



iPROCESS LIAISON AND CONSULTANCY OPC

Organizational Structure and Duties & Responsibilities

I. CORPORATE ORGANIZATIONAL STRUCTURE

A. Corporate Governance

1. President – Calvert Chavez
2. Vice President for Operations – Ar. Nelson Nessia III
3. Corporate Secretary – Michelle Chavez Nessia
4. Director for Human Resource – Rosemae Castillo
5. Treasurer – Rustum Demanalata
6. Data Protection Officer (DPO) – Rey Ann Dayon
7. Corporate Counsel – Nessia Law Office (Atty. Christine Bugador Nessia)
8. Director – Calvin Chavez Jr.
9. Administrator / National Relationship Manager (NRM) – John Paul Villabeto

II. CORPORATE GOVERNANCE DUTIES AND RESPONSIBILITIES

1. President (Calvert Chavez)

General Duties

- Serves as the Chief Executive Officer of iPROCESS.
- Exercises overall control, supervision, and direction of corporate operations.
- Implements corporate policies, strategies, and governance standards.
- Represents the corporation in legal, financial, and business matters.
- Approves all major corporate decisions and operational programs.

Responsibilities

- Oversees all departments and officers.
- Approves corporate partnerships, franchises, and agreements.
- Ensures compliance with SEC, BSP, AMLC, NPC, and other regulatory bodies.
- Signs contracts, MOAs, and corporate documents.
- Supervises Administrator and NRM.
- Provides strategic direction for financial inclusion programs.
- Approves operational budget and financial plans.
- Ensures implementation of the iPROCESS Franchise Management Agreement (IPFMA).
- Oversees legal and compliance matters.

2. Vice President for Operations (Ar. Nelson Nessia III)

Duties



- Supervises daily operational activities of the company.
- Ensures smooth implementation of corporate policies.
- Monitors branch operations and merchant onboarding.
- Oversees Business Development and Merchant Support operations.

Responsibilities

- Coordinates with Administrator and NRM.
- Implements operational strategies.
- Ensures performance targets are achieved.
- Oversees operational compliance.
- Supervises field and office operations.
- Reports directly to the President.

3. Corporate Secretary (Michelle Chavez Nessia)

Duties

- Maintains corporate records and documents.
- Prepares board and corporate resolutions.
- Keeps minutes of meetings.
- Handles SEC compliance and corporate documentation.

Responsibilities

- Maintains corporate registry.
- Prepares Secretary's Certificates.
- Handles legal corporate documentation.
- Coordinates with Corporate Counsel.
- Ensures corporate governance compliance.

4. Director for Human Resource (Rosemae Castillo)

Duties

- Manages recruitment, hiring, and employee evaluation.
- Implements HR policies and code of conduct.
- Oversees employee discipline and training.

Responsibilities

- Develops HR policies.
- Supervises Administrative Officer.
- Conducts performance evaluation.
- Implements employee handbook.



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- Oversees employee training and development.
- Ensures compliance with labor laws.

5. Treasurer (Rustum Demanalata)

Duties

- Manages corporate funds and financial resources.
- Oversees financial transactions and reporting.

Responsibilities

- Approves disbursement of funds.
- Oversees finance department.
- Ensures proper accounting and auditing.
- Monitors corporate financial stability.
- Signs financial documents.
- Supervises Finance Officer.

6. Data Protection Officer (Rey Ann Dayon)

Duties

- Ensures compliance with Data Privacy Act.
- Monitors data protection policies.

Responsibilities

- Oversees data privacy compliance.
- Conducts data privacy audit.
- Ensures secure handling of corporate data.
- Coordinates with National Privacy Commission.
- Protects customer and corporate information.

7. Corporate Counsel (Nessia Law Office – Atty. Christine Bugador Nessia)

Duties

- Provides legal advice and representation.
- Handles corporate legal matters.

Responsibilities



- Represents corporation in legal cases.
- Reviews contracts and agreements.
- Provides legal opinions.
- Handles labor and corporate cases.
- Ensures legal compliance.

8. Director (Calvin Chavez Jr.)

Duties

- Assists in corporate planning and development.
- Provides strategic guidance.

Responsibilities

- Supports corporate governance.
- Oversees corporate development programs.
- Assists President in policy formulation.

III. OFFICE MANAGEMENT STRUCTURE

Headed by:

Administrator / NRM – John Paul Villabeto

Office Structure

1. Administrator
2. National Relationship Manager (NRM)
3. Business Development Manager (BDM)
4. Legal and Compliance Officer
5. Administrative Officer
6. Finance Officer
7. Business Development Supervisor (BDS)
8. Business Development Officer (BDO)
9. Liaison Officer
10. Secretariat and Maintenance

IV. OFFICE MANAGEMENT DUTIES AND RESPONSIBILITIES

1. Administrator



Duties

- Oversees office operations.
- Implements corporate policies.
- Supervises employees.

Responsibilities

- Manages office workflow.
- Coordinates departments.
- Reports to President.
- Supervises NRM, BDM, Admin Officer, Finance Officer.
- Ensures operational efficiency.

2. National Relationship Manager (NRM)

Duties

- Manages corporate partnerships and relationships.
- Oversees franchise and merchant development.

