

 <p><b>LBP RESOURCES AND DEVELOPMENT CORPORATION</b> 24<sup>TH</sup> Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	<b>MANPOWER &amp; MAINTENANCE SERVICES MANUAL</b>	<b>Class Code: D</b>
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## **A. GENERAL GUIDELINES**

1. Recruitment, selection, and hiring procedures shall be in accordance with the company's administrative policies to make sure that at the outset the Principal is assured of this fundamental requirement – that every individual who will be hired is physically and mentally fit, have sound moral character, and equipped with appropriate and proper competencies to achieve the quality standards set forth by the Principal.
2. Disciplinary action and termination of personnel shall be in accordance with the Labor Code and with the company's administrative policies.

## **B. SPECIFIC GUIDELINES**

1. Recruitment, Selection, and Hiring
  - 1.1. The Administrative and Gen. Services Dept. (through the Human Resources personnel) shall administer pre-employment/ psychometric tests/ skill tests to the applicants depending on the position level, for purposes of determining their overall mental, physical, and psychological fitness for jobs or positions they are being considered.
  - 1.2. Pre-qualified applicant/s shall be endorsed to the Principal for final screening and interview, if required.
  - 1.3. LBRDC may hire the existing agency-hired personnel of the client per the latter's recommendation. Said personnel will, however, be subject to LBRDC's recruitment and hiring policies.
  - 1.4. The Human Resources Specialist may conduct background/ character investigation to determine the veracity of the information indicated in the application form/ résumé and other submitted documents. The reference check may be done to gather more information about the capabilities and attitude of the applicant.
  - 1.5. Background checks may include but may not necessarily be limited to, confirmation of the individual's identity, review of the individual's criminal conviction record, if any, or verification of any license, certificate or degree required for the

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appointment and medical examination including drug tests. Unsatisfactory reference and/or falsification of information are grounds for dismissal/ termination.

## 2. Orientation and Pre-deployment

- 2.1. All Project Employees shall be oriented prior to deployment to the project site or Principal's office premises.
- 2.2. In accordance with D.O. 18-A, LBRDC shall explain to the project employees of the terms and condition of employment.

## 3. Contract of Employment

- 3.1. The project employee's Contract of Employment shall be co-terminus with LBRDC's Service Agreement with the Principal or with the conclusion of the project or undertaking for which the employee was hired.
- 3.2. However, the Contract of Employment shall have a provision for an initial evaluation period during which time LBRDC can ascertain the project employee's qualifications and suitability for the job.
- 3.3. If and when the Service Agreement with Principal is renewed/extended, the project employees' Contract of Employment shall also be renewed/extended, subject to performance evaluation and to the actual needs of the job contract or Service Agreement.

## 4. Performance Appraisal

- 4.1. Performance appraisal of the project employee shall be conducted at least semi-annually. Frequency of evaluation may increase depending on the nature of the job contract and/or the requirements of the Principal. Unsatisfactory or below average performance rating in the assigned work for two (2) consecutive rating periods shall be ground for the recall or termination of project employment depending on the severity of the offense and subject to due process in accordance with existing policies and procedures.

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## 5. Personnel Development

- 5.1. The development and retention of a competent and qualified workforce shall be a vital concern of the company. Hence, project employees may also be provided opportunities for training to develop their skills, talents, and values for better delivery of services.
- 5.2. LBRDC shall offer its project employees suitable opportunities for career development and advancement. Project employees may be considered for promotion to a higher position level, whether or not in the same Job Contract/ Service Agreement. They may also be considered for a probationary or regular employment if and when plantilla positions are created or vacated.
- 5.3. Promotion or upgrading of salary rates of project employees as recommended by the Principal shall be subject to evaluation and approval of LBRDC. Any increases in salary rates shall be borne by the Principal.

## 6. Administrative Discipline

- 6.1. No project employee shall be removed or suspended except for cause as provided for by law and after due process. A project employee may be terminated from employment based on the grounds for termination as stated under the existing policies of LBRDC and the Labor Code.
- 6.2. LBRDC shall observe the required standards of due process and requirements of two (2) written notices which are laid down in Article 277(b) of the Labor Code, as amended, and Section 12 of D.O. 18-A.

## 7. Separation

- 7.1. In accordance with D.O. 18-A, project employees shall "enjoy security of tenure regardless of whether the contract of employment is co-terminus with the service agreement, or for a specific job, work or service, or phase thereof."

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7.2. Contract of employment with LBRDC shall be considered ended/ terminated under any of the following conditions:

7.2.1. Expiration of project employee’s contract with LBRDC as indicated in the contract of employment.

7.2.2. Completion, non-renewal or termination of LBRDC’S Service Agreement with the Principal where the project employee is assigned.

7.2.3. Voluntary Resignation. The project employee may, at any point in time and upon accomplishing the required clearance and the exit procedures, choose to terminate the contractual/ project employment at his/her own accord provided he/she submits a letter of resignation at least thirty (30) days prior to the planned resignation date. Failure to comply with the thirty-day notification would mean the withholding of any monetary benefits due to the project employee.

7.2.4. Retirement of project employee based on Social Security policies.

7.2.5. Commission of acts endangering the interest and security of LBRDC and its personnel, the company and the personnel of the Principal where the project employee is assigned, or the state (i.e., drug abuse, dishonesty, theft or any form of deception or fraud).

7.2.6. Display of conduct and behavior that maligns the image of LBRDC, the Principal, and their customers.

7.3. All separated employees shall seek clearance from all accountabilities to the company. The project employee’s last pay and other benefits shall be withheld until such clearance is issued. Unpaid accountabilities may be deducted from the benefits due to the project employee.

