



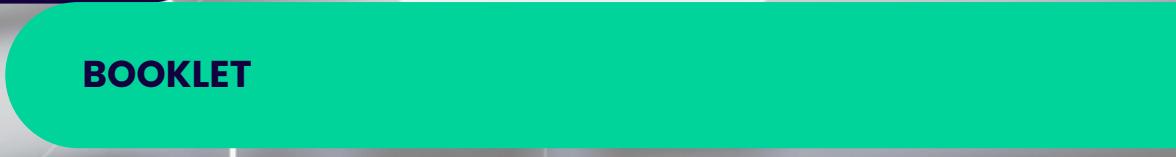
ev



HR PROCESS

MANAGER PLAYBOOK

2024-2025



BOOKLET

TABLE OF CONTENT



Welcome Message

1

Recruitment Process

2

L&D Processes

3

Contact Information

4



Welcome to EV's Manager Playbook!

This document provides a comprehensive framework for recruitment, onboarding, performance management, and learning and development, all designed to streamline HR operations and support employee growth.

Key highlights include structured interview stages, personalized development paths, and a clear process for promotions, offboarding, and internships, ensuring efficiency and alignment with EV's goals.

Managers should refer to the [**Zoho People Manager Edition**](#) for guidance on approving leaves, checking timesheets, reviewing team attendance, adding project overtime requests, and adding performance vouchers.





Recruitment Process

1. Recruitment Request



- Requests are added on Zoho Recruit through adding a 'New Job Opening' and creating the job description and requirements by the hiring manager or the HR.



- Hiring Manager will fill in the required fields for the interviews on Zoho Recruit.



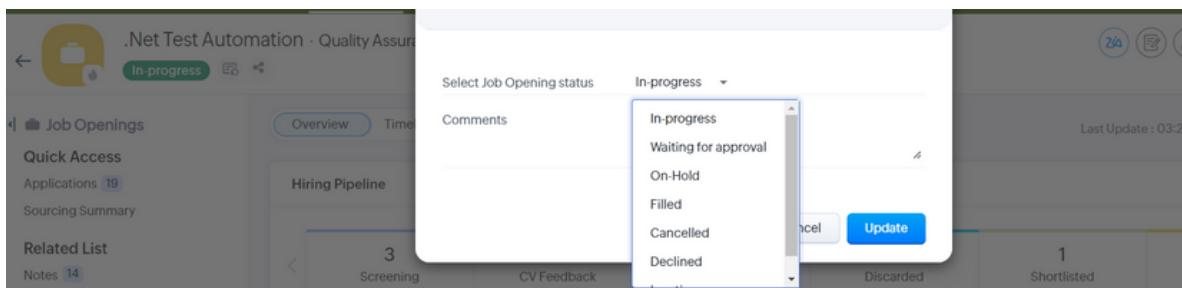
- Once approved by Managing Director, HR will start the recruiting process.

Job Opening Information

Posting Title *	
Number of Positions	1
Assigned Recruiter(s)	
Technical Recruiter *	
Target Date	dd/mm/yyyy
Job Opening Status	In-progress
Industry	None
English Level *	None
Salary	
New/Replacement	None
Assessments Needed and their Link	

Department Name *	
Hiring Manager	None
Date Opened	24/09/2024
Job Type *	Full time
Work Experience *	None
Resource Type *	None
Project/Client	
Required Skills *	<input type="button" value="Clear"/> Search and add skills
Hiring Manager Availability *	

