



# **Branch Operations Training**

***HUMAN RESOURCES DEPARTMENT***

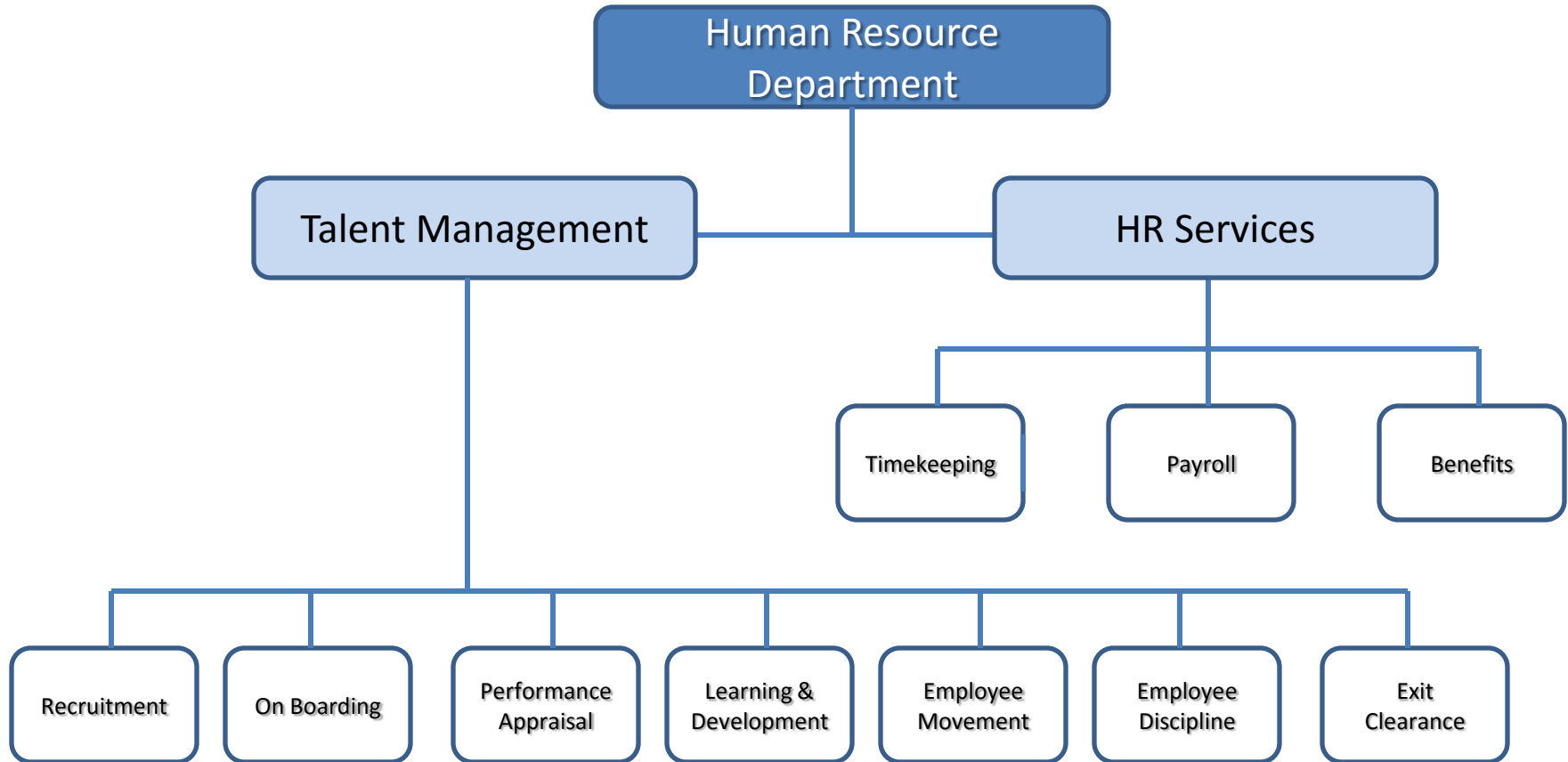
***OUR PEOPLE,  
More than just Human Resource!***

