



NASSAU
CRUISE PORT



INTEGRATED MANAGEMENT SYSTEM

HUMAN RESOURCES-HR
DEPARTMENT PROCEDURES

- Ø **Quality Management System: ISO 9001:2015.**
- Ø **Environmental Management System: ISO 14001:2015.**
- Ø **Occupational Health And Safety Management System: ISO 45001:2018.**
- Ø **Asset Management System: ISO 55001:2014.**
- Ø **Event Management System: ISO 20121:2012.**

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IMSP-HR-000
January 1st, 2023

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1.0 Purpose

The purpose of this procedure is to ensure processes are in place to provide the organization with a pool of qualified job candidates for both permanent and temporary positions by attracting, screening, shortlisting, selecting, and appointing the most suitable candidates.

2.0 Responsibility

The HR Manager is responsible for ensuring that the procedures that follow are effectively implemented and maintained.

3.0 Procedures

3.1 Recruiting

NCPL does not employ individuals under the age of 18 as full-time, part-time employees or in any other capacity.

Approval Process:

The HR Manager ensures that the hiring manager completes and submits the **Employee Requisition Form** to fill the vacancy or new position.

The HR Manager shall seek approval to have this vacancy or position filled by obtaining the Employee Requisition Form, signed by the Hiring Manager, Heads of Departments, and Chief Executive Officer.

The CEO gives the final approval to hire additional staff.

- All requests submitted to the CEO if it is a new position must include a job description and general requirements for the relevant position.
- Promotion from within shall take priority.

3.2 Advertising

Once approved, the vacancy/position may be advertised by one or a combination of:

- Newspaper Ads.
- NCPL Company Webpage.
- Local Recruitment Webpages.

- Internally – Company e-mail and Company notice boards.
- Social Media.

3.3 Screening

The HR Manager performs the initial screening of resumes for candidates, to provide Hiring Managers with a pool of viable candidates.

The Hiring Manager will notify HR of their choices of viable candidates to be invited for an interview.

3.4 Selection

HR coordinates and participates in the interviewing process.

HR Manager provides advice to the Hiring Managers and assist in deciding on a narrowed shortlist for a 2nd Interview which may include the Sr. Manager responsible for the perspective department.

The applicants are interviewed based on:

- Personal, professional traits and competencies.
- Aims, expectations as well as professional potentials.
- Communication and interaction skills.
- Salary expectations.

If applicant passes screenings and background checks, a selection is made and an offer letter is prepared and presented to the applicant.

If a job offer is submitted prior to completing background checks, the candidate must be notified in writing that the job offer may be withdrawn, should references be negative or otherwise indicate unsuitability for the job.

- NCPL may withdraw or waive a job offer, or terminate the Employment Contract, should background checks reveal that the candidate has provided willfully incorrect or insufficient information; or that the candidate has failed to disclose relevant information that may impact the recruitment process.
- Offers/LOI's are delivered in writing via email to the selected candidate. The Offer Letter shall be signed by the CEO of NCPL.
- Candidates are considered to have accepted the offer when they have signed the Offer Letter and returned it to NCPL.

- The CEO shall determine the compensation package, including any vested benefits, with consideration of the corporate finances and the following criteria:
 - The candidates' academic, professional, and technical qualifications and competencies.
 - Candidates' employment history and technical knowledge.
 - Candidates' wages and vested benefits in their current roles.
 - Budget allocated for the position.
 - Wages and vested benefit packages for Company employees in similar roles.

