

QUALITY STANDARD SYSTEM MANUAL	 HALCYON MARINE <small>HEALTHCARE SYSTEMS</small>	DOCUMENT NO. QHM 1.0	EFFECTIVITY DATE: March 7, 2019 REVISION NO.: 0
		CONTROLLED BY: Marilar F. De Guzman, M.D. QA Manager	APPROVED BY: Glennda E. Canlas, MD President/Medical Director
SUBJECT: HUMAN RESOURCES MANAGEMENT			

1.0 MEASURABLE OBJECTIVES:

Key Results Area	Key Performance Indicator	Target
1. RECRUITMENT	1.1 To achieve hiring cycle time per position based on the approval date of Manpower (MRF); Med.Tech.; Rad.Tech; Echo Tech, Dentist Medical Doctors Admin and other positions 1.2 Average retention of new hire	Average hiring cycle 45 days 60 days 30 days 80%
2. ENGAGEMENT	2.1 Completion of new hires' on-boarding orientation within 30 days from the date of hiring. 2.4 Attain not more than 10% attrition rate per month;	80% Not more than 10%
3. TRAINING & DEVELOPMENT	3.1 To accomplish 80% attendees of Training Plan per month 3.2 To achieved 85% of Annual Training Plan for the organization	80% training attendance 85% of the annual training plan
4. HR EFFICIENCY	4.1 Achieve 100% facilitation and payments of employee benefit and compensation per month; <ul style="list-style-type: none"> • Government benefits (SSS, PHIC, HDMF) • Payroll 4.2 Attainment 80% of Annual Employee Satisfaction This may be conducted through surveys. or a satisfactory grade through interviews and/or audit by a third party provider. 4.3 Accomplishment of 3 major HR projects per year 4.4 Attain not later than 5 days HR response time for all HR issues and concerns;	100% timely processing of benefits 100% execution of payroll 80% Employee satisfaction Satisfactory Grade 3 Major HR per year Less than 5 days HR Response time

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	4.5 Zero complaint on HR administration support and services delivery per month	Zero complaint per month
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2.0 SCOPE:

This procedure applies to all employees in the organization both administrative and medical personnel.

3.0 RESPONSIBILITY AND AUTHORITY

The Human Resources Management is responsible for the processes which allow the Company to stay competitive externally and efficient internally through the proper execution of various HR services.

To ensure that basic policy and guidelines of the clinic are being implemented and strictly observed, the HRMD Team is conducting daily rounds as a means of monitoring employee compliance.

4.0 DEFINITION OF TERMS:

- **Human Resources Management** – is the branch of business management concerned with securing and maintaining the right quantity and the right quality of people needed for the company to meet its objectives.
- **Recruitment** – is the process of identifying and attracting a group of potential candidates from within and outside the organization to evaluate for employment.
- **Placement** – refers to the assigning the selected candidate of a specific job, department, division, or unit.

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- **Compensation and Benefits Administration** - is the method and practices of maintaining balance between interests of operating the company within the fiscal budget and attracting, developing, retaining and rewarding high quality staff through salaries, wages and non-wages which are competitive with the prevailing rates for similar employment in the labor markets.
- **Training & Development** - is the framework for helping employees develops their personal and organizational skills, knowledge, and abilities. It includes such opportunities as employee training, employee career development, performance management and development, coaching, mentoring, succession planning, key employee identification, tuition assistance, and organization development.

5.0 REFERENCES

The policies and guidelines governing the implementation of Human Resources Management shall be described and stated in the following:

- 5.1 Company Policy Manual
- 5.2 Job Description
- 5.3 Employment Contract
- 5.4 QSS Manual
- 5.5 Titanium User's Guide Manual

6.0 EQUIPMENT/IT SYSTEMS/TOOLS/SUPPLIES:

A. Equipment and IT Systems:

- 6.1 Desktop Computer
- 6.2 Printer
- 6.3 Time Recorder (Biometrics)
- 6.4 Scanner
- 6.5 Telephone /Mobile Phone
- 6.6 Payroll system
- 6.7 Internet and intranet connections

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B. Tools and Furniture:

- 6.8 Mini Conference Table
- 6.9 Laminator Machine
- 6.10 Paper Shredder
- 6.11 Filing Cabinets
- 6.12 Bulletin Board
- 6.13 White Board
- 6.14 Calculator
- 6.15 Puncher
- 6.16 ID Puncher
- 6.17 Paper Cutter / Cutting Board
- 6.18 Stapler
- 6.19 Staple Remover
- 6.20 USB Drive

C. Supplies:

- 6.21 Bond papers
- 6.22 Folders & Binders
- 6.23 Logbooks
- 6.24 Envelops (letter and brown envelops)
- 6.25 Laminating film
- 6.26 Ballpen, Pencil, Sign pen, Pentel Pen
- 6.27 Whiteboard markers
- 6.28 Whiteboard eraser
- 6.29 Paper Fastener
- 6.30 Ruler
- 6.31 Scotch Tape with dispenser
- 6.32 Glue and glue gun
- 6.33 In-Out Tray
- 6.34 Inks
- 6.35 Eraser
- 6.36 Leveret file
- 6.37 Specialty Paper

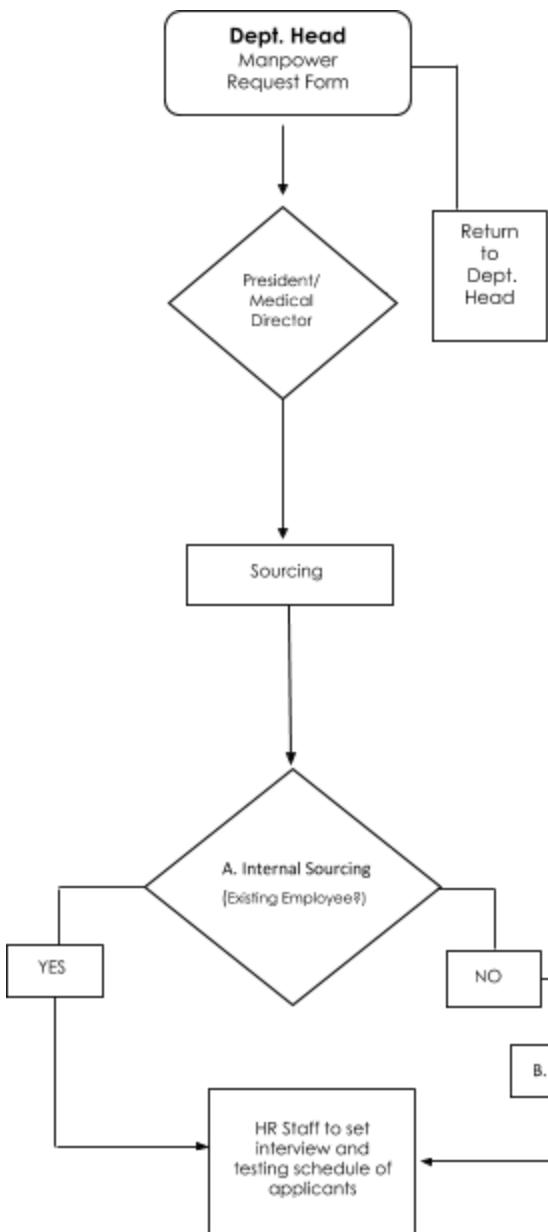
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7.0 RECRUITMENT AND PLACEMENT:

7.1 RECRUITMENT PROCEDURE



A. Initial Phase:

1. All Manpower Requests whether for replacement or a new requirement, shall be processed upon submission of a duly approved manpower request to the HRMD.
2. Upon receipt of the approved Manpower Request Form (MRF), the HRMD shall source out qualified candidates for the position first through internal hiring, if none, through external hiring.
 - a. **Internal Sourcing** - The HRMD shall determine possible candidate/s from the inventory of manpower and positions of the present staff. The HRMD shall post hiring to the internal communication either through email notification, memo or with the bulletin board.