1. Recruitment Request



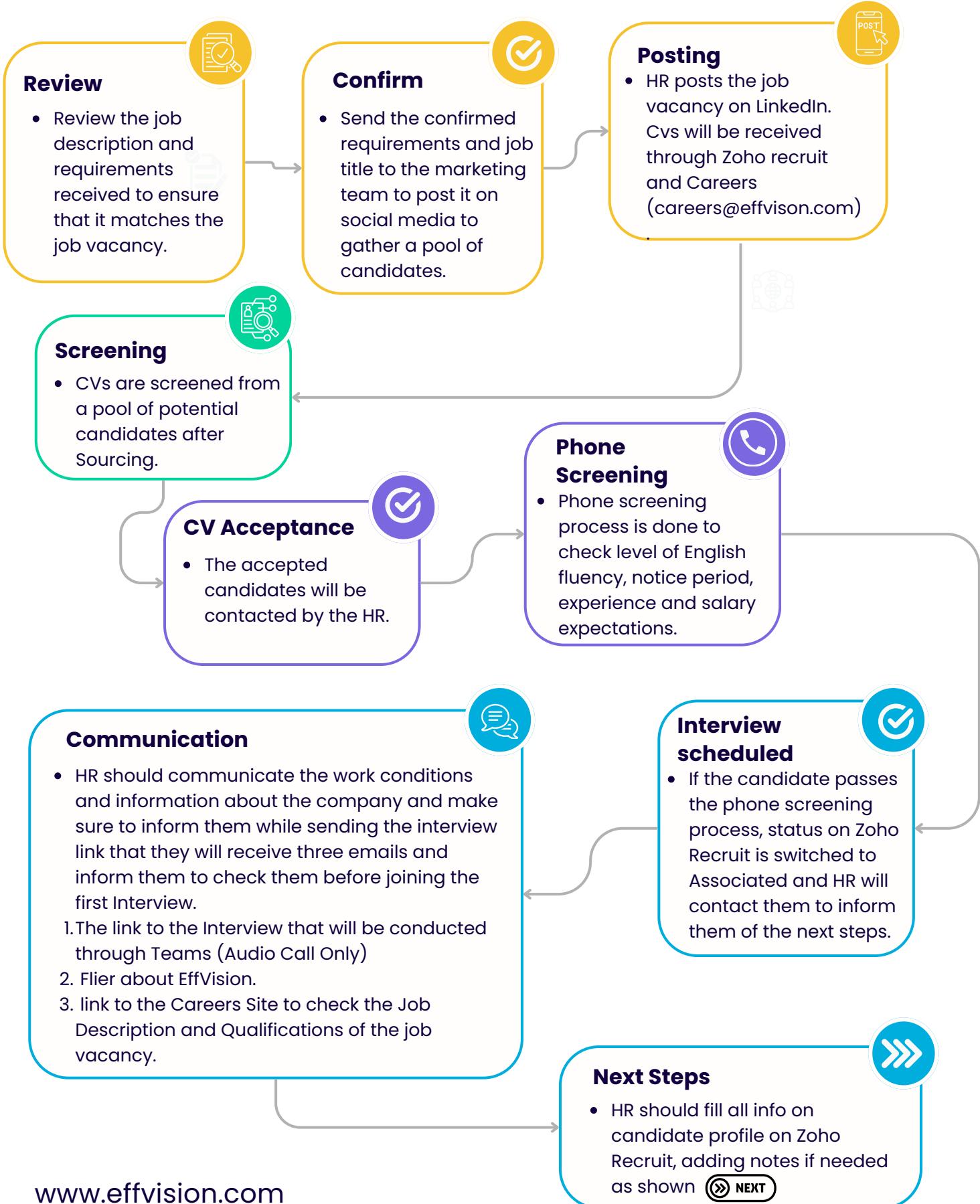
Job Opening Status Summary

Status	Description
In progress	Working on the position.
On hold	Working on the position but it was put on hold by the hiring manager
Filled	When the candidate accepts the offer

HR uses this message to headhunt on LinkedIn.



2. Recruitment Process





3. Phone Screening

Fill all info on candidate profile on Zoho Recruit, adding notes if needed as shown below.

Professional Details	
Experience in Years	—
Current Job Title	Fresher
Expected Salary	—
English Level	—
Candidate Level	—
Skill Set	Arabic English +14
LinkedIn profile	—
Current Employer	—
Current Salary	—
Notice Period	—
Additional Info	—
Created By	EV HR Mon, 9 Sep 2024 06:18 PM
Employment type	—

Candidate Status Summary

Status	Description
Associated	Candidate accepted during CV screening.
Unqualified	Candidate does not meet requirements during CV screening or phone screening.
Overbudget	Candidate's salary expectations exceed the budget.
Unreachable	Candidate cannot be contacted.



4. HR Interview and English Assessment

Interview

Schedule an interview with the HR Manager and selected candidate to assess core skills for the job vacancy.



