

Barangay Poblacion, Tacurong City

I. Mission & Ethical Commitment

- Deliver secure, transparent, and ethically verified escrow services
- Uphold kindness, humanity, and environmental stewardship
- Empower citizens with blockchain-based civic trust

II. Staff Roles & Responsibilities

Role	Duties
Escrow Officer	Manages escrow logic, triggers smart contracts
Verification Lead	Confirms FPIC, animal relocation, environmental clearance
Client Liaison	Guides clients, explains expectations
Compliance Officer	Ensures legal, tax, and insurance protocols
Blockchain Archivist	Maintains timestamped records and QR-linked audit trails

III. Client Journey & Expectations

1. **Consultation** – Explain process, provide checklist
2. **Consent & Verification** – All parties sign voluntarily
3. **Escrow Activation** – Funds held securely
4. **Disbursement** – Only after full compliance
5. **Archiving** – QR-linked ledger issued

IV. Ethical Triggers

- FPIC verified
- Animal relocation documented
- Environmental clearance approved
- No duress in signing
- Blockchain record published

V. Printable Onboarding Kit Contents

- Visual Ledger Card (with Tacurong seal)
- QR-linked Signage (for barangay hall)
- Staff Handbook (laminated, bilingual)
- Client Charter (English + Hiligaynon)
- Sample Transaction Simulation Sheet
- Feedback & Complaint Form (with blockchain reference ID)