

TALENT ACQUISITION POLICY & PROCEDURE

v 2.0
December 4, 2020

Payreto

Payreto Services Inc.

PURPOSE

The talent acquisition policy & procedure has been established to ensure Payreto Services Inc. (Payreto) has the opportunity to attract the best, qualified and available candidate for all vacant positions. Payreto, as an organization, believes in sustaining its growth by hiring high quality talent to fulfill the services provided by the company. In hiring the most qualified candidates, the HR and Talent Acquisition team must continually create and implement an effective and efficient process.

Non - Discrimination Policy Statement

Payreto is an Equal Opportunity Employer, we are committed in recognizing the value and dignity of each person, encourages each individual to strive to reach his or her own potential and prohibits discrimination against any employee or applicant regardless of their race, color, sex, disability, age, status, religion, ancestry, genetic information, or national origin. This guarantees that everyone will have the right to be considered solely on the basis of his/her ability to perform the duties of the job in question, with or without reasonable accommodation(s).

SCOPE AND RESPONSIBILITIES

This policy outlines all procedures concerned with talent acquisition and is intended for all employees who are involved in the recruitment process within Payreto.

It is the responsibility of **Hiring Managers and Supervisors** to ensure that:

- they are familiar with the talent acquisition policies and procedures, and that they follow them accordingly;
- staffing levels for their department are determined and authorized;
- all roles have current job descriptions that specify role requirements and selection criteria.

It is the responsibility of the **Human Resources Department** to ensure that:

- all Managers are aware of their responsibilities in the recruitment and selection process;
- Managers are given continuous support and guidance regarding recruitment and selection issues;
- Talent acquisition policy and procedures are fair, open and transparent and in compliance with relevant labor laws;
- the policies and procedures are properly implemented and monitored.

DEFINITIONS

Applicant

- a person who seeks for a job at a certain employer's facilities who meets certain prescribed basic qualifications, as defined by the employer, and is considered by the employer for a particular position.

Candidate

- an individual who is deemed to meet the requirements for a specific vacancy, either by applying or by accepting a nomination.

Equal Employment Opportunity

- proclaims the right of each person to apply and be evaluated for employment opportunities without regard to race, color, sex, disability, age, veteran status, religion, ancestry, genetic information, or national origin. It guarantees everyone the right to be considered solely on the basis of his/her ability to perform the duties of the job in question, with or without reasonable accommodation(s).

Hiring Manager

- is the department Supervisor/ Manager who requested a new position to be filled under his team or department.

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Signing Bonus

- a sum of money paid to a new employee as an incentive in joining the organization.

GUIDELINES AND PROCEDURES

1. **PERSONNEL REQUISITION:** The Personnel Requisition Form (PRF) must be completed to fill Payreto's positions and maintain an organized hiring strategy. Requisitions must be initiated by the department Supervisor/Manager, approved by the Managing Director, and then forwarded to HR. Personnel requisitions should indicate the following:
 - 1.1. Reason for the job opening.
 - 1.2. Essential job functions and qualifications (job description must be attached).
 - 1.3. Position
 - 1.4. Employment status (Regular/Probationary/Project-based etc.)
 - 1.5. Job Grade (Compensation and Benefits package)
 - 1.6. Working Hours (Shift, No. of Work Hours, etc.)
 - 1.7. Dept. and Cost Center: Which cost center is this new opening chargeable to?
 - 1.8. Any special recruitment advertising instructions. The Hiring Manager can choose other recruitment tools and strategies such as but not limited to the following:
 - 1.8.1. Promotions/Appointments
 - 1.8.2. Headhunter / Executive Search firm
 - 1.8.3. Internal Job Posting
 - 1.8.4. Employee Referral Program
 - 1.8.5. Signing Bonus
 - 1.8.6. Other recruitment strategy and tool
2. **JOB VACANCY ANNOUNCEMENT AND ADVERTISEMENT:** All job vacancies must be advertised to welcome applications from as many eligible candidates as possible. All of Payreto's job openings will be posted on the company's website, job portal and social networking websites. Any job postings will be created and maintained by Talent Acquisition which will remain posted until the positions are filled up or modified based on the department or organization's need.
 - 2.1. **DIRECT INTERNAL APPOINTMENTS/PROMOTIONS:** In situations where a Manager wishes to promote an employee who meets the specific selection criteria for the vacant position into the internal vacancy, the appointment must be authorized by the appropriate Manager. The policy and procedures on promotion/transfer must be followed and implemented as stated in the company Promotion and Transfer Policy.
 - 2.2. **INTERNAL JOB VACANCY:**
 - 2.2.1. Where appropriate, Talent Acquisition will advertise all vacancies internally. Exceptions to this rule may occur when:
 - 2.2.1.1. The position is of such a specialised nature, and / or appropriate skills are not available within the organization; or
 - 2.2.1.2. There is a need to make a direct appointment or promotion into the vacant position.
 - 2.2.2. Internal advertisements should include the following:
 - 2.2.2.1. Position title;
 - 2.2.2.2. Outline of the position;
 - 2.2.2.3. Qualifications for the role;
 - 2.2.2.4. Closing date for applications.
 - 2.2.3. All internal applicants should forward an updated copy of their resume, together with a covering letter, to the applicable manager for acknowledgement, consideration and processing.
 - 2.2.4. Internal applicants who possess the required skills, qualifications and work-related experience, as specified in the internal advertisement, will be interviewed for the position and will go through the selection process by the relevant Manager or Supervisor as stated in the company Promotion and Transfer Policy.
 - 2.3. **EXTERNAL ADVERTISING**
 - 2.3.1. Where a position cannot be filled internally or where it is appropriate to conduct an external recruitment campaign, the available position should be advertised through relevant networks, on relevant websites, and through local employment services.
 - 2.3.2. External advertisements should include the following:

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- 2.3.2.1. Position title;
 - 2.3.2.2. Outline of the position;
 - 2.3.2.3. Qualifications for the role;
- 2.3.3. All job advertisements must be approved by the Talent Acquisition Manager, in coordination with the Marketing Dept.
- 2.3.4. If required, the Talent Acquisition team will prepare an appropriate recruitment advertisement for the position and submit it for review and approval by the Hiring Manager. The Talent Acquisition team will administer the placement of the advertisement and monitor applications received.
- 2.3.5. If requested by the Hiring Manager through the PRF, Recruitment Consultants/ Executive Search Firms/ HeadHunters may be used in coordination with the Talent Acquisition to source/recruit applicants for the position.
- 2.4. **EMPLOYEE REFERRAL PROGRAM:** The program aims to encourage employees to actively help in the recruitment activities by referring competent candidates for the open positions. A referral fee amounting to Php10,000.00, subject to tax shall be given to the employee upon hire of the candidate. Disbursement of the first half will be given after three months and the remaining half will be given on the 6th month of the hired candidate or upon regularization. Details of the program are presented at the Employee Referral Program Policy.
- 2.5. **OTHER RECRUITMENT STRATEGIES AND TOOLS:** Depending on the need of the Hiring Manager and with the coordination with the Talent Acquisition team, they can use different hiring strategies and tools such as but not limited to the following:
 - 2.5.1. Saturday Recruitment – acceptance of applications during Saturday
 - 2.5.2. Night Recruitment – extended acceptance of applications to evening time (until 10pm but may vary depending on the agreement of Talent Acquisition team and the Hiring Manager)
 - 2.5.3. Signing Bonus – amount must be indicated on the PRF and must be approved by Management. Details of the guidelines in giving signing bonus can be found in the Signing Bonus Policy.
 - 2.5.4. 1-day Hiring Process – a strategy where an applicant can apply and be hired on the same day.
 - 2.5.5. Other recruitment strategies and tools that may be deemed necessary or appropriate for the personnel requisition.
- 3. **SOURCING AND SELECTION PROCESS:** Each candidate considered for employment with Payreto shall undergo these steps:
 - 3.1. **SOURCING**
 - 3.1.1. This is the initial part of the recruitment process where Talent Acquisition team members find candidates through a variety of methods or channels. Sourcing channels may include the following:
 - 3.1.1.1. Job Portals (e.g. Jobstreet, Monster.com etc.)
 - 3.1.1.2. Social Media Website(s) (e.g. Facebook, LinkedIn etc.)
 - 3.1.1.3. Employee Referral Program
 - 3.1.1.4. Word of Mouth / Walk ins
 - 3.1.1.5. Headhunter / Executive Search Firm
 - 3.1.1.6. Other sourcing channel
 - 3.1.2. Talent Acquisition team members must document the sourcing channel where they find the candidate for future recruitment process and cost optimization.
 - 3.2. **RESUME/PAPER SCREENING**
 - 3.2.1. Resumes must be screened against the job description so that assessments can be made of their suitability for the specific role.
 - 3.2.2. Applicants who are assessed as suitable will then be selected for the pre-employment assessment.
 - 3.3. **PRE-EMPLOYMENT ASSESSMENT AND INTERVIEW INVITATION**
 - 3.3.1. Once an applicant is done with resume/paper screening, the Talent Acquisition team member must send an invitation for exam and interview to the applicant through the following mode of communication:
 - 3.3.1.1. Call
 - 3.3.1.2. Text Message (SMS)
 - 3.3.1.3. Electronic Mail
 - 3.4. **PAYRETO EMPLOYMENT APPLICATION FORM COMPLETION**
 - 3.4.1. All applicants must complete the Payreto Application Form.
 - 3.4.2. Applicant's resume/CV and other credentials must be attached to the fully accomplished application form.
 - 3.5. **PRE-EMPLOYMENT ASSESSMENTS ADMINISTRATION**