Candidate Status Summary

Status	Description
Accepted	Candidate successfully accepted from the interviewer
Shortlisted	Candidate successfully shortlisted from the interviewer
HR Rejected	Candidate rejected after HR interview; prompts a rejection email to be sent.
No Show	Candidate fails to attend the interview.
Rejected/Unqualified	Candidates with poor or average performance are listed under these statuses.



Passing the HR manager

Once candidate passes the HR Manager Interview, interviewer should switch status on Zoho recruit to **Accepted/Shortlisted** and HR will send the English assessment and Problem-Solving skills assessment through Vervoe.

[My Assessments](#)[Assessment Library](#)[All Candidates](#)[Hired](#)

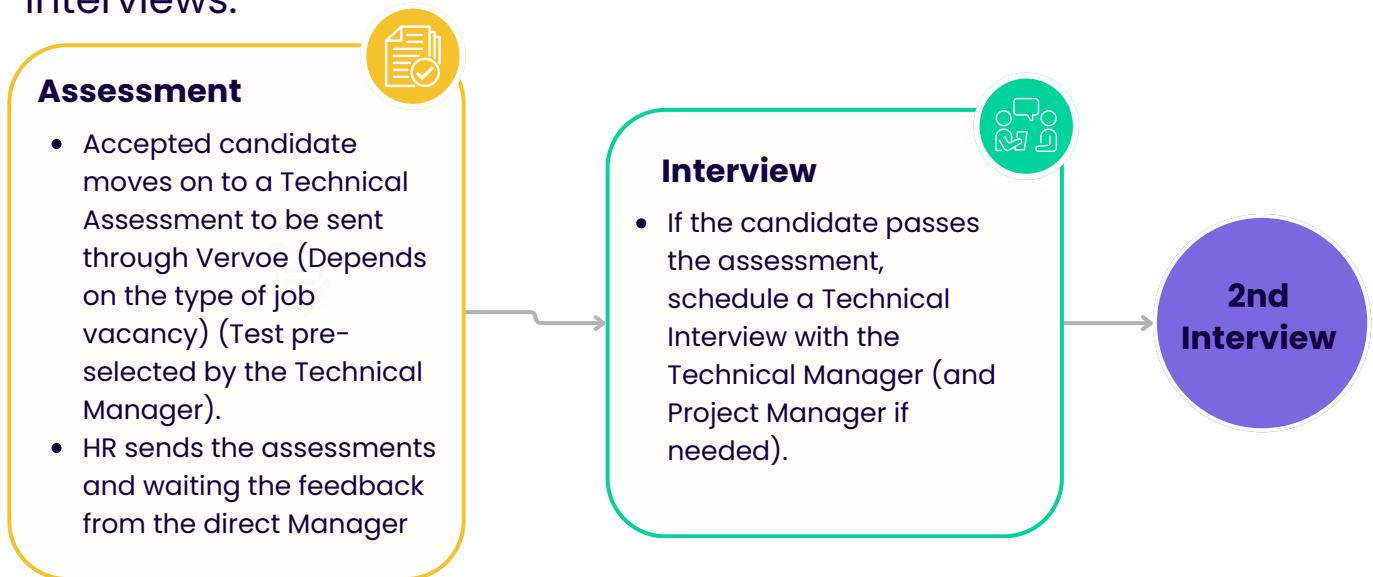
Assessment phase

Assessments can be found in the 'My Assessments' tab on Vervoe as shown in the below screenshot.



5. Technical Interview and Technical Assessment

Managers should refer to the [Interview Guidelines](#) before interviews.



Candidate Status Summary

Status	Description
Submitted to hiring manager	Waiting the assessment comment from the hiring manager.
Accepted	If the candidate is Accepted, the interviewer should switch status on Zoho Recruit to Accepted, and HR contacts them to inform them of the next steps.
Shortlisted	If the candidate is shortlisted, status on Zoho Recruit is switched to Shortlisted, and after all interviews are done, the candidate is considered.
No Show	If the candidate doesn't show up, status on Zoho Recruit is switched to No Show.
Rejected	If the candidate is rejected, status on Zoho Recruit is switched to Rejected, prompting a rejection email to be sent to the candidate.

6.Final Interview

Interview

Interview Schedule an interview with the HR Manager and selected candidate to assess core skills for the job vacancy.