Interested employees who wish to apply in the position shall submit a letter of intent and to undergo the hiring process. The qualified candidates from the present staff shall be advised of the movement (transfer or promotion) together with the concerned Dept. Head. Should approval/favorable response be obtained, the HRMD shall endorse the employee's records to the requisitioning Dept. Head for consideration.

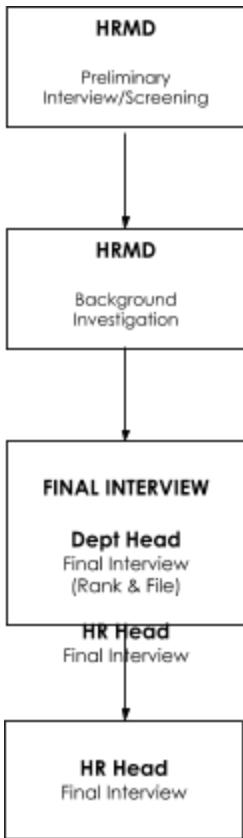
Once accepted, the HRMD issues the "Notice for Personnel Action" to effect the movement. The document shall indicate the date of transfer, new position, and new compensation package which will be discussed to the qualified staff.

Agency hired personnel qualified to fill-in the position in the company cannot be classified under internal hiring but will be classified under external hiring since they are employed to outsourced company and not with HMHS. Such candidates will have to undergo the normal external hiring process.

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b. **External Sourcing** – If there is no available talent to assume vacancy, the HRMD shall forward profiles of active applicants done through external sourcing to the requisitioning Head for consideration. Similarly, the HRMD shall determine the most productive external sources to obtain a pool of candidates, such as newspaper ads, on-line ads, campus sourcing, job fair, referrals, and manpower outsourcing agencies.

3. Applicants shall be asked to fill out the Company's Applicant Information Sheet.

a. The HRMD shall provide all candidates for the pre-employment battery tests, the personality test shall be forwarded to the Psychometric Unit for the exam evaluation. (Battery of tests shall be administered so as to reveal applicant's fitness for the job through interests, intelligence, emotional make-up, and adaptability).

B. Middle Phase:

4. Only candidates who passed the pre-employment examinations shall be included in the next phase of screening – initial interview screening by the HR Staff. This interview eliminates those candidates who do not possess the set of skills, behaviors and attitudes required to effectively perform a specific job. A short list of qualified candidates is then secured.

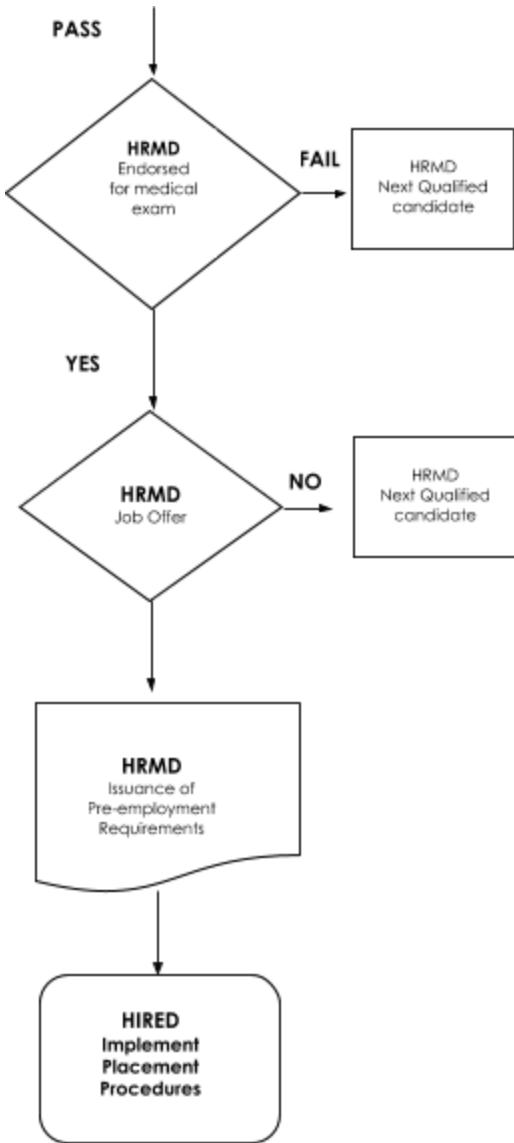
5. The HR staff verifies statements made by the applicant during the interview by means of telephone calls or sending the Background Investigation forms through e-mail to the applicant's former employer or references.

C. Final Phase:

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6. The HRMD endorses all short listed candidates to the requesting department head for final selection.
7. The HR Head conducts the final interview of all short listed candidates based on the Can-do-Factors (appearance, manner, availability, education, intelligence, experience in the field, knowledge on the nature of company business); the Will-Do-Factor (character traits, stability, identity, perseverance); Leadership Factors, Basic Energy Level and Degree of Emotional Maturity.
8. To ensure that the new employee is fit to work and to protect the Company from undue claims for disability or sickness benefits, and to safeguard active employees against possible contamination, the selected applicant shall undergo a Medical Examination to be conducted by the assigned medical professionals of the Clinic.

Should the selected candidate failed to pass the Medical Examination, the HRMD shall select the next qualified candidate for final assessment.

9. The HR Head presents the Job Offer Sheet to the successful candidate, comprising compensation package, position, department, immediate superior, hiring date and the pre-employment checklist for acceptance.

If candidate declined job Offer, HRMD shall consider the next qualified candidate.

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10. Once Job Offer has been signed and pre-employment requirements are completely submitted, the new employee shall be issued the Employment Contract, Company ID Card, Employee Account for Biometrics, E-payroll account and ATM Card for payroll purposes.

D. Contingency:

To support the HRMD in finding candidates to supply manpower request of the different requesting unit and for manpower pooling. The HRMD is in partner with an outsourcing agency who shall provide applicants for screening. Only those right and fit candidate shall be hired with an expectation to continually achieve the business operational needs of the organization.

The HRMD implements the in-house referral incentives policy for the HMHS employees, as another source of candidate pooling. This aims to assist the HRMD Team in acquiring candidates especially for the hard-to-find positions. An incentive reward is being given to the employee who referred successful candidates in recognition of the staff's efforts in acquiring people to join with the HMHS organization.