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## C. DETAILED PROCEDURES

### 1. Hiring of Project Employees

Account Officer	1.1	Upon receipt of notice of award or conforme of the client, prepares Job Order using the prescribed form.
	1.2	Forwards duly filled-out Job Order to the Dept. Head for review/ signature.
PMMS Dept. Head	1.3	Reviews and signs the Job Order.
	1.4	Forwards the Job Order to the Human Resource Specialist.
	1.5	If client recommends the hiring of a specific individual, forwards the resume to the Human Resource Specialist for evaluation/ inclusion in the "Talent" bank/pool.
Human Resources Specialist	1.6	Sources applicants by: <ul style="list-style-type: none"> <li>• Checking LBRDC's "talent" bank/ pool for possible applicants ; and/or</li> <li>• Posting the job opening/s in the newspaper or online career portals.</li> </ul>
	1.7	Conducts initial interview and administers pre-employment/ psychometric tests/ skill tests, if applicable.
	1.8	Endorses pre-qualified applicants to the PMMS Dept. Head for interview.
	1.9	For technical positions, endorses to the President/CEO for interview
PMMS Dept. Head and President/CEO	1.8	Conducts interview and evaluation of the applicants  Conducts background investigation if necessary.

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Human Resources Specialist	1.9	Prepares shortlist of qualified applicants based on results of interview and submits to the Account Officer.
Account Officer	1.10	Coordinates with the Principal if the latter would require a final interview.  If required, coordinates with the HR Specialist on the preparation of documents for submission to the Principal.  If not required, informs the Human Resources Specialist.
Human Resources Specialist	1.11	If the applicant will be subject to final interview by the Principal, prepares letter of Personnel Endorsement and submits same to the Principal together with the resume of the applicant.
	1.12	After final evaluation, informs selected applicant on the pre-employment requirements.
	1.13	Prepares Contract of Project Employment and endorses to PMMS Dept. Head for review
PMMS Dept. Head	1.14	Reviews and initials on the Contract of Project Employment.
	1.15	Forwards the Contract of Project Employment to the Administrative & Gen. Services Dept. Head for signature.
Administrative & General Services Manager	1.16	Reviews and signs the Contract of Project Employment.
Human Resources Specialist	1.17	Furnishes the new employee a copy of the duly signed Contract of Project Employment.
	1.18	Prepares ID and application for ATM.
	1.19	Prepares letter to LIBI for accident insurance coverage of new employee/s.

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|---------------------------|------|---|
|                           | 1.20 | Furnishes the Accounting Unit a copy of the duly signed Contract of Project Employment for payroll purposes.  |
|                           | 1.21 | Prepares 201 file of new Project Employee   |
| Accounting Unit           | 1.22 | Maintains copy of the Contract of Project Employment for reference and processing of payroll of the employee.   |
| Human Resource Specialist | 1.23 | If required, furnishes the Principal a copy of the Contract of Project Employment   |
|                           | 1.24 | If required, furnishes the DOLE Regional Office Director or his/her authorized representative a copy of the Contract of Project Employment (in compliance with D.O. 18-A) |

## 2. Pre-deployment activities

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|---|-----|--|
| Human Resources Specialist and/or PMMS Dept. Head | 2.1 | Conduct pre-employment orientation of the new project employee, viz: <ul style="list-style-type: none"> <li>• LBRDC background, organizational structure, core values, code of ethics, etc.</li> <li>• Personnel policies and other relevant company rules and regulations</li> <li>• Basic rights and privileges of the Contractual Personnel in accordance with the Labor Code</li> <li>• Duties and responsibilities, work standards, and key result areas as well as the terms and conditions of his/her Contract of Project Employment with LBRDC</li> <li>• Terms and conditions of the Service Agreement between LBRDC and the Principal</li> </ul> |
| Account Officer                                   | 2.2 | Informs the Principal of the start date of the new   |

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Project Employee.

- 2.3 Requests the Principal to orient the new project employee on the former's organization and basic company rules and regulations

If required by the Principal, the new project employee shall be required to attend the safety orientation (i.e., Holcim's Safety Seminar).

### 3. Performance Appraisal

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| PMMS Dept. Head  | 3.1 | Prepares template of Performance Appraisal indicating there in the duties and responsibilities as well as work standards and expectations from each project employee |
|  | 3.2 | Disseminates and explains the Performance Appraisal template to the project employees at the beginning of the evaluation period (i.e., quarterly or semestral).      |
| Project employee,<br>Project Supervisor,<br>and PMMS Dept.<br>Head | 3.3 | At the end of the evaluation period, finalizes the project employee's ratings and signs the Performance Appraisal.   |
| PMMS Dept. Head  | 3.4 | Forwards the Performance Appraisal to the President and CEO.   |
| President and CEO  | 3.5 | Signs the Performance Appraisal  |
| Human Resource<br>Specialist                                       | 3.6 | Drafts memorandum to project employees with below satisfactory rating reminding the latter to improve performance.   |
|  | 3.7 | Forwards to Admin. & Gen. Services Manager for review.   |
| Admin. & Gen.<br>Services Manager                                  | 3.8 | Reviews and initials the memorandum.   |
|  | 3.9 | Forwards to President and CEO for signature.   |

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| President and CEO         | 3.10 | Reviews and signs the memorandum.  |
| Human Resource Specialist | 3.11 | Facilitates transmittal of the memorandum to the concerned project employee/s. |

4. Renewal and/or Extension of Contracts

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| Account Officer                        | 4.1 | Upon receipt of notice of extension or renewal of contract, prepares memorandum or notice to the Human Resource Specialist on the extension of the Service Agreement and the corresponding contract of employment of the project employees. |
| Human Resources Specialist             | 4.2 | Prepares memorandum informing the project employees of the extension of the Service Agreement and their contracts of employment.  |
|  | 4.3 | Forwards to the Administrative & Gen. Services Manager for review and signature.  |
| Administrative & Gen. Services Manager | 4.4 | Reviews and signs the memorandum or notice of extension of contract of employment.  |
| Human Resources Specialist             | 4.5 | Facilitates transmittal of the memorandum or notice of extension to the project employee.   |
|  | 4.6 | Furnishes the Accounting Unit/Payroll Clerk a copy of the notice of extension for reference.  |