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3.5.1. All applicants must take both written and practical examinations, in line with the prospective role, that might include the following:

3.5.1.1. Written Assessments such as but not limited to the following: essay, social styles assessment etc.

3.5.1.2. Online Assessment (Cognitive, Personality and Skills assessment)

3.5.1.3. Simulation exams can be administered that are necessary to some roles.

3.5.1.4. Technical exams

3.5.2. Some positions may or may not require Technical examination after the initial interview or upon request by the Hiring Manager.

3.5.3. Applicants who fail the pre-employment assessment(s) will no longer move on to the next recruitment process.

3.5.4. All applicants who failed the pre-employment assessment will be informed about the results on the same day of application.

3.6. JOB INTERVIEW(S)

3.6.1. The purpose of the interview should be to collect additional information on the candidate's job-related knowledge, skills, and abilities that would be helpful in deciding whether he/she is likely to succeed in the job.

3.6.2. If the interviewer or any member of the interview panel finds that they are assessing any applicant where there is a perceived or actual conflict (e.g. where the applicant is a family member, friend or past colleague) they shall declare the perceived or actual conflict to HR and to the other member of the panel and will not proceed or join the interview.

3.6.3. Initial Screening and Interview

3.6.3.1. Talent Acquisition team should do the initial interview to assess which vacancy/ies the applicant can be endorsed.

3.6.3.2. There will be instances that one applicant can be endorsed to more than one vacancy within the company where he is deemed qualified. Talent Acquisition team member shall inform the applicant about the position(s) that he/she may be endorsed to. Applicant should agree and accept the endorsement before endorsing him/her to the next interview or the Hiring Manager.

3.6.4. Operations and/or Management Team Interview/Assessment

3.6.4.1. Once the candidate passes the initial interview, he/she will be endorsed for the Hiring Manager interview.

3.6.4.2. Hiring Supervisors/Managers should develop questions based on each major task and responsibility in the position description and on the knowledge, skills, and abilities required in the position.

3.6.4.3. In some position(s), a panel interview may be required. The interview panel appointed to interview candidates should have the relevant knowledge, experience and skills to select the best possible candidate to fill the vacancy. The selection of the interview panel will be undertaken by the Hiring Manager, in conjunction with the Talent Acquisition team.

3.6.4.4. When the interviews are completed the panel prepares a full report of the interview process and must write their comments and recommendation at the Application Cover Sheet.

3.7. SHORTLISTING AND SELECTION OF CANDIDATES FOR HIRING

3.6.5. Once all interviews are done and background check results are available; the decision of the Interviewer / Interview Panel shall be communicated to the Talent Acquisition Team.

3.6.6. Talent Acquisition team member should contact and inform the candidate about his/her successful application.

3.6.7. Talent Acquisition team member will send the job offer through electronic mail and invite him/her in the office for the acceptance and signing of the job offer. Information such as salary, benefits, hours of work, specific job title, starting date, and any other appropriate conditions about employment should be conveyed at that time.