In order to have a continuity of the process the in the HRMD each of the HR personnel shall be knowledgeable with the basic HR transactional processes.

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7.2 PRE-EMPLOYMENT TEST CLUSTERS:

HALCYON MARINE HEALTHCARE SYSTEMS, INC. PRE-EMPLOYMENT TEST CLUSTERS

IQ TEST	PERSONALITY TEST	QUALIFIER TEST
CATEGORY:		
1. Supervisory / Managerial Level: (Unit/Department Managers/Heads, Supervisors, Medical Doctors)		
PNLT	SSCT, PNLT, Auto analysis (1 and 20 minutes)	Planning Test (15 mins.) Judgment & Comprehension
2. Admin Staff (Liaison Staff, HR, Accounting, Customer Service)		
PNLT	SSCT, PNLT, Auto analysis (1 and 20 minutes)	Typing Speed Test Practical Exams
3. Medical Staff (Nurses, Medical Technologist, X-ray Tech other Medical Professionals)		
PNLT	SSCT, PNLT, Auto analysis (1 and 20 minutes)	Practical Exams

7.3 PLACEMENT:

Step 1: The HRMD upon hiring of qualified applicant shall create the employee's 201 file consists of the following:

- 7.3.1 Employee Job Description

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- 7.3.2 Applicant's Profile:
 Updated Resume and completely filled out Application form
 Interview Sheet
 Pre-employment Test Results
 Employment Verification Background
 Job Offer Sheet
 Non-Disclose Agreement
- 7.3.3 Employment Requirements:
 ✓ Transcript of records
 ✓ College Diploma
 ✓ Birth Certificate (if single)
 ✓ Marriage Certificate (if married)
 ✓ PRC License with PTR (for medical professionals only)
 ✓ NBI Clearance
 ✓ Police Clearance
 ✓ Tax Identification Number
 ✓ SSS Number
 ✓ Philhealth Number
 ✓ HDMF Number
 ✓ ID photos (3) 1x1 and (3) 2x2 photos
- 7.3.4 Pre-employment Medical Examination Record
 ✓ Physical Examination
 ✓ Laboratory: CBC and Urinalysis
 ✓ Drug Test
 ✓ X-ray
 ✓ Visual Test
- 7.3.5 Employment Contract
- 7.3.6 Confidentiality Agreement

Step 2: All successful candidate will be created a 201 file. This is where the employee documents, reports and other pertinent data of the employee will be filed. 201 file shall

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be scanned by the HR Associate to be stored in the HR201 Archive while hardcopies shall be stored inside the designated filing cabinet based on the 3-year retention period policy.

Step 3: After the creation of 201 File, the HRMD shall assign Employee Code and ID Number. The employee ID number will be used for the enrolment of employee to the biometrics and payroll systems via online portal applicable to all direct hired employee only; My Payroll with the following web address: <https://www2.mypayroll.ph/login>

Step 4: The employee shall undergo an on-boarding training to familiarize themselves on the company policy and the use and navigation of the My Payroll portal with the guide of the HR Associate.

A separate follow-up company orientation is being conducted through classroom type by the HR to provide guidance and clarifications on the employee concerns and questions.

Step 5: The new employee shall be issued their new company ID and ATM card for payroll purposes.

8.0 E-LEARNING

After completion of the pre-employment requirements the new employee shall be scheduled for the on-boarding orientation through E-learning.

The E-learning is a per module introductory training for the new employee that provides flexibility of training and presenting guidelines of the HMHS organization, which includes basic information about the organization, the management team and the services being provided to the clients.

The E-learning module aims to assist the newly hired employees to have a better understanding of the HMHS operational system. As part of the employee onboarding by equipping the new hires in familiarization of the organization, immersion and mastery of the assigned task before deploying to their respective unit and have an end goal of focusing on the on-boarding training and expected delivery of the workout put with efficiency and accuracy.

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The e-learning modules consist of the following:

1. Company Profile
2. Organizational Structure
3. Company Orientation
4. Webinar on:
 - 4.1 Fire and Safety
 - 4.2 Earthquake Awareness
5. Documentation Unit's E-learning Module

The E-learning module may be subject to review, revisions and modified according to the organization's objective.

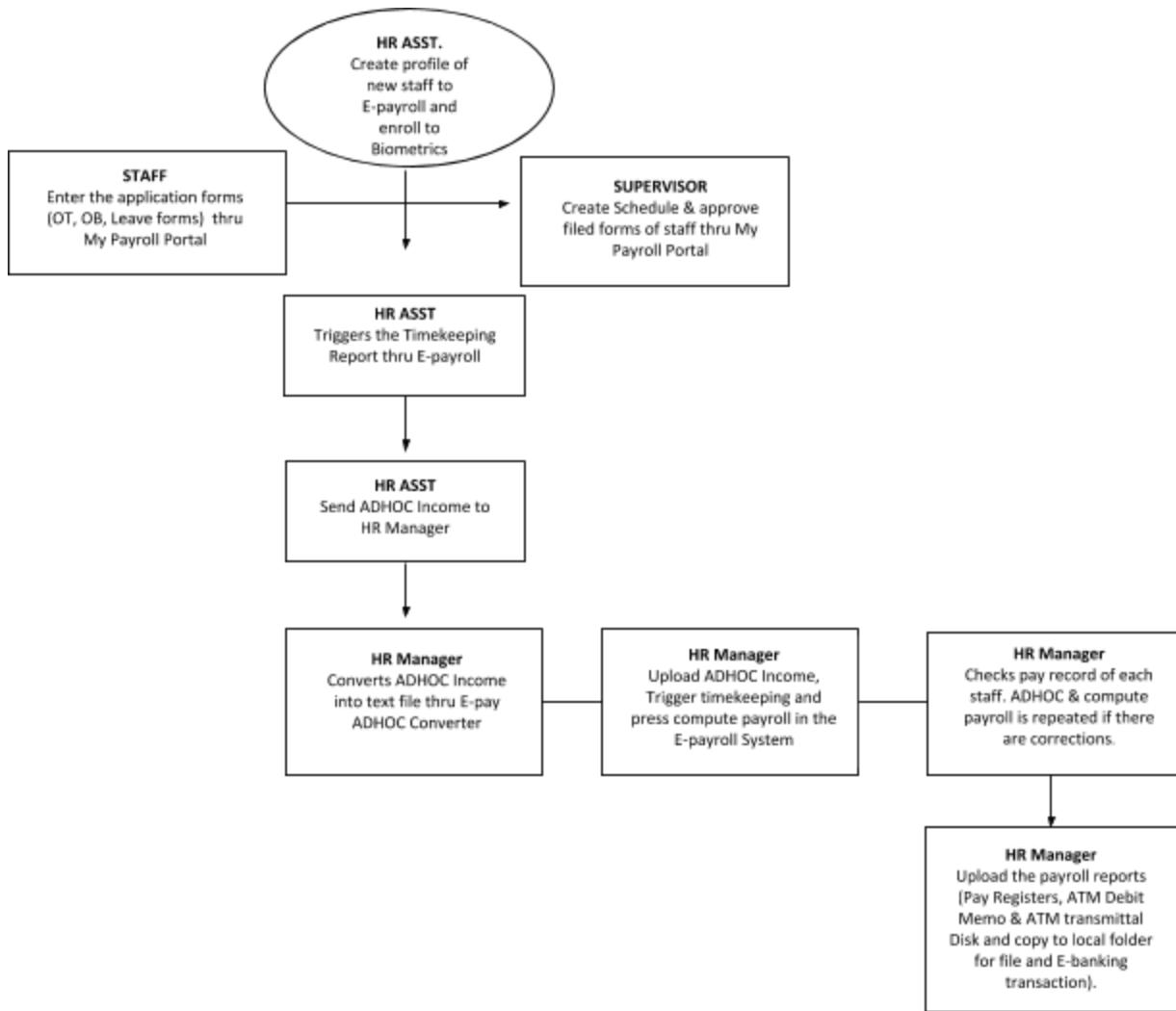
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9.0 COMPENSATION AND BENEFITS ADMINISTRATION

