



**Procedure 09**  
**RESOURCE MANAGEMENT**

Date prepared : December 27, 2016  
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Control No. : **PM09-01**

Reviewed by: Ricardo B. Perez-GM

Approved by: Danilo T. Castro-BOD Chairperson

## 1.0 OBJECTIVES

- 1.1 Establish a system for identification and provision of resources that are needed to implement, maintain and continually improve the QMS and company's overall services to enhance customer's satisfaction.

## 2.0 SCOPE

This procedure defines responsibilities and requirements for the identification and provision of the following resources:

- 2.1 Human resources
- 2.2 Infrastructure
- 2.3 Work environment

## 3.0 REFERENCES

- 3.1 ISO 9001:2015 Section Procedure for Control of Records
- 3.2 **BWD** Employee Handbook

## 4.0 RESPONSIBILITIES AND AUTHORITIES

BOD, General Manager, Division Managers, Administrative Division Manager

## 5.0 PROCESS

- 5.1 General

The BOD, General Manager, and Division Managers are primarily responsible for the identification and provision of resources needed by the organization to ensure that BWD services will be carried out towards the attainment of company vision, mission, and goal.



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## 5.2 Human Resources

### 5.2.1.1 Pre-Employment

#### a) Identification of Human Resource Requirement, Qualification and Competency

- When the Division Manager has identified the need for additional human resources, he/she will request for the additional personnel. The General Manager together with concerned Division Manager and the Administrative & Finance Division Manager shall identify the scope of responsibilities and authorities including the required competency and qualification for the position with emphasis on education, experience, aptitude and skills and as required by the Civil Service Law.
- The General Manager shall inform and request the BOD for budget allocation if needed.


#### b) Job Vacancy Posting (For Temporary and Permanent Employees)

- The Administrative Division Manager facilitates posting of job vacancy by any suitable means which shall be opened for regular employees and applicants outside the organization.
- Posting of job vacancies will be at the premises of BWD and Bulletin of vacant position in the Civil service Commission.

#### c) Screening of Application

- Regular employee or new applicant applying for a new position shall also be evaluated and as appropriate by the Personnel Selection Board (PSB), be required to submit latest résumé together with copy of certificates (Civil Service Eligibility), licenses and other documents to supplement his/her qualification for the vacant position.

- When an applicant meets the qualification requirements, he/she will be panel interviewed by Personnel Selection Board using PSB Forms.

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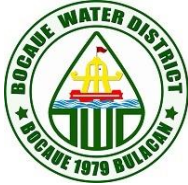
- All applicants will be ranked in accordance with the result of the interview and will be recommended to the General Manager for approval.

d) Pre-Employment Medical Examination

- If the successful candidate is from outside the organization, he/she will be endorsed to the Administrative Division Manager for the referral to any government hospital for pre-employment medical examination (PEME).

Regular employee who fits the job vacancy will be exempted from PEME as his/her fitness to work is regularly checked with the company's yearly medical examination benefit.

- If the new applicant is fit to work, the Administrative Division Manager will require him/her to submit latest clearance from National Bureau of Investigation (NBI) together with the following:
  - 1) Personal Data Sheet
  - 2) Tax Identification Number (TIN), if available
  - 3) Home Development Mutual Fund (HDMF) number, if available
  - 4) Community Tax Certificate (CTC)
  - 5) Statement of Assets, Liabilities and Network (SALN)
  - 6) Copy of Eligibility
  - 7) Copy of Licenses, if any
  - 8) School Records such as but not limited to:
    - a. TOR (Certified True Copy)
    - b. Diploma (Certified True Copy)



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#### 5.2.1.2 Personnel Training

- Once all the requirements referred to above are fulfilled, the General Manager through the Administrative Division Manager will issue Letter of Appointment together with Job Description; to new hire ensuring record of acknowledgment is made available.
- Within the first week of new hire, he/she shall undergo the training/orientation to be conducted by the following:
  - 1) Administrative Division Manager – for company policies and regulations as laid out in Employee’s Handbook
  - 2) Office of the General Manager for company QMS
  - 3) Division Manager – for awareness on department/section’s objectives and on-the-job training

This shall be recorded using “Briefing Checklist for Office Staff.”

- All Division Managers shall recommend the training need of their staff based on the training calendar sent by LWUA and Civil Service, DBM and any government accredited entity.
- Any training need identified will be included in the Training Plan subject to approval of the General Manager.


