

**Process**          Human Resources

**Procedure**      Mission Statement

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## 1. Purpose

The purpose of this document is to describe the mission of the Human Resources Department, and the key documents which are to be submitted on a periodic basis in order to ensure that the objectives have been properly achieved

## 2. Mission Statement

The mission of the Human Resources Department of Archetype is to provide Human Resources management advice and expertise in order to maximize the effectiveness and efficiency of human resources in achieving business success, to ensure that all human resource activities and programs are implemented in accordance with the Archetype's human resource strategy so that Archetype can attract, manage, develop and retain the employees it needs to achieve its current and future business objectives.

Taking into consideration the need for standardisation and consistency with the mission, vision, and values of the Archetype Group, the Human Resources Department will focus on the following activities:

- Recruitment of the right people
- Compensation and benefits management and implementation
- Performance Management and implementation
- Training and Development management and implementation

## 3. Organisation

All Archetype Human Resources employees have a job description. These documents are available on Intranet, by the following path:

***Intranet > Quality Management System > Human Resources > Job Descriptions***

## 4. Responsibilities

The Human Resources Department shall ensure:

- Full consistency of activities within the country,
- Full compliance with Group Human Resources strategy
- Update and implementation of this procedure

## 5. Activities

### 5.1 Recruitment

- Identify recruitment needs in collaboration with line Directors and Managers.
- Source candidates by preparing and posting all known vacancies on the Archetype website; preparing job advertisements for job boards and newspapers; ensuring all candidates apply directly on the online application form; manage candidate validations and qualifications.
- Arranging interviews with Directors; notifying candidates of interview details; notifying unsuccessful candidates.
- Maintaining the recruitment report and ensuring all recruitment is undertaken in a

timely manner, with a focus on meeting the requirements of the job with the best available talent in the market.

- Source suitable candidates to support the organizational succession plan, and maintain regular contact with those candidates.
- Arrange psychometric evaluations and conduct behavioural interviews where necessary for key management level appointments.
- Ensure that the employee referral scheme is well promoted and becomes the main source of candidates, rather than recruitment agencies.
- Negotiate and prepare offers of employment under the guidance of the Group Human Resources & Administration Manager and the operational Director; using the approved standard format for offers of employment; and follow up negotiations to conclusion.
- Ensure at all times the most efficient processes are used to reduce mis-hires and recruitment costs.
- Manage succession, separation and post-employment practices with a view to ensuring minimum disruption to company operations and to ensure as far as possible a high level of post-employment satisfaction with former employees.

## 5.2 Compensation and benefits

- Overall implementation and management of all administration associated with Human Resource Management including but not limited to: contract preparation and management; social/medical insurance enrolment/claims; employee file maintenance; updating employee details on the intranet; maintaining time-and-attendance records.
- Preparation of monthly payroll in a timely and accurate manner, ensuring that all salaries are accurately calculated including leave entitlements and final accounts.
- Ensure the Human Resource Database and Directory are up to date and accurate at all times, and that employee files on the intranet are uploaded and fully complete.
- Implementation of recommendations and strategies to improve overall employee satisfaction and to reduce employee turnover, and reporting progress to the Group Human Resources & Administration Manager.
- Ensure that all human resource functions meet relevant legal compliance requirements including, but not limited to, participating in the annual review of employment contracts and company policies, sending updates to relevant Directors regarding regulatory and legislative changes in relation to all aspects of employment, providing advice to Directors regarding their rights and responsibilities in relation to local laws.
- Work with relevant line managers and Directors regarding employee relations matters including but not necessarily limited to: employee grievances; performance management and improvement requirements; terminations; salary negotiations; bonus applications; promotions; job change management.
- Conduct job evaluations, model salary increases; participate in salary surveys and conduct necessary analyses (using internal & external sources) to provide the Managing Director with decisions about the Company's compensation and benefit programs in line with the Company's objectives with regards to internal equity and external market competitiveness.

## 5.3 Performance Management

- Develop and publish Performance Review Schedule every November.
- Conduct Performance Review Training to Reviewing Managers and all employees.
- Distribute Performance Review Forms to all employees, along with copies of the latest version of the Employee's Job Description.
- Rank and File all validated Performance Review Forms.
- Provide a copy of all Expat Reviews to Group Human Resources & Administration Manager.

- Manage and implement the Performance System in order to make employees become more effective leading to greater customer satisfaction and financial benefits for the Company and to lead line managers to effective leadership behavior by coaching or mentoring, which enhances individual motivation levels, thus improving retention.
- Develop, implement and manage recognition programs to acknowledge employees' contributions to the overall objectives of the Company.

#### 5.4 Training & Development

- In cooperation with Administration and Information Technologies Departments Conduct Induction Training for all newcomers to ensure they understand about the Company as well as its services and comply with the Company's policies and procedures.
- Identify training needs in collaboration with line Directors and Managers.
- Participate in the development of internal training courses to support business operations, including but not limited to: business writing training; contract management; induction training.
- Deliver approved internal training courses to support business operational requirements.
- Identify suitable and reputable external training courses and providers for technical and other supplementary training needs.
- Support Directors and line managers in the development and issuance of career development plans for all key employees including writing development plans following the Group standard, making training arrangements for the implementation of career development plans, follow up and review of training and ensure career development plans are reviewed every six months.
- Carry out assessments of internal and external training courses and provide feedback to the Director and relevant trainers.

#### 5.5 Employee Relations

- Implement the Company's internal communication strategy so that that all employees can find, send, receive, and understand information that is timely, accurate, clear, credible and relevant.
- Participate in settlement of labor relation, labor dispute, discipline and reward, cooperate with other departments to handle issues on labor.
- Liaise with line managers, department heads and employees to investigate and resolve employee grievances and develop strategies to prevent their recurrence in order to maintain a productive and harmonious workplace.
- Listen and attend to employees' grievances/concerns/issues and bring these to Managing Director's attention with a solution.

#### 5.6 Administration

- Lead, direct, evaluate and develop a team of HR professionals to ensure that the organisation's HR strategy is implemented effectively and within established budgets and that the company complies with all relevant regulations, laws and employment standards.
- Ensure that all local Human Resource Management practices and procedures meet the standards established and expected of the Group.
- Prepare monthly HR reports including but not limited to Recruitment report, KPI report, Exit interview report, HR monthly reports on all activities performed during a month and the upcoming month actions, monthly project cost report.
- Prepare and submit Social Insurance, Health Insurance and Unemployment Insurance report to local authorities by 10th every month.
- Ensure all payments to insurance broker to be paid correctly after making the

reconciliation during the year.

- Ensure PIT, social, health and unemployment insurances (SHUI) of all employees to be declared correctly in accordance with the updated laws.
- Ensure SHUI to be reconciled with Local authorities on a quarterly basis.
- Represent the organisation in interactions with external parties (for example, employee unions, government agencies, labour relations authorities, not-for-profit organisations) in order to protect the organisation's interests and reputation.

## **6. Attachments**

QA-JD-AG-HRD-Human Resources Manager  
QA-JD-AG-HRD-Human Resources Assistant  
QA-JD-AG-HRD-Recruitment Officer  
QA-JD-AG-HRD-Training Officer  
Human Resources Calendar Activities  
Monthly Human Resources Report  
Recruitment Report