



EMPLOYEE HANDBOOK

BetterPrints

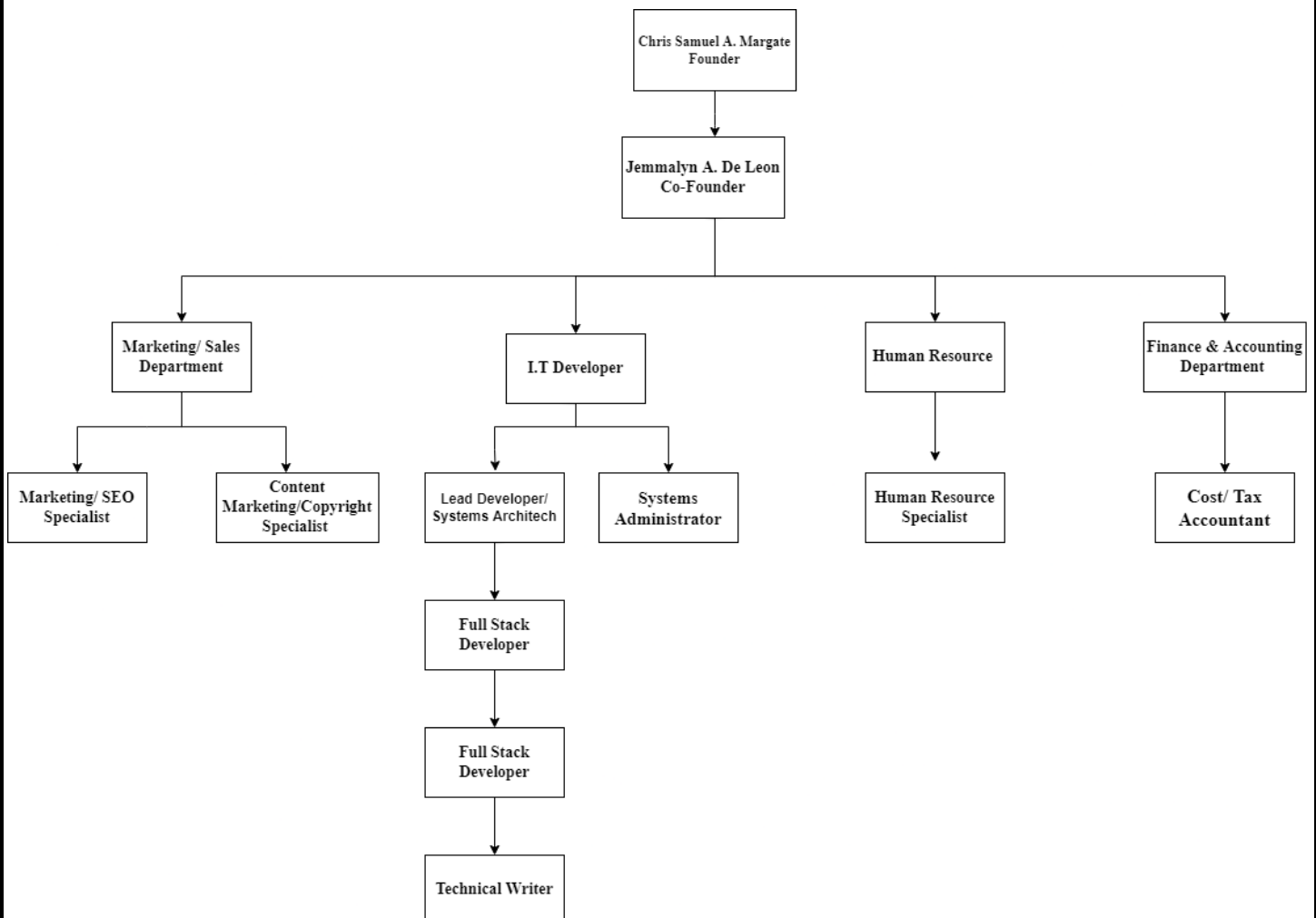
Prepared by:
Chris Samuel A. Margate
Jemmalyn A. De Leon
BSIT 3-4

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I. Organizational Chart



Founder- is the responsible for the establishing the core team ,developing the business plan, managing all department's operation and generating initial funds.

Co-Founder- is the person who accompany the founder to establish the business. She part of the executive time and coordinating with the different departments in order to improve their product and services. She also has a huge part for the company because she raise funds when starting up the company.

Marketing/Sales Department – The marketing team are responsible for developing strategies that fits in their marketing budget to promote their products in different platforms like social media, advertisements, posters, flyers and more. They are also in charge on inspecting past

sales figures and through customer reviews, product research and what is the current trend in the market.

I.T Developer – Developers team is the one who will build and implement functional programs. They produce an efficient system to fulfil the need of the users. Developers works with a team like full stack developer to create a good software and technical documentation for reference and reporting.

