

INTRODUCTION



Rowald International Manpower Services Incorporated, primarily a Philippine-licensed Manpower Recruitment Agency, is engaged in the recruitment and supply of Filipino Manpower for overseas employment. Our pool of manpower ranges from professionals such as engineers, medical practitioners, teachers, and industrial technicians, to general workers such as hotel staffs, factory workers, and construction workers among others. Here at Rowald International, our business goal is simple: Total customer satisfaction through quality and personalized delivery of each given project plus value added services. Through our utilization of the ISO guidelines we aim at embedding a strong awareness of quality in our organization to the benefit of everyone in business with us.

In every undertaking we do, quality delivery of project has been put at the forefront of our goal and we are humbly proud of our achievements for being able to keep a 100% repeat business in all these years with our clients. Now with the recent introduction of ISO 9001:2008 into our team's training system, we are ever more optimistic for the future in our capacity to improve further in the practice of our profession. We believe though that no amount of quality certificates can ever replace our management's commitment to quality delivery of our business and this has been the key for our company's growth over these years.

With a population of around ninety (90) million people, Philippines is one of the largest English speaking countries next to United States, and United Kingdom. This owes to the fact that English language has been integrated into its education system since primary grade, making it as its second official language. For this reason, Philippines has become a good alternative source of manpower for those prospecting employers who finds a need to fill their need for manpower outside their own country. Our company therefore exists to cater the need of these prospecting employers / companies to acquire their manpower from the Philippines

CORPORATE PRINCIPLES

Social Responsibility

Our business comes with a heavy social responsibility. And we assume such challenge. For many Filipino families, the only alternative to better their lives is to work overseas. We acknowledge the many sacrifices a Filipino family will have to go through when a family member chooses to work overseas. This dream of a better life starts with us when they take their first step walking through our door with the expectation that we shall find them a job. For years thousands took that first step with us and eventually realized an improved lives. We take the honor and humble pride for serving our social purpose and indeed we exist to serve our fellowmen and country.

Business Transparency

Our company strictly adheres to a sound and fair business approach through a self-imposed demand for transparency. The business of manpower recruitment in the Philippines presents many opportunities for making profit at the miseries of Filipino job seekers. At Rowald, we declare strong resentment of such practice. A good recruitment agency practices what we ourselves call "responsible deployment." This calls for full and accurate declaration of job responsibilities and corresponding compensation of selected candidates. As such we demand full declaration from the side of Employer to ensure candidate are well-informed of all his job responsibilities and employment terms and conditions.

Quality-oriented

At Rowald International, we always strive for excellence. Through our perseverance and dedication to our job, our effective and efficient management team, our constant self-improvement, and our sense of social responsibility to provide quality jobs. To achieve quality service though, we make sure that we understand and appreciate the meaning of quality. For us, this simply means meeting our customers' expectations and even exceeding them most of the time through some extra effort to provide other value-added services to our clients.

For us quality involves every one : Our supplier, our organization, and our valued Clients. Success of any given project will not be realized without the participation of each of these three components. Sadly for some of our clients, they do not realize that for us to deliver quality service, we need their participation. We take great length of effort in choosing not only our suppliers but also our clients to ensure projects we handle are in line with our "quality deployment" principles to achieve our commitment to the Quality management of our organization.

CORPORATE MISSION STATEMENT

Potential of growth in recruitment industry is immense and our company seeks to take part as a better alternative source of quality jobs for our countrymen and a better alternative source of manpower for overseas employers. We are humbly confident in our ability to provide better quality service and seek to offer our competitive advantage in the delivery of our service. Finally, we take this challenge upon ourselves with the passion and mission of **better serving our fellowmen and country.**

CORPORATE VISION STATEMENT

All our efforts in improving our quality system, technological advances in our information technology, the practice of our corporate social responsibility, and professional excellence, are altogether put in place to support our vision to make us no less competitive, hopefully better, than what the best in the Philippine Recruitment Industry has to offer. Along with this, we envision ourself to find our own opportunity to stay as one of the industry's top performer.

OFFICE LOCATION

Rowald International Manpower Services Incorporated is strategically located in the heart of Malate, Manila where bulk of activities for overseas recruitment is centered. Our strategic location enables us to get maximum exposure on our advertisements attracts a large number of these job seekers and employers alike on a daily basis.



Our Organization and Facilities



Front Desk / Reception - Manned by experienced and friendly staffs, this area is designed to provide for a comfortable and systematic reception of job-seeking candidates to fill up the needed forms and documentation preparation. At this point inquiries are answered and job-seekers are given a general briefing on what to expect from their application with us.



