

Service Value Chain Summary

Phase	Process	Action
Pre-Recruitment	Understanding Client Needs	Formalizing the manpower needs and requirements
	Stage 1: Registration	Registration of the Client with the Department of Migrant Workers (DMW) as Principal employing the Workers to be recruited
Recruitment	Stage 2: Sourcing	- Searching - Pooling - Special Recruitment Activities
	Stage 3: Vetting	- Screening - Interviewing - Trade Testing
	Stage 4: Offer Agreement	- Presentation of Letter of Offer (LOO) - Orientation on the Deployment Process
	Stage 5: Deployment	- Reference Checking - Document Verification for Visa Application
		- Medical - Vaccination
		Visa Application
		- Pre-Departure Orientations - Documentation - Travel Pack & Flight Out
		Worker Arrival Confirmation
	Post-Deployment Monitoring	Reporting to DMW OFW Welfare Monitoring System (OWMS)
Post-Recruitment	Contract Administration Services	- Managing the Camp and Crew - Payroll Processing
		Managing Fly-In / Fly-Out (FIFO) or Renewal and Remobilization of the contract workers

Phase	Process	Action
Pre-Recruitment	Understanding Client Needs	Formalizing the manpower needs and requirements
Upon receiving the Manpower Requirement (MR) from Client, our Recruitment Team studies the qualifications and plans for sourcing, vetting, and deployment. - Once Client and IOI agree on the terms of service, a Recruitment Agreement (RA) is drafted and signed by both parties. - Client must then undergo the registration process with the Department of Migrant Workers (DMW).		

Phase	Process	Action
Recruitment	Stage 1: Registration	Registration of the Client with the DMW as Principal employing the Workers to be recruited
- The DMW has its mandated process of vetting and administering to foreign employers recruiting Filipino workers through licensed Philippine manpower companies. - A list of documentary requirements* will be collected from the Client and collated with documents coming from IOI. - The Philippine Migrant Workers Office or Embassy which has jurisdiction over the Client's host country will verify and authenticate the documents. Thereafter, final registration of the Client as employer will be concluded at the Department of Migrant Workers (DMW). - Registration can be valid for up to four (4) years, during which time, the Client can continue to recruit Filipino workers.		
*Main Documentary Requirements - Client's Business Registration Documents - Authority to recruit 3rd party nationals (or Proof of Visa Allocation) - Master Employment Contract - Recruitment Agreement between Client and IOI - Final List of Manpower Requirements		

Phase	Process	Action
Recruitment	Stage 2: Sourcing	Searching Pooling Special Recruitment Activities
Stage 2 covers searching and pooling of suitable candidates based on the Client's requirements, determining the level of qualification of the applicants as well as their interest and availability - also crucial in the deployment stage.		
Reliable Recruitment Strategies • IOI has found success in building its name through consistently strong Word of Mouth networking across its workers and their families, with a substantial database of skilled personnel populated throughout its 17 years of industry immersion. • IOI maximizes the internet and social media to access a worldwide pool of candidates. • We also use our existing workers' network in various industries in the country and if needed, advertises in nationally circulated newspapers and conducts Special Recruitment Activities (SRAs) in other provincial regions.		

Phase	Process	Action
Recruitment	Stage 3: Vetting	Screening Trade Testing Interviewing
Vetting begins when applicants are either contacted or respond to Job Posting announcements, and are provided with an overview of the Client's project, requirements, and the main terms of employment. • Screenings and initial interviews are done by the Recruitment Team, leading to shortlisting of vetted candidates. • Database access to the shortlisted candidates is then provided to the Client simultaneously while final Client's Interviews are being scheduled and conducted.		
More importantly, applicants are advised of IOI's The Way to Work code of ethics. • Employer Pays Principle - following the International Labor Organization's standards, IOI does not charge any fees to applicants and workers. • Meaningful Engagement - IOI acts as advisors to applicants and are committed to their success. • Applicant Responsibilities - IOI orients the applicants on commensurate expectations from them: integrity, transparency and similar level of commitment.		

In-depth Vetting Process

An integral part of Vetting is the trade testing or competency assessment. IOI can facilitate the conduct of a 3rd party trade test following Client's pre-approved specifications.

- Initially, all potential candidates shall be interviewed by our Recruitment Staff and, as required, move on to a technical interview by our technical officer or an outside technical consultant.
- We will also arrange for the Client's Technical Representative to either observe or directly conduct their trade test as per specifications provided that we have prepared beforehand.

IOI will prioritize candidates who have been trade tested before and deployed to its other projects in the past that required similar qualifications.

Phase	Process	Action
Recruitment	Stage 4: Offer Agreement	Presentation of Letter of Offer (LOO) Orientation on the Deployment Process
• Candidates that pass the Employer's Interviews are presented with either a Letter of Offer or a copy of the Master Employment Contract. • Should the Candidate confirm acceptance of the terms, they are orientated on the deployment process and move on to Stage 5.		