5. Disciplinary Action

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|---------------------------------------|-----|---|
| Project Supervisor or Account Officer | 5.1 | Conducts initial investigation and prepares incident report on an employee's violation of company policies. |
|                                       | 5.2 | Submits the report to the PMMS Dept. Head   |
| PMMS Dept. Head                       | 5.3 | Receives incident report and prepares endorsement to the HR Specialist duly-noted by the President and CEO. |

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| Human Resources Specialist             | 5.4  | Drafts the notice to explain (or first written notice) for the concerned project employee. Strict compliance with DOLE/Labor Code on due process is required.  |
|  | 5.5  | Forwards the draft to the Administrative & Gen. Services Manager for review and signature.   |
| Administrative & Gen. Services Manager | 5.6  | Reviews and signs the Notice to Explain.   |
| Human Resources Specialist             | 5.7  | Facilitates personal delivery of the Notice to the project employee.   |
|  | 5.8  | Upon receipt of the reply of the project employee, drafts report and recommendation to the Legal Counsel on the disciplinary action to be taken or penalties to be imposed.                          |
|  | 5.9  | Forwards the report and recommendation to the Administrative & Gen. Services Manager for review/signature.   |
| Administrative & Gen. Services Manager | 5.10 | Reviews/signs the report and recommendation.   |
| President and CEO                      | 5.11 | Reviews/notes the report and recommendation.   |
| Human Resources Specialist             | 5.12 | Forwards the report and recommendation to the Legal Counsel for evaluation/legal sufficiency.  |
| Legal Counsel                          | 5.13 | Evaluates the report and recommendation; Approves/recommends appropriate disciplinary action.  |
| Human Resources Specialist             | 5.14 | Upon receipt of approval/recommendation from the Legal Counsel, prepares Letter or Notice to the concerned project employee (in case of penalty of dismissal, this shall serve as the second written |

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notice as required by the Labor Code).

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|  | 5.15 | Forwards the Letter/Notice to the Administrative & Gen. Services Manager for review/ signature. |
| Administrative & Gen. Services Manager | 5.16 | Reviews and signs the Letter/Notice to the project employee.                                    |
| President and CEO                      | 5.17 | Reviews and notes the Letter/Notice.  |
| Human Resources Specialist             | 5.18 | Facilitates personal delivery of the Notice to the project employee.                            |

## 6. Termination of Contract of Employment

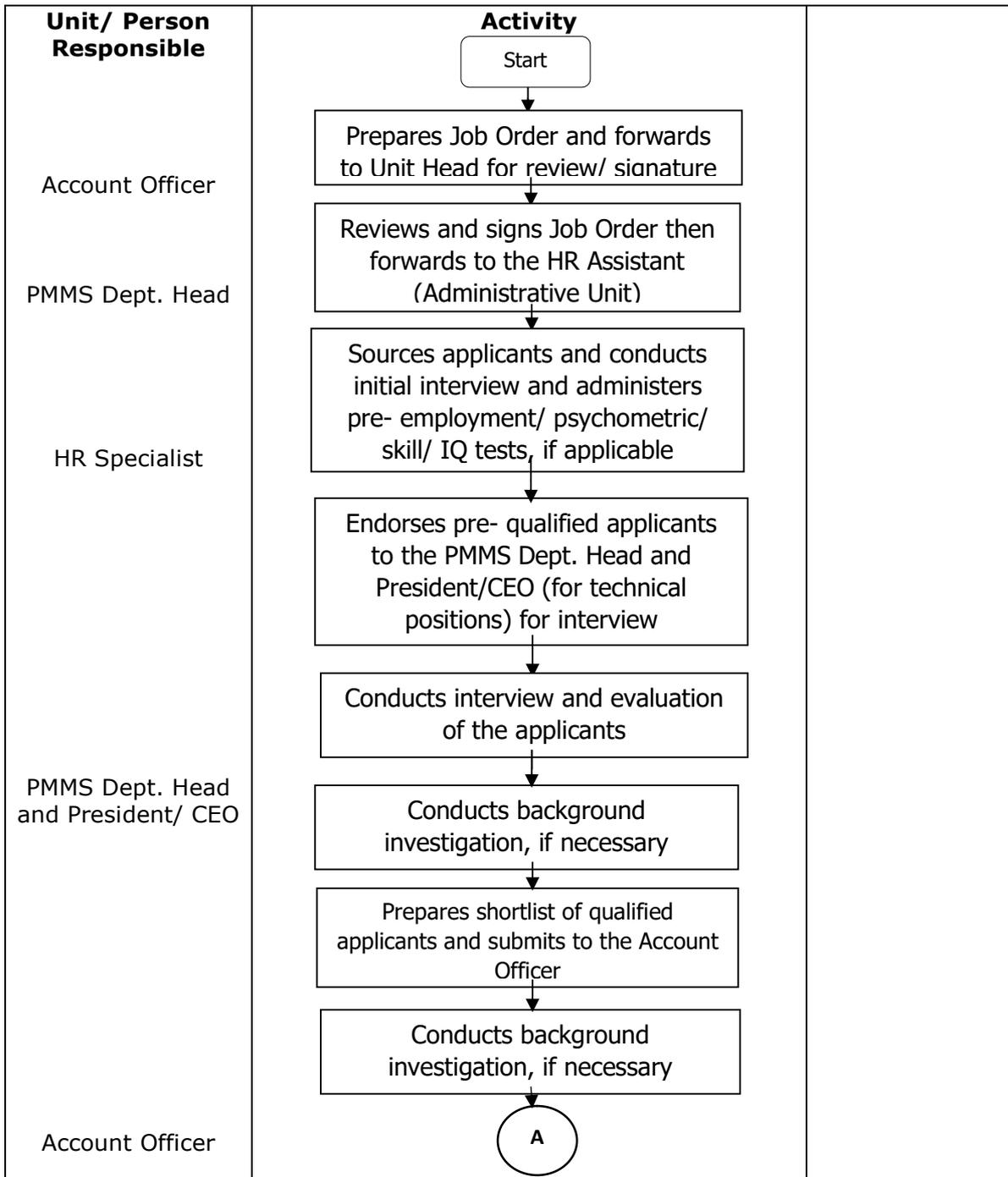
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|----------------------------|-----|--|
| Human Resources Specialist | 6.1 | Instructs project employee to accomplish the Clearance from Accountability form.   |
|                            | 6.2 | Prepares list of project employees whose contracts are due to expire or for termination.   |
|                            | 6.3 | Forwards list to the Payroll Clerk for information/reference on withholding of last pay.   |
|                            | 6.4 | Upon completion of the clearance form and submission of other requirements (i.e., quit claim), informs Payroll Clerk and certifies release of the separated employee's last pay. |

