

STT	Người ký	Đơn vị	Thời gian ký	Ý kiến
1	PHẠM ANH ĐỨC	Tổng Giám đốc - Viettel Peru S.A.C - Tổng công ty CP Đầu tư Quốc tế Viettel	17/01/2023 00:10:16	
2	NGUYỄN ĐỨC TIẾN	Phó Tổng giám đốc Kỹ thuật - Viettel Peru S.A.C - Tổng công ty CP Đầu tư Quốc tế Viettel	13/01/2023 08:37:13	
3	RAUL FELIPE GALDO MARIN	BOD - Board of Directors - Viettel Peru S.A.C	13/01/2023 02:31:22	
4	ĐẶNG TRUNG ANH	Phó Tổng Giám đốc Công nghệ thông tin - Board of Directors - Viettel Peru S.A.C	13/01/2023 00:03:47	
5	SOFIA INES BEDON BURGOS	Head Of Hr Department - HR Department - Management & Support Division - Viettel Peru - Viettel Peru S.A.C	10/01/2023 11:56:06	
6	NGUYỄN HỮU THUẬN	Head Of Business Process Department - Department Head - Process Department - IT Division - Viettel Peru - Viettel Peru S.A.C	09/01/2023 20:38:57	
7	QUAN MINH VƯƠNG	Head Of Administration Department - Managers of Department - Administration Department - Management & Support Division - Viettel Peru - Viettel Peru S.A.C	08/01/2023 12:34:25	

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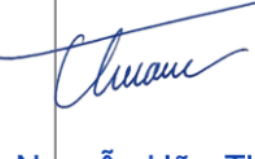
PROCESS FOR RECEIVING NEW EMPLOYEE(S)

Effective date: 05/01/2023

Times issue: 01

TRACKING TABLE

No	Page	Amendments	Effective date
		First issued	05/01/2023

Editor	Review			Approve
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PROCESS FOR RECEIVING NEW
EMPLOYEE(S)

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SUMMARY

1. Purpose

Describe the steps how to prepare to receive new employee(s), ensure work conditions for new members of Bitel family.

2. Applied object

Apply as a part of recruitment process in all Bitel national-wide.

3. Responsibility

All Departments are responsible to follow and implement correctly the steps in the process.

4. Related document

No	Document	Effective date
1	Program de induccion (462/QT-VTP-HR)	28/12/2023

5. Related Units/Departments:

5.1 Human Resource department:

- Coordinate with Units/department and prepare a recruitment plan.
 - + *Send the plan to admin via email: admin.planning@bitel.com.pe*
- Prepare Essential stuffs for new employee(s) such as:
 - + *A box with Office supplies (pen, note book, color pen, note paper, bitel's cup, etc).*
 - + *Welcome letter.*
 - + *Fotocheck.*
 - + *Timekeeping account.*
 - + *Email, voffice, Gnoc account (using VESS system).*
 - + *Create SR for Admin to prepare work conditions: computer, connections, domain, seat, and table.*
 - + *Create SR for IT Ops to create internal domain account.*
- Sign contract with Employee(s):
 - + *Need to coordinate with Customer Care to Migrate Chip of new employee to Bitel.*
 - + *There are 2 periods to sign contract with new employee:*
 - Period 1: From 1-5th.*
 - Period 2: From 15-20th.*

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- Introduce the employee(s) to the related departments:
 - + *Get to know each other, so that they can feel more comfortable at work place.*
- Train for the new employee(s):
 - + *follow the document PROGRAM DE INDUCCION (462/QT-VTP-HR).*
 - + *Training how to use voffice, Gnoc, ERP 2.0.*
 - + *Show the Video about Bitel (Made by Marketing).*
 - + *Train about Organization and culture of Bitel.*
 - + *Invite CE (or BoD) join first meeting with new employees and introduce them.*

5.2 Administration Department

- Ensure work conditions for new employee(s) in advance:
 - + *PC or Laptop with essential enclosed thing (Mouse, cable, etc).*
 - + *Internet connection.*
 - + *Create account and Join domain.*
 - + *Place to work (table, chair).*

5.3 IT Operation Department

- Coordinate with Administration to create Domain account for the new employee(s).

5.4 Customer Care Center

- Coordinate with HR to migrate/Ported in Chip of the new employee(s) to Bitel. At the day of signing contract, CC will support to migrate Chip for employees.

5.5 Investment, Access departments

- **Investment:** Ensure purchased produces will be delivered on time.
- **Access:** Coordinate and support admin in case of preparing office furniture (computers, chairs, tables, printers, etc).

