

 Savan Resorts	POLICY AND PROCEDURE	
	Department: Human Resources	
	Section : Talent Management	
SR.HR.P.02.004	Policy : Job Position and Tier Standard	
Supersedes Policy No : <u>n/a</u>	Issued on: 16 October 2017	Effective Date: 1 November 2017

Purpose:

Savan Legend Resorts Sole Company Limited purpose to specify and standardize the job titles and tiers in company, applied to all departments.

Procedures:

1. General Definition

- 1.1 Each position is named by based on the tier, roles and job description. Human Resources is the verifier to ensure all positions in company is standardized.
- 1.2 In case of creating the new position, the Department Head is required to have Human Resources check and verify. Specifying job description and specification detail is prior to support the request.
- 1.3 The same position name in different department may be possibly ranked in different tiers in the reason of more or less job responsibility, business involvement, team supervising, particular job technical skills and so forth.
- 1.4 Once the business structure and/or job responsibility in certain position is changed, the tier may be considerably amended.

2. Position Name Template

- 2.1 The position name standard is formed as: *Position – Specific Role or Supervised Area*. Such as: Director – Hotel Operations, Manager – Front Office, Supervisor – VIP, Technician – Carpentry, Attendant – Public Area)
- 2.2 There are some specific position names remained because of its uniqueness, such as: Sous Chef, Dealer Inspector.

Initiated By



Director of Human Resources

Approved By



Chief Operating Officer

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3. Position Prefix

3.1 It is possible to fill the prefix in front of position name to classify that position if is higher or lower than normal position. The sample prefix words are: Senior, Junior or else.

4. Tier Description Guideline:

Tier	Description
E1	Executive level staff with specialized expertise in financial management or in the industry. Prior management experience and/or work history. College or advanced degree or certification; 8 - 12 years experience.
D2	Head of Division/Department with combo of experience, education, or certification in field. Highly technical and specialized work. Experience in position and managing staff. 6 - 10 years minimum.
D1	Head of Division/Department with combo of experience, education, or certification in field. Highly technical and specialized work. Experience in position and managing staff up to 5 years minimum
C2	High managerial level. Being a senior manager in section/department, under the HODs' supervision. Specialized and narrowly tailored work. Catch all position/category. Can act in the absence of HOD. It can be the key position that work on special project or have a significant impact to business.
C1	Section head manager/assistant mgr. / Shift Leader / consultant position with experience to manage team, capable of doing independent work, 4 - 6 years experience minimum.
B2	High level staff with duties in highly specialized/technical department. Combo of experience and technical training in field. 4 - 5 years experience minimum in position. Supervise more than one supervisor and/or one team. Can handle more complex/technical of task and report.
B1	Specialized or technical responsibilities. Combo of experience and training in field. 1 - 3 years experience minimum in position. Supervise some line level members and ensure the section work is met to standard, capable in administrative job.
A2	Staff with some experience more than beginning level, potential to supervise others. They either supervise few team members or possible to feedback to manager/team members. Still they need the guidance and training from superior. They are accountable to buddy the new join or needed.
A1	Entry and line staff level with limited job skill set as per position. It is the beginning position and can be the group of staff who is satisfy only the routine assignment. Limited education and experience. They are potential to do the job. Regular training and coaching is required.

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5. General Position Name Description Guideline:

Position Name	Description
Chief Officer/General Manager	Directly responsible for resources of the entire organization. Formulate, review and organize long-term plan, strategy and direction of organization. Make and approve major decision (s) that related to all aspects for business purposes of the organization. Involve in critical problem across organization. Approve all organizations policy. Decisions impact overall vision of company
Director	Directly initiate direction, standard of operations and policy of responsible division/department(s). Manage and supervise all in various department(s)/section(s) or a major division. Ensure that subordinated manager, assistant manager and supervisor have adequate leadership skills and technical competencies to drive to the team performance achievement.
Manager	Directly manage team in a department. Allocate and distribute resources within department/section(s). Train and develop the technical competencies, standard of operations and policy of all subordinates in responsible department/section(s). Ensure communication and coordination within and across departments are well organized. Motivate and drive for department performance. Understand the business principles and can lead team to achieve goal(s)
Assistant Manager	Directly assist and involve to supervise a number of staff/supervisors/professionals on each shift and day-to-day basis. Coordinate staff/supervisors/professionals within department. Regularly provide coaching and training in standardized discipline, understand in basic staff performance evaluation and ready to share the individual subordinate's
Supervisor	Directly demonstrate behaviors as a models for new or less experienced employees in own work area. May provide informal advice and/or coaching to others. Directly supervise a small number of staff/professionals on day-to-day basis regarding the job standard check and feedback. Possibly conduct training when required
Attendant	Work independently with no indirect or direct subordinate. May demonstrate behaviors as a models for new employees. Work is routine and followed by policy and procedures set by others

* Note: The above position names are just example as the guideline to create the general standard name, nonetheless the description still reflects the similar meaning.

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