### **0501 PROCESS FLOW**

The process flows for all personnel-related activities are presented in Exhibits 5.1 to 5.6.

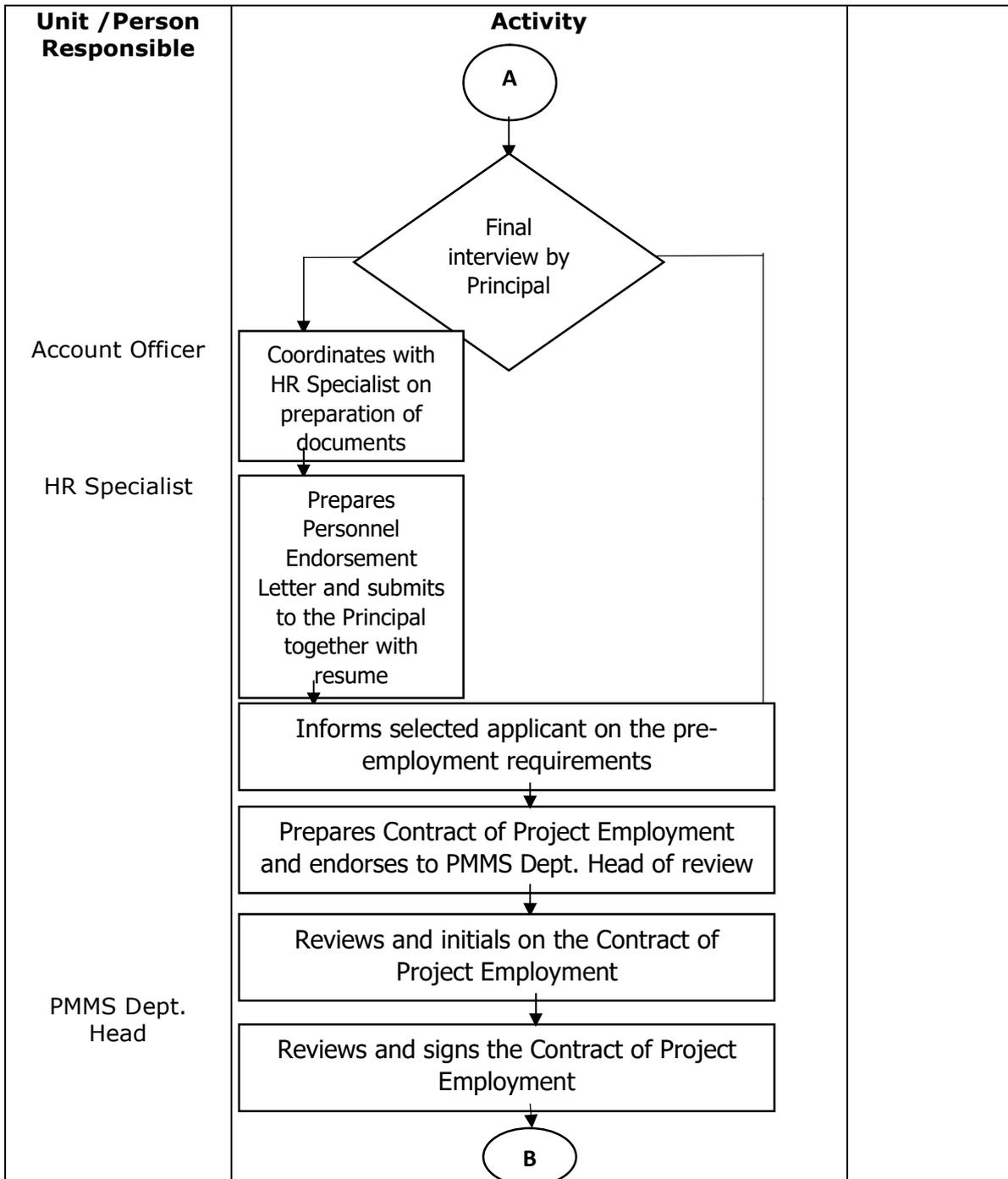
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Exhibit 5.1 Hiring of Project Employees