Recruitment Department - Like a kitchen in a restaurant, here our team receives the order or manpower requirement of employers and then candidates are sourced, screened, and "served" / delivered to the clients as per their expectation. A lot of activities takes place in our actual execution of recruitment task, such as CV's evaluation, data verification, pre-screening, "*employer profiling*" and eventual job matching among many other things, all of which are done according to a pre-determined set of step by step procedures. Our emphasis on "*employer profiling*" on each recruitment job allows us to learn more on employers requirement and expectation and this has been one of the major factor in the success of our recruitment projects in all these years.



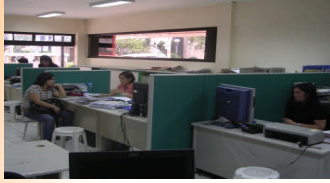
Electronic Data Processing Section - Basically this is where our Management Information System is centered. From CV's encoding , database maintenance, accounting database, report generation to Network Administration and maintenance among other things are handled by this group of our team. Despite of the recent global economic downturn, our management has undertaken significant investment and manpower to further develop our company's IT capabilities to sustain further the growth and expansion in the months and years ahead.



Screening Area - With three interview rooms intergrated to this area, it is designed to comfortably accommodate around a hundred persons in one given time. Projektors, Audio-visual sytems, internet are made available in support of any given interview activity



Testing Facility - Our affiliate training center, Executive Trade Testing, provides for the testing facility for various skills in carpentry, welding, painting, among other trades to ensure our employers gets to confirm the skill level of their choice candidates.



Monitoring Department - This department basically is our customer relation representative and is manned by our Account Monitoring Supervisor or AMS. With Rowald, each client has its own AMS assigned to him to ensure every detail of clients requirement will be attended to in the most efficient manner. This gives no room for error

and miscommunication and traceability of shortcomings, if any, can be easily identified by the management.



Documentation Department - Its primary function being the main Archive , all documents from Employers Job Orders, visas to deployment records alike are entrusted to this department. The Documentation supervisor acts as the main cutodian. Liaisoning with

Embassies and Poea are coordinated through our Liason officers under the direct supervision of our Documentation Supervisor

Legal Department – Headed by Atty. Benigno Palomos is a renowned Lawyer with in-depth experience and specialization in Overseas Employment Issues.



Accounting Department – Functions exactly as the term implies and aside from performing its regular duties in accounting, accuracy of financial records are essentially the most important factor we consider. Stakeholders, suppliers and would-be investors are

guaranteed of transparency in our records and on-time payment. We take our humble pride in our reputation as a diligent entity with zero instance of defaulting in payment. Healthy business mindsets begets healthy financial practices.



Management and Administration – Headed by our office Manager, our Administration Department translate all management policy into the do-able actions plans within the organization which aims at maximazing the productivity of all employed members of the

organization. ISO based implenting guidelines serving as its model, our Administration Department oversees the functions of Personnel Management, Safety and Security, ISO implementing and Monitoring body and even Office Maintenance and Utilities.

OUR ADVANTAGES

- We find ways to any recruitment shortcomings and translate them into do-able recruitment solutions
- We provide a more thorough and comprehensive orientation on workers prior to deployment to achieve better understanding to avoid post-deployment misunderstanding
- We provide recruitment consultation and even feasibility study to ensure critical issues are sorted out prior to our acceptance of any given projects
- We strive to provide the best suitable applicant for prospective employer by making sure we understand our client's expectation
- We have a vast pool of candidates made possible through our own database system which allows our client to log-in and source for their choice candidates
- We have a "standardized" processing system and procedure designed to attend to each recruitment process so that the deadline can be reached in the shortest possible time
- We have a sense of urgency to constantly deliver quality business
- We still firmly believe in the old saying, "Honesty is the best policy"
- We have managed to keep more happy and eventually loyal clients and hardly losing them to our competitors

Our competitive advantages allow us to enjoy a high percentage of repeat business. On an average, we have 80% of repeat business which only proves that most of our clients keep on coming back to us for their next projects because of the satisfaction that they are getting from us.

We then enjoin all prospecting employers to try us and find out for themselves the ease of doing business with Rowald International.

CLIENT LIST

“OUR PROUD CLIENTS”



Al-Swaidi Industrial Services Co. Ltd.



Kinsus Interconnect Technology Corp.



Road & Transport Authority



Al Naboodah Engineering Llc.



Emirates Telecommunication Corporation



I-Mei Foods Company Ltd.