Candidate Status Summary

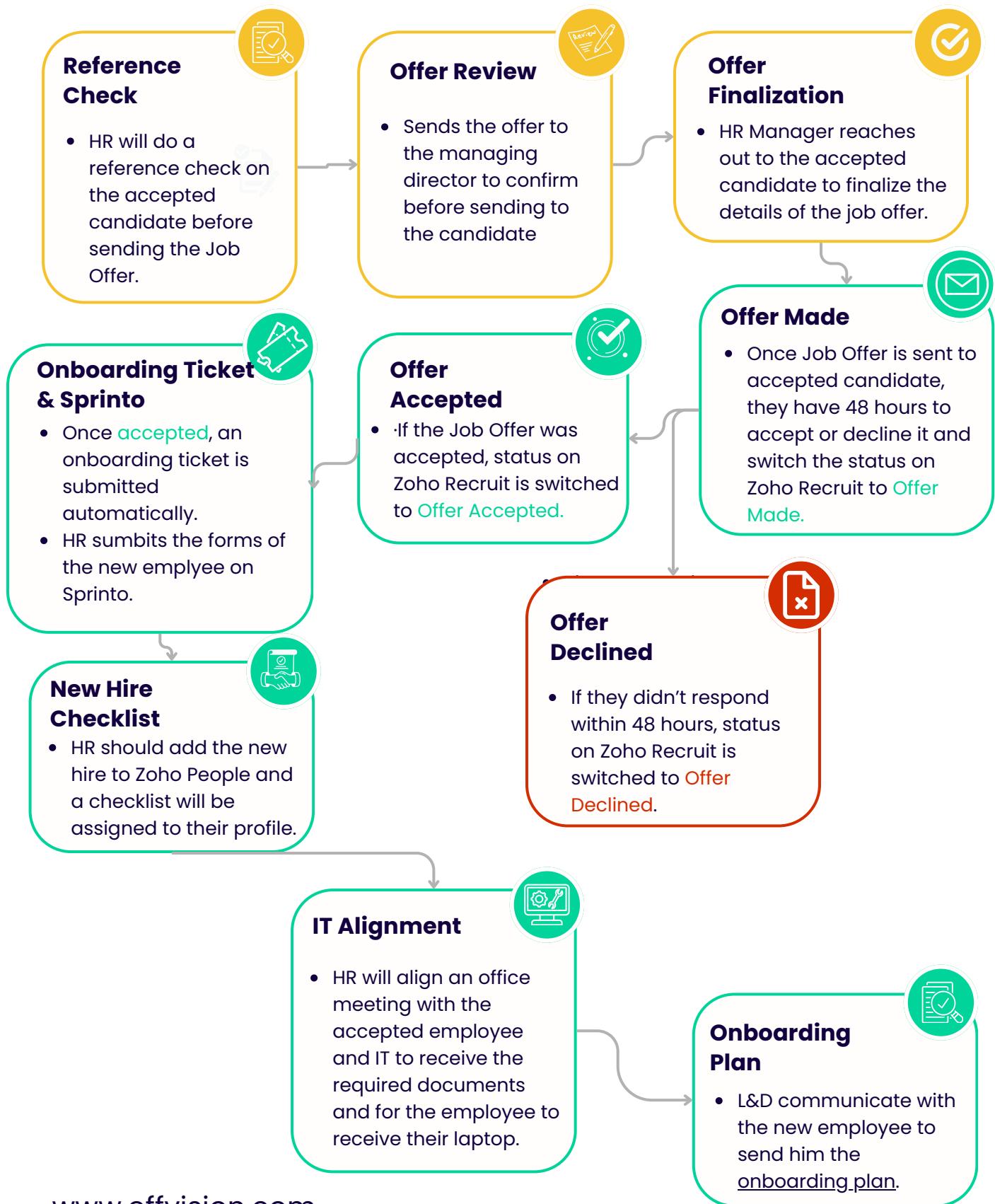
Status	Description
Accepted	If the candidate passes the interview, the interviewer should switch the status on Zoho Recruit to Accepted.
No Show	If the candidate doesn't show up, the status on Zoho Recruit is switched to No Show.
Rejected	If the candidate is Rejected, the status on Zoho Recruit is switched to Rejected, prompting a rejection email to be sent.

