

# **HR VISION STATEMENT**

**HUMAN RESOURCES DEPARTMENT WILL PROVIDE BEST SERVICES IN TERMS OF MANPOWER TO BALANCE ORGANIZATIONAL NEEDS TO FULFILL COMPANY'S OVERALL VISION.**

## **HR MISSION STATEMENT**

**TO PROVIDE QUALITY HR SERVICES TO ATTRACT, DEVELOP, MOTIVATE AND RETAIN A DIVERSE WORKFORCE WITHIN A SUPPORTIVE WORK ENVIRONMENT TO ACHIEVE COMPANY'S OVERALL OBJECTIVES.**

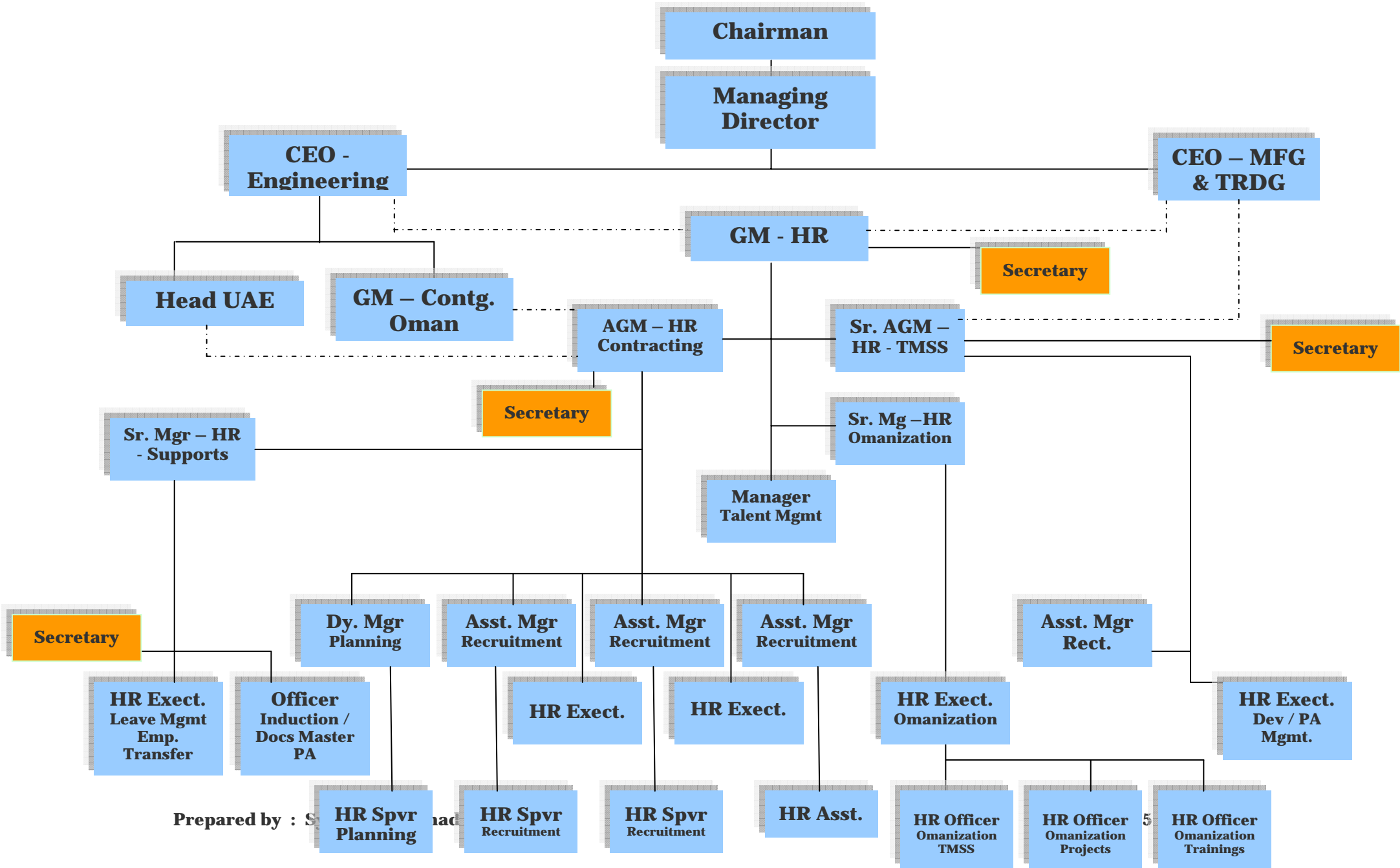
# HR OBJECTIVES

- ✚ Recruitment and selection of high caliber candidates according to organizational needs to achieve overall objectives.
- ✚ Retention of potential candidates and planning for mobilization / demobilization in association with line Project Managers.
- ✚ Enhance the Human Resource organizational capability and performance of the Organization through development and management of organizational structure, people, policy and process.
- ✚ Maintaining Remunerations and benefits as per industry norms.