9.1 E-PAYROLL SYSTEM PROCEDURE: PHASE 1

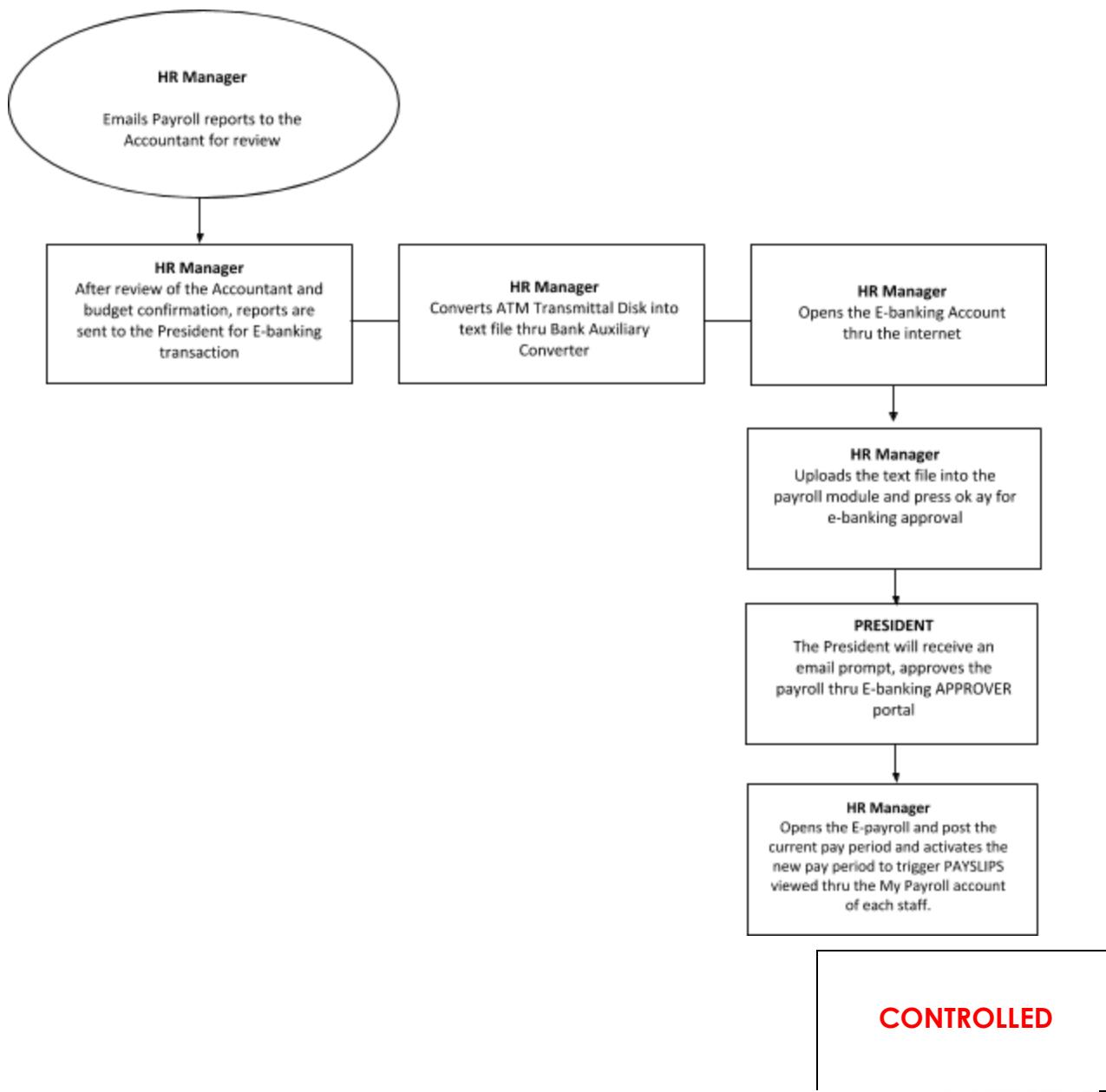


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9.2 E-PAYROLL SYSTEM PROCEDURE: PHASE 2 – E-Banking Transaction



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9.2.1 E-PAY BACK UP SYSTEM & USER'S GUIDE:

- E-payroll System is running through a cloud computing system, therefore files are being stored in the vendor's offsite data center, while payroll registers and other pertinent payroll data are being stored in the local folders, copy furnished the Accounting Dept and the President every payroll for reference and back-up copies.
- In case of system offline, vendor is able to address all payroll concerns thru their HELPDESK SYSTEM which can be done through the following:

Email: helpdesk@myoffice.ph
support@titaniumtechnologies.freshdesk.com

Telephone: (02) 7470701 / (02) 5340914 to 16
(02) 2345678 ext. 8131 or 8811

Office Mobile(s): SMART- 09209457355 / SUN-09236185726 /
TM - 09357930607

- Detailed features of the E-payroll System can be obtained through the E-Payroll User's Guide Manual.

9.2.2 CONTIGENCY PLAN

- In case HR Head is unable to process payroll, appointed HR Associate is well trained to process the E-payroll Portal and with the bank for payroll transactions.

9.3. GOVERNMENT MANDATED BENEFITS

9.3.1. SOCIAL SECURITY SYSTEM BENEFIT

This benefit is given to all employees regardless of their employment status (contractual, probationary or regular) in time of sickness, disability, retirements, death and other contingencies resulting from loss of income or if there are financial burdens.

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9.3.1 EMPLOYEE COVERAGE:

Notification shall be done within thirty (30) days period from the employee's hiring date by submitting and accomplishing the SSS R1-A form (Employment Report form).

a. **Employee's Membership Contributions:**

Employee's membership contribution shall be deducted from the employee's payroll every first and second payroll of the month based on the SSS Contributions Schedule.

b. **Employer's Share:**

The company shall pay the corresponding contributions including the employee's share based on the SSS Contributions Schedule. The HRMD is in-charge of preparing the monthly summary of contributions and facilitation of payment.

c. **SSS Contribution Payment:**

SSS contributions (Employee & Employer share) must be paid on or before the 10th day of the following month to the nearest SSS accredited bank or through online (e-gov) upon obtaining the PRN documents attaching the collection list from the SSS Employer account. Payment must be done on a timely manner to avoid charges and penalties incurred by late payments.