3.5 Hiring / Familiarization Process:

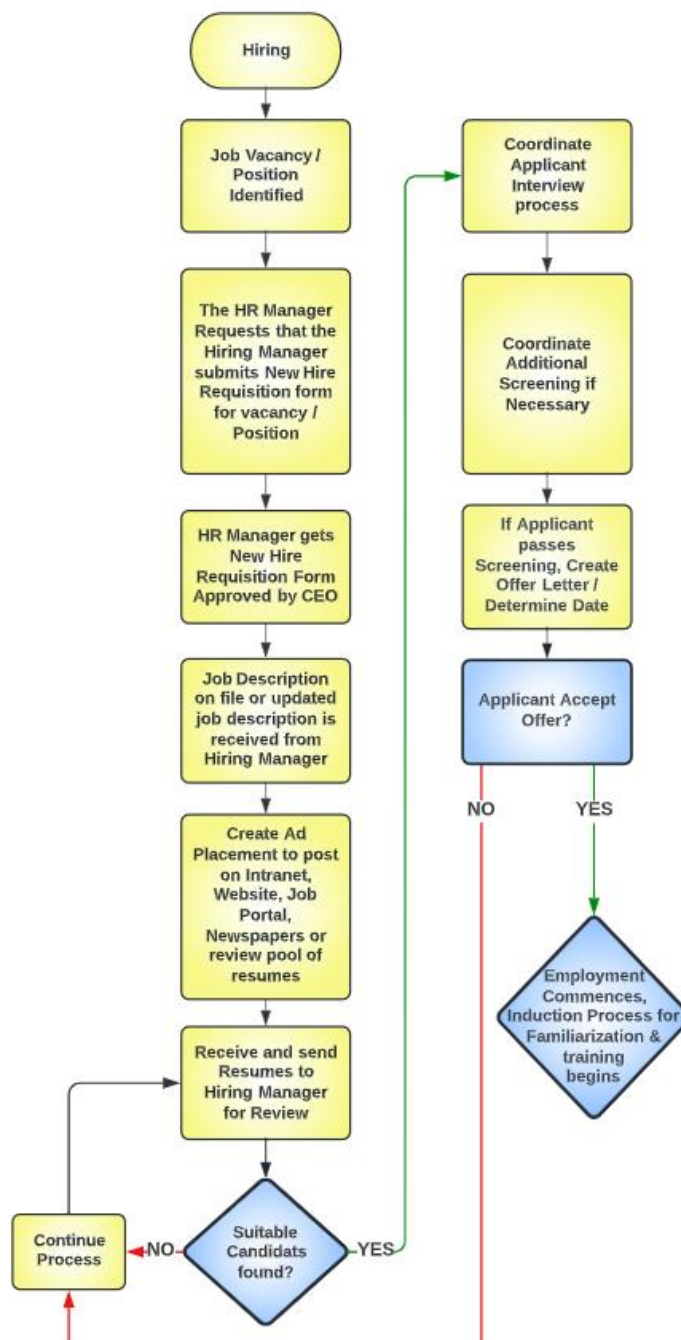
If the applicant accepts the offer the applicant goes through the hiring and familiarization process.

4.0 Records

- Employment Requisition Form. HR-001
- NCPL's Employment Application Form. HR-002

Recruiting / Hiring / Job Description Process

IMS-HR-001



1.0 Purpose

The purpose of this procedure is to ensure that processes are in place for maintaining and organizing information on employee's personnel files.

2.0 Responsibility

The HR Manager is responsible for ensuring that the personnel files are maintained and kept up to date with comprehensive information for all staff.

3.0 Procedures

3.1 Hire Documents:

- Job Application.
- Interview Notes, Reference Checks and References.
- Offer Letter.
- Employment Contract.
- Job Description.
- Employment Requisition Form.

3.2 Personal Information:

- Curriculum Vitae.
- Work Permit (if applicable).
- School Certificates, Diplomas etc.
- Copy of Passport.
- Copy of National Insurance Card.
- Copy of Covid Vaccine Card.
- Other Required Documents.

3.3 Performance Information:

- Performance Evaluations Forms.
- Letters of Recommendation.
- Correspondence of Unsatisfactory Performance.

3.4 Salary:

- Salary increases letter.
- Special post allowance approval.
- Garnishment Notices.

3.5 Post Classification:

- Letter of Transfers.
- Leave Request.
- Miscellaneous.

