

Mya Ayer Group of Companies (MAG)

HR Management Operational Procedure

Change Log:

Date	Change Description	Author	Checked	Version
01 Jan 2018	Initial version	HLT	BOD	1

Introduction:

Mya Ayer Group of Companies (“MAG”) is a Myanmar-incorporated company. MAG is a limited liability company registered in Myanmar. MAG is a market-driven, commercial enterprise that aims to produce and export value-added products from Organic Coconuts in order to maintain sustainable and inclusive business with good social impacts.

The purpose of this document is to describe the key processes for HR management, including planning, selection, recruitment, appointment, on boarding, performance review, promotion and other. The document is supported by: a) Interview Records, b) Employee Manual, c) Staff Performance Review Form, d) Individual Competency Records and e) Training Journal.

In keeping with the company’s mission to constantly improve effectiveness and efficiency of operations and internal processes, to exceed expectations of internal and external stakeholders and to always strive for excellence, this document is intended to be reviewed periodically and revised to reflect incremental improvements and best practice modifications in response to changes in the operating environment. Employees involved in operations or the admin, accounting and finance team should always be attentive to areas where the company can improve operational efficiencies and effectiveness.

Recruitment Policy & Procedures:

1. Obtaining information from management staff as below:

- Requesting departments should send the Job Description and Job Scope of required positions to the Human Resource Department
- Sign-off from the line manager (or business unit manager)
- Number of required staff (in case multiple staff per position required)
- Estimated start of the contract date
- Estimated budget for the position

2. Search procedure –

Human Resource Department will then make vacancy announcement (internal/ external) channels:

A. Internal circles/ referrals:

- Disseminating JD within internal circles of SPE and its subsidiaries
- Utilizing contacts of the current staff
- Contacting higher education institutions (Yezin, SAI)
- List of trained agri staff through Israel Embassy

B. External:

- Online channels: <https://www.jobnet.com.mm/en/>, <http://www.jobsinyangon.com/>
- Printed media: Opportunity, Job Seeker
- Social media: Facebook, LinkedIn
- Specialized portals: <http://devex.com/>, <http://reliefweb.int>
- Employment agencies: Dream Jobs Myanmar, Executive Search

The duration of the search procedure depends on the level of advertised position. Minimum 21 days for the managerial or executive staff level or until qualified candidate identified.

3. Candidate selection process:

Then carry out relevant procedures such as: -

- **CV Screening Written Test**
- **Personal Interview (Panel Interview)**

For panel interviews, the Panels will include:

Executive and Above:

- **Executive Director (or) Head, Human Resource**
- **Head, Requesting Department (or) 2nd In-Charge**
- **Head, Relevant Department (or) 2nd In-Charge**

Junior – Senior HR Asst:

- **1 Officer from Human Resource Department**

Non-Clericals:

- **1 Officer from Requesting Department**
 - **1 Officer from Relevant Department**
- i. Short-listing applicants according to criteria, defined by the line manager
 - ii. First interview (field staff, admin staff) – see Annex ‘Interview Records’ form for assessment criteria (communication skills, problem solving, languages, etc.)
 - iii. Short-listing applicants according to the performance during first interview
 - iv. Second interview (for executive level staff only) – salary negotiation, written assignment
 - v. Background check (checking referees or previous supervisors) – for field, admin and executive level staff
 - vi. Medical check-up at the designated clinic; consultation with the medical staff about the health condition, if any special requirements for the job (e.g. field job)
 - vii. Notification issued for selected candidates only (notifying candidate by phone or in person)
 - viii. Issuing Letter of Employment (LOE, contract till the end of the probation period), signing on the acceptance form

4. Appointment Policy

All newly recruited employees will receive an Appointment Letter and a copy of the letter will be extended to the Head of Department/ Head of Region and a copy will be kept in the Personnel File in the Human Resource Department.

Appointment Letter of our new Employees will be signed as per the following personnel

- **Supervisory Role and above: Executive Director**
- **Non-Clericals; Junior – Senior HR Assistant: Head, Human Resource**

The Appointment Letter will be given on the first day of work and for employees who are recruited for Branches and undergo training; they will receive their Appointment Letter upon successful completion of Training.

New Employees will have to submit their Duty Report Form and Human Resource Department will send a copy to their Head of Department/ Region Manager by email or fax.

Appointment Letter will include the followings but not limited to: -

- **Position Appointed**
- **Name of Branch/ Department and Location**
- **Package Offered**
- **Probationary Period**
- **Duties and Responsibilities**

Any concerns to be raised with regards to the Appointment Letter should be raised to the Human

Resource Department.