# HR OBJECTIVES

- ✚ Decreasing the Training cost for the Company by identifying original training needs.
- ✚ Motivating employees to generate suggestions for the betterment of organization.
- ✚ Formulation of competent Performance Appraisal System and identification / implementation of compensation schemes to motivate the employees to get the job done with best practices.

# ORGANIZATION CHART - HR



Prepared by : S

# KEY RESULT AREAS (KRAs) / KEY PERFORMANCE INDICATORS (KPIs) FOR HR DEPARTMENT

KRAs	KPAs	KPIs
<b>RECRUITMENT / SELECTION</b>	<b>RECRUITMENT</b>	<ul style="list-style-type: none"> <li>✚ Reduce average time taken to fill vacancies by 20%</li> <li>✚ Reduce average cost per recruit by 10%</li> </ul>
	<b>SELECTION</b>	<ul style="list-style-type: none"> <li>✚ Finalize selection in 2 weeks for each individual position.</li> </ul>
<b>Performance / Appraisal / Compensation</b>	<b>PERFORMANCE APPRAISAL</b>	<ul style="list-style-type: none"> <li>✚ Formulate Competent Performance Appraisal System.</li> <li>✚ 100% timely completion of Appraisals.</li> <li>✚ Ensure transparent competency evaluation.</li> </ul>
	<b>Compensation</b>	<ul style="list-style-type: none"> <li>✚ Introduce new compensation schemes for high performers.</li> <li>✚ Maintain salaries as per</li> </ul>

		<p><b>industry norms.</b></p> <ul style="list-style-type: none"> <li>✚ Reduce overtime payments by 5%</li> </ul>
<b>SKILLS ENHANCEMENT</b>	<b>TRAINING</b>	<ul style="list-style-type: none"> <li>✚ Identify training needs and arrange training programs to enhance skills.</li> <li>✚ Reduce Training Cost.</li> </ul>
<b>WORK PLACE MANAGEMENT</b>	<b>WORK ENVIRONMENT</b>	<ul style="list-style-type: none"> <li>✚ Create friendly work environment</li> </ul>
	<b>LABOR TURNOVER</b>	<ul style="list-style-type: none"> <li>✚ Reduce labor turnover rate by 20%</li> </ul>
	<b>EMPLOYEE WELFARE</b>	<ul style="list-style-type: none"> <li>✚ Increase employee satisfaction by 20%</li> </ul>
<b>WORKFORCE PLANNING</b>	<b>DEMAND AND SUPPLY</b>	<ul style="list-style-type: none"> <li>✚ Ensure the timely mobilization / demobilization of manpower.</li> </ul>
	<b>MANPOWR AVAILABILITY</b>	<ul style="list-style-type: none"> <li>✚ Ensure the manpower availability for existing or forthcoming projects.</li> </ul>
<b>CONFLICT MANAGEMENT</b>	<b>SOLUTION</b>	<ul style="list-style-type: none"> <li>✚ Minimize conflict rate and settling down the matters transparently.</li> </ul>

# KEY PERFORMANCE AREAS (KPA<sub>s</sub>) / KEY RESULT AREAS (KRA<sub>s</sub>) / KEY PERFORMANCE INDICATORS (KPI<sub>s</sub>) FOR HR PERSONNEL