Late payment will suffer the company a penalty of 3% per month for late payment.

d. **SSS/EC Contributions Reporting:**

SSS monthly contributions will be submitted to the SSS attaching the paid collection list from the SSS which will be posted to the employee accounts.

SSS Contributions paid though bank shall be submitted to the SSS with the attached PRN document, Special Bank Receipt (SBR) and the SSS form R5 (payment return template).

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9.3.2 SSS SICKNESS BENEFIT:

This benefit is a cash benefit given to the employee who is unable to work due to sickness or injury confined either in a hospital or at home.

a. Qualification:

1. Employee is proven sick and condition is properly reported to HRMD;
2. If company sick leave with pay has been fully used / exhausted;
3. Employee has been sick for minimum of (5) calendar days.
4. With at least (3) months contribution within the 12-month period immediately before the semester of sickness and has been paid.

b. How to avail:

1. Secure SSS Sickness Notification form either from the HRMD, the SSS website or from the nearest SSS Office and inform the HRMD about the sickness.
2. Fill up the SSS Sickness Notification form and submit to the HRMD within (5) calendar days from the first day of sickness or injury with the attached medical certificate. The company shall have another (5) days upon receipt of notice to forward sickness notification form to the nearest SSS Branch Office. Failure to comply on the above schedule may be resulted to denial of employee's application.
3. Upon receipt of the approved SSS sickness notification from SSS, the HRMD shall compute and prepare the request for payment advancement based on the approved number of days.
4. As soon as the check has been released by SSS, claim for SSS sickness reimbursement shall be filed by the HRMD to the nearest SSS branch office.
5. Filing of SSS reimbursement is valid until (1) year from the date of sickness.

c. Documents needed:

- Approved SSS Sickness Notification

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- SSS ID or 2 valid IDs (in absences of the SSS ID)
- Medical Certificate / Medical Records from attending hospital

9.3.3 SICKNESS BENEFIT (WORK RELATED) – EMPLOYEE'S COMPENSATION:

Sickness/Injury occurred while working or within the premises of the company.

a. **Qualification:**

1. Employee should be duly reported to SSS upon hiring.
2. Employee's sickness, injury or death should be work related.
3. Employee should have at least one month contribution from the semester of sickness/injury.

b. **How to avail:**

1. Notify the HRMD about the accident/sickness immediately.
2. Fill up SSS Sickness and EC notification forms and submit these to HRMD within five (5) calendar days of the sickness/injury.
3. Keep record of all official receipts pertaining to the medical expenses incurred and attach medical certificate.
4. Submit SSS sickness & EC notification forms to the HRMD within five (5) calendar days from the start of the sickness or injury. The HRMD shall forward forms to the nearest SSS Branch office within five (5) calendar days upon receipt thereof.
5. Upon approval of the SSS sickness and EC notification forms, the HRMD will compute the amount to be advanced to the employee based on the approved number of days.
6. EC/Sickness reimbursement has a validity of one (1) year from the date of sickness/injury.

c. **Documents needed:**

- Approved SSS Sickness/EC notification forms

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- SSS Medical Certificate form & Official Medical Receipts
- SSS ID

9.3.4 MATERNITY BENEFIT:

This is given to all female pregnant employees who are members of SSS.

a. Qualification:

1. Employee must have at least six (6) monthly contributions within the twelve (12) month period immediately before the semester of pregnancy has been paid.
2. Employee is allowed to file SSS reimbursement for child birth, miscarriage, or emergency termination of pregnancy shall be paid computed based on the average monthly salary credit for one hundred five (105) days, regardless of whether she gave birth via normal delivery or caesarian section.

b. How to avail:

1. The female employee shall notify the employer about her pregnancy, (at least 60 days from the date of conception), she should fill-up a SSS Maternity Notification form (MAT-1) with proof of pregnancy (ultrasound, PT test) attached thereto, to be submitted by the HRMD to the SSS servicing office.
2. If an employee failed to observe the rules on notification, this maybe resulted to the denial of her claim.
3. Advance maternity reimbursement shall be given to the female worker prior to the latter's maternity leave.

c. Documents needed:

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- | | |
|---------------------------|--|
| Normal Delivery | - SSS maternity notification (MAT-1) & reimbursement forms, copy of authenticated birth certificate, and valid IDs. |
| Caesarian Delivery | - SSS Maternity notification & reimbursement forms, copy of authenticated birth certificate, Valid IDs, operative record, and photocopy of paid voucher. |
| Miscarriage | - SSS maternity notification & reimbursement forms, certified true copy of the dilation and curettage (D&C) report and valid IDs. |

9.3.5 DISABILITY (Partial & Permanent Disability)

This is a benefit given to an employee who cannot perform a normal activity that is considered for a human being.

- a. **Qualification:**
 - Employee should have 20% medical impairment.
 - Who suffers partial or total disability at least one (1) monthly contribution paid to the SSS prior to the semester of contingency.
- b. **Mode of payment:**
 - Monthly Pension: is given to a disabled employee at least 36 monthly contributions prior to the semester of disability.
 - The lump sum amount is given to those who have less than 36 monthly contributions prior to the semester of disability.
 - Total & permanent disability will have a lifetime monthly pension. However, the pension will be suspended if the pensioner recovers from the illness.
 - Monthly pension will be based on the member's contributions and the years of membership.

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9.3.6 RETIREMENT BENEFIT

Is a cash benefit given to a SSS member who can no longer work due to old age; either in monthly basis or lump sum.

a. **Qualification:**

1. Employee reaches the age of 60 years old and above.
2. With at least 120 monthly contributions prior to the semester of retirement.

9.3.7 SALARY LOAN

It is intended to meet the short-term credit needs of the employee/member.

a. **Qualification:**

1. Employee must have six (6) monthly contributions for the last twelve (12) months prior to the month of loan application.
2. Employees should have at least:
 - 2.1. One month loan – employee's contributions must have thirty-six (36) posted monthly contributions prior to the date of application;
 - 2.2. Two-month loan – employee must have seventy-two (72) posted monthly contributions.

b. **How to avail:**

1. Employee may visit the SSS Website and fill-up the SSS loan form, an automatic email notification shall be sent to the HRMD's registered email address to be certified. Another way of availing the SSS Loan is through the printed SSS salary loan application form and forward to the HRMD to be certified by the authorized representative.

The hard copy shall be submitted to the nearest SSS Office together with the SSS ID and wait for the release of SSS loan check by the HR Dept.

