



MEMORANDUM

To: All Concerned Departments

From: Management

Date: September 4, 2025

Subject: Transparency on the Upcoming Realignment within **Knowledge Transfer Team** and **Talent Acquisition Teams, Payroll, Billing & Collection Team.**

Dear Team,

In line with our continuing efforts to maximize our headcount, expand the skills of our employees, and re-align accountabilities, we would like to formally inform you of upcoming changes that will specifically affect the **Knowledge Transfer Team, Talent Acquisition Team, and Payroll, Billing & Collection Team.**

This realignment is being carried out with the intention of strengthening our structure, providing growth opportunities for our employees, and ensuring that responsibilities are clearly defined. We want to be transparent about these adjustments so that everyone is aligned and supported throughout the process.

Key Changes:

- **Sourcers** – Will now focus exclusively on the overall sourcing of candidates.
- **Poolers/Onboarders** – Will focus on pooling applicants and managing onboarding. Please note that Poolers will no longer perform sourcing activities.
- **Current Onboarders** – A separate discussion will be scheduled with their respective Department Head and the Culture Curator to explore the possible movement of their positions.
- **Billing Associate** – Will also handle payroll. Their new job title will be Payroll & Billing Associate. There will also be someone who will lead them, which is the Sr. Payroll & Billing Associate.

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Headcount



Growth



Accountability

Realignment of Teams & Roles

Team / Role	Previous Focus	New Focus /Update
Sourcers	Candidate sourcing + other recruitment activities	Will now focus exclusively on sourcing candidates
Poolers/ Onboarders	Sourcing + pooling + onboarding	Will focus only on pooling applicants & managing onboarding 🚫 No longer perform sourcing
Current Onboarders	A separate discussion will be scheduled with Department Head & Culture Curator for possible position movement	New leadespot role will overtake Payroll & Billing Associate
Sr. Payroll & Billing Associate	N/A (new role)	New leadership role to oversee Payroll

We understand that changes in roles may raise questions. Please know this process is being handled with care and openness. Department and BU Heads will be informed, and all affected employees will have the chance to discuss their role changes in detail.



Note:

- Within this week, we will schedule individual and/or group talks with the affected employees to provide clarity, listen to feedback, and guide the transition.
- The effective date of the realignment is after we serve the Notice of Employee Action (NEA) to the affected employees and after this MEMO is published.

We thank you for your continued support, openness, and commitment as we go through this realignment together. Our goal remains to create a workplace where our people can grow, contribute meaningfully, and feel supported in their journey.

Should you have any immediate concerns, please do not hesitate to reach out to your Department Head or the Culture Curator team.