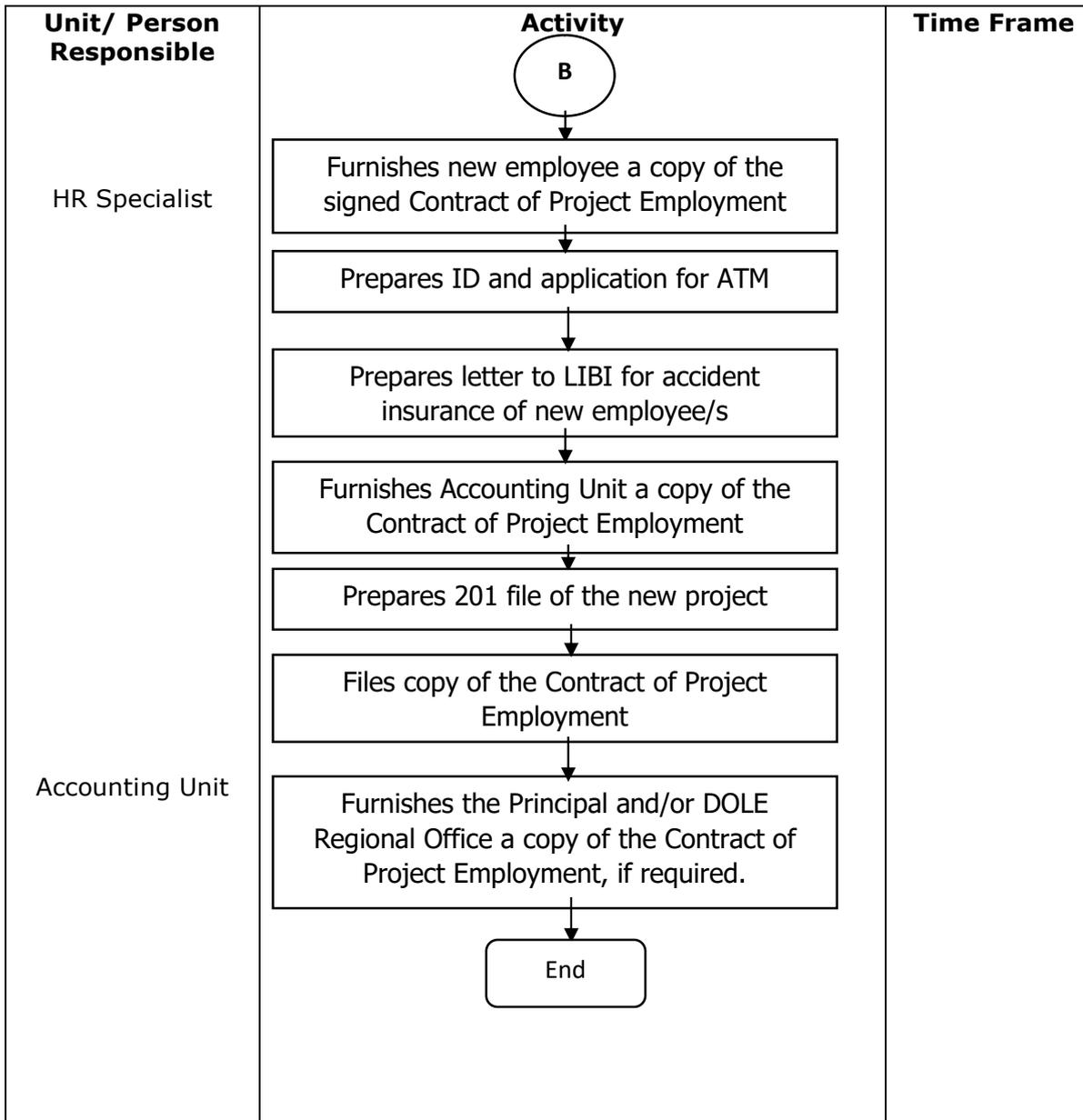
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Exhibit 5.1 Hiring of Project Employees



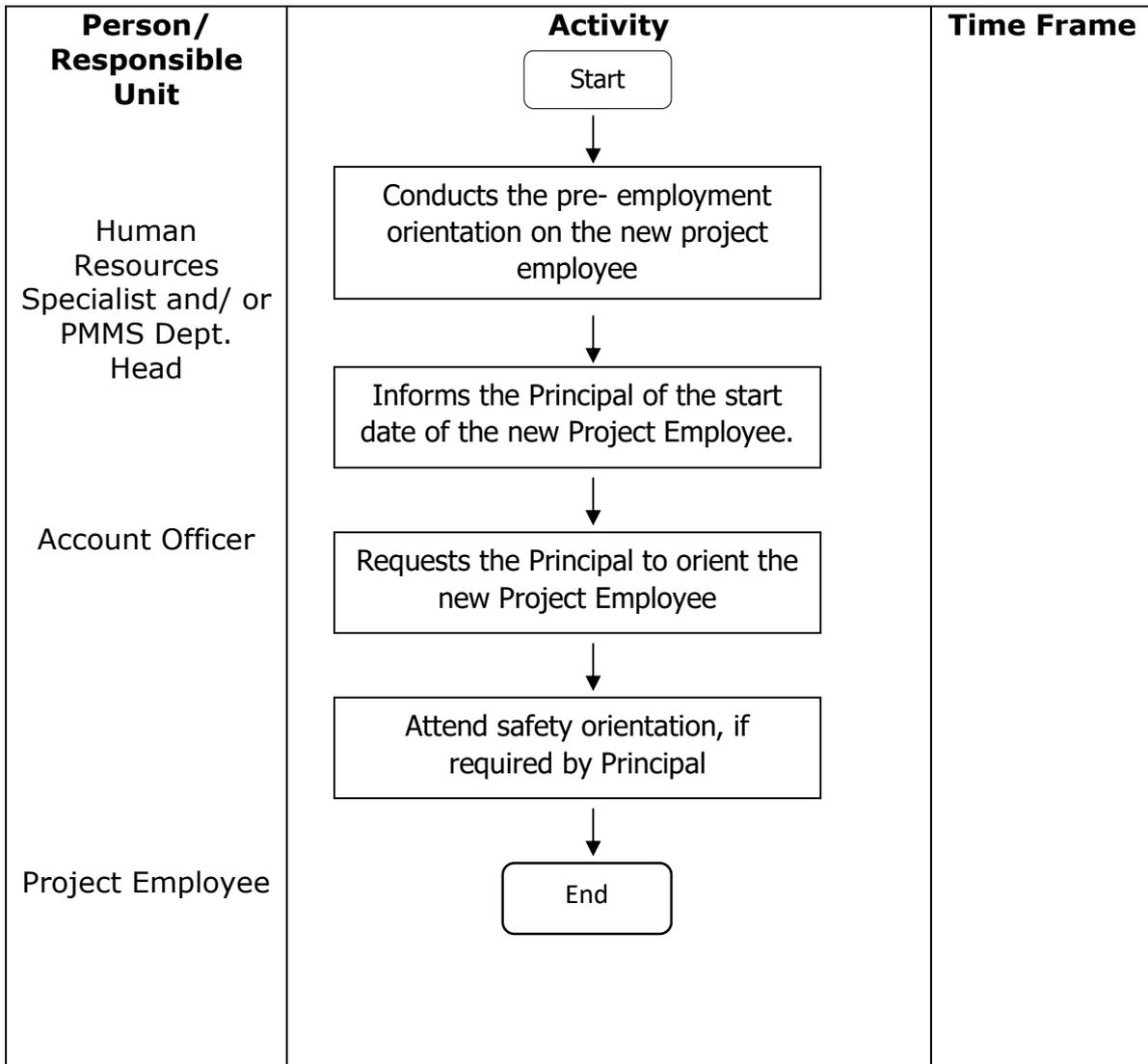
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Exhibit 5.1 Hiring of Project Employees