#### 5.2.1.3 Personnel Training Records



5.2 Infrastructure

5.3.1 Building, Workspace, Associated Utilities

- a) The General Manager ensures that the building, workspace and associated utilities are in good condition.

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- b) However, as deemed necessary, **BWD** hires job orders for the maintenance of office equipment, utilities and the building.

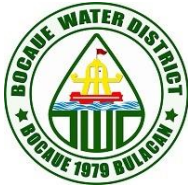
5.3.2 Process Equipment (Hardware and Software)

- a) The Division Manager facilitates provision of hardware and software including office supplies needed to support the activities within his/her area of responsibility. This shall be recorded using Requisition Slip (Form Requisition and Issue Slip) which will be forwarded to the Administrative Division. The Admin and Finance Division staff issues the request if available, otherwise, a Purchase Request Form (Form Purchase Report) will be prepared subject for approval of the General Manager.
- b) For inventory purposes, the Administrative Division will prepare/maintain a list of company hardware and software including stock of goods.
- c) In cases where company hardware or other equipment will be pulled out for repair or offsite maintenance, it shall be recorded using Log book to be signed as authorized by the Driver/Property Custodian.

5.3.3 Support Services

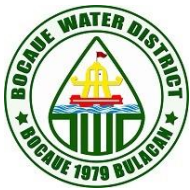
- a) All services needed to support personnel activities such as transport and communication facilities shall be identified and provided when deemed necessary. In cases where such provision will hold the personnel directly accountable, it shall

be recorded using Property acknowledgement Receipt (Form Acknowledgment Receipt for Equipment). The same form shall be used for all issued non-disposable office supplies and equipment under the custody of respective personnel during his/her tenure of employment with the company.

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### 5.3 Work Environment

- a) The Division Manager determines and manages the environment needed to facilitate the achievement of objectives within his/her area of responsibility. Physical factors such as ventilation, lighting, etc. and human factors towards positive working environment shall also be addressed as appropriate.
  
- b) Record of compliance for this requirement may already be included in relevant records referred to preceding sections such as personnel training and infrastructure.