We Keep Them Engaged

Orienting and further engaging with the candidates at the start of the deployment process ensures that the candidates remain committed to being recruited as it is a given that the various processes required to successfully mobilize candidates can take time.

Phase	Process	Action
Recruitment	Stage 5: Deployment	Reference Checking Document Verification for Visa Application
We continue through Stage 5 with the completion and verification of candidates' documentary requirements for Visa. • Candidates must provide documentary evidence to support their Visa application. • IOI verifies the authenticity of these documents and gathers relevant comments from past employers/ references through its Employment and Document Verification (E&DV) Process.		

Phase	Process	Action
Recruitment	Stage 5: Deployment	Medicals Vaccination
Candidates that are able to pass the E&DV Process move on to the Medical Process • Consists of a DMW-mandated medical exam plus administration of required vaccines. • Medical Process will conclude whether the candidate is fit for work or not, and if fit, the candidate will now be lodged for Visa application.		

Phase	Process	Action
Recruitment	Stage 5: Deployment	Visa Application
• IOI proceeds to coordinate with either the Client directly or its Migration Agent to begin the visa application process. • Candidates who are granted Visas can now complete their deployment process and be ready to fly in the next 2 weeks.		

Phase	Process	Action
Recruitment	Stage 5: Deployment	Pre-Departure Orientations Documentation Travel Pack & Flight Out
- Candidates will now be processed to complete the following: - Fulfill the remainder of their vaccine (if any) - Secure their DMW-mandated Insurance and Overseas Employment Certificate (OEC) - Attendance to the DMW-conducted Pre-Departure Orientation Seminar (PDOS) - Upon booking the Candidates' flights (subject to client approval), IOI will send an email to the Client with the confirmed itinerary and shall request for pick up details to be relayed to the Candidates. - The candidates will then be requested to attend IOI's Internal Pre-Departure Orientation with their Travel Packs issued right after.		
Workers Are Assured Our Internal Pre-Departure Orientation ensures our workers travel safely and without delay. Relevant information gathered from both the workers and the employers are discussed and reiterated to facilitate ease in workers' onboarding upon arrival to their employer's worksite. Workers are also assured that we will continue to be engaged with them throughout the lifetime of their contracts and even beyond.		

Phase	Process	Action
Recruitment	Stage 5: Deployment	Worker Arrival Confirmation
At this stage, the Candidate is now a Deployed Worker, or as the world knows it --- an OFW (Overseas Filipino Worker) --- the Philippines Pride. IOI will then confirm with the Client the safe arrival of the candidates.		
We Continuously Strive To Do Better (we are ISO 9001:2015 certified) IOI will conduct a Customer Satisfaction Survey and gather feedback on its recruitment service from both the clients and the workers. Insights gathered will be fed back into its recruitment process for continuous improvement.		

Phase	Process	Action
Post-Recruitment	Post-Deployment Monitoring	Reporting to DMW OFW Welfare Monitoring System
The OFW (Overseas Filipino Workers) Welfare Monitoring System (OWMS) is an online system used in monitoring and reporting to the DMW the status and conditions of all deployed OFWs as per Advisory # 1, Series of 2020, ensuring all our workers are safe and protected. • IOI is in charge of filing and monitoring reports to the OWMS every quarter or as needed. • It is expected the Client notifies IOI as soon as possible should there be any resignations, terminations, incidents or emergencies.		

Phase	Process	Action
Post-Recruitment	Contract Administration Services	Managing the Camp and Crew Payroll Processing
IOI, through its Site Administration Officers, manage the Filipino campsites its project crew for projects in remote locations. IOI also provides payroll processing services as it is essential that workers on remote jobsites are able to send money back home to their families. • Computed monthly payroll as per Client-approved timesheet (less cash advances on site, plus previous month's OT). • The Client is billed in full, and the wages are disbursed to individual Worker's Philippine bank accounts.		
Cost and Time Efficient With the client paying IOI the full payroll, it saves on the individual bank remittance fees as well as on the time it takes to compute and upload individual payroll.		

Phase	Process	Action
Post-Recruitment	Contract Administration Services	Managing FIFO (Fly-In/ Fly Out) or Renewal & Remobilization of Contract Workers
It is IOI's mission to ensure that Workers' financial growth is harmonized with their social and family upliftment, and as such recommends work rosters of 4 to 6 months on and 2 weeks off to ensure that workers are able to stay connected with their families. • IOI can work with the Client in managing the roster of the Filipino workers by arranging their fly in and out of the worksite and ensuring that the workers are able to secure the documents needed to return in a timely manner. • In addition, IOI recommends that workers undergo annual medical checks for contracts that reach multiple years in order to keep the workers' health in check and lessen time off from work on site. Through this, workers achieve both Quality Family Time and Timely Return to Work.		