## 1. GM - HR

KPAs	KRAs	KPIs
<b>HR ADMINISTRATION</b>	<ul style="list-style-type: none"> <li>✚ Formulate HR Plans, Policies &amp; procedures according to organizational objectives.</li> <li>✚ Prepare HR budget and ensure the activities within budget.</li> <li>✚ Coordinate with country's regulatory bodies and ensure the activities in accordance with requirements.</li> <li>✚ Provide technical &amp; Professional Advice to Legal Representative for legal proceedings related to HR.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Ensure the 100% compliance.</li> <li>✚ 100% activities within Budget</li> <li>✚ 100% HR activities compliance to Country's laws.</li> </ul>
<b>MANPOWER PLANNING</b>	<ul style="list-style-type: none"> <li>✚ Organize meetings with Management, SBU Heads and plans for manpower as per requirements.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Provide Best Talent.</li> </ul>



<p><b>RECRUITMENT AND SELECTION</b></p>	<ul style="list-style-type: none"> <li>✚ Decide recruitment channels.</li> <li>✚ Formulate Salaries, Ranking and benefit system.</li> <li>✚ Advice the AGM-HR / Recruitment Manager for cost &amp; time effective recruitments.</li> <li>✚ Finalize the staffing process within timeframe.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Fill the vacancies within 20 days of demand.</li> <li>✚ Reduce cost for Recruitments by 10%.</li> </ul>
<p><b>PERFORMANCE APPRAISALS</b></p>	<ul style="list-style-type: none"> <li>✚ Formulate effective Performance Appraisal Policy, Procedures and ensure its compliance.</li> <li>✚ Review and decide the appraisal in line with objectives.</li> </ul>	<ul style="list-style-type: none"> <li>✚ 100% Accurate Appraisals on time.</li> </ul>
<p><b>TRANSFER AND PROMOTIONS</b></p>	<ul style="list-style-type: none"> <li>✚ Prepare comprehensive policy to identify the potential employees for promotions and Transfer to other SBU / Department.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Adhere to company's objectives.</li> </ul>
<p><b>TRAINING &amp; DEVELOPMENT</b></p>	<ul style="list-style-type: none"> <li>✚ Identify the areas for development</li> <li>✚ Explore the new skills to enhance productivity</li> <li>✚ Administer the Training Policy.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Provide the Right Training to Right Employees at Right Time.</li> </ul>

## 2. AGM - HR

KPAs	KRAs	KPIs
<b>HR ADMINISTRATION</b>	<ul style="list-style-type: none"> <li>✚ Assist HR – HR in formulation of HR Plans, Policies &amp; procedures according to organizational objectives and ensure the 100% compliance.</li> <li>✚ Prepare HR budget with consultation of GM – HR and ensure the activities within budget 100%.</li> <li>✚ Coordinate with country’s regulatory bodies and ensure the activities in accordance with requirements.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Ensure the 100% compliance.</li> <li>✚ 100% activities within Budget</li> <li>✚ 100% HR activities compliance to Country’s laws.</li> </ul>
<b>MANPOWER PLANNING</b>	<ul style="list-style-type: none"> <li>✚ Participate in meetings with Management, SBU Heads and line managers for Manpower requirement and overall development.</li> <li>✚ Plan for manpower as per requirements.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Provide Best Talent.</li> </ul>
<b>RECRUITMENT AND</b>	<ul style="list-style-type: none"> <li>✚ Create new business relationship</li> </ul>	<ul style="list-style-type: none"> <li>✚ Fill the vacancies</li> </ul>

<p><b>SELECTION</b></p>	<p>with Manpower Agencies / Consultants.</p> <ul style="list-style-type: none"> <li>✚ Benchmark Salaries, Ranking and other benefits.</li> <li>✚ Advice the Recruitment Manager for cost &amp; time effective recruitments.</li> <li>✚ Finalize the staffing process within timeframe.</li> <li>✚ Reduce time in immigration process by 10%.</li> </ul>	<p>within 20 days of demand.</p> <ul style="list-style-type: none"> <li>✚ Reduce cost for Recruitments by 10%.</li> </ul>
<p><b>TRAINING &amp; DEVELOPMENT</b></p>	<ul style="list-style-type: none"> <li>✚ Identify the areas for development</li> <li>✚ Explore the new skills to enhance productivity</li> <li>✚ Administer the Training Policy.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Provide the Right Training to Right Employees at Right Time.</li> </ul>