NOTE THAT

- Canceling or rescheduling any interviews on the same day is not allowed except for urgent situations.
- Advancement to the next step in the interview process cannot occur on the same day as the candidate passes an interview. This will only happen after atleast a day has passed.



7. Next Steps..





Next Steps..

Status	Description
Offer Made	When the job offer is sent, the candidate has 48 hours to respond, and the status is switched to Offer Made.
Offer Declined	If the candidate does not respond within 48 hours or declines the offer, the status is switched to Offer Declined.
Offer Accepted	If the candidate accepts the offer, the status on Zoho Recruit is switched to Offer Accepted.



Onboarding Day



Hiring Document Signing

- Newcomers are given the contract, NDA and Form 1 to sign, and HR will receive the required hiring documents from them.
- An HR representative is available to answer any questions they may have.
- All documents received are to be scanned and added to Zoho People under the newcomer's profile.
- HR and IT should follow the new hire checklist on Zoho People.
- New Employee should finalize Sprinto training and proceed with his training plan on LMS



IT Orientation

- Newcomers are given laptops and a member from the IT Helpdesk team guides them while activating Office 365 and required apps for their job titles.



Onboarding Orientation

- Newcomers attend the HR Onboarding session which includes:
 - 1.HR Policies
 - 2.Company Benefits
 3. Tools
 4. Interview Guidelines (Only for Managers)



Meeting with their Direct Managers/ Managing Director

- Newcomers are scheduled in a meeting with their Direct Managers to understand their job role and the projects they will be working on.
- Newcomers' 30 days objectives are explained by the Direct Manager.
- New comer will be introduced to his buddy to support him/her through their onboarding experience. and assist their new hires in adapting to the company culture and their specific roles.

Onboarding Day



Personnel Process

- HR sends Form 1 to the finance department for signature.
- After receiving the signed Form 1, send it with the required documents to the designated labor personnel (document manager or labor assistant) to get it stamped.
- Update Zoho accordingly to reflect this process.
- Finance will retain Form 1 for their records, while HR will keep the original documents in the employee's file.



Performance Management

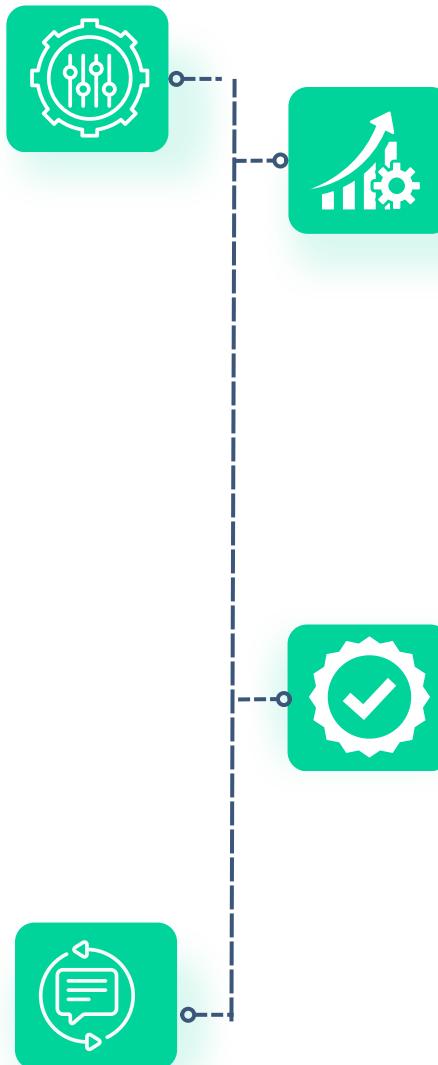


30-60-90 Evaluation Meetings (probation period):

- KRA vs. Goals are added to the newcomer's Zoho People profile under Performance for initial goal setting and assessment.
- HR schedules 30-60-90 evaluation meetings with the new employee and Direct Manager.
- The Direct Manager provides coaching based on performance reviews.
- After passing probation, HR arranges the medical insurance card, to be received within two weeks.