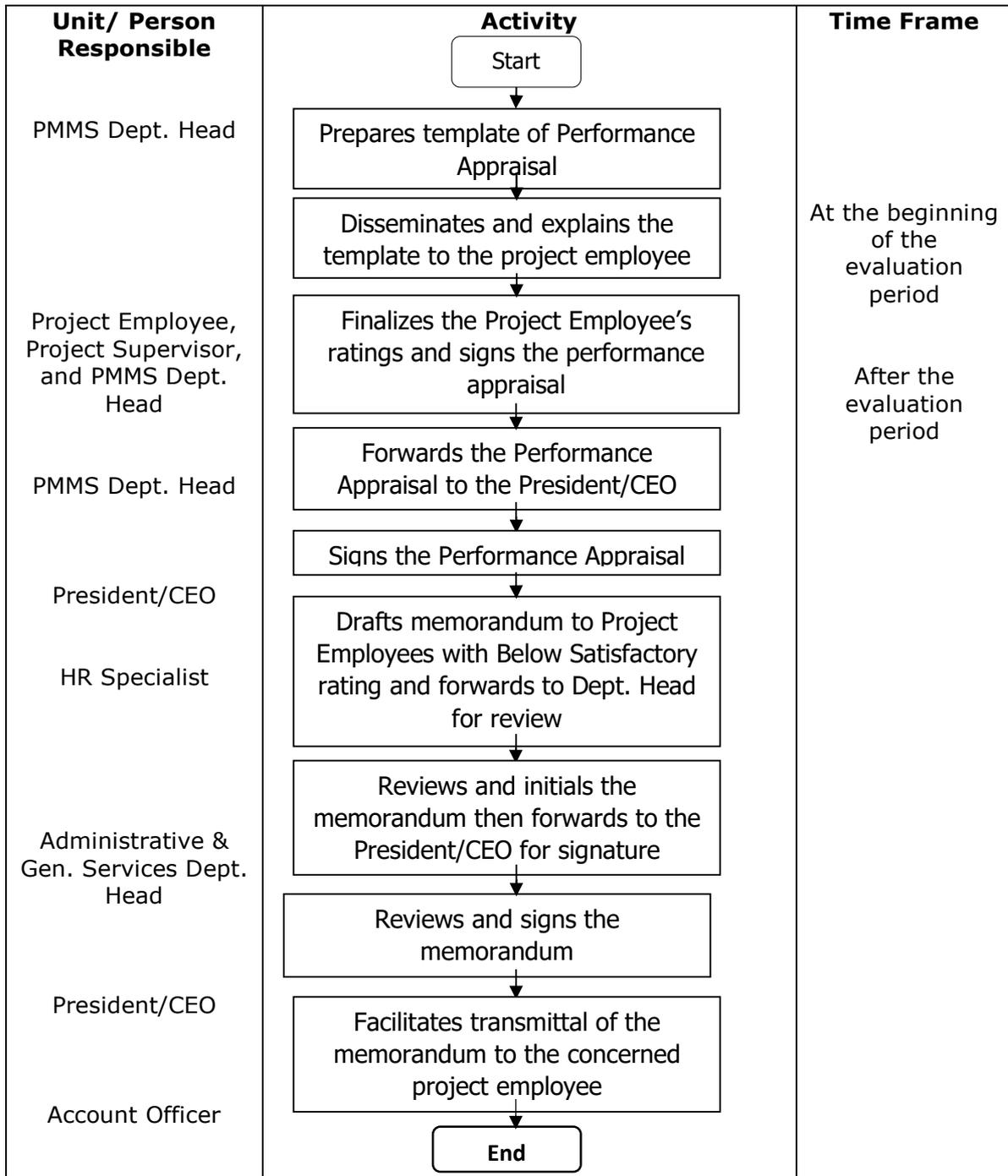
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Exhibit 5.2 Pre-deployment Activities