# ***Objective:***

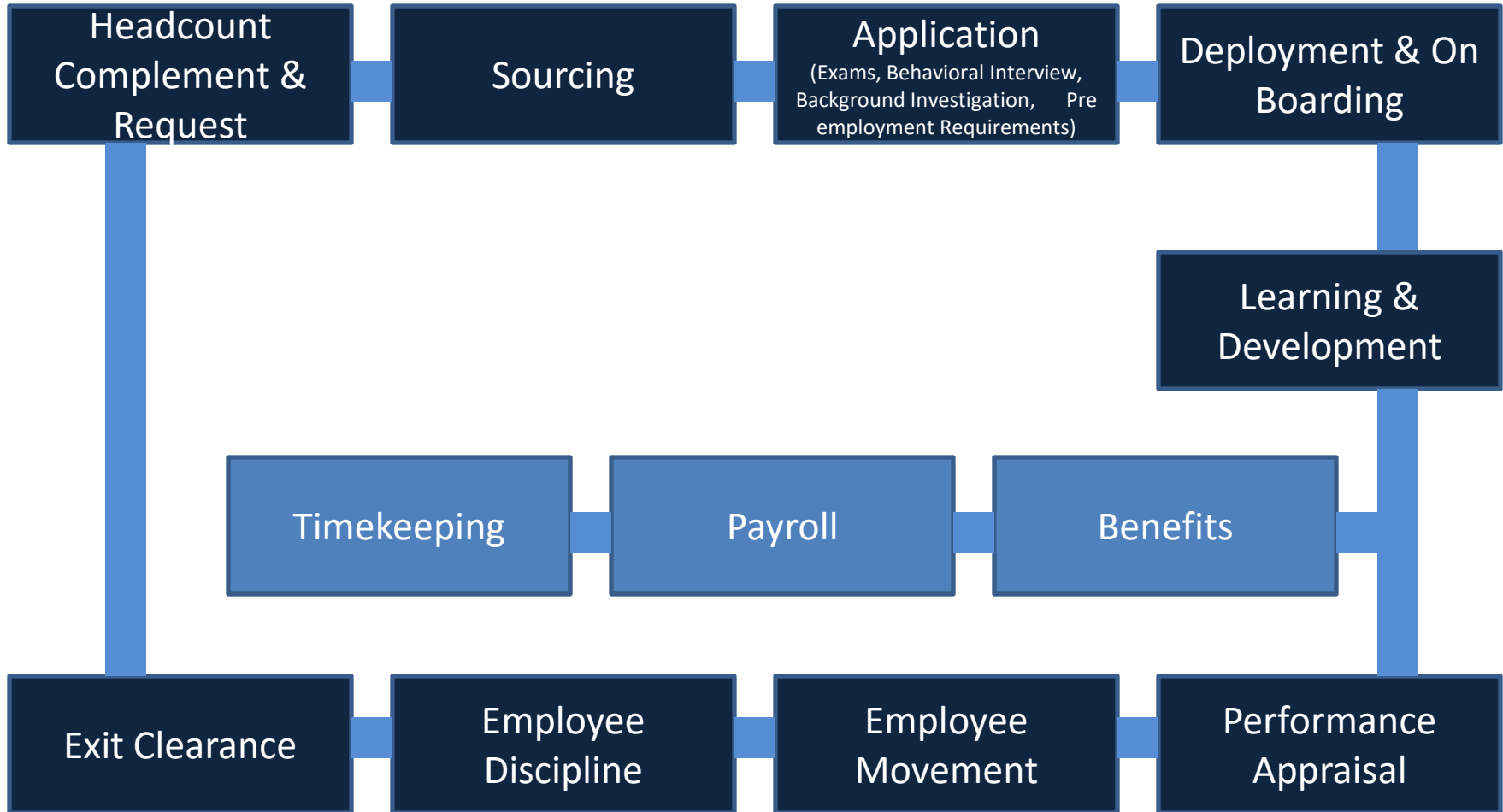
- Learn the basic policies and procedures on Human Resources Management
- Engage Managers to efficiently manage their PEOPLE
- Equip people towards Operational Excellence



# ***HR Organizational Structure***



# TOPICS: Human Resources Cycle



# Talent Management

- ☐ Recruitment
- ☐ On Boarding
- ☐ Learning & Development
- ☐ Performance Appraisal
- ☐ Employee Movement
- ☐ Employee Discipline
- ☐ Exit Clearance

# Headcount Complement and Request

- ❑ No approved Headcount Requisition Form(HRF), No Hiring Policy.
- ❑ Headcount is based on Branch Category
- ❑ Submission of HRF is ever 5<sup>th</sup> of the month.