360 Feedback:

- 360 Feedback is implemented through Zoho People after every project where the team members provide feedback about their colleagues, Team Lead and the Project Manager.
- Direct Manager should add any feedback to the team member's Zoho People Profile under Performance, including client feedback and incidents (critical mistakes made).



Quarterly Meetings:

- Direct Manager should have a meeting with the team members every quarter to evaluate and discuss their performance, agreeing on defined KPIs/objectives, and projecting a development plan.

Performance Improvement Plan:

- The Direct Manager informs HR of performance issues and sets improvement goals and timelines.
- HR and the manager meet with the employee to discuss the plan.
- Feedback is added to the employee's Zoho People profile, and progress is monitored.
- A follow up and final meetings are held to evaluate improvements and decide on next steps.

Offboarding Process

1.

Resignation Notice

- The employee sends a resignation email to HR and CCs the direct manager.

2.

Offboarding Initiation

- HR submits an offboarding ticket, schedules an Exit Interview, and ensures the employee signs Form 6 and receives their documents.
- Once the resignation is approved, the HR adds to Zoho the exit date and the checklist is automatically initiated by the system.

3.

Medical Insurance Removal

- HR removes the employee from the medical insurance list and collects their medical card.

4.

Equipment Return

- The employee returns their laptop, headset, and other equipment to the IT department.



Internship Policy



Purpose

- The internship program at EFFVISION aims to provide valuable learning opportunities for students or fresh grads seeking practical work experience in a professional setting.
- This policy outlines the guidelines and expectations for interns during their time at EFFVISION.



Eligibility

- Interns are expected to possess the necessary skills and qualifications for the specific internship role they are applying for.
- Interns must have Bachelor degree of Engineering/Computer science or equivalent.
- Interns must have a good English level.
- Intern should be a good potential for the internship program they are applying for.



Duration

- Internships at EFFVISION typically last 1 month and can be extended maximum to 3 months based on performance and the hiring committee approval.
- Interns are expected to commit to a set number of hours per week as agreed upon at the beginning of the internship.



Recruitment and Selection

- Internship positions will be advertised through formal channels, our career page and referrals, and candidates will be selected based on their qualifications, skills, and fit for the role.
- Applicants will take an English and IQ assessment (Pass Grade: 80%).
- Upon passing the assessments, candidate will have an interview with the HR manager and then an interview with the Technical Lead when accepted.
- If the Intern is recommended to be hired as a full-time employee by the Technical Lead or Team Senior, they should pass all interviews with the hiring committee (which consists of the HR Manager, Technical Lead, Team Senior and Managing Director).

Internship Policy



Responsibilities

- Interns are expected to adhere to the company's policies, code of conduct, and confidentiality agreements.
- Interns should actively participate in assigned tasks, projects, and learning opportunities.
- Interns are encouraged to seek feedback, ask questions, and engage with colleagues and supervisors.



Supervision and Support

- Interns will be assigned a supervisor or mentor who will provide guidance, feedback, and support throughout the internship.
- Regular check-ins and evaluations will be conducted to monitor the progress and development of the interns.



Compensation and Benefits

- Interns will receive a benefit of 5000 LE per month throughout the duration of the internship.
- Interns are not entitled to employee benefits such as health insurance and paid time off.



Termination

- The internship may be terminated early if the intern fails to meet the expectations or violates company policies.
- Interns may also choose to end the internship with proper notice and communication.
- Any No Show that occurs from the Intern with an invalid excuse will result in an early termination of the internship.