5.6 Transmission department

- Coordinate and support admin in case of internet connectivity.

5.7 New employee's department

- Welcome the new member(s) warmly
- Train the new members(s) so they can handle their tasks in the position.

More information about the flowchart, detailed description of each Step, Input, Output of this

Process at:

<http://process.bitel.com.pe/bizagi/HR%20Process%20receive%20employee/index.html#list>

7. Description

Step	Description	Input	Output	Responsible	Coordinate with	OIA	KPI
1. Share the Recruitment Plan	HR Share their plan of recruitment to Admin, IT Operation, CC and Related Unit in advance for them to prepare resources. - Share information officially by email, it is recommended to communicate by phone and whatsapp as well.	Recruitment plan according to Headcount approved	Admin, IT Operation, CC and related Units know what they have to prepare for the new employees to come.	HR	New employee's Unit	During day 1-10th of month N, share recruitment plan of month N+1.	100% on time
2. Prepare essential stuffs	Essential stuffs are thing that cannot be missed, basic condition for employee to start working: 1. A box with Office supplies (pen, note book, color pen, note paper, bitel's cup, etc) 2. Welcome letter 3. Fotocheck 4. Timekeeping account 5. Email, voffice, gnoc account using VESS system. 6. Create SR for Admin to prepare work conditions: computer, connections, domain, seat, table 7. Create SR for IT Ops to create Internal domain account	New employee approval	New employees get their essential stuffs to work, feel comfortable with work conditions in Bitel	HR	Admin, CC	5 days from the day BoD approve the new employee (step 1)	100% get essential stuffs

2. Prepare work condition	<ul style="list-style-type: none"> - PC or Laptop with essential enclosed thing (Mouse, cable, etc) - Internet connection - Join domain - Place to work (table, chair) 	A list of new employee(s)	New employees get their essential stuffs to work, feel comfortable with the work condition in Bitel	Admin	HR, Investment, Asset, IP Operation	Before day 5th month N: receive requirements of work conditions for employees enter between 15-20th of month N. Before day 20th month N: receive requirements of work conditions for employees enter between 1st-5th of month N+1.	95% measure monthly. (5% for some special case)
3. Support	<ul style="list-style-type: none"> - Access: Coordinate with Admin to do in stock, out stock on time, follow the regulation. - Investment: Ensure purchased products arrive on time. - IP Operation: Support Admin issue related to domain account for new employee(s). 	Requirement to prepare work conditions for the new employee(s)	New employee(s) get their work condition on time			Investment: Follow regulation of purchase new product Asset: Follow regulation stock in-Stock out product Transmission: Follow the OLA of SR solving internet connection issue	95% on time, measure monthly
4. Migrate Bitel Chip	HR coordinate with CC to ported in their number to Bitel, or provide them a new Chip of Bitel for work with the accordingly benefit	Call Center	100% use Bitel number to work	Call Center	Human Resource	Before day 5th month N: receive requirements for employees enter between 15-20th of month N. Before day 20th month N: receive requirements for employees enter between 1st-5th of month N+1. At the day of signing contract, CC will	100% new employees have Bitel Chip to work

						support to migrate Chip for employees.	
5. Sign Contract	Sign contract with new employees. There are 2 periods to sign contract with new employee Period 1 : From 1-5th Period 2 : From 15-20th	Promising employee	Contract signed with enough conditions for employee to work	Human Resource	Call Center	Period 1: From 1-5th Period 2: From 15-20th	100% on time
6. Introduce to departments	Introduce the new employee(s) to related departments to get to know each other, so that they can feel more comfortable at work place.	New employee	Employees got to know each other in order to coordinate in work later on	Human Resource	Head of department of the employee	1 Days	100% get introduced
7. Entral training	1. Follow the document PROGRAM DE INDUCCION (462/QT-VTP-HR). 2. Training how to use voffice, Gnoc, ERP 2.0 Polycorn 3. Training by Department (Handover task) 4. Show the Video about Bitel (Made by Marketing) 5. Train about Organization and culture of Bitel 6. Invite Mr DUC (or BoD) join first meeting with new employees and introduce them.	New employee signed contract	- Employee trained, passed entral exam - Entral training certificates for employee	Human Resource	Head of department of the employee	in the First month of new employees in Bitel	100% get entral training
8. Professional training	The Department of the new employee(s) should train their employee(s) during the first three months, so that the employee(s) can handle their tasks of the position.	New employee	Employee can handle his/her tasks of the position	Head of department of the employee	Related units/departments	The first three months	100% get professional training