Human Resource- The human resource team are responsible in ensuring all the employee's record, answering employees' questions regarding their benefits, implementing the policies of the company and compensation options, and recruiting new hires with the appropriate details of their work. They also doing all the audits, compliance reviews, and other mandatory reports for the company.

Finance and Accounting Department – Finance and Accounting Department are responsible for financials status of the company, preparing different financial reports that is based on the regulatory requirements of the company like statutory reporting, stock exchange and the taxation authorities. The finance and accounting department are also responsible for analyzing and controlling financial information to assist in the day-to-day operation of the company.

II. The Business Transactions involved

BetterPrints is a tech company that provides licensing for a cloud-based printing service platform to SMEs.

Usual day-to-day business transactions may include: (i) Formulating subscription license agreements to prospective SME clients according to the scale and requirements of their business. (ii) Cash or Credit transactions of licensing payments, and (iii) providing invoices and statements to clients accordingly. BetterPrints also ensures (iv) proper recording, updating and/or renewal of licenses of SMEs as required by the agreements/contracts. (v) Correspondence is then sent to applicable clients for renewal and compliance to the licensing agreement and policy agreed upon.

III. Recruitment Process

The hiring manager generally goes through the following steps:

- Identify need for an opening
- Decide whether to hire externally or internally
- Review the job description and compose a job ad
- Select appropriate sources (external or internal) for posting the opening
- Decide on the selection stages and possible timeframe
- Review resumes in company database/ATS
- Source passive candidates
- Shortlist applications
- Proceed through all selection stages
- Run background checks
- Select the most suitable candidate
- Make an official offer

Note: Stages within the recruitment and selection process may overlap. The hiring manager may add/remove steps from the process as appropriate. However, the first five (5) steps are mandatory in the process.

Internal applications

Current employees with a satisfactory employment status may apply for internal job openings. The consents of the employee's manager and the HR department may be necessary for employees with less than one year of service with BetterPrints.

All applicants for a posted vacancy will be considered based on their qualifications and ability to perform the job successfully. Internal candidates who are not selected will be notified by the HR department.

IV. Selection Process

Employee Selection Stages

BetterPrints has a standard selection process that may be tweaked or subject to change without prior notice, according to a role's requirements. The standard process involves:

- Resume screening
- Phone screening
- Assignment
- Interview

Note: The hiring manager may choose to add/remove stages depending on the role a candidate is applying for. For example, they can add the following selection stages/methods:

- Assessment centers
- Group interviews
- Competency/Knowledge or other selection tests
- Referrals Evaluation

In most cases, the stages of resume screening and interview are compulsory.

Job Postings

HR will create job postings that briefly describe the job opening and communicate BetterPrints brand. All job openings will be posted concurrently on BetterPrints' intranet and externally with sources appropriate for the position being filled. Jobs will remain posted until the position is filled.

The HR department will be responsible for tracking all applicants and retaining applications and resumes as required.

Interview Process

The HR department and the hiring manager will screen applications and resumes prior to scheduling interviews. Initial interviews are generally conducted by the HR department and the hiring manager using behavior-based interview questions and a structured interview process. Candidate evaluation forms will be completed after each interview and retained with the application.

The HR department will notify applicants who are not selected for positions at BetterPrints.

Reference Checks

HR will conduct professional reference checks and employment verification on the top candidates based on the results of the candidate evaluation forms completed by the interviewers. A minimum of three professional references are required from each candidate.

Job Offers

After a decision has been made to hire a candidate, an offer will be made contingent on the satisfactory completion of required background checks and testing. Background checks will vary depending on the position and may include criminal history, credit history, driving record, drug testing or any other relevant information for the job.

Internal applicants must complete required background checks or tests not previously completed.

Once the HR department receives satisfactory results from all required background checks and tests, candidates will be provided with a final job offer. If a candidate fails to accept an offer of employment within 7 calendar days, the offer may be rescinded by the company.

V. Hiring Process

BetterPrints' primary goal when recruiting new employees is to fill vacancies with persons who have the best available skills, abilities, or experience needed to perform the work. Decisions regarding the recruitment, selection, and placement of employees are made based on job-related criteria.

As openings occur, notices relating general information about the position are posted. The manager of the department with the opening will arrange interviews with employees who apply.

BetterPrints encourage employees to recruit new talent for the company.

BetterPrints believes that hiring qualified individuals to fill positions contributes to the overall success of the company. Each employee is hired to make significant contributions to BetterPrints. In hiring the most qualified candidates for positions, the following process should be followed.