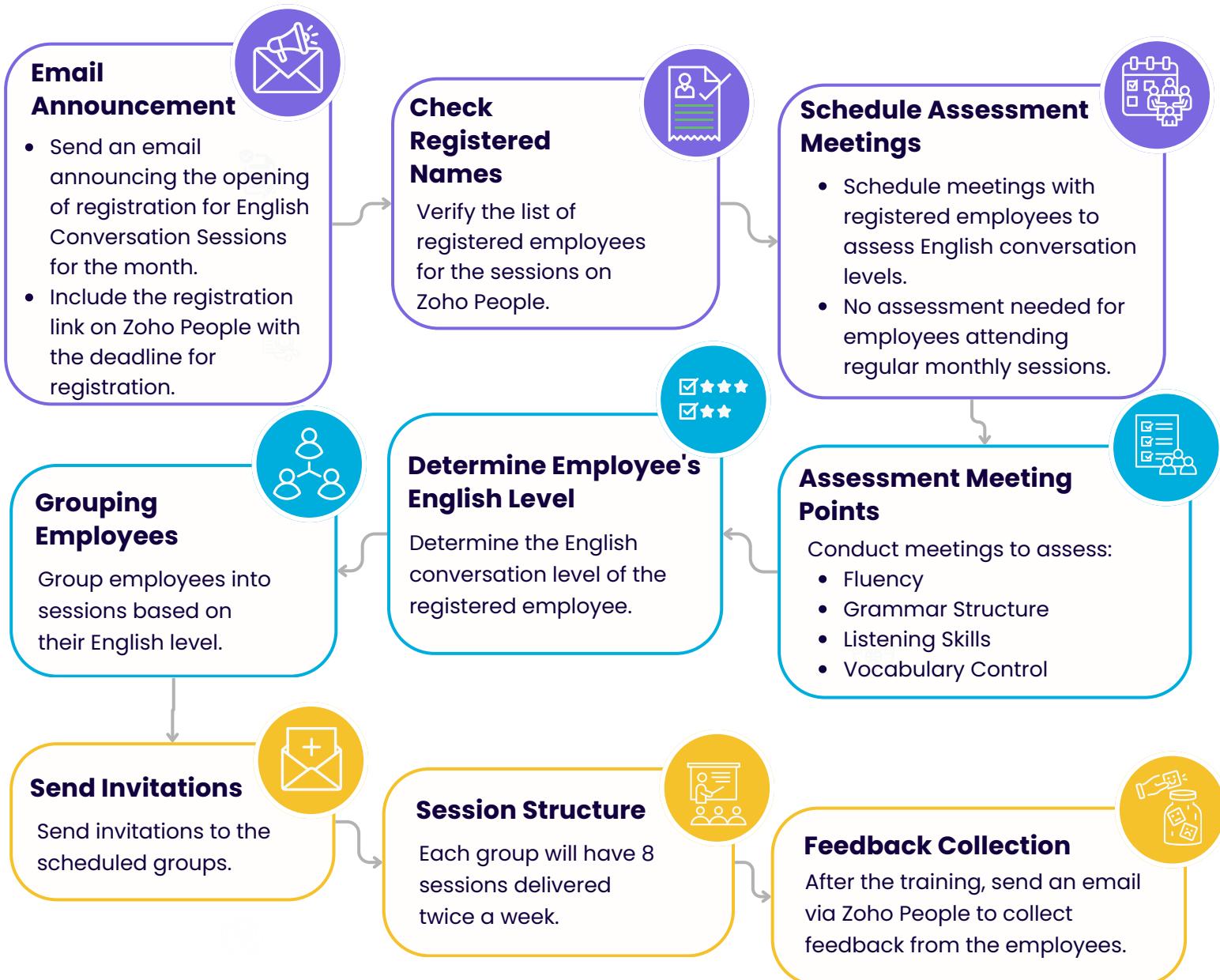


HR Process



L&D Processes

1. English Conversation Sessions



2. Latte and Learn Sessions

Overview

Latte and Learn sessions are knowledge-sharing sessions facilitated by employees to promote knowledge exchange on various topics.

Session Delivery Schedule

Latte and Learn sessions occur bi-weekly, every other Friday to be sent per quarter.



Monthly Nomination Request

At the start of each month, request a nomination list from team leads in different departments for employees to deliver a session in the upcoming month.

Nomination by Team Leads

Team leads nominate individuals from their team who are knowledgeable about a specific topic to deliver a session.



Confirmation by Nominees

Reach out to nominees to confirm their availability to deliver the session on a specified date and time by the 20th of every month.



Communication with Marketing Specialist

Confirm session details with nominees and inform the Marketing Specialist for inclusion in All Hands meeting slides.



Agenda Request and Announcement

Request an agenda for the sessions to prepare an announcement for the session.



Announcement and Distribution

Send the session announcement to all full-time employees in the company upon receiving the agenda.



Alternative Nominees or Soft Skills Session

- If nominees decline, check with Team Leads for alternative nominations.
- If no nominees agree, conduct a soft skills session delivered by the L&D Lead.