4.0 Records

- Employee Information Form. HR-003
- Employee Salary Deposit Information Form.HR-004
- Employee Handbook & Confidentiality Pledge.HR-005

1.0 Purpose

The purpose of this procedure is to ensure that all staff are compensated on the basis of fair and competitive wages/salaries and cost-effective benefits.

2.0 Responsibility

This is a shared responsibility of the Head of HR, HR Manager and HR Administrator, who shall be responsible for ensuring that the procedures that follow are effectively carried out.

3.0 Procedures

3.1 Compensation/Payroll:

The Head of HR ensures that a competitive compensation system including salary scales reflects the conditions of the market established.

The CEO approves salary scales.

The HR Manager maintains and ensures that the appropriate salary scale is assigned to each job/position.

The Head of Finance ensures that department's budget includes appropriate provisions for salaries and salary adjustments.

The HR Director is responsible for preparing the payroll either semi-monthly or monthly through direct deposit. The following may be included in the compensation package:

- Base wages.
- Overtime.
- Premium Payments.
- Incremental Pay Increases.

3.2 Benefits:

The Head of HR ensures that the company offers a benefits package which is competitive within the local labor market, and which takes into account the need to maintain affordability within the organization's financial disposition.

HR Director is responsible for:

- Benefit administration (Enrollments, departures, etc.).
- Ensuring staff members are fully aware of the rights and obligations pertaining to benefits.
- Assisting staff members and answers benefit related queries.

4.0 Forms (to be updated with NCPL Insurance docs)

- CG Atlantic Link sent to employee to complete
- CFAL Pension Plan Application Form *
- CFAL Change in Contribution Form *
- CFAL Termination of Benefits Form *
- CFAL Change in Beneficiary Form *
- CFAL Client Updates Form *
- CFAL Request for Withdrawal Form*

** Forms used are from an external company. (CFAL)*

1.0 Purpose

The purpose of this procedure is to ensure that:

- Managers and/or Supervisors establish an ongoing communication exchange with staff whereby they direct the development of the employee through regular feedback.
- Staff are made aware of and understand the guidelines for employee conduct and the appropriate disciplinary actions for non-compliance.

2.0 Responsibility

HR Manager is responsible for ensuring the procedures that follow are effectively implemented and maintained.

3.0 Procedures

3.1 Coaching:

- HR Manager reminds Managers about their quarterly coaching obligations.
- Before meeting, Manager sets a time for the coaching session and jointly with the staff determine the agenda ahead of the coaching session.
- Manager focuses on one or two issues for discussion only.
- Managers begin coaching sessions by checking on the progress since their last session. Matters are discussed in a dialog.
- Input and feedback are received by staff.
- The session is documented on a **Coaching Form** and submitted to HR.
- HR reviews and files document.
- Any matters needing further attention is discussed with Manager and /or Sr. Manager.

3.2 Disciplinary Process:

The Manager/Supervisor has the primary responsibility to ensure that employees conform to the policies issued in his / her area of responsibility. HR will give advice and guidance where needed.

When an employee is not following the guidelines, the Manager should first try to resolve the problem through an informal discussion with the employee involved. If the employee continues to disregard instructions, the Manager will take appropriate action, which may include a written reprimand, suspension, or other disciplinary actions as appropriate.

When an employee commits an offence in violation of a specific regulation or law, or an express term or condition of his employment contract or acts in any way detrimental to the interests of NCPL, disciplinary proceedings may result in the imposition of any of the following penalties.

- Reprimand.
- Deferment of Financial Incentive.
- Suspension.
- Dismissal.

The penalty imposed depends on the nature of the offence, i.e., whether it is a minor offence (one which NCPL does not consider serious enough to warrant dismissal, except for repeated occurrences); or a major offence, (one which NCPL deems to be so serious that it warrants immediate dismissal). The list of minor and major offences is found in sections 9.10 and 9.11 of NCPL Employee Handbook.