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2. Renewal shall be allowed after payment of at least 50% of the original principal amount and at least 50% of the term has lapsed. This may be done after one (1) year depending on the payment posted. A proceed of renewal loan is any amount greater than or equal to zero. Any remaining loan balance shall be deducted from the new loan.
3. Loan application may also be done through an online application to be authorized by the employer's authorized representative on the employer's SSS account.

c. Documents needed:

- SSS member loan application form.
- Digitized SSS ID card or E-6 acknowledgement stub with two (2) valid IDs, one of which with recent photo and date of birth.
Valid IDs: Driver's License, Passport, Company ID, PRC ID, Postal ID
- Updated Specimen Signature Card by the Authorized Representative application to be submitted by a company's representative.

d. Mode of Deduction:

1. Employee should surrender the SSS loan voucher to the HR Dept. for recording and loan payment deduction purposes.
2. Monthly deduction shall be done in 24 months or in 2 years.
3. The loan shall incur a nominal interest charge of 10% per annum. First year's interest shall be deducted in advance from the proceeds of the loan. Second interest shall be included in the monthly amortization.

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4. In addition to the interest charge, a 1% service fee shall charge and deducted from the total loan amount.
5. The first deduction shall be done on the second month following the date of loan.
6. In case of separation from the company either due to retirement, termination of employment, cessation of company's operations, etc. the company shall pay and remit the deducted loan contribution up to the date of separation from the company. However, if the amount to be offset is insufficient, the HR department shall report the unpaid loan balance to SSS.
7. In case a newly hired employee has an existing SSS salary loan, this shall be reported to the HRMD for records update and continuity of loan payments and apply necessary penalty for late remittances if there's any.
8. For loan payments, employee must submit to HRMD a letter of authority to deduct together with the SSS statement of account.

e. **Mode of Payment:**

1. All SSS salary loan payments shall be done on or before the 10th day, following the applicable month of deduction to the SSS or to any of its authorized banks.
2. Loan amortization not remitted on due date shall have a penalty of 1% per month.
3. The HRMD shall be responsible for deducting the employee's loan and remittance of loan contributions to the nearest SSS Branch Office or accredited banks.

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4. In case an employee die, total disability or retirement under SSS act, the entire amount or unpaid amount of the loan as well as the interest and penalty shall be deducted from the corresponding SSS benefit.

9.4 HOME DEVELOPMENT MUTUAL FUND:

Provides multi-purpose services to its members including but not limited to short-term loan and housing development program for the employee members.

9.4.1 EMPLOYEE COVERAGE:

All employees regardless of employment status (probationary, contractual or regular) as long as he/she is covered by the HDMF program and he/she is not over sixty (60) years old.

a. Employee's Membership:

1. Notification of membership can only be done upon remitting his/her first monthly contributions to Pag-ibig.
2. Employee's monthly contribution is done thru salary deduction every cut-off period.
3. Membership with the HDMF shall be for a period of twenty (20) years or with a total of 240 monthly contributions or depending on any occurrences that may happen to the member such as: death, retirement, permanent total disability or insanity, migration to another country and termination due to health reasons.

b. Employee's Membership Contributions:

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1. Employee with above compensation of Php 5,000.00 shall have a monthly contribution of 2% from his basic salary. However, employees earning below Php 1,500.00 /month shall have a share of 1%.
2. Employer share shall remit the corresponding 2% of the employee's monthly compensation.

c. **Monthly Remittance:**

1. The HRMD shall prepare the summary of contribution report based on the payroll register to be submitted to the Accounting Department for payment funding.
2. Payment of the remittances and loan may be done through onsite or online transaction via e-gov.

For bank/onsite payment, The Accounting Dept is in-charge of scheduling and releasing of check.

For e-gov payment, HRMD shall be responsible in preparing and uploading of the monthly transaction report for the e-gov payment for approval of the Accounting Supervisor.

3. Monthly remittances should be remitted every 15th and every 19th day for short-term loan of the following month.

9.4.2 SHORT TERM LOAN:

This offer members an immediate financial assistance through its Short-Term Loan Programs.

1. Multi-Purpose Loan Program – this is intended for minor home improvements, capital for livelihood ventures, payment of medical bills, settlement of tuition fees and other educational expenses, purchase of furniture and appliances, and other similar requirements.

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2. Calamity Loan Program – This can be availed by the residents of localities declared as calamity area to enable and help them rebuild their lives.

a. **Qualification:**

1. An active member with at least twenty-four (24) monthly contributions.

b. **How to avail:**

1. Fill-up a Multi-Purpose Loan Application
2. Present two valid ID's and a photocopy of latest payslip duly authenticated by the company's authorized representative.
3. Submit to HRMD for filing of application to the nearest HDMF branch office.
4. For loan renewal, a required payment of at least (6) monthly amortization. The outstanding balance together with any accumulated interests, penalties and charges shall be deducted from the new loan.

c. **Mode of Payment**

1. The loan is payable for twenty-four (24) months or 2 years.
2. All short term loans has an annual interest of 10.75 percent while late payment shall have a penalty of .05% for unpaid amount for every month of delay.
3. Employee's loan payment shall be done thru payroll deduction.
4. The HRMD shall be in-charge of preparing the employee loan payment summary report to be handed over to the Accounting Dept. for schedule and releasing of payment before the set due date.
5. Payment for Multi-Purpose Loan is being done through the nearest Pag-ibig Office or through online payment via e-gov.

9.5 PHILIPPINE HEALTH INSURANCE:

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PHIC is the national healthcare program for all Filipino citizens whether employed or unemployed to enable them to support their hospitalization expenses.

a. Coverage / Membership:

1. All employees regardless of the employment status. (contractual, probationary or regular).

Newly hired employees must be reported using the ER2 Philhealth form, together with their dependent(s) supporting documents attached to the application form, such as: birth certificate for legitimate and recognized children, approved legal adoption papers for adopted children, marriage contract for husband /wife and an affidavit of support for parents who are above 60 years old.

Immediate family members shall consist of: husband, wife, children, recognized legitimate children, parents.

Above documents must be submitted to the HRMD for processing of Phil health membership.

b. Monthly Contributions:

1. Monthly contribution shall be shared between the Employee and the Employer based on the Philhealth Schedule of Contributions.
2. This will be done through salary deductions every payout.
3. Total monthly contribution of both employee and employer shares shall be computed by the HRMD.

c. Monthly Payment:

1. The HRMD shall be responsible for remitting the monthly PHIC contributions through the accredited collection bank using the ME-5.

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2. Payment due date is every 10th day of the following month (after the applicable month).

Payment of the remittances may be done through onsite or online transaction via e-gov.

For bank/onsite payment, The Accounting Dept. is in-charge of scheduling and releasing of check before the set due date.

For e-gov payment, HRMD shall be responsible in preparing and uploading of the monthly transaction report for the e-gov payment for approval of the Accounting Supervisor.

d. Monthly Reporting:

1. Posting of employee's monthly contributions shall be done using the Philhealth online portal- EPRF. Posting and updating must be done on a monthly basis after the payment has been made.
2. Submission of reports shall be done within the covered month by sending the text file of contributions to the nearest Philhealth Office.

e. When to avail:

1. In-patient hospitalization
2. Maternity
 - Normal delivery
 - Caesarian delivery
 - Miscarriage
3. Out-patient cases such as day surgeries

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f. Qualification:

1. Availment condition: Member must have at least three (3) months' premium contributions within the immediate six (6) months prior to the month of availment.
2. Hospital confinement of at least 24 hours.
3. Surgical procedure conducted to out-patient cases.
4. Hospital and attending physician must be accredited by the Philhealth Insurance

g. How to avail:

1. Accomplish the Philhealth Claim Form 1 (can be downloadable through Philhealth website, may secure from the billing section of the hospital, or with the company HRMD).
2. Forward the duly accomplished Claim Form-1 to the HRMD for certification and signature.
3. Attached copy of the Member Data Record (MDR form), Certificate of contribution and employee's Birth Certificate (optional in the absences of MDR).