# Headcount Complement and Request

BRANCH CATEGORY	DESCRIPTION	MAXIMUM HEADCOUNT COMPLEMENT							
		BM	CASHIER	MECH	MA	AC	ASST. CASHIER	CS	MAXIMUM HEADCOUNT
1	NEWLY OPENED BRANCH ( UP TO 300 ACCOUNTS)	1	1	1	1	1			5
2	350 TO 1000 ACCOUNTS	1	1	1	2	3			8
3	1,001 - 1500 ACCOUNTS	1	1	1	2	4			9
4	1,501 - 2,000 ACCOUNTS	1	1	1	2	5	1		11
5	MORE THAN 2000 ACCOUNTS	1	1	1	2	6	1	1	13
6	SATELLITE BRANCH				1				1
7	SOFT OPENING	1	1						2

\*Should there be need for additional headcount, request and justification should be forwarded to HR.

\*Subject for management's approval

# Sourcing

- ❑ A recruitment activity may be conducted when deemed necessary to increase applicant pooling provided it is properly coordinated to HR Recruitment for needed support and documentation.
- ❑ Applicants are required to take our online application through:  
<http://www.surveygizmo.com/s3/2257102/>  
[ONLINE-APPLICATION](#)



# Sourcing

## ❑ External Applicant's General Qualifications

- Applicants must be a degree holder of any business related course excluding Branch Mechanic Position.
- Must have a pleasing personality and of good character.
  - Tattoos, extra body piercing is strictly prohibited.
  - Preferably 20-30 yrs old
- Fresh graduates are highly encouraged to apply.

# Behavioral Interview

- ❑ Every applicant must undergo initial and final interview through Behavioral Interviewing.
- ❑ Interview will be done once the applicant passed the MMPI Online Examination.
- ❑ No Behavioral Interview Sheet(BIS) No Deployment

# Background Investigation

- ❑ Background Investigation Form(BIF) is a mandatory pre employment requirement which follows: “NO Background Investigation Form (BIF) No Deployment Policy”
- ❑ All new hires shall undergo extensive Background Investigation on both residence and previous employer.
  - Refusal of any applicant to undergo Background Investigation shall mean termination of his/her application.

# Pre-Employment Requirements

<b>BIR</b>	<p>If <b><u>with</u></b> TIN: Photocopy of TIN ID or photocopy of received application by the BIR</p> <p>If <b><u>without</u></b> TIN:</p> <p><b>SINGLE:</b></p> <ol style="list-style-type: none"><li>1.) 3 copies of Application form (BIR 1902);</li><li>2.) Photocopy of applicant's NSO Birth Certificate;</li><li>3.) Photocopy of Parent's Birth Certificate (60 years old and above)</li></ol> <p><b>MARRIED:</b></p> <ol style="list-style-type: none"><li>1.) 3 copies of Application form (BIR 1902);</li><li>2.) Photocopy of Marriage Contract; (NSO/Authenticated by civil registrar)</li><li>3.) Photocopy of Children's NSO Birth Certificate;</li><li>4.) Photocopy of Parent's Birth Certificate (60 years old and above)</li></ol> <p><b>(For applicant with previous employer)</b></p> <p><b>3 Copies of BIR 2305</b> with photocopy of Birth Certificate (if single) / and marriage contract with birth certificates of dependents (if married)</p>
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# Pre-Employment Requirements

<p><b>SSS</b></p>	<p><b>Social Security System Number (SSS No.)</b>          You may submit any of the following documents to validate your SSS No.  <input type="checkbox"/> SSS Digitized ID    <input type="checkbox"/> E1/E4 form  <input type="checkbox"/> SSS Static Form    <input type="checkbox"/> SSS Loan Voucher</p>
<p><b>PAG-IBIG</b></p>	<p><b>Members Data Form</b>          (print out of online registration form)  <a href="http://www.pagibigfund.gov.ph">www.pagibigfund.gov.ph</a> &gt; E Services &gt; Online Membership Registration  <input type="checkbox"/> Pag-ibig ID</p>
<p><b>PhilHealth</b></p>	<p><b>For members: Member Data Record (MDR)</b>  <input type="checkbox"/> Philhealth ID/ MDR  <b>For non-members: PhilHealth Member Registration Form (PMRF)</b>          with Supporting Documents (3 copies each)</p> <ul style="list-style-type: none"> <li>• Single – birth certificate</li> <li>• Solo Parent – birth certificate; birth certificate of children</li> <li>• Married – birth certificate; marriage certificate, birth certificate of children</li> </ul> <p>Note: Go to the nearest PhilHealth Office to submit documentation for your Philhealth number</p>

