STANDARD OPERATING PROCEDURES

**HR Manual
Section 2
Recruitment &
Employment**

ResQSoftINC.

SOP Subject	Recruitment & Employment	Authorized By	Ken Fong
Category	Human Resources	Status	Draft
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Introduction	
Purpose	Provide standard policies relating to ResQSoft recruitment and employment
Personnel Concerned	All ResQSoft staff and consultants
Directives Cancelled	None
Distribution	Email and SharePoint
Originator	ResQSoft Office of Human Resources

Revision History		
1.0		

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1.0 Standard Operating Procedure Summary: Recruitment and Employment

- ResQSoft is always seeking information technology professionals of the highest caliber technical skills and work ethic.
- All candidates for employment and consulting positions shall be treated equally and fairly in accordance with applicable law and eligibility criteria.

2.0 Standard Procedures

2.1 General Information

ResQSoft avails itself of the traditional channels of recruitment, including, but not limited to, professional and trade journals, newspapers, online postings and personal recommendations. Recruitment activities are centralized with Human Resources, including dissemination of notices for all vacancies and new positions. Each announcement will circulate for the time required to fill the opening.

2.2 Vacancy Announcements

Vacancy announcements, whether for full-time or part-time employees or independent contractors, should be disseminated in the following fashion:

1. Internal Recommendations and Contacts. An internal email announcing the opening should be distributed by Human Resources to all employees seeking recommendations for the opening. This email should contain a complete position description that includes requisite qualifications (including relevant experience, education and work status), compensation range and time frame for filling the opening. Human Resources should also review any resumes currently on file for applicability and fit.

2. Free, Online Posting. Should no satisfactory candidates be recommended by a current ResQSoft employee, Human Resources should post the opening with the requisite information on free, online job bulletins, such as http://www.craigslist.org.

3. Fee-Based Posting. Fee-based postings on Web sites, periodicals or other resources should be used only when free resources yield no viable candidates within a reasonable time.

4. Search Services. Search services should be engaged only when all other methods fail or under such circumstances that require the opening be filled in a manner not practicable for other methods (e.g., time frame required is very short notice).

2.3 Interviews and Screening

Applicants are screened and evaluated by project leaders or by search committees appointed by Human Resources. Once the screening process is complete, the name of the selected candidate will be returned to Human Resources. Notification to the candidate recommended for employment will be made by Human Resources. Applicants not selected for interviews will not be notified that they will not receive offers but Human Resources will keep the resumes on-file for future, potential opportunities. Human Resources will notify

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candidates selected for interviews if they are not offered a position after the recommended candidate has accepted an offer.

Pre-employment interviews will be granted to applicants considered qualified to fill an opening. Each applicant will be considered on the basis of his/her skills, knowledge, abilities, work status and availability. Any evaluation used to determine the qualifications of applicants seeking employment for an opening shall be used in the same fashion for the evaluation of all applicants seeking that position. A developer skills test may be used to evaluate candidates who have passed a preliminary evaluation; if one is used, it shall be used in the evaluation of all applicants having achieved that same status in the recruiting process.

For applicants receiving interviews of any type, whether by phone, Internet voice-chat, email or in-person, the attached interview template shall be used.

Interview Template

2.4 Equal Opportunity

It is the policy and practice of ResQSoft to recruit, hire, compensate, train, (re)assign and promote employees without discrimination on the basis of race, religion, color, physical disability, national origin, sex, marital status, political affiliation or age, except where physical ability, sex or age constitutes a *bona fide* occupational disqualification or where an individual with a physical disability is not otherwise qualified for employment or a bona fide employee benefit plan, such as retirement, pension or insurance plan.

Applicants and employees who have reason to believe their treatment is in violation of this policy should promptly report the circumstances of the alleged violation, in writing, in accordance with the procedures set forth in these policies.