### 3. Manager / Sr. Manager – Supports

KPA's	KRAs	KPIs
<p><b>PERFORMANCE APPRAISALS</b></p>	<ul style="list-style-type: none"> <li>✚ Conduct Performance Evaluations Process.</li> <li>✚ Provide necessary Performance Evaluation guidelines to line managers.</li> <li>✚ Revisit evaluation report and ensure the transparency.</li> <li>✚ Revise Salary / Scale and Designations with association of GM-HR and line Managers and intimation to individual &amp; Salary Section.</li> </ul>	<ul style="list-style-type: none"> <li>✚ 100% Accurate Appraisals on time.</li> <li>✚ 100% Transparency in evaluation.</li> <li>✚ 100% Reward to deserving employees.</li> </ul>
<p><b>EMPLOYEE WELFARE</b></p>	<ul style="list-style-type: none"> <li>✚ Establish Employee-Employer Relationship</li> <li>✚ Enhance Employee Satisfaction</li> <li>✚ Administer Employee Benefit Programs.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Create an ideal work environment.</li> <li>✚ Prove the best employer.</li> </ul>

<b>HANDLE CONFLICTS</b>	<ul style="list-style-type: none"> <li>✚ Investigate &amp; Settle down Conflicts and problems transparently.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Minimize conflict ratio.</li> </ul>
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#### 4. Manager – Talent Management

<b>KPAs</b>	<b>KRAs</b>	<b>KPIs</b>
<b>TALENT ACQUISITION</b>	<ul style="list-style-type: none"> <li>✚ Identify new skills to enhance productivity.</li> <li>✚ Identify talented employees to play role on better way.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Provoke the skills to enhance productivity.</li> </ul>
<b>TRAINING &amp; DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>✚ Prepare Training Policies</li> <li>✚ Identify trainings needs &amp; Programs.</li> <li>✚ Identify right employees for right trainings.</li> <li>✚ Arrange Training Programs (Internally / Externally)</li> </ul>	<ul style="list-style-type: none"> <li>✚ Perform 100% Trainings according to Organization Needs.</li> <li>✚ 100% Right Employee for Right Training at Right Time.</li> <li>✚ Reduce Training Costs by 10%</li> </ul>
<b>DESIGNING JOB ROLE</b>	<ul style="list-style-type: none"> <li>✚ Design each individual job Descriptions &amp; Specifications.</li> </ul>	<ul style="list-style-type: none"> <li>✚ 100% Clear Job Role &amp; Responsibilities</li> </ul>

	<ul style="list-style-type: none"> <li>✚ Design KRAs &amp; KPIs.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Evaluation Responsibilities Vs Outcome.</li> </ul>
<b>EMPLOYEE MOTIVATION AND WELFARE</b>	<ul style="list-style-type: none"> <li>✚ Introduce new plans to motivate employees.</li> <li>✚ Manage corporate suggestions plans.</li> <li>✚ Identify Employee needs and arrange welfare programs.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Improve Employee satisfaction by 10%.</li> </ul>

## 5. Asst. Manager / Dy. Manager / Manager – Recruitments

<b>KPAs</b>	<b>KRAs</b>	<b>KPIs</b>
<b>PLANNING</b>	<ul style="list-style-type: none"> <li>✚ Compliance with the Omanization regulation.</li> <li>✚ Coordinate with Department Heads to cater their Manpower needs.</li> <li>✚ Source the ideal Manpower Supplier / Agencies / Consultants</li> </ul>	<ul style="list-style-type: none"> <li>✚ 100% adherence to country's laws.</li> <li>✚ Prove Equal Opportunity Employer.</li> </ul>