If an offence warrants dismissal, NCPL may exercise its discretion not to dismiss the employee, but instead to place the employee on a Performance Improvement Plan or to impose a less severe penalty.



4.0 Forms

- Quarterly Coaching Form. HR-006.
- Employee Corrective Action Form. HR-007.

1.0 Purpose

The purpose of this procedure is to ensure that termination of employment by either party are carried out in compliance with employment contracts and local legislation related to terminations, redundancies, and dismissals.

2.0 Responsibility

The HR Manager is responsible for ensuring the procedures that follow are effectively implemented and maintained.

3.0 Procedures

3.1 Dismissal

With the exception of disciplinary cases, the company or the employee may terminate employment with the company as stated below:

- By giving two (2) weeks' notice in writing.
- By giving one (1) months' notice in writing – Managers.

The rules above apply unless otherwise stated in an employee's contract of employment. NCPL may opt to make payment in lieu of notice in either case if the situation warrants. Termination pay shall be as stated in line item 3.2 below.

3.2 Entitlements upon Dismissal

Note: Entitlements are not applicable in the case of dismissal for a summary offence.

Any dismissal within NCPL will comply with the laws of The Commonwealth of The Bahamas.

Upon termination of employment, all employees are entitled to:

- Notice of dismissal or pay in lieu of notice, and termination pay, in accordance with Section 29 of the Employment Act.
- Payment of accrued salary, if any.
- Payment in lieu of accrued vacation, if any.

Employees who have been employed for six (6) months or more, but less than twelve (12) months receive the following at termination:

- One week's notice or one week's basic pay in lieu of notice.
- One week's basic pay (or the appropriate proration) for the said period between six (6) months and twelve (12) months.

Employees who have been employed for twelve (12) months or more:

- Two weeks' notice or two weeks' basic pay in lieu of notice.
- Two weeks' basic pay (or the appropriate proration) for each year up to a maximum of twenty-four (24) weeks' pay.

3.3 Deductions from Entitlement

Upon termination, the company will deduct any amount owed to NCPL from the final paycheck.

4.0 Retirement

Retirement age is seventy (70) years. However, optional early retirement may occur at age sixty (60) years, either by way of company or the employee.

Re-employment of a retired employee is at the Executive Team's discretion. This re-employment is dependent upon the needs of the company, in addition to other considerations.

Any retirement pay will be in compliance with applicable policies of NCPL.

5.0 Redundancy

Should a position be made redundant within NCPL, redundancy payment will be made in accordance with the Laws of The Commonwealth of The Bahamas.

6.0 Exit Interview

NCPL believes that the knowledge of why an employee decides to leave the company can provide the company with valuable information. When an employee resigns Human Resources Department, will conduct an exit interview when practicable.

When an employee resigns, the Manager should contact the Human Resources Department. The Human Resources Department representative will arrange an exit interview with the employee. All information received from the interview is expected to be noted in the employee's confidential personnel folder.

During this interview, Human Resources Department will try to find out the reason for resignation (advancement opportunity, more money, etc.).

When a Manager resigns, the departing employee is requested to complete an "Exit Interview Questionnaire". This is to be completed prior to the interview meeting. The Human Resources Administrator is to review the comments made by the employee on the Exit Questionnaire with the employee present.

It is important to obtain as much information as possible when an employee has indicated dissatisfaction with any aspect of his or her job or an area of the company and its management or policy as these details can be used towards the improvement of the company.

If the interviewer feels that additional information is needed, he or she will then interview the resigning employee's Manager, who will also be required to fill out a questionnaire concerning his subordinate.

All interviews and answers provided will remain confidential and while the content may be used to assist the company. No information will be attributed to any particular source.

7.0 Forms

- Exit Interview Questionnaire. HR-008.

1.0 Purpose

The purpose of this procedure is to:

- Provide confidential and supportive framework for employees when needed or when faced with dynamic challenges.
- Provide an avenue to voice employee grievances.
- Recognize employee contributions through NCPL's Reward and Recognition Program through a fair and equitable process.