Sessions are recorded and added to LMS after the session under the Latte and Learn category.



3. Learning Path Process

Quarterly Meetings

Conduct meetings at the beginning of every quarter with department team leads to discuss learning paths for team members.



Collaborative Path Setting

Set learning paths in collaboration with the department lead while considering employee workload.



Determining Learning Paths

- Identify learning paths based on the need for skill enhancement in selected team members.
- Budget for every Learning path to be determined with HR Manager and approved.



Setting Dates for Topics

Determine start, end, and follow-up dates for each topic in the learning path.





3. Learning Path Process



Follow-up and Assessment Meetings

Follow up with the Mentor on the scheduled follow-up date to ensure the learning path progress is on track before scheduling an assessment meeting with the assessor and the employee.

Assessment Completion and Feedback



After the employee passes the Assessment call, gather feedback from the Mentor and employee before proceeding to the next topic on the learning path.



Continuing the Learning Path

Repeat the process for each topic on the learning path until the employee successfully completes all topics and assessment calls.



Learning Path Completion

Employee clears the learning path upon successfully passing all assessment calls and completing the designated topics.

Any Training Course added to the Learning Path MUST be added to the LMS and to the Training List on Zoho People.

[Learning Path Sheet](#)

4.External Training Process



Training Request Submission

Department Manager submits a request for external training, specifying the topic, venue, and number of participants.



Vendor Research and Comparison

Research 5 different vendors offering training courses on the requested topic.

- Compare vendor options based on:
Agenda of the course - Date and Time - Duration - Price



Review with HR Manager

Review vendor options with the HR Manager for decision-making.



Vendor Selection and Booking

Contact the selected vendor and arrange booking for the training course on the agreed date and time.



Budget Discussion and Setup

- Discuss budget requirements for Brunch, Lunch, and Training materials with the HR Manager.
- Once confirmed, L&D Coordinator to book with the selected vendor on the agreed upon dates and time.



Training Setup

Set up the office environment to accommodate the training session.



Menu Selection

Choose the brunch and lunch menu with approval from the L&D Lead and HR Manager.



Participant Communication

Send an email and invitation to selected employees detailing the training course information, date, and time, agenda and trainer's resume.

4.External Training Process

Training Guideline Distribution



Distribute a Training Guideline document to ensure employees adhere to the guidelines during the training.



Training Session Coordination

- Supervise and oversee the training course during the session.



Feedback Collection

- After the training, send an email via Zoho People to collect feedback from the employees.



Payment and Confirmation

- L&D Lead initiates final payment to the Finance department for processing.
- L&D Coordinator sends payment confirmation to the vendor upon completion.



5. Ad-Hoc Training Request Process

Receiving Training Request

Upon receiving a Training Request from the Department Manager, ensure the following information is available:

- Training Topic
- Training Link (if available)
- Training Method (Online or Offline)
- Number of participants
- Starting date
- Duration
- Price per seat
- Total Price

Adding Training Course to Zoho People and Employee Registration

- Add the Training course to Zoho People under the 'Training' tab for organization and tracking purposes.
- Instruct selected employees to register on Zoho People using the provided Training ID (which will be generated after adding the training course).

Budget Discussion and Setup (for On-Premises Training Only)

Discuss budget requirements for Brunch, Lunch, and Training materials.

Payment Process

After gathering all necessary information, proceed with the payment process by contacting Mahmoud Alzahy from Finance.

Payment Confirmation

Finance confirms the payment status with the L&D Contact.



5. Ad-Hoc Training Request Process

Training Setup (for On-Premises Training Only)

Set up the office environment to accommodate the training session.

Menu Selection (for On-Premises Training Only)

Choose the brunch and lunch menu with approval from the L&D Lead and HR Manager.

Purchase of Training Materials (for On-Premises Training Only)

Purchase of the training Materials that were approved needs to come with a Tax Receipt and sent to the Finance Dept.

Confirmation of Training Start Date

Once payment is confirmed, inform the Department Manager to confirm the starting date of the training.

Email Notification to Participants

Send an email to participants detailing the training information.

Training Completion and Feedback

After participants finish the training, send an email requesting them to provide feedback on the training session.



CONTACT INFORMATION

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