Revoked Offers

In case when a formal has to be revoked, the hiring managers and/or human resources department should draft and sign an official document. This document should include a legitimate reason for revoking the offer. Legitimate reasons include:

- Candidate is proved to not be legally allowed to work for our company at a specific location
- Candidate has falsified references or otherwise lied about a serious issue
- Candidate doesn't accept the offer within the specified deadline (deadline must have been included in the offer letter)
- Hiring managers and/or the human resources department must notify the candidate formally as soon as possible.

VI. Job Types of Employees

The following terms will be used to describe employment classifications and status:

Regular Employment

If the work connection can qualify as an alternative employment arrangement, an individual should be engaged to undertake activities that are normally necessary or desirable in the employer's usual business or trade. Project, seasonal, casual, and fixed term jobs are all options. The validity of these alternative employment arrangements is determined by whether or not the prerequisites have been met. If the requirements are not completed, the employee's ostensible alternative work arrangement will be disregarded, and the individual will be considered a regular employee.

In this regard, a company may need a probationary term before an employee becomes a regular employee. The probationary term can last up to six months, starting Quisumbing Torres 6 on the day the new employee starts working. Normally, the probationary term cannot be extended by the employer. By operation of law, once the new employee is permitted to work after the probationary term has expired, his employment will be considered regular. Additionally, the employer must tell the employee of the standards that he must meet at or before the start of the probationary term. Otherwise, the job will be considered a regular job from the moment the individual starts working.

Project Employment

When a duration of work is established for a specific endeavor, the completion of which is determined at the time of the employee's engagement, it is called project employment. When a project employee is constantly rehired after the project ends and the duties he performs are crucial, required, and indispensable to his employer's normal company or trade, he may be promoted to regular employee status.

Seasonal Employment

Seasonal employment refers to jobs that are only available during particular times of the year and are only available for that period of time.

Casual Employment

Casual employment occurs when an employee is hired to do work that is purely incidental to the employer's company and is for a set amount of time that is disclosed to the employee at the time of hire. If a casual employee works for at least one year, whether continuously or intermittently, he is deemed a regular employee for the activity for which he is engaged, and his employment will continue as long as that activity remains.

Fixed-Period Employment

Fixed-period employment exists when the start and end dates of the employment relationship are determined prior to the start of the relationship. Fixed-term employment is strictly regulated and must meet the following requirements:

- (i) Without any force, duress, or undue pressure being used to the employee, and absent any other circumstances vitiating his assent, the parties consciously and voluntarily agreed on the defined length of employment; or
- (ii) It appears that the employer and employee dealt with each other on more or less equal footing, with neither exercising authority over the other. Fixed-term employment should, as much as feasible, involve highly educated persons or highly technical roles.

VII. Job Description, Scope and Limitation

In this company these are the different types of Jobs with different requirement:

A. Operation Management

Appointed in Operation Management, requires:

- Understands that employees are a valuable resource and can effectively communicate with operations staff
- Can design algorithms and flowcharts
- Can create technical documentation for reference
- Master and commander of managing the input and output of resources
- Knowledge of coding languages (e.g. C++, Java, JavaScript)
- Experience with databases and Object-Relational Mapping (ORM) frameworks
- Ability to learn new languages and technologies
- Resourcefulness and troubleshooting aptitude

B. Marketing Management

Appointed in Marketing Management, requires:

- Excellent communication skills
- Emotional intelligence and risk management are all important aspects of problem-solving.
- Knowledge and understanding of your target market
- Able to write and identify different styles and different audiences
- Have a communication skills and networking
- Know the tools that you will use in order to interact like digital marketing.

C. Human Resource Management

Appointed in Human Resource Management, requires:

- Know how to interview job applicants, handle or oversee disciplinary procedures, ensure compliance with federal and state laws, and resolve conflicts between employees
- Can maintain and update employee records, such as keeping track of time off, medical benefits, payroll, and turnover
- Can recruit, hire, and train employees
- Can handle different kinds of task from recruiting job applicants, administering benefits, and handling employee conflict to making sure your company is compliant with employment regulations.
- Having a good communication skill
- Able to handle problems on the job on a regular basis
- Professionally can make hard decisions that involves firing or laying off employees
- Handle difficult situations and deal with sensitive information

D. Customer Relationship Management

Appointed in Customer Relationship Management, requires:

- Understanding of employee and customer workflows and areas of improvement
- Ability to explain and relay complex and technical terms and concepts to individuals not operating within the similar field

VIII. Promotion Benefits and Process

BetterPrints supports the growth and development of qualified employees through promotions, transfer, and other types of job development.

In compliance with our Job Posting Policy, employees may apply for job changes such as a promotion.