For dependents who are sick and hospitalized, member may submit proof of dependency must be attached to the Claim Form-1.

4. All documents and attachments must be submitted to the hospital's billing section prior to the discharge date.
5. In case an employee failed to file claims prior to his discharge from the hospital, claims may still be availed through reimbursement process within 60 days from the discharge date, the following documents must be presented:

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- Philhealth Claim form 2, to be accomplished by the hospital and the attending physician;
 - Official Receipts
 - Operative records for surgical procedures performed to the employee.
6. Upon payment of benefits to the hospital, Philhealth shall send a copy of the benefit payment notification slip indicating the amount paid to the hospital for confirmation purposes.
7. In case there is a discrepancy on the Benefit Notification Slip, employee can still reimburse this amount from the hospital.
8. Reimbursement of hospital claims shall be subject for the Philhealth evaluation and approval.

PROCESS CONTINGENCY:

In case of the system breakdown or unable to access online portals of the above agencies, the HRMD shall automatically revert into manual process of payment, and report submission to avoid penalty and interest that may be imposed for every delayed transactions.

9.6 ANNUAL MEDICAL EXAMINATION

To ensure the health and fitness to work of employees, the company, on a yearly basis, conducts the Annual Medical Examination to all its regular employees, usually falls on the second quarter of the year, after the operations peak season.

Regular personnel shall be required to under the following medical examinations by the authorized medical personnel:

- ✓ Physical Examination
- ✓ Urinalysis
- ✓ Blood Test
- ✓ Visual Test
- ✓ Audiometry
- ✓ Drug and Alcohol Test

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For employees aged 35 and above, additional physical examinations are conducted as follows:

- ✓ ECG
- ✓ FBS

After the tests, all medical results and final status shall be submitted to the Operations Manager for review and issuance of certificate of fit to work which shall be forwarded to the HRMD for records and file.

9.7 HMHS IN-HOUSE MEDICAL BENEFITS

This is a benefit designed to provide medical assistance to the employee by providing access to the clinic facility and avail services that is also extended to their immediate family member.

a. Benefits Eligibility:

For all regular employees upon confirmation date shall be entitled to the in-house medical benefits.

b. How to Avail:

1. All eligible employees must fill-up the Medical Benefit Enrollment Form with maximum five (5) qualified dependents.

Single	- Parents/ Guardian and siblings
Married	- Legal/ Spouse, Children, Parents, Siblings and Parent In-Laws
Single Parent	- Parents/ Guardian, siblings and children

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2. An employee who would like to avail of the HMHS In-House Medical Benefits must fill-up the Medical Benefits Form duly approved by the immediate supervisor subject for approval of the HRMD.
3. In case an employee failed to use the In-house Medical Benefit with the year, benefits shall automatically be forfeited.
4. In-house medical benefits are renewable on a yearly basis but not subject to any cash conversion.

References:

Detailed employment policies and benefits may be obtained on the company policy.

10.0 TRAINING & DEVELOPMENT

Is a process whereby people acquire capabilities to aid in the achievement of organizational goals.

10.1 Developing Training Plan:

Step 1: Strategize – The HRMD works with members of management to link training to the business plan/goals with an eye toward employee and company performance improvements.

Step 2: Planning – The HRMD shall draft training plan with objectives and expectations to track the effectiveness of the training.

Step 3: Organize – The HRMD shall organize how training will occur, obtaining needed resources and developing training interventions.

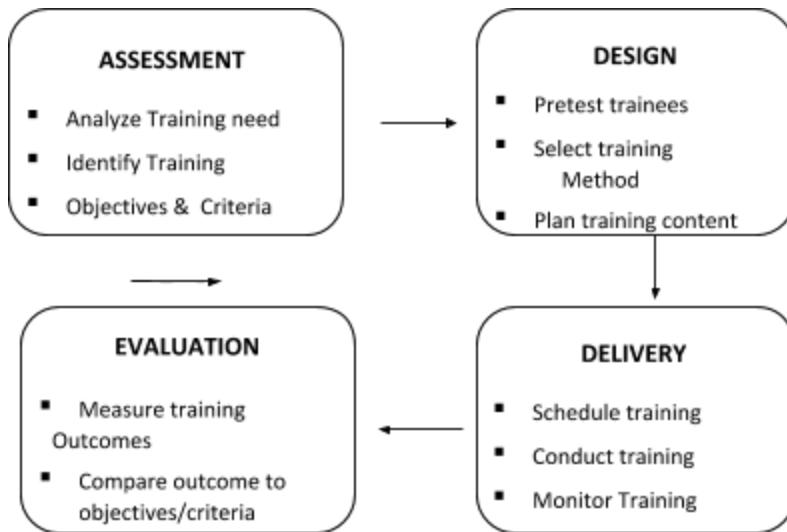
Step 4: Justify – The HRMD shall measure and evaluate the extent to which training meets the objectives set will legitimate training efforts.

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10.2 Training Process:



11.0 HR SUPPLIER'S EVALUATION

To ensure that HR suppliers are delivering the quality services to the HRMD consistently as follows:

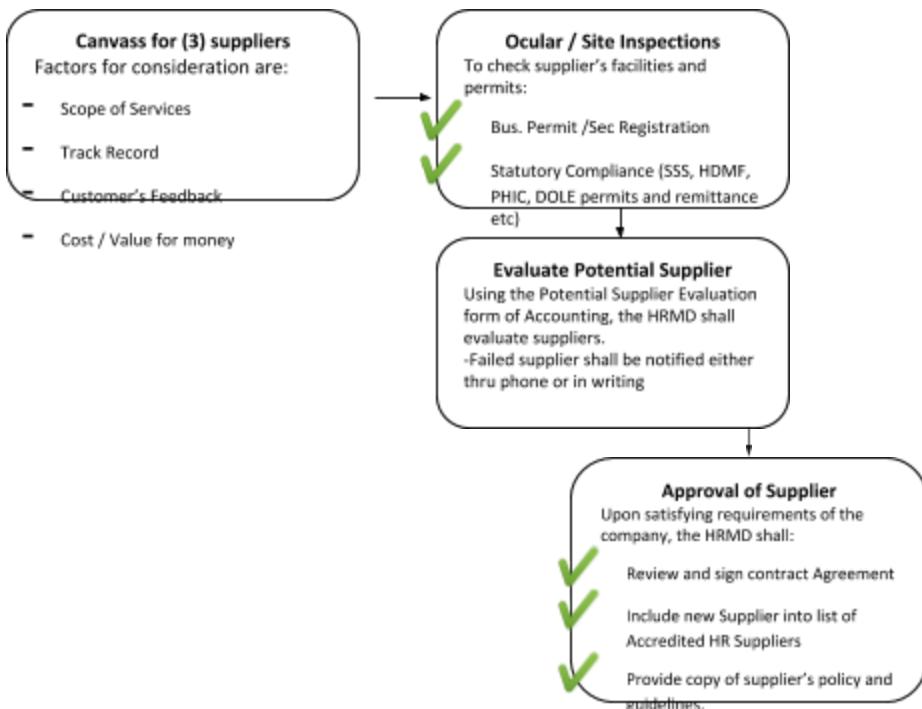
Manpower Outsourcing
Company Uniforms
Training providers

