

SOP Subject	Human Resources	Authorized By	Ken Fong
Category	Standard Operating Procedures	Status	Draft
Version	1.0	Effective Date	
Date Prepared	January 29, 2007		

Introduction	
Purpose	Provide guidance for standard human resources procedures
Personnel Concerned	All ResQSoft managers
Directives Cancelled	None
Distribution	Email and SharePoint
Originator	ResQSoft Project Management Office

Revision History	
1.0	

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1.0 Standard Operating Procedure Summary: Human Resources

- The Human Resources Policy Manual (9 Sections, each in its own document) covers day-to-day employment related policies and issues.
- Employment references should be directed in writing to the Office of Human Resources. Any reference given should remain of a factual nature only.
- New employees and consultants shall be processed through New Employee Orientation to execute NDA/PIAs, review the Human Resources Policy Manual and complete standard paperwork.
- Exit interviews are required for departing staff.
- ResQSoft managers should monitor, review and respond to HR request forms submitted.

2.0 Standard Procedures

2.1 Human Resources Policy Manual

ResQSoft, Inc. provides the Human Resources Policy Manual, which consists of 9 Sections, in separate SOP documents available from the Office of Human Resources or on the ResQSoft Internal Portal site. The HR policy manual covers standard employment policies and issues. This document, by contrast, focuses on management-related HR issues.

2.2 Employment References

All requests for employment references shall be directed to the Human Resources department in writing (by email is sufficient). Unless otherwise approved in writing by the ResQSoft Management Team, all references given shall be of a factual nature based upon existing documentation in the Official Personnel File. The information provided may include:

1. Verification of dates of employment at ResQSoft.
2. Verification of compensation received while at ResQSoft.
3. Verification of representations made relating to work performed at ResQSoft.
4. Verification of certifications or licenses obtained during employment with ResQSoft.

References given should avoid, if possible, subjective interpretations and assessments. Questions related to the nature of references should be directed to Human Resources.

2.3 New Employee Orientation

New employees to ResQSoft shall be introduced to the company in accordance with the policies set forth in the Human Resources Policies and Procedures Manual. At a minimum, the employee shall be required to:

1. Execute the standard ResQSoft employee Non-disclosure and Confidential Information Agreement.
2. Review the Human Resources Policies and Procedures Manual, with major highlights be given by Human Resources (including basic instruction on completing time records and expense forms, as appropriate).



3. Sign out any company-owned property, noting the condition thereof.
4. File legally required forms such as INS documentation, information for direct deposit, and IRS forms relating to tax withholding.
5. Prepare and execute any documentation related to employee benefits, as applicable.

Human Resources shall also coordinate with the Technology Department and PMO to ensure that appropriate email and server accounts, as well as server and ResQSoft Internal Portal access, are created for the new employee. Additionally, creation of the employee's Official Personnel Record shall begin with documentation executed at the New Employee Orientation. The new employee name shall be given to those who answer the phone.

2.4 Exit Interviews and Procedures

All employees, regardless of whether departure from ResQSoft is voluntary or involuntary, shall perform an exit interview led by Human Resources as a prerequisite to obtaining the employees' final paychecks. The exit interview shall, at a minimum, cover:

1. The employee's opinion of ResQSoft's recruiting and operations policies and procedures.
2. Return and signing in of any company-owned property.
3. Reminder to the employee of any confidentiality requirements, as applicable.
4. Reminder to the employee of any non-competition provisions, as applicable.

Human Resources shall coordinate with the Finance Department to facilitate final payment and with the Technology Department to ensure all of the employee's access and accounts are terminated in timely fashion. The departing employee's name shall be removed from the list of active employees for phone answering and accounting purposes.

2.5 Performance Evaluations

Performance evaluations shall be conducted in accordance with Section 9.0 of the Human Resources Policy Manual using the attached template.



Performance
Evaluation Template

2.6 Requests for Leave, Paystubs and Other Items

Any requests for leave (annual, sick and administrative), paystubs and employment verification should be submitted to the Human Resources office through the Human Resources Request form on this site. Failure to submit requests using this procedure (and in a timely manner) may result in approval delays or denials. It is the responsibility of ResQSoft managers to review and respond to form submissions.

Requests made by email or verbally may supplement, but shall not supersede, this Standard Operating Procedure. Questions should be directed to Human Resources.



3.0 Questions and Comments Relating to Human Resources

Any questions or comments relating to this SOP should be directed to the employee’s or consultant’s immediate supervisor or the ResQSoft PMO. Any deviations from policy must be requested and approved in writing by the [ResQSoft PMO](#).

PMO Use Only

Status	Active SOP
Next Action	Quarterly Progress Review
Next Action Date	April 1, 2007