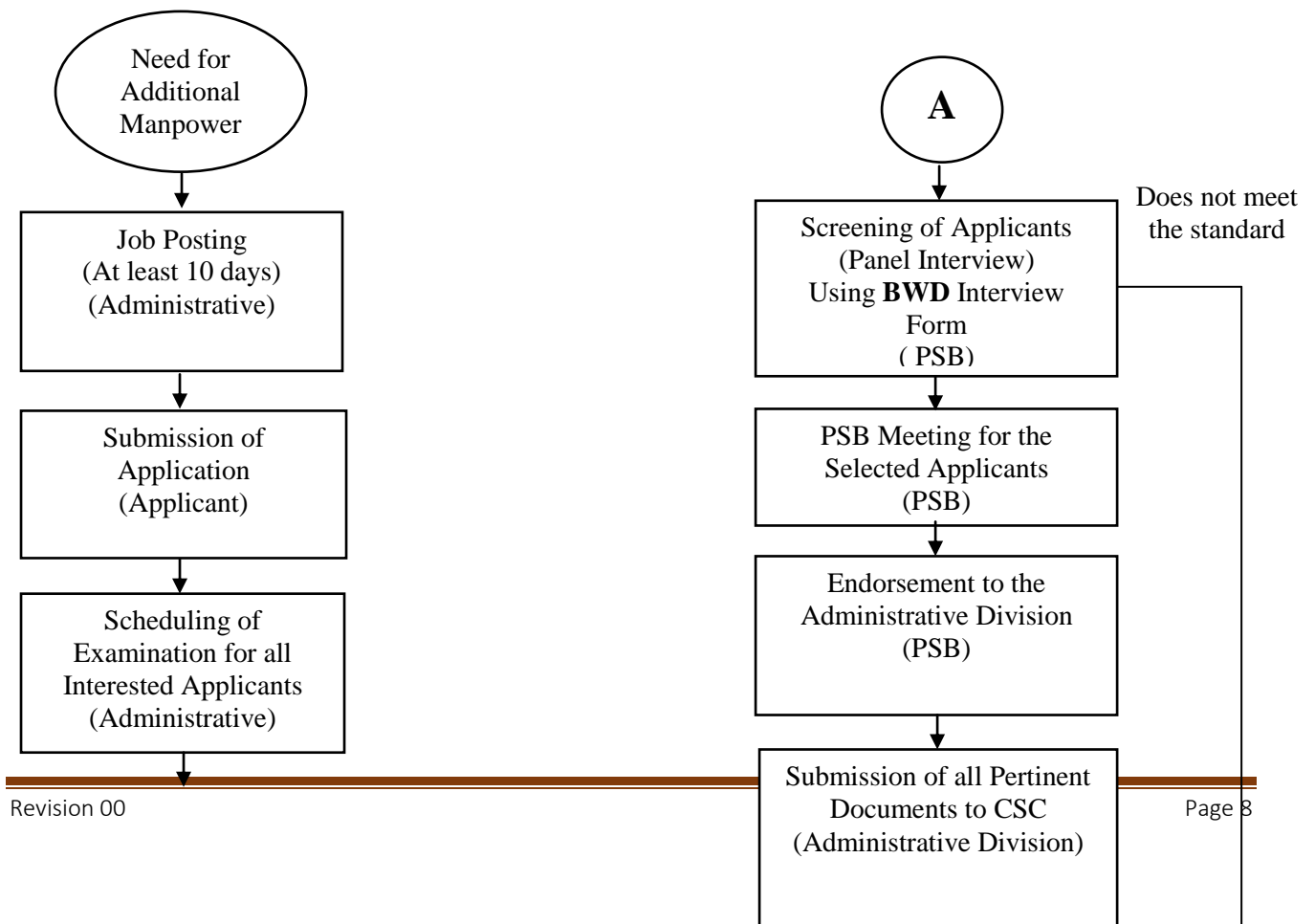
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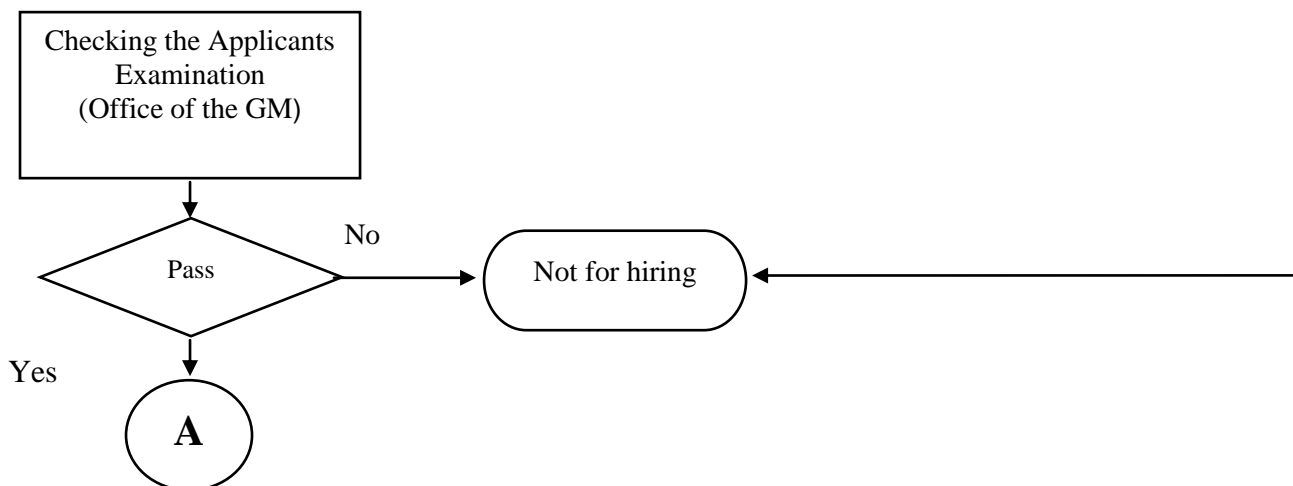
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**HIRING OF PERSONNEL PROCESS FLOW**







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## 6.0 RECORDS

- 6.1 Personnel 201 File
- 6.2 Briefing Checklist for Office Staff
- 6.3 Training Plan
- 6.4 SPMS
- 6.5 Requisition Form
- 6.6 Purchase Request Form
- 6.7 Pull Out Slip
- 6.8 Property Acknowledgement Receipt
- 6.9 PSB Form
- 6.10 Confidentiality of Documents and Records Agreement
- 6.11 Application Form
- 6.12 Position Description Form
- 6.13 Interview Form

