Simplify Your Expansion with Our Comprehensive Employer of Record Services

Seamless Compliance, Expert HR Management, and Modern Facilities for Your Remote Team.

The Contact Hub Inc brings over 20 years of international business experience with some of the largest organisations in the world to you.

The Contact Hub Inc (TCH) is a business process outsourcing, staffing, and personnel management firm based in Christ Church, Barbados. Established in 2019, The Contact Hub Inc. provides scalable workforce solutions, payroll administration, and operational support to international clients.

Among our various lines of business The Contact Hub offers two primary service lines pertinent to your needs:

Employer of Record (EOR) Services:

Since 2022, The Contact Hub Inc. has operated as the Employer of Record for its international client base. This service encompasses managing all statutory financial and legal obligations for contracted personnel, including end-to-end payroll administration, tax filings (such as Barbados Income Tax and National Insurance contributions), benefits, HR administration. and ensuring full adherence to local labor laws and regulations. This EOR solution, contracts each employee as an employee of The Contact Hub Inc which mitigates client risk and administrative burden associated with expansion.

Specialty Recruitment and Staffing:

The Contact Hub Inc. also delivers targeted talent acquisition and staffing solutions across the Caribbean, specializing in sourcing qualified local professionals. This includes non-technical staff and technical roles. Our recruitment process involves stringent screening, vetting, and compliance checks. Our model facilitates rapid mobilization and workforce scaling for both short-term projects and long-term engagements.

Service Provider Expertise (Organizational Capacity)

The Contact Hub (TCH) demonstrates the organizational capacity, financial stability, and operational infrastructure required.

- The Contact Hub has extensive experience with **quick ramp-ups and project launches** designed for high-pressure operational periods. We have established protocols for rapid mobilization. Our standard **"Rush Program Set-up"** protocol allows for the launch of operations in **as little as 36 hours**, with a capability to stand up teams within 24-48 hours for exceptional circumstances. We successfully executed rapid project deployments, such as the mobilization of a **40-person team for a digitisation project within 3 to 5 business days** as requested by the client, proving our ability to scale personnel numbers up or down quickly to meet fluctuating operational demands.
- **Financial Management & Statutory Compliance:** The Contact Hub operates as a fully compliant Employer of Record (EOR), managing all financial risks and administrative burdens associated with short-term personnel. We manage the end-to-end payroll cycle, including the calculation and remittance of Income Tax and National Insurance contributions, as well as providing benefits administration where required. Our financial reporting is transparent and audit-ready, providing detailed monthly invoicing that separates salaries, statutory obligations, and administrative fees.
- **Recruitment, Vetting & Safeguarding:** We utilize a rigorous, multi-stage recruitment and vetting framework to ensure the suitability and integrity of all personnel. Our process includes resume review, initial screening, multiple interviews, reference checks (minimum of two), and confirmation of the Right to Work. The Contact Hub enforces a strict Data Protection Policy aligned with GDPR and the Barbados Data Protection Act.
- **Geographic Capacity:** Our headquarters is located at the Paravicino Complex, Hastings, Christ Church, providing a central operational hub with 24-hour access and secure infrastructure. Through our "Remote Resources" model and strategic partnerships, including established partner organizations in the caribbean, TCH has the capacity to manage recruitment and administer payroll for personnel across the caribbean, acting as a central administrative hub.

Workforce Diversity & Local Hiring

TCH is a **Locally Diversity Certified** organization.

- Sourcing Channels: We utilize an "Always On" local roster via our digital recruitment portal and maintain strategic partnerships with the Ministry of Labour's "Job Start Plus Programme", the Barbados Council for the Disabled (BCD), and the National Disability Unit (NDU) to source underrepresented talent 2.
- **Promoting Gender Balance:** We employ non-discriminatory hiring practices, prioritizing the best-qualified candidate irrespective of gender. We endeavor to interview all qualified applicants from that group (e.g., all male applicants in male-scarce roles, and all female applicants in female-scarce roles) where operationally feasible.
- **Inclusion of Persons with Disabilities (PWDs):** Informed by sensitivity training from the BCD, we debunk myths, classify roles based on activity limitations rather than impairments, and designate "Inclusion Champions".
- **Reasonable Accommodation:**
  - **Hybrid Work Model:** Leveraging our established hybrid infrastructure, we can offer remote work options for administrative and programmatic roles where on-site presence is not critical, supporting staff with mobility challenges.
- **Physical & Technical:** We can conduct physical accessibility assessments for office roles and collaborate with the Ministry of Labour to procure assistive technology (e.g., screen readers) where needed.