	<ul style="list-style-type: none"> <li>✚ <b>Manage diverse workforce.</b></li> </ul>	
<b>RECRUITMENT AND SELECTION</b>	<ul style="list-style-type: none"> <li>✚ <b>Introduce new techniques of Recruitment</b></li> <li>✚ <b>Source / receive minimum 5 CVs for one job.</b></li> <li>✚ <b>Shortlist and interview minimum 3 candidates.</b></li> <li>✚ <b>Select the best talent.</b></li> <li>✚ <b>Transparent Recruitments in all aspects.</b></li> <li>✚ <b>Identify Possible Internal Recruitments to fill the positions.</b></li> </ul>	<ul style="list-style-type: none"> <li>✚ <b>100% Right Candidate for Right Job at Right Time.</b></li> <li>✚ <b>Finalize Recruitments in 20 days of Request.</b></li> <li>✚ <b>Reduce Recruitment cost by 10%.</b></li> <li>✚ <b>Improve Recruitment Efficiency</b> (Assure Maximum New hires achieve satisfactory Appraisal at first assessment)</li> </ul>
<b>HUMAN RESOURCE INFORMATION SYSTEM</b>	<ul style="list-style-type: none"> <li>✚ <b>Prepare monthly Recruitment Reports.</b></li> </ul>	<ul style="list-style-type: none"> <li>✚ <b>100% HRIS.</b></li> </ul>
<b>Employee Relations</b>	<ul style="list-style-type: none"> <li>✚ <b>Maintain effective Employee-Employer relationship.</b></li> </ul>	<ul style="list-style-type: none"> <li>✚ <b>Improve employee satisfaction by 10%</b></li> </ul>
<b>Salary &amp; Benefit</b>	<ul style="list-style-type: none"> <li>✚ <b>Conduct salary &amp; Benefit surveys in Gulf Region to attract the High caliber candidates.</b></li> </ul>	<ul style="list-style-type: none"> <li>✚ <b>Maintain update Salaries &amp; Benefit structure in the region.</b></li> </ul>

## 6. HR Executive

KPA's	KRA's	KPI's
<p><b>RECRUITMENT</b></p>	<ul style="list-style-type: none"> <li>✚ Design, Advertise, Source / Receive CVs.</li> <li>✚ Shortlist, Screen and Coordinate line manager / Recruitment Manager.</li> <li>✚ Generate Employment Requisition Forms / Job Offers / Contract Agreements to selected candidates.</li> <li>✚ Documentation for immigration / visa.</li> <li>✚ Follow up with selected candidates from job offer till landing.</li> <li>✚ Management Information System</li> </ul>	<ul style="list-style-type: none"> <li>✚ Improve in-house recruitment process by 10%</li> <li>✚ Reduce time in CV sourcing by 10%.</li> <li>✚ Reduce Documentation time by 10%</li> <li>✚ Increase coordination by 10%</li> </ul>



	<ul style="list-style-type: none"> <li>✚ Prepare monthly Recruitment Reports.</li> </ul>	
<b>INDUCTION &amp; ORIENTATION</b>	<ul style="list-style-type: none"> <li>✚ Induct new joiners to Management and co-workers.</li> <li>✚ Provide Orientation regarding Company &amp; Country Rules / Policies / Laws.</li> </ul>	<ul style="list-style-type: none"> <li>✚ 100% induction &amp; orientations.</li> </ul>
<b>RECORD KEEPING</b>	<ul style="list-style-type: none"> <li>✚ Maintain Employee Records (Personal details, Qualification, Appraisals, Disciplinary Actions, Medical etc).</li> </ul>	<ul style="list-style-type: none"> <li>✚ Update Employment and all related records regularly.</li> </ul>

## 7. Secretary – HR

<b>KPAs</b>	<b>KRAs</b>	<b>KPIs</b>
<b>CORRESPONDENCE / DOCUMENTATION</b>	<ul style="list-style-type: none"> <li>✚ Prepare documents (Contract Agreements, Letters, Office Orders / circulars etc).</li> <li>✚ Arrange meetings / conferences venues and prepare invitation to participants.</li> <li>✚ Prepare Minutes of Meetings and circulate to concerned personnel / departments.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Improve communication.</li> <li>✚ Improve document tracking System.</li> </ul>

	<ul style="list-style-type: none"> <li>✚ <b>Type / Compile Reports, Plans, Policies and other documents</b></li> <li>✚ <b>Maintains Employee Leave Records, Personal Files and Employment Records</b></li> </ul>	
<b>TRAVEL ARRANGEMENTS</b>	<ul style="list-style-type: none"> <li>✚ <b>Prepare travel documents.</b></li> <li>✚ <b>Obtain Visas / Air Tickets / Hotel Booking.</b></li> <li>✚ <b>Prepare expense incurred and their reimbursements.</b></li> </ul>	<ul style="list-style-type: none"> <li>✚ <b>Maintain good records of Hotel / Air Ticketing Officials and Relevant Visa Obtaining Departments to reduce the process time.</b></li> </ul>
<b>COORDINATION</b>	<ul style="list-style-type: none"> <li>✚ <b>Coordinate with in-house departments and external consultants.</b></li> </ul>	<ul style="list-style-type: none"> <li>✚ <b>Enhance coordination with internal &amp; External concerns</b></li> </ul>