2.0 Responsibility

The HR Director is responsible for providing staff with the needed support. The Director is responsible for implementation of the employee reward and recognition program in accordance with the procedures that follow.

3.0 Procedures

3.1 Staff Welfare

HR Director is the primary person to understand and clarify issues that are brought to the attention of HR Department, concerning staff, including underlying issues.

HR Director will then identify and explore options to address those issues.

Develop plans to approach issues and find constructive solutions.

3.2 Grievance Procedure

The filing of a formal grievance should be done only if the Manager and if the employees are unable to resolve problems or complaints through informal discussions. The Human Resource Department is available to both parties to discuss the problems and make suggestion for resolutions.

Whenever possible, NCPL expects Managers and employees to resolve problems amicably and informally, since the processing of formal grievance may result in strained working relationships.

Formal Filing Procedures: A grievance is defined as a request by an employee for a review (appeal) of a decision made by a Manager. An employee wishing to file under this procedure shall proceed as follows:

➤ **Step 1:**

An employee, who has a complaint or question arising out of the terms or conditions of his/her employment, shall discuss the matter fully with his/her Manager within a reasonable period and the Manager will make a decision or give clarification within 2 working days.

➤ **Step 2:**

If the employee is not satisfied with the decision or answer to his/her question, the matter can be referred within the next 2 working days to the next higher level of management who will make a decision or give clarification within 5 working days.

➤ **Step 3:**

If the employee is not satisfied in step 2, the matter may be referred within the next 2 working days to the Grievance Committee which is made up of 3 members of Sr. Management, who will together make a decision or give clarification within ten (10) days.

3.3 Reward & Recognition Program

Nominations are solicited for the following award categories:

- Staff Improvement.
- Going Above and Beyond.
- Customer Service Awards.

Nominations are received from staff and Managers.

Final acceptance of the candidate's rests with the Executive Team.

HR Manager arranges awards for recipients and coordinates a recognition event.

1.0 Purpose

The purpose of this procedure is to ensure that all employees are evaluated through performance reviews and to ensure that all employee related accidents/incidents are reported.

2.0 Responsibility

The HR Manager is responsible for ensuring that all employees are evaluated, and all reported accidents/incidents are processed in accordance with the procedures that follow.

3.0 Procedures

3.1 Probationary Period Review:

HR gives notification to the Line Manager when a new hire is approaching the end of its probationary period.

HR send the Line Manager the required Probationary Performance Review Form for completion.

If Probation is successful HR prepares letter of confirmation to the employee.

3.2 Annual Performance Reviews:

HR gives notification to Line Managers of upcoming Performance Reviews for employees via e-mail.

Reminders are also given via e-mail until the review is received by HR.

HR will review the submitted performance review for any abnormalities that needs to be addressed by HR.

HR Manager makes an approval request to the CFO to process any incremental salary increased achieved in the Performance Review.

When approved the HR Manager instructs the HR Payroll Administrator to process the new salary.

The HR Manager then prepares a letter to the employee advising them of their incremental increase.

The increase is entered in HRMS and ACCPAC by the HR Manager or HR Payroll Administrator.

The HR Manager assist the Executive Team with the annual KPI's incentive scheme and the payouts of the same.

3.3 Accident/ Incident:

All accident/ incidents and near misses should be reported promptly to the Health & Safety Department and the HR Department.

The Health & Safety Department will conduct an investigation.

The HR Department reviews the Accident/Incident Report prepared by the Health & Safety Department.

If medical attention is needed the HR Department will complete the needed NIB forms so that the employee can get medical attention.

HR will complete a full report for NIB with details of the Accident/Incident.

HR will follow-up with employee and NIB if needed.