The Human Resource Department will function with the guidance of the Human Resource Committee and is responsible for the appointment of all employees for MYA AYER GROUP – either for Head Office Departments or branches.

Human Resource personnel supporting each Region will do up a Manpower Plan and to be approved by the Human Resource Committee and the Executive Committee and all processes and procedures will be as mentioned in this policy.

Human Resource personnel supporting each Region will be responsible for updating Personnel Data for their specific regions.

Appointment of any daily wages' employees should also be as per the Manpower Planning.

Information regarding any newly-appointed staff should also be sent out to respective Heads of Departments/ Regional Head/ Branch In-Charge.

Types of Appointments

- **Employee on Probation**
- **Permanent/ Confirmed Employees**
- **Contracted Employees**

When Vacancy arises, the Human Resource Department will seek to fulfil from internal sources either through transfers or promotions (in compliance with Transfer Policy). Once appointed, the employee will be able to enjoy all MYA AYER Manufacturing Co., Ltd staff benefits as stipulated in the Compensation and Benefits Policy.

Recruitment and Selection of all staff will be based on the stipulated Job Description, the Job Scope as specified as well as based on the required qualifications and skill sets specified in the Manpower Request.

5. Equal Opportunities in Recruitment

MYA AYER Manufacturing Co., Ltd has a Non-Discrimination Policy that also applies to the Recruitment process and must be complied with at every stage of the recruitment process. This means that prospective applicants should not be discriminated against either directly or indirectly on the grounds of race, nationality, ethnic origin, gender, marital status, sexual orientation, cultural or religious beliefs, disability and age. In addition, candidates should not be discriminated against based on pregnancy Preparation of job descriptions, person specifications, advertisements, short-listing, interviewing and selection of applicants should reflect a commitment to achieving and maintaining equal opportunities within the workplace.

6. On-boarding Procedure and Orientation:

- Duty report to the line manager
- Informing about probation period: 3 months probation for daily wage staffs, 4 months probation for admin, field staff; 6 months probation for executive staff

- Setting up communication accounts: E-mail, Skype, Viber, Dropbox
- Providing essential job supplies: desk, laptop, phone and other
- Providing business cards, uniform, shoes (where relevant)

Orientation:

- Up to 3 weeks of orientation process with line manager
- After orientation, signing off Employee Manual (see Annex 'Employee Manual')
- Probation terms: 3 months for the field staff, junior staff; 4 months for the manager level staff; 6 months for the executive/ expat staff.

7. Performance Review (after probation):

- Review calendar kept by the HR staff to track the expiration of probation period (and if relevant, remind the line manager about the performance review deadline)
- HR staff schedules the interviews, line manager attends the interview
- Staff Review Form filled in and kept by the HR manager (see Annex 'Staff Review Form')
- In case of successful interview, Letter of Confirmation (LOC, permanent contract) issued – appropriate note made in the personal file

Performance Review (regular):

- Review calendar kept by the HR staff to track the date of the annual staff review
- Staff Review Form filled in and kept by the HR manager (see Annex 'Staff Review Form')
- Based on the results of the interview, order for promotion, transfer or termination of contract is issued – appropriate note made in the personal file

8. Promotion / Transfer:

- Based on the outcomes of performance review, HR Manager (with the involvement of Line manager) makes a recommendation for promotion and/ or transfer.

Termination of Contract:

- Resignation: Staff is required to give one month notice, Supervisor/ Manager must give two months advance notice and executive levels must notify in three months advance.
- Exit interview shall be made by the HR manager and/ or Line manager
- HR manager will supervise the handover of equipment, uniform, employee card, key; vacate the staff housing
- Accounting department will supervise that employee clears all the outstanding payments (advances)
- Termination of the contract by the employer (SPE): Three (3) notifications are given to the employee, based on breaching the Contract and/ or Employee Manual. The notifications have to be recorded and added to the personal file. HR Manager and/ or line manager issues the
- If contract is terminated without advance notice, as required under Company policy and relevant law, appropriate compensation will be provided. Refer to Employee Manual or Myanmar Labor Law for more detail.
- All records are kept by HR department

9. Staff training and development:

Based on the performance reviews and/ or specific requests by the Employee or the Line Manger, the Employee may go through the training procedure. Training can be provided internally (SPE or Prime-Agri staff) or externally. Every employee has to keep Individual Competency Records (see Annex 'Individual Competency Records'). The HR Manager also keeps copy of the ICR. Individual training plans and their completion are recorded in the Training Journal. Training Journal can be available to the external parties, e.g. Control Union Certification agency, HACCP and ISO training Agency, etc.