Gulf Engineering & Industrial Consultancy



Emirate Leisure and retail (ELR)



Al-Futtaim Group



Taiwan Special Wire Netting Co. Ltd.



Gourmet Gulf Company



Mott Macdonald



Test-Serv Inc.



Thermo Llc



Holiday Inn Sharjah



The Suriya Spa & Fitness Club



HAJR



臺灣區電線電纜工業同業公會

Hong Shuay Industrial Co. Ltd.



Tamas Group of Company



Hospitality Division

Emirates International Restaurants & Bin Lahej International Restaurants

OUR POOL OF MANPOWER AND SPECIALIZATION

As a general rule, we have all the manpower categories the Philippines has to offer. Our specialization is not limited to the types of manpower pool in our inventory, but on the broader sense of it. Our specialization is more on the study of the "recruitment feasibility" of any given project. Here we review the employer's salary offer and match it with the applicant's salary expectation in reference to the "market price value" of the job position, responsibility and/or title. Success of any recruitment project relies much more on the attractiveness of what the employing company has to offer. Our recruitment job will be either easy or difficult very much depends on the offer. Nevertheless, once we agree to take on a project, we are humbly confident of our ability to deliver a more quality recruitment job relative to what our competitors have to offer. An introduction of the manpower categories in ample supply here in Philippines as follows.

TEACHERS

Filipino teachers have made their way to the United States and their numbers are expected to increase due to shortage reports. Asia, China in particular, sees an increasing demand for English teachers. Filipinos are as competitive as the native English teachers from US and UK. Hong Kong, Singapore and Malaysia are also sources of English speaking teachers for China, however, due to the big difference in their salary expectations, Filipinos are always on top of the list of choice. Filipino educators have lower salary expectations compared to those countries, not to mention they are expected to fare no worst, if not better, in terms of their English proficiency.

ENGINEERS

Filipino Engineers for years have been the top choice in the Middle East countries like Saudi Arabia, Qatar and Kuwait primarily due to their English proficiency. Another factor that contributes to their being the top choice is that they have been privileged of receiving good educational foundation in many engineering schools that maintains quality engineering practices. Electrical and Mechanical Engineers saw a shortage of supply prior to the recent economic downturn. Our recent survey shows the numbers of available Engineers, Mechanical and Electrical, has increased dramitacaly. Our regular clients Thermo LLC, Mott MacDonald-Abu Dhabi have been one of our loyal clients and our company serves as their major supplier of Engineers from the Philippines

HEALTHCARE

Our medical practitioners such as nurses, physical therapists, and even doctors generally prefer employment in the United Kingdom and the United States because of the higher income they would get compared to other countries. Their starting salaries range from USD1, 300 to as high as USD2, 500, and sometime more depending on the level of understanding and experience in relation to their job description. However, the major common disadvantage from these two countries is long processing time. The estimated average of application prior to deployment would take about 8 to 9 months, not to mention those who would wait and just end up not being selected. This concern has prompted many candidates to settle for other countries at a lower level of salary.

CONSTRUCTION WORKERS

The supply for general construction abounds in the Philippines especially for the so-called semi skilled. Skilled construction workers vary from pipe fitters, electrical line man, finishing carpenter to skilled welder. Our affiliate trade testing center, Executive Trade and Testing Center, provides for almost all kinds of testing in the all aspect of construction trades to determine the candidate's skill level.

HOTEL AND RESTAURANT

Filipinos are very much employed in hotels and restaurants around the world as well as in luxury liners. This is especially the case in many parts of MiddleEast. This is not only because of their English proficiency but also because of the inherent pleasant disposition of hospitality towards foreigners. Prior to departure for jobsite, a training program is made available to ensure candidates are more prepared for their intended job.

MANUFACTURING WORKERS

Taiwan and Korea have the most of this category of Filipino workers. In Taiwan, Filipino factory workers are employed in hi-tech industries such as computer chips manufacturing, panel circuit boards, cd-making among many others.

HOW TO RECRUIT FROM THE PHILIPPINES

Philippine Hiring Guidelines, simplified

There are strict rules and guidelines in hiring Filipinos for overseas employment. Our government's implementing administrative body which carries out these rules is the PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION or POEA. ([link](#)) Regulation requires that any recruitment activity in Philippines intended for overseas employment must pass through the "approval" of the POEA. Without its approval, any overseas recruitment here in Philippines shall be illegal. To explain the legalities will be a lengthy process. Our effort to educate prospecting employers will be concentrated in the legalities required in hiring through a POEA-licensed Philippine Recruitment Agency.