2.5 Employment Eligibility Guidelines

2.5.1 Minimum Job Requirements

The minimum requirements for a vacancy will be determined based upon the qualifications required by the requesting department and made available through Human Resources.

2.5.2 Age Requirements

To be employed at ResQSoft as an employee, an applicant must be at least 16 years of age or have attained the minimum legal age for employment in Virginia, whichever is greater.

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2.5.3 Aliens

An alien may be employed by ResQSoft provided he/she has legal proof of right to work in the United Statues as indicated by an approved VISA or work permit. In exceptional cases, ResQSoft may sponsor or subsidize issuance of such documents.

2.5.4 Minimum Wage for Employment

The Fair Labor Standards Act (FLSA), as amended, requires ResQSoft to pay at least the minimum wage and proper overtime compensation to employees subject to the provisions of the FLSA.

2.6 Employment Procedures

The following outlines the general procedures taken by ResQSoft in hiring new employees:

1. Position Creation and Maintenance. Upon a determination of need by a department, the department head shall prepare a position description that includes minimum qualifications, compensation range and time frame for hiring and submit such information to Human Resources. Upon receipt of such information, Human Resources shall review the request with Finance for budgetary approval.

2. Sourcing Procedures. Human Resources shall source in accordance with Sections 2.2 and 2.3.

3. Hiring. Upon selection of a candidate by the cognizant department in accordance with this policy, Human Resources will inform the successful candidate in writing of his/her selection and extending a formal job offer. Letters of regret will be forwarded to all other applicants interviewed. On candidate acceptance of the offer of employment, Human Resources shall inform Finance of initiation of basic payroll, providing necessary personnel information and assigning an employee ID. Human Resources shall also complete a new entry for the employee in the Company Directory in the Human Resources section of the ResQSoft Internal Portal. Human Resources will also coordinate with Operations to create employee accounts for email, access to the ResQSoft Internal Portal and other general employee services. Consultants, contractors and subcontractors will have email and other such services as their project manager may determine necessary.

2.7 Initial Briefing and General Orientation

New employees (and consultants, as deemed appropriate by the cognizant ResQSoft office or department) are introduced to ResQSoft through an initial, incoming briefing conducted by Human Resources. This includes instruction on completing time records and expense forms. Briefings are normally scheduled for the first and fifteen of each month.

Subsequent orientation shall be continued within respective departments by the supervisor or his/her designee. New staff should not hesitate to request assistance if they feel the need beyond the general orientation provided.

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2.8 Outside Employment

An employee may work another job outside ResQSoft provided:

1. The outside employment does not interfere with the performance of his/her job at ResQSoft;
2. The outside employment does not violate ResQSoft regulations or policies and does not bring discredit to ResQSoft;
3. The outside employment does not violate specific terms and conditions of employment as set forth in an employment contract;
4. The employee does not manipulate his/her normal work schedule, assignments or duties to accommodate outside employment; and
5. Such employment does not compete or interfere with the endeavors of ResQSoft.

2.9 Personnel Records

2.9.1 Maintenance of Official Personnel Files

There shall be only one official personnel file for each employee and such file will be maintained in a locked file cabinet with Human Resources. Confidentiality of all files shall be maintained and no anonymous material shall be placed in the official personnel files of employees.

The official personnel file shall contain the following information and documents pertaining to an employee:

1. Application for employment
2. Curriculum Vitae, resume or biographical information sheet
3. Official copies of transcripts certifying degrees and certificates received or documents certifying licenses received
4. Employment history at ResQSoft
5. Benefit plans in which the employee and his/her dependents are enrolled
6. Record of annual leave, sick leave or other leaves taken
7. Personnel action forms
8. Reports of disciplinary actions taken, including written reprimands and terminations
9. Reports of grievances
10. Performance evaluations

In addition, ResQSoft may retain a pre-employment file, which shall also remain confidential, containing letters of reference, ratings and other related materials. An employee shall not have access to the official, confidential pre-employment file.