4.0 Forms:

- Probation Period Evaluation Form.HR-009.
- Employee Evaluation Planning & Review Form (Non-Management).
- Performance Review – Classified Staff Form (Supervisors/Managers).
- Employee Accident/Incident Report NCPL Form.
- NIB Form B-60: Interim Report of Accident *
- NIB Form B-44: Employer's Report on Accident at Work *

** Forms used are from an external company. (National Insurance Board)*

1.0 Purpose

The purpose of this procedure is to ensure all new hires are orientated into the culture of the company and introduced to its policies, procedures, benefits and to its colleagues to ensure an engaged and productive employee while ensuring continued growth through training and development.

2.0 Responsibility

The HR Manager will carry out the orientation program for all new hires on the first day of hire and arrange all needed training involved in the orientation program. In addition, throughout the course of the employee's tenure HR will arrange training and development courses for all employees, in accordance with the procedures that follow.

3.0 Procedures

3.1 Orientation of New Hires:

- HR sends out an e-mail to staff to welcome the new hire.
- HR sends the IT department an e-mail to ensure that all IT credentials are set-up for the new hire.
- HR conducts an orientation with the new hire on the first day which includes:
 - A Power Point presentation – (Company Overview).
 - A complete review of the Company Handbook.
 - Contract & JD is given and explained.
 - New hire is given forms and agreements.
 - Company ID card distribution.
 - New hires receive any other PPEs or uniforms not received prior to start date.
 - Introductions – to Management and staff.
 - Port & Facilities Tour.
 - Health & Safety Training – Health & Safety Department.
 - New hire is taken to the Hiring Manager.

- HR does periodic checks with the new hire to ensure that they are settling in okay.
- Manager arranges job shadowing and on the job training within the department.

3.2 Training & Development:

Staff is given every opportunity to develop through training and development. The HR Department will advise, assist, and support Line Managers with the scheduling of such training. Types of training provided:

- On-The-Job Training.
- ISPS Training.
- Workplace Safety & OSHA Training.
- First Aid & First Responders Training.
- Customer Service Training.
- Communication Training.
- Administrative Skills Training Wellness Training.
- Management & Leadership Training.
- Work Related Software Training.
- Kolayik HRMS
- Equipment Related Training.

3.3 Training Budget/Schedule:

- Line Managers submits training budget for approval based on the training needs, skills requirements, development needs, and capabilities.
- HR Department assists with scheduling and arranging required and approved training.
- Training hours are completed by staff and recorded by HR Department.
- Certificates are prepared if necessary.



4.0 Forms

- New Hire Orientation & Port Familiarization Checklist.HR-010.

1.0 Purpose

The purpose of this procedure is to ensure processes are in place for the procurement and distribution of uniforms to staff.

2.0 Responsibility

HR is responsible for ensuring that guidelines are carried out in accordance with the documented procedures that follow.

3.0 Procedures

3.1 Requirements

All staff are afforded a uniform package depending on their job.

The Line Manager determines what is required in terms of uniforms and safety gear for their department and submits this information to the HR for pricing and procurement.

3.2 Quotes

HR gets 2-3 quotes from vendors and provides the pricing information to the Line Manager so that they can seek approval in their annual department budget. Once approval is granted HR manages the overall uniform budget.

3.3 Inventory

HR maintains the inventory for regular distribution and makes purchases as needed. HR requests purchase orders from Accounts for staff for the purchase of non-stocked uniform items such as boots and pants.

4.0 Records

HR keeps records of all uniform distributed to staff by having them sign as having received any item of uniform. A copy is placed in their employee personnel file.

5.0 Issue

Upon issue, company uniforms become the responsibility of the employee for maintenance and care. If pieces require replacement, the employee is required to return the old parts in exchange for the new pieces.

New hires will be issued three uniforms as needed and weather gear or any other required PPEs as a part of new-hire assimilation. Uniforms are considered company property and are to be returned in the event of termination of employment.

Current employees submit their old uniforms for inspection by the HR before new/additional uniforms are issued. Uniforms will be issued on an as need basis.

