. The selection is based on a special grading system which assesses multiple aspects of the candidates. Once the consultant finds a minimum of five (5) candidates who fit the position, then we will make the first selection and send them to UNICEF for evaluation. Upon obtaining the list of approved candidates, BSO will set the interview schedule for the Client and the candidates. This process of Recruitment is outlined hereunder:

- Recruitment Agreement is to be signed by both parties
- Submit vacancies by filling out the Staff Requisition.
- BSO is to conduct the search and go through pre-screening process to meet with candidates and select the qualified ones.
- BSO is to provide the Client with the top candidates shortlisted to select from.
- BSO is to arrange interview times between the Client and Candidates.
- Client appoint and send a written approval for the most suitable candidate and makes a job offer.
- BSO communicates the job offer with the candidates selected.
- When the candidate agrees on the job offer, he or she signs the job offer and then we send it to the Client.
- BSO will collect the Recruitment Fees from the Client only.
- We follow-up with the Client, after the placement is achieved, to ensure full satisfaction.





# Database and Networking

BSO was the first in Lebanon to build an e-recruitment website in 2004. We are continually updating and upgrading the site to the best and latest technology in order to attract qualified candidates and serve employers. Directly from the e-recruitment portal, candidates can apply, free of charge, to the position of their choice or post their resume online. Our website address is: [recruit.bso.com.lb](http://recruit.bso.com.lb) This website provides a user-friendly platform to help the candidates post their CVs and the most relevant information to obtain a clear candidate profile.

For this reason, we give the candidate a username and password to update their profile and search for all jobs posted by employers. They can apply to any vacancy they are qualified for. This recruitment portal has enabled us to collect a large pool of candidates throughout the years. To date, we have gathered more than 75000 CVs of Lebanese candidates. We have a strong reputation and have built credibility among candidates, universities, technical schools, and business entities since we provide advanced recruitment services for the candidates, free of charge.

In addition, we have initiated a wide range of communication channels between BSO and many Lebanese Universities by managing and attending career fairs for graduate students to help them find the best positions at the start of their career and ongoing as they step up the corporate ladder. BSO searches from within our existing database and also, when required, through pro-active searches through multiple channels.