# Pre-Employment Requirements

<b>NBI</b>	<b>Original NBI Clearance</b> Tear upper part of NBI Clearance and submit. If with “hit”: submit O.R. and indicate release date _____
<b>School Credentials</b>	<b>Transcript of Records and Diploma</b> For Fresh Graduates: send claim stub and certification of graduation
<b>Birth Certificate</b>	Should be <b>NSO Authenticated</b>

# Pre-Employment Requirements

<b>Drivers License</b>	<p>Applicable for positions involving field work (Branch Manager, Account Counselor, Liaison, Field Auditor) Submit an Updated professional driver's license with. res. 1</p> <p><b>Student Permit: attach commitment letter to renew after expiration date.</b></p>
<b>Certification of Employment</b>	<p>Submit all COEs from previous employer (From first job- latest employer).</p> <p>*If the Previous Employer cannot issue the COE upon request, submit a certificate coming from Head Office's previous employer which states that clearance is still on process, date of release and signed by HR Manager/ Owner.</p>

# Pre-Employment Requirements

<b>Medical Results</b>	<p>Go to the nearest authorized Medical Clinic for medical examination.</p> <ul style="list-style-type: none"><li>• Chest X-ray</li><li>• HEPA B Screening</li><li>• Drug Test</li><li>• For Female: include Pregnancy Test</li><li>• Medical certificate of Fit to Work</li></ul>
<b>Pictures w/ name tag</b>	<p>2 pcs. 2x2 pictures 2 pcs. 1x1 pictures</p>



# Deployment and On Boarding

- ❑ All newly hired Trainees are expected to have their:
  - On Boarding Checklist on their 1<sup>st</sup> week of employment.
  - Area Managers and Branch Managers are requested to train the Trainees using the checklist given.
  - The said On Boarding Checklist will be sent to Training and Development after a week of the Trainee's Training period.
- ❑ It is the responsibility of the Branch Manager to ensure all trainees under his/her branch have taken the On Line Exams.

# Performance Appraisal

CRITERIA	PERCENTAGE
Actual On-The-Job Performance	70%
Attendance	10%
Adherence to Company Policies	10%
Knowledge	10%
<b>TOTAL</b>	<b>100%</b>

**\*a weighted average of 75% to be able to proceed towards the next employment status**

# Performance Appraisal

Employment Status	Appraisal Period	Submission of Performance Appraisal
Trainee	1 Month	Week 2 (Upon Completion of Examination)
Contractual	5 Months	3 <sup>rd</sup> Month
Probationary	6 Months	4 <sup>th</sup> Month
Regular	Semi-Annual	Mid-Year/Year End

**\* Submission of PERFORMANCE APPRAISAL FORM will be every First Week (Except for Trainees)**

# Employee Movement

- ❑ No Employee Action Notice (EAN), No Movement” any manager or employee who is scheduled for transfer should have an EAN issued by Human Resources Department.
  - In case of immediate movement, a notice/authorization will be issued by HRD and employee action notice shall follow the 6th and 21st cut off.

# Employee Discipline

- ❑ Labor Related Compliance & Summons shall be immediately coordinated to HR-Employee Relations:

[makharla.mendoza@mitsukoshimotors.com](mailto:makharla.mendoza@mitsukoshimotors.com)

Copy Furnished:

- Regional Manager
- HR Manager

# Employee Discipline

- ❑ All employee must be given opportunity to read, comprehend, and acknowledge our Existing Code of Discipline.
- ❑ It is expected that employee shall observe strict adherence to our CoD; including but not limited to our Policies and Procedures.
- ❑ Violations that are discovered by Managers and/or employees shall be reported through an incident report.

# Employee Discipline

- ❑ Area Manager may be requested to attend initial SEnA (Single Entry Approach).
- ❑ Representative will just have to gather the concerns of the complainant.
- ❑ Decision to the Labor Case will still be subject for management's deliberation and approval.

# Exit Clearance

- ❑ Resignation must be within 30 days notice.
- ❑ Immediate submission of approved resignation letter to HRD is a must.  
[exit.clearance@mitsukoshimotors.com](mailto:exit.clearance@mitsukoshimotors.com)
- ❑ Manager's must ensure that all accountabilities of resigning employees must be duly transferred before signing the employee's clearance.

**\*Service Unit must be surrendered.**



# Exit Clearance

- ❑ Clearance & Quitclaim will be process upon submission of employee's clearance from the branch.
- ❑ Department shall review accountabilities and shall inform if there are pending accountabilities before final release of quitclaim.