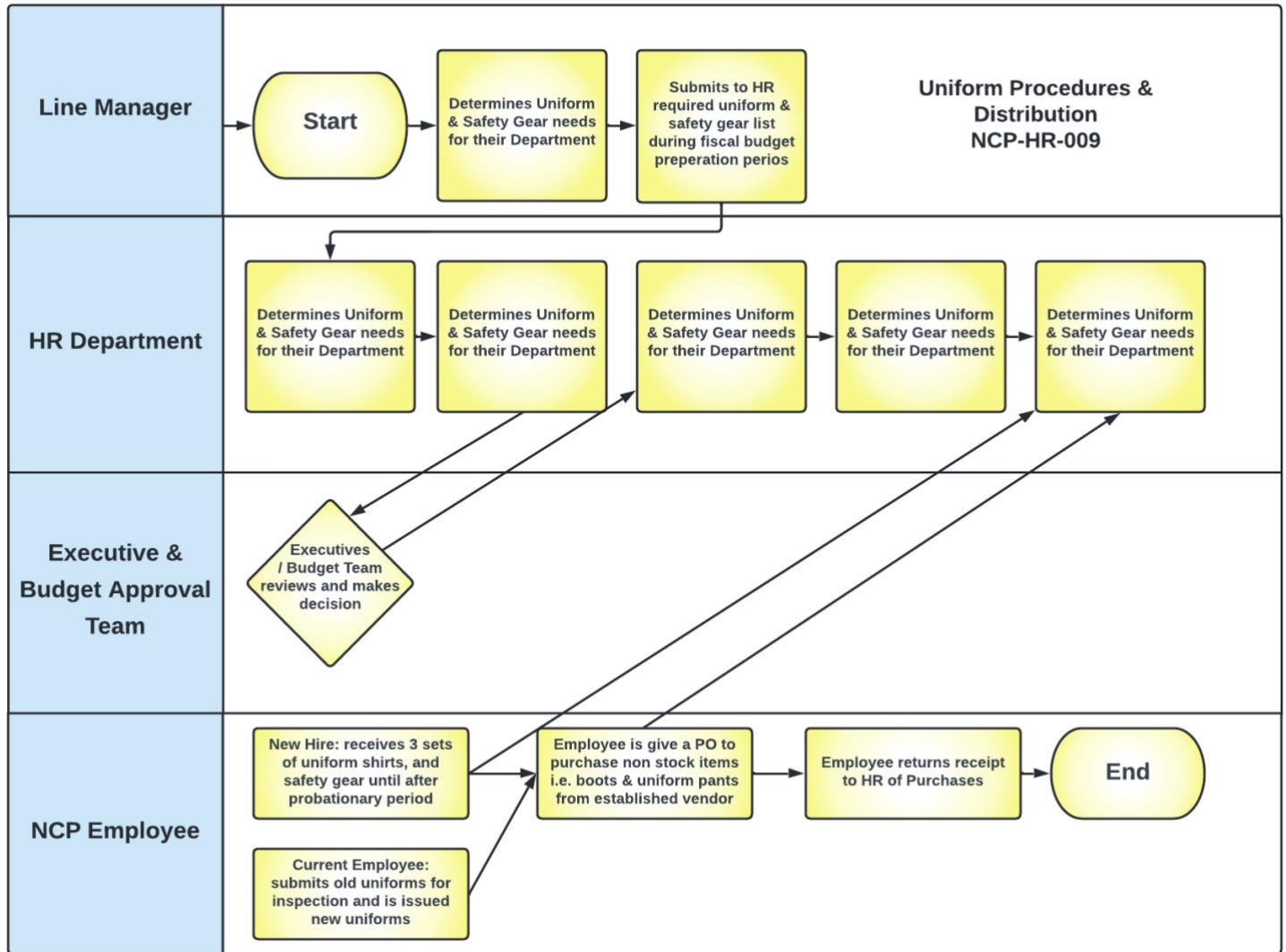
6.0 Return of Uniforms

In the event of termination of employment, employees are required to return all issued uniforms as part of the exit process. If all issued uniforms are not returned, NCPL will withhold final pay until items are returned to HR.