To begin with, an "approval" from POEA requires a "JOB ORDER DULY VERIFIED AND ACCREDITED". This requires a 3-steps process:

STEP 1 Job Order Preparation – This is a standard set of documents comprising of the following:

- A) **Special Power of Attorney or SPA** – This document gives the Philippine Recruitment Agency like our company the AUTHORITY to recruit in behalf of the overseas Employer. In other words, the Employers gives our company the power of attorney to act / recruit to make recruitment of the manpower the employer needs to hire from Philippines.
- B) **Manpower Request** – Used synonymously with the terms **Job Order** and **Demand Letter**, this document summarizes among other things, the positions, quantity required, qualification, salary offer, and employment terms and conditions proposed by the Employer.
- C) **Recruitment Agreement** – Used synonymously with the term **Memorandum of Agreement**, this document stipulates the working terms and conditions between the Employer and The Philippine Recruitment Agency.
- D) **Standard Employment Contract** – This is the Employment Contract that stipulates all terms and conditions including but not limited to salary, overtime-pay, medical and health insurance, vacation leaves among other things.
- E) **Attachments** – Aside from the four documents just mentioned above, the following attachment is required:
 1. Photocopy of the **Employer's Passport**
 2. Certified true copy of **Business License** of the employing Company
 3. **POEA License** of the appointed Philippine Recruitment Agency

STEP 2 JOB ORDER VERIFICATION – This process entails the employer to hand carry all the job order mentioned in the above and present them to the Philippine Overseas Labor Office, POLO, care of our resident Labor Attaché, nearest to the Employer's intended job site. In the absence of a POLO office or a Labor Attaché, please contact the Philippine Consulate office nearest the intended job site. Or you may call us for advise and we shall check this for you. In this process, our Labor Attaché shall make "verification" of the terms and conditions of the intended job hiring and the stipulations therein to ensure that employer's employment terms and conditions are in accordance with POEA rules and regulation. Once approved, your job order is considered "VERIFIED"

STEP 3 JOB ORDER ACCREDITATION – Once verified by our Labor Attache, the last thing the employer needs to do is to send the "Verified Job Order" to our company through courier services like Fedex or DHL. Upon receipt, we shall send this to POEA for ACCREDITATION. Once accredited, your JOB ORDER shall become registered with POEA and all formal recruitment activities and eventual deployment of selected candidates may from this point on carried out.

THINGS EMPLOYER NEED TO KNOW ABOUT HIRING IN THE PHILIPPINES

1. HIRING IN THE PHILIPPINES IS SIMPLE AND YET MANY EMPLOYERS THINK IT'S COMPLICATED, PRIMARILY BECAUSE OF LACK OF KNOWLEDGE IN THE HIRING GUIDELINES OUR GOVERNMENT REQUIRE SPECIALLY WHEN IT COMES TO DOCUMENT PREPARTATION. Please refer to our "Philippine Hiring Guidelines, Simlified" section included in this part of our brochure for a step by step guide.
2. For a Licenced Philippine Recruitment Agency, most employers do not know that we undertake to assume the Employer's responsibilities and even financial obligation as part of our requirement to get a License. Any maltreatment, non-payment of salary, switching of employment contracts, among other things that is in violation of the employee's Standard Employment Contract shall also be considered a violation on the part of your appointed recruitment agent in Phlippines. To avoid any such problems, the guide is simple, REVIEW YOUR CONTRACTS AND AGREEMENTS WITH US AND THE EMPLOYEE AND FOLLOW ALL STIPULATED TERMS AND CONDITIONS. Any deviation on the agreed stipulation may translate into a violation. Should any changes be necessary, please contact us and we shall provide you the answers you require to ensure no violation will be committed.
3. Job Order verification and accreditation is a very important requirement to get Filipinos to work legally in your company. Any recruitment activity intended for overseas placement without going through this process is highly illegal and at times may involve criminal offenses. Any attempt to shortcut the process is also highly risky.
4. Always check the background of your chosen Philippine Recruitment Agency to ensure your recruitment project will be carried out in the terms and result you expected. Our company exist to make sure overseas Employers get what they came for without wasting time, money and effort.
5. Our business is in the export of Filipino manpower and we believe in the rights of workers to be treated with respect and dignity.

CONTACT US



Mr. Alex Tan, CEO

"Rowald International Manpower Services Incorporated is looking forward to being of service to you and very much eager on the challenges you may set us. We are confident that you shall find us worthy of time and consideration in bringing you the manpower needs you shall require. We will be pleased to submit any further information you may require on any service that we offer. Should you feel we can provide you with the solution you are looking for, please don't hesitate to get in touch with us. Our contact information is found below."

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