When material that could cause cancellation of employment is added to an employee's official personnel file, he/she shall be notified promptly by Human Resources. The employee will have the right to rebuttal or present matters of extenuating circumstances but shall not have the right to remove any material from the file.

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2.9.2 Access to Personnel Files

An employee shall have access to his/her personnel file during normal business hours of Human Resources provided there shall be no undue interference with the normal routine of the department. To assure access, employees should coordinate with Human Resources at least 24 hours in advance. Under no circumstances shall the official personnel file be removed from Human Resources by the employee, and access to the file shall be given only in the presence of someone assigned to Human Resources.

In addition, the ResQSoft Management Team may have access to the official personnel file without written approval of the employee. Members of the Board of Directors may also review the files upon request to the ResQSoft Management Team. In addition, any duly constituted committee reviewing the employment status of an employee will be afforded access to his/her file.

If the official personnel file is duly subpoenaed in accordance with law, Human Resources shall notify the employee at the earliest possible occasion.

The information contained within the personnel record is used for employment purposes only (e.g., evaluation of work performance, consideration for promotion or transfer and verification of employment).

2.9.3 Reporting Changes to Personnel Records

Each employee is required to report any change in name, address, telephone number, marital status and number of dependents, as well as any newly earned degrees, certificates and licenses to his/her supervisor and to Human Resources. ResQSoft shall not be responsible for any non-receipt of any official communication sent to an employee if the employee has failed to file a change of address notice with Human Resources.

Should an employee need to change the number of dependents or allowances listed for income tax purposes, it will be necessary for the employee to secure, complete and return Form W-4 to Human Resources.

2.10 Ending Employment

An employee may resign, or have his or her employment terminated by ResQSoft, subject to the terms of the applicable employment contract or letter agreement. In such cases, the following procedures will be followed:

1. The employee will submit notice, or in the case of termination by the Company, ResQSoft will submit notice, through an appropriately worded email to the recipient's usual email address, receipt of which shall be verified. A paper copy may optionally be sent to the address of record of the other party. Notice periods are normally 2 weeks prior to the last day of work, subject to the terms of the employment agreement.
2. Upon submission of notice, ResQSoft and the employee will schedule an Exit Interview within the notice period or as soon thereafter as possible, to assure that the following actions are performed:

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a. Return of all company property and return of all ResQSoft confidential information including software, documents, and emails; or, at the discretion of ResQSoft's representative, a certification of destruction of confidential information may be substituted. Software provided by the company must be returned, and all copies of emails sent or received by the employee through the ResQSoft email system (*@resqsoft.com) must be permanently deleted and so certified;

b. An accounting of all advances, unpaid expenses, payroll owed, validation of health insurance and other company benefits and expenses paid, and excess vacation or sick leave shall be made to determine the amount of the final check to the employee. The final check amount will reflect an adjustment of any overage or shortfalls relating to these benefit and expense items, or to income tax withholding, and the adjusted amount will be communicated to Accounting for payroll submission. Excess payments made or additional amounts owed will result in adjustments to the final check amount through the payroll system, for electronic deposit or paper check. Failure to account for these items will delay delivery of the final check until the information is provided and the correct amount of the check can be calculated.

c. ResQSoft's representative will discuss the employee's intentions regarding his or her next job, to determine whether the employee intends to take a job directly or indirectly with a competitor or customer. The employee must identify the new employer. ResQSoft will not contact the new employer unless there is a violation of the employee's contract with ResQSoft.

3. The reference to be provided to the employee concerning his or her work will be discussed. Normally, the reference is limited to dates of employment, final salary or rate of pay, and whether the employee is eligible for rehire.

4. All unresolved disputes, if any, will be discussed and a good faith attempt at a fair resolution will be made by both ResQSoft and the employee.

3.0 Questions and Comments Relating to Recruitment and Employment

Any questions or comments relating to this SOP should be directed to the employee's or consultant's immediate supervisor. 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