If staff have questions regarding this policy or its implementation, they should contact the Human Resource Department.

7.0Forms

- NCPL Uniform Distribution Record Form.HR-011.



3 shirts, jacket, and rain gear

1.0 Purpose

The purpose of the Employee Handbook is to outline the Company's expectations of the employees, describes the company's responsibilities as an employer, and defines the company's policies, procedures and benefits offered.

2.0 Responsibility

The HR Manager is responsible for ensuring that every employee is given a copy of the Employment Handbook during orientation and to ensure that the material is reviewed with new hires. They are also responsible for seeing that updates are made upon review and request by Senior Management.

3.0 Procedures

New Hires receive a copy of the Company's Employee Handbook during orientation.

The HR Manager goes through the Company's Employee Handbook with the new hire highlighting very important area.

The new hire signs the Confidentiality Pledge which is placed on their personnel file.

From time to time there will be a review of the Handbook by Senior Management and the HR Manager to ensure that new policies are included and needed changes to current policies are made.

The HR Department and or Line Manager will go over the policies outlined in the Employee Handbook with staff from time to time.

When an employee separates from the Company it is expected that the issued Employee Handbook is returned.

4.0 Forms

- Confidentiality Pledge. HR-005.

1.0 Purpose

The purpose of this procedure is to ensure that processes are in place to request, record, process and approve leave request for all staff.

2.0 Responsibility

HR Manager is responsible for ensuring that the leave procedures are carried out in accordance with the documented procedures that follow.

3.0 Procedures

3.1 Leave Requests

Employees make their request for leave by submitting a Leave Application Form to their Line Manager for approval. This form indicates the type/classification of leave. The employee should indicate if the leave is with or without pay.

The Line Manager reviews the leave request and approves ensuring that it does not create a staffing issue for its department. Leave is not permitted during departmental blackout periods.

Once approved the form is submitted to the HR Department for processing. HR Department verifies the availability of the number of days requested to the employee Leave Bank.

HR Department ensures that the time requested is recorded in Kolayik. A copy of the leave request form is placed on their personnel file.

Section 6 of our Company Employee Handbook addresses in detail the standard types of Leaves.

3.2 The following general provisions apply to Leaves of Absence:

Leave Extensions:

If while on approved leave of absence additional leave is required, a request for an extension of a leave of absence must be made in writing within one week prior to the expiration date of the original leave of absence. When appropriate, this request for an extension must be

accompanied by a health provider's written statement that certifies the need for the extension.

Expiration of Leave:

Failure to return to work on the fourth workday following the expiration of an approved leave of absence is considered a voluntary termination. For leave of absence without pay, it is the CEO's discretion to approve paying the employee's share of group insurance premiums. Employees on leave of absence are subject to lay off on the same basis as employees who are actively at work.

3.3 Company Actions During Leave:

The company may hold in abeyance or proceed with any counseling, performance review or disciplinary action, including discharge, that was contemplated prior to any employee's request for or receipt of a leave of absence or that has come to the company's attention during the leave.

If any action is held in abeyance during the leave of absence, the company reserves the right to proceed with the action upon the employee's return.

3.4 Employee Obligations:

Requesting or receiving a leave of absence in no way relieves employees of their obligation while on the job to perform their job responsibilities capably and up to the company's expectations and to observe all the company rules, policies, and procedures.

3.5 Medical Leave:

An employee who is granted a medical leave of absence shall be entitled to utilize any accrued vacation benefits and sick leave during the period of his or her disability.

3.6 False Information:

Employees who falsify the reason for their leave of absence may be subject to disciplinary action, up to and including possible termination.

3.7 Advanced Approval:

All foreseeable leaves of absence must be approved in advance, in writing, by your Supervisor and the Human Resources Department.

4.0 Forms

- Leave Application Form.HR-012.