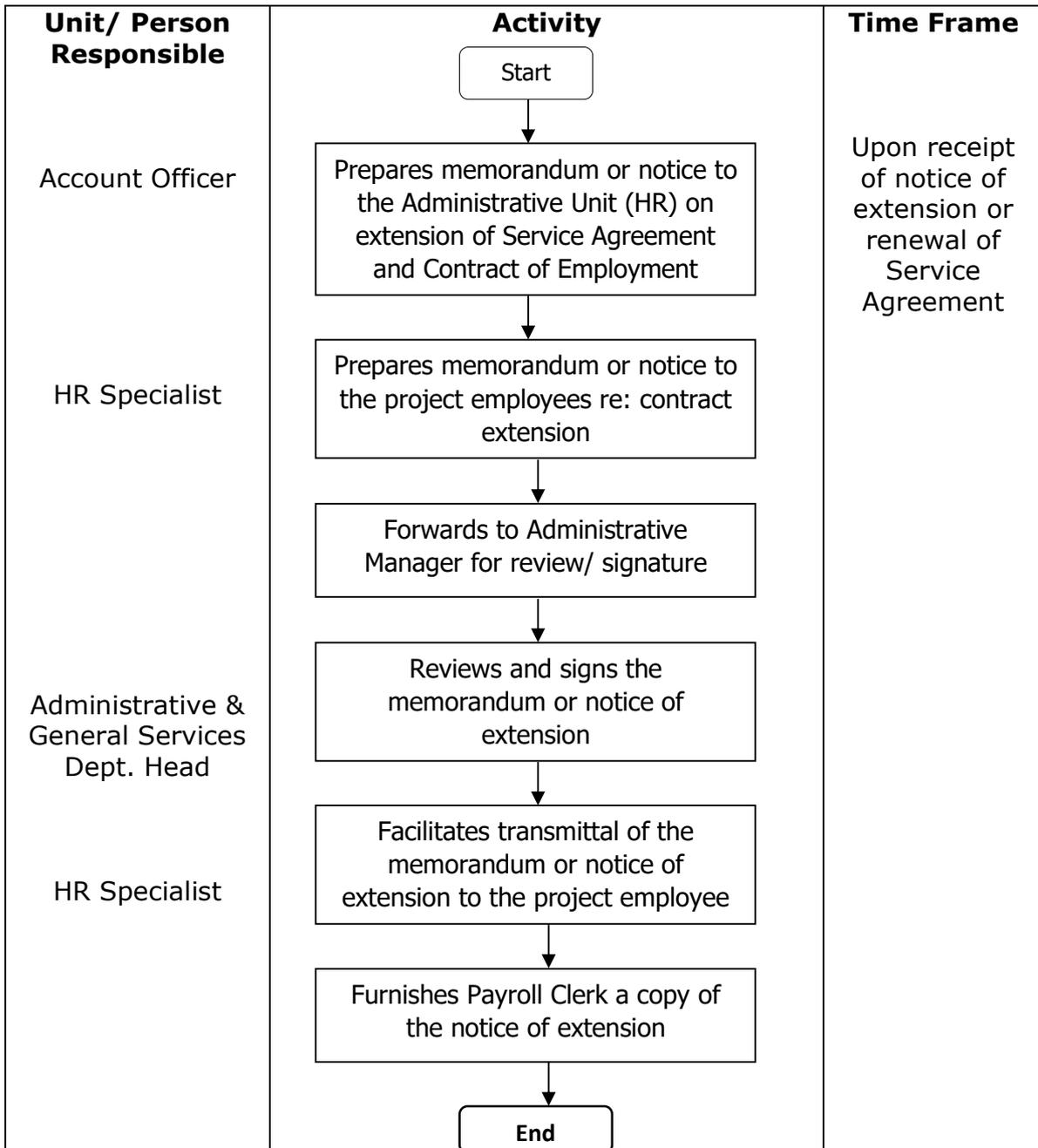
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Exhibit 5.3 Performance Appraisal



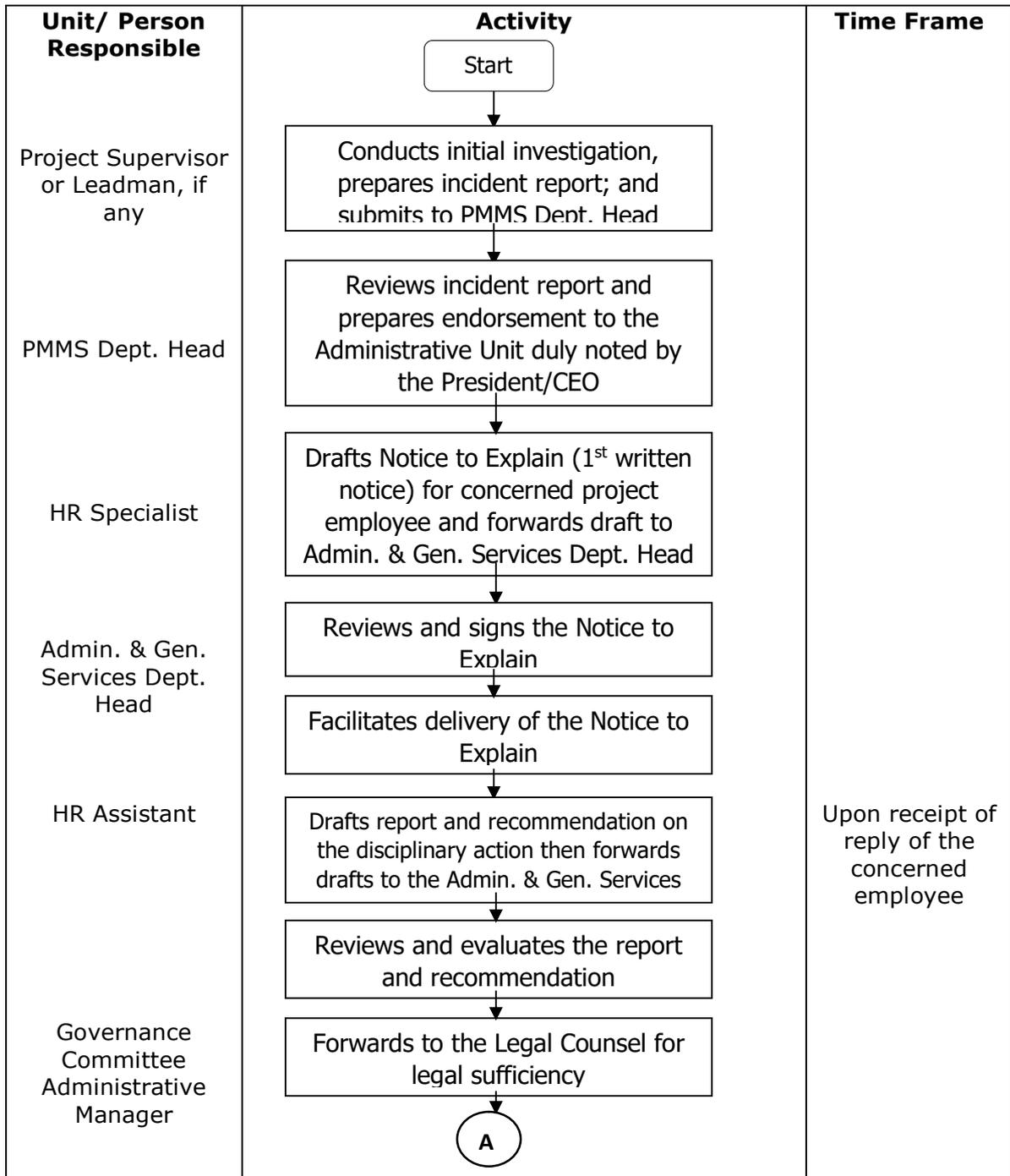
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Exhibit 5.4 Renewal or Extension of Contracts