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11.1 POTENTIAL SUPPLIER EVALUATION

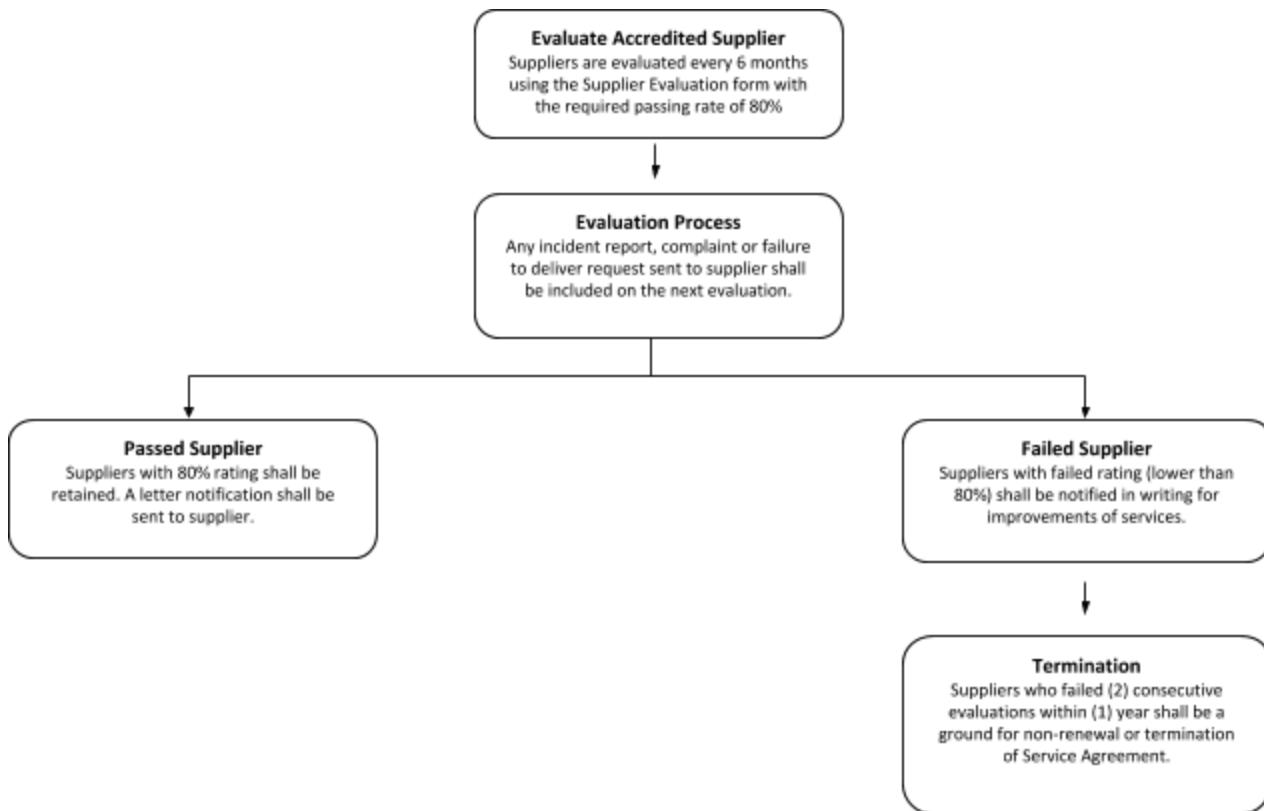


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11.2 ACCREDITED SUPPLIER EVALUATION



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12.0 HR FORMS

12.1 HR Internal Forms:

1. Manpower Request Form
2. Application Form
3. Applicant's Interview Form
4. Background Verification Form
5. Job Offer Sheet
6. Pre-Employment Requirements
7. Employee 201 File Cover Sheet
8. Trainee Employment Agreement
9. Probationary Employment Agreement
10. Regular Contract
11. Certificate of Employment
12. Request for Training Form
13. Employee Training Agreement
14. Medical Benefit Request Form
15. Medical Benefit Enrollment Form
16. Company Loan Form
17. Personnel Information Update
18. Performance Appraisal Form (Rank & File)
19. HRMD Training Record
20. HRMD Incoming Correspondence
21. HRMD Outgoing Correspondence
22. HRMD Inter-Office Memo
23. HRMD Minutes of the Meeting
24. Notice of Administrative Charge
25. Exit Interview Form
26. Personnel Action Notice
27. Separation Clearance
28. Goal Setting & Work Plan Form
29. Job Analysis Questionnaire
30. Training Program Evaluation Sheet
31. Employee Self-Appraisal
32. Immediate Superior's Performance Appraisal
33. Release, Waiver and Quitclaim

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- 34. Employee Preliminary Performance Appraisal (Rank & File)
- 35. Employee Preliminary Performance Appraisal (Supervisory Level)
- 36. Regular Performance Appraisal Form (Rank & File)
- 37. Regular Performance Appraisal Form Upward Appraisal (Supervisors & Managers)
- 38. Employee Satisfaction Survey
- 39. VL/SL Calendar Form
- 40. VL Conversion Form/SL Flexben Form
- 41. Confidentiality
- 42. Non-Disclosure Agreement
- 43. Acknowledgment

12.2 HR External Forms:

12.2.1 E-Payroll:

- 1. Work Extension Form (Overtime)
- 2. Official Business Trip (OBT)
- 3. Official Undertime (OUT)
- 4. Failure to Swipe (FTS)
- 5. Change of Work Schedule (CWS)
- 6. Leave of Absence (LOA)

12.2.2 Manpower Agency: LBP Agency

- 1. Performance Appraisal
- 2. Employee Clearance Form
- 3. Leave of Absence Form
- 4. Overtime Form

12.2.3 TDEVS:

- 1. Performance Appraisal – Non Supervisory
- 2. Employee Clearance Form
- 3. Leave of Absence Form
- 4. Overtime Form

12.2.4 SAFEGUARD SECURITY AGENCY

- 1. Timesheet
- 2. Leave of Absence Form
- 3. Performance Evaluation Form

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12.2.5 SSS:

1. SSS Sickness Notification Form
2. SSS Maternity Notification Form (MAT-1)
3. SSS Loan Application Form

12.2.6 PHIC:

1. Philhealth – Claim form 1

12.2.7 HDMF:

1. Multi-purpose Loan Form

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