# Mandatory Policies Required by DOLE

- ❑ Anti Sexual Harassment Policy
- ❑ Policy and Programs on:
  - Drug Free Workplace
  - Tuberculosis Prevention and Control
  - Hepatitis B
  - HIV/AIDS Prevention and Control

# HR SERVICES

☐ TIMEKEEPING

☐ PAYROLL

☐ BENEFITS

# Timekeeping

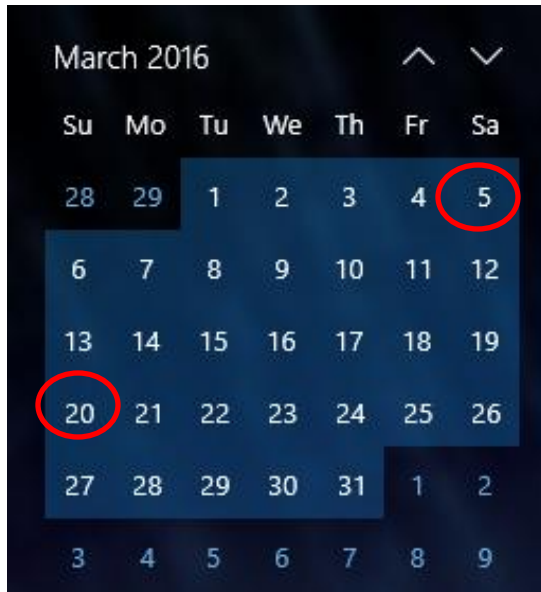
- ❑ Branch Managers must ensure close monitoring and review and reporting of employee's Daily Time Record (DTR)
- ❑ Cashier must ensure that all approved Time Records are submitted weekly to HR Timekeeping.
- ❑ On payroll cut off, all reviewed DTR must be submitted every 1<sup>st</sup> and 16<sup>th</sup> of the month. not later than 9:00am.

\*Late submission of DTR shall mean delay in computation of employee's payroll.

Managers will be accountable for any delay of submission.

# Payroll

Payroll Period	Payroll
1 to 15	Every 20 <sup>th</sup> of the month
16 to 31/31	Every 5 <sup>th</sup> of the month



- In case that payday falls on a Saturday, release of payroll will be on Friday.
- In case that payroll falls on a Sunday, release of payroll will be on Monday.

# Benefits

- ❑ All employees must submit their government mandated identification number to HR department upon hiring for contractual and probationary status; trainees are given a one-month period to submit these requirements, otherwise their employment will be terminated.
- ❑ Tampering and/or concealing required information shall be dealt accordingly based on the existing policies.

# SSS Benefits

SSS BENEFITS	REQUIRED CONTRIBUCTIONS
<b>SSS Loan</b>	Thirty Six (36) Months Contributions
<b>Sickness</b>	6 months (Active contribution prior to the semester of contingency)
<b>Maternity</b>	6 months (Active contribution prior to the semester of contingency)
<b>Employee Compensation</b>	6 months (Provided it is work related) Visit: <a href="https://www.sss.gov.ph/sss/appmanager/pages.jsp?page=employeescompensation">https://www.sss.gov.ph/sss/appmanager/pages.jsp?page=employeescompensation</a>

# PhilHealth Benefits

- ❑ The PhilHealth contribution shall be paid equally by the company and employee based on 2.5 % of basic salary of the latter or 1.25% each for employer and employee. With salary bracket ceiling pegged at P 35,000.00.
- ❑ The employee can avail of the PhilHealth benefit provided they have complied with the minimum of three (3) months active contribution prior to confinement.



# Pag-Ibig Benefits

- ❑ Employees can avail of the PAG-IBIG Multi-Purpose/Salary Loan provided they had complied with the minimum contributions of twenty-four (24) months with at least six (6) months of continuous contributions prior to the Multi-Purpose/Salary Loan application.
- ❑ Incomplete documents will not be processed and will be returned to the concerned employee.

# Company Uniform



- ❑ All working days including Sundays, Holidays (legal/special holidays), and Scheduled Trainings/Official Business Event will be covered by Company Uniform.

# Human Resource Management is about:

Having the  
With the  
Equipped with  
In the  
At the

# RIGHT

PEOPLE  
ATTITUDE  
ABILITIES  
PLACE  
TIME

*Thank you*

*Please prepare for the Post Test*

Log on to: <http://sgiz.mobi/s3/S4S-RM>