Promotion is defined as a job change to a position with a higher pay grade. Promotions are only applicable to regular employees with an exception when the need arises. Much like a conversion or to a regular employee or fulltime employee, the promotion will be probationary for the first 180 days or 6 months. Formal performance evaluations should be scheduled on a regular basis. This is for the probationary employee to be guided and be given feedback as to how he/she is performing. This will also help managers/supervisors qualify/quantify the employee's performance. The supervisor is responsible for setting expectations, providing job descriptions, and giving feedback.

On a regular basis, formal performance reviews should be scheduled. This is where the probationary employee will be guided and provided feedback on his or her performance. Managers/supervisors will be able to qualify/quantify the employee's performance with this information. Setting expectations, providing work descriptions, and offering feedback are all responsibilities of the supervisor.

The evaluation process determines basic pay. The employee taking over the position will be entitled to compensation or premium as such. This will be adopted at the discretion of management based on business needs.

IX. Termination Process

The regulations and procedures listed below are in place to govern various types of exits and their repercussions. They are intended to ensure that an outgoing employee leaves on a positive note with the least amount of loss to the organization and to the individual.

1. Termination by Employee

In case of voluntary exit, every employee is subject to a notice period of thirty (30) days.

Employees are expected to inform the company of their resignation in writing.

An employee may resign from his employment at any time subject to the notice period mentioned. It is the employee's responsibility to follow all required formalities, and it is the superior's responsibility to quickly notify concerned Human Resources. Human Resources will assist the employee in completing the necessary paperwork.

In the event of a recovery, the employer may postpone payment of the employee's final pay and remaining benefits until full payment is received from the employee. The date of notice of resignation is the date on which the superior receives the resignation in writing or when it is put into the Human Resource Information System.

2. Termination by Employer

Employee may be fired if the employer believes he or she is incapable of completing or producing appropriate outcomes for the tasks and responsibilities allocated to him or her.

If the also company determines that a violation of any policy has occurred, it will take such disciplinary action as it deems appropriate, including employment termination. This is without prejudice to the right of the company to avail of other remedies under applicable laws, rules, and regulations.

Employment Clearance and Release

- 1) Employees' accountabilities, including corporate assets, must be cleared before they leave the firm and/or before final pay is released. As previously stated, employees who wish to voluntarily exit the company must follow proper termination by employee procedure by filing a letter of resignation and allow a minimum of thirty (30) days to successfully render resignation.

Note: The thirty (30) day notice period or render in some cases may only be applicable to regular employees or fulltime employees.

- 2) Once all parties have signed the clearance, it will serve as confirmation that the departing employee has no outstanding financial or property obligations with the company.
- 3) Required accomplished forms are:
 - a) Clearance and Release Form
 - b) Release and Quit Claim Form
- 4) If such an employee is found to have an accountability in any of the clearance areas listed on the Clearance and Release Form, the clearing officer in charge must insist that the employee pay up promptly. Otherwise, final clearance will not be provided, and all wages and benefits due the employee would be withheld until the matter is resolved.
- 5) Human Resource Department must ensure that the Clearance and Release Form of the employee leaving the company is processed and properly accomplished.

X. Retirement Benefits and Process

To provide financial assistance to Officers and Employees on their separation from the company, either by retirement or resignation, BetterPrints has put up a non-contributory retirement plan.

Under existing laws, collective bargaining agreements, and other agreements, an employee is entitled to the retirement benefits that he or she has earned. However, no collective bargaining or other agreement can reduce an employee's retirement benefits below those established by the Labor Code.

An employee (excluding an underground mining employee) has the choice to retire and receive retirement pay at the age of 60 years or more if there is no provision on optional retirement in a collective bargaining agreement, employer's retirement plan, or any other arrangement. When an employee (who is not employed in underground mining) achieves the mandatory retirement age of 65, his employer may retire him and pay him retirement money.

See the Retirement Plan Rules for the detailed schedule of benefits.

1. Normal Retirement Plan

The average and common retirement age for a staff member is sixty (60) years old and an employee should have rendered at least five (5) years of service to be entitled to this Normal Retirement Benefit. Upon reaching the retirement age and after rendering at least 5 years of credited service with the Company, the employee member shall be entitled to receive an amount equivalent to a portion of the latest guaranteed monthly pay for every year of service.

2. Optional/Early Retirement

The early retirement age for a staff member is fifty (50). An employee member may, with the approval of the Company, retire and be entitled to the early retirement benefits provided he attains the age of fifty (50), and after rendering at least 10 years of credited service with the Company. The member shall be entitled to receive an amount equal to a percentage of the Normal Retirement Plan.

3. Late Retirement

A Member who is permitted by the Company to work on a yearly extension basis beyond his Normal Retirement Date will remain a Plan Member until his Late Retirement Date. A Member's Late Retirement Date is the first day of any month following his Normal Retirement Date. For each year of Credited Service, including extension of service, the Member's Late Retirement Benefit shall be a sum equivalent to 100% of Plan compensation.