3.6.8. Once the candidate accepted the offer, Talent Acquisition should prepare the Employment Contract and start the onboarding process. The employment contract must be signed by the successful candidate and the company authorized signatory and shall be forwarded to the company lawyer for notarization. Detailed procedure and guidelines of onboarding can be found at the New Employee Onboarding Policy and Procedure.

3.7. REFERENCE AND BACKGROUND CHECK

3.7.1. Reference and Background Checks are done to ensure that the candidate is a proper fit for the company and in compliance to PCI – DSS standards.

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- 3.7.2. Candidates must sign an Authorization for References and Background check form, confirming that they authorize the company to conduct reference and background check.
- 3.7.3. Candidate requests should be honored, if at all possible. For example, should a candidate request that HR should not contact his/her current employer until the candidate is the finalist for the position, if possible, this request should be honored.
- 3.7.4. Talent Acquisition team members must use the Employment and Background Check Report form while conducting verification. Previous employers and referees shall be contacted, and transcripts, qualifications, publications and other certification or documentation shall be validated.
- 3.7.5. If necessary, as per business need and approval of the Management, the Hiring Manager can avail the services of background check service providers. This should be properly indicated on the PRF and the Hiring Manager should coordinate with Talent Acquisition for assistance in engaging the services of background check service providers.
- 3.7.6. Talent Acquisition team should ensure that, where possible, a minimum of two reference checks are conducted prior to an offer of employment being extended to a candidate. Any checks which may form part of the selection process should be conducted prior to issuing an offer of employment.
- 3.7.7. The Talent Acquisition team member shall notify the hiring department of the completed background check. Details of the reference checks should be attached to the candidate's application for future reference.

3.8. CLOSING OF THE PERSONNEL REQUISITION

- 3.8.1. After the successful candidate has accepted the offer, Talent Acquisition team member will then update the applicant database/applicant tracking system (if applicable), noting that the successful candidate has accepted the position and shall not be offered another vacant position.
- 3.8.2. Talent Acquisition team members will also notify all unsuccessful candidates. Letters of regret are sent to all unsuccessful candidates one (1) week after the interview(s).
- 3.8.3. Applicants who were not interviewed will also be notified thru electronic mail as to the filled status of a position for which they applied.
- 3.8.4. Talent Acquisition team members will also update the Personnel Requisition Form and file accordingly.
- 3.8.5. Job advertisements with closed requisition in all job portals will be notified closed to inform the applicants.

4. Securing of Employment Contract

- 4.1. Employee's signature will be sought for the employment contract (physically or online)
- 4.2. Once signed, the employment contract will be forwarded to the Managing Director for signature.
- 4.3. Once completed, a digital or scanned copy of the contract must be sent to the employee, copy furnished the Talent Acquisition while the physical copy of the contract must be filed in 201.

- 5. **HIRING OF RELATIVES:** Payreto established the Hiring of Relatives Policy to avoid situations in hiring, transfer or promotion of relatives of employees where the possibility of favouritism or conflicts of interest might exist and might interfere with operations or decision-making. Details of the policy can be found at Hiring of Relatives Policy.
- 6. **RE-APPLICATION AND REHIRE:** Applicants who fail the talent acquisition process can reapply six (6) months after the date of his/her first application. Applicants who reapply will undergo the same recruitment process. Resigned employees who wish to re-apply and are eligible for rehire will also go through the same recruitment process as other applicants. Details of the policy can be found at Rehire Policy.
- 7. **SAFEKEEPING OF TALENT ACQUISITION DOCUMENTS:** The Human Resources Department keeps all recruitment forms and documentation, copies of it are also kept in the employee's 201 file.
- 8. **AMENDMENTS, ADDITIONS AND/OR REVISIONS:** Any amendments, additions or revisions of this policy and procedures are the sole discretion of the Human Resources Department as approved by the Management.

SUPPORTING DOCUMENTATION

- 1. Personnel Requisition Form (PRF)
- 2. Employment Application Form
- 3. Application Cover Sheet
- 4. Authorization for References and Background Check Form

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5. Employment and Background Check Report Form

RELATED POLICIES

1. Employee Referral Program Policy
2. Signing Bonus Policy
3. Promotion and Transfer Policy
4. New Employee Onboarding Policy and Procedure
5. Hiring of Relatives Policy
6. Rehire Policy

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