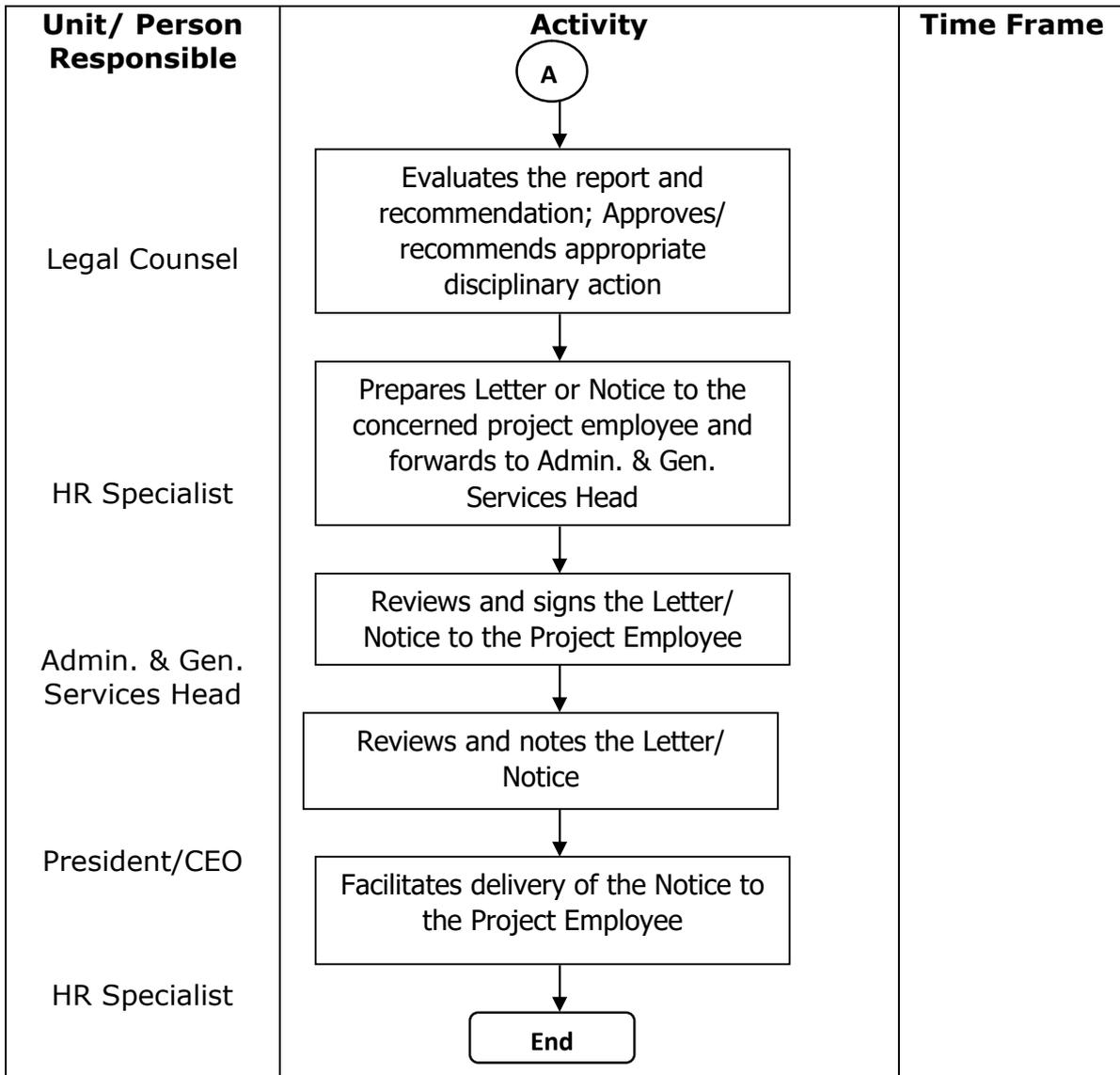
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Exhibit 5.5 Disciplinary Action



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Exhibit 5.5 Disciplinary Action



 <p><b>LBP RESOURCES AND DEVELOPMENT CORPORATION</b> 24<sup>TH</sup> Floor LBP Plaza 1598 M.H Del Pilar cor. Dr. J. Quintos St. Malate Manila</p>	<b>MANPOWER &amp; MAINTENANCE SERVICES MANUAL</b>	<b>Class Code: D</b>
		Reference Code: <b>OM-MMS-5.0</b>
	<b>Chapter 5: Personnel Guidelines and Procedures</b>	Revision Number: <b>00</b>
		Date: Effective <b>Nov. 20, 2018</b>
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Exhibit 5.6 Termination of Contract of Employment