Responsibilities

- Coordinates with partners.
- Monitors onboarding.
- Ensures franchise compliance.
- Supervises BDM and BDS.
- Reports to Administrator and President.

3. Business Development Manager (BDM)

Duties

- Leads business development team.
- Implements marketing strategies.

Responsibilities

- Supervises BDS and BDO.
- Monitors sales performance.
- Submits reports.
- Ensures merchant acquisition targets.



4. Legal and Compliance Officer

Duties

- Ensures regulatory compliance.

Responsibilities

- Conducts KYC and due diligence.
- Reviews documents.
- Monitors compliance with IPFMA.
- Coordinates with Corporate Counsel.

5. Administrative Officer

Duties

- Manages office administration.

Responsibilities

- Handles records.
- Prepares reports.
- Supports HR and operations.
- Maintains office documents.

6. Finance Officer

Duties

- Handles financial transactions.

Responsibilities

- Prepares financial reports.
- Monitors branch funding.
- Handles payroll and expenses.
- Coordinates with Treasurer.

7. Business Development Supervisor (BDS)

Duties

- Supervises BDOs.

Responsibilities



- Monitors daily reports.
- Ensures targets are met.
- Supports merchant acquisition.

8. Business Development Officer (BDO)

Duties

- Conducts merchant onboarding.

Responsibilities

- Marketing and sales.
- Merchant acquisition.
- Daily accomplishment report.
- Field operations.

9. Liaison Officer

Duties

- Coordinates external transactions.

Responsibilities

- Handles government and partner coordination.
- Processes documents.
- Assists operations.

10. Secretariat and Maintenance

Duties

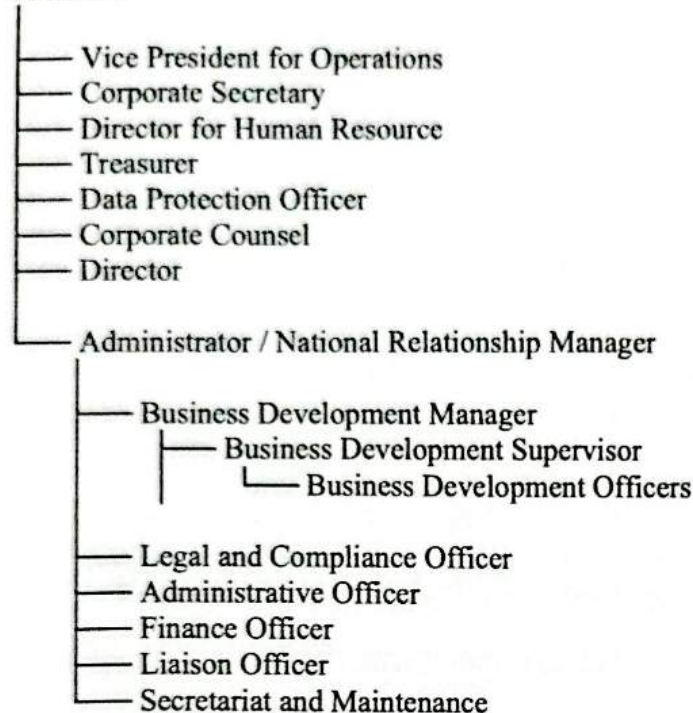
- Office support and maintenance.

Responsibilities

- Maintains office cleanliness.
- Assists in documentation.
- Provides clerical support.

V. ORGANIZATIONAL CHART (Hierarchy)

President



iPROCESS LIAISON AND CONSULTANCY OPC

ORGANIZATIONAL STRUCTURE, DUTIES AND RESPONSIBILITIES, AND DAILY ACCOMPLISHMENT REPORT (DAR) REPORTING STANDARD

I. PURPOSE

This policy establishes the **official organizational structure of iPROCESS Liaison and Consultancy OPC**, defines the **duties and responsibilities of all officers and employees**, and mandates the **Daily Accomplishment Report (DAR) as the sole basis of work monitoring, performance evaluation, and operational reporting.**

This policy ensures:

- Clear chain of command
- Accountability in operations
- Proper supervision and coordination
- Transparent reporting
- Performance monitoring
- Compliance with corporate governance
- Efficient delivery of financial inclusion services

All officers, employees, coordinators, and staff must strictly comply with this structure and reporting standard.



II. ORGANIZATIONAL STRUCTURE

A. EXECUTIVE MANAGEMENT

1. President

Duties and Responsibilities

- Overall head of iPROCESS
- Provides corporate direction and leadership
- Approves policies, programs, and operations
- Supervises all appointed officers
- Approves partnerships, franchise operations, and corporate agreements
- Oversees compliance with government regulations
- Ensures financial sustainability and operational efficiency
- Approves major business decisions
- Supervises Administrator and National Relationship Manager
- Issues corporate directives and resolutions
- Ensures implementation of IPFMA and corporate policies
- Final authority in operations and corporate governance

B. APPOINTED CORPORATE OFFICERS

2. VP for Operations

Duties and Responsibilities

- Oversees daily operations of iPROCESS
- Implements operational policies
- Supervises Administrator, NRM, and Office Management
- Ensures smooth operations of branches and merchants
- Monitors performance and compliance
- Ensures implementation of operational standards
- Reviews DAR reports
- Recommends operational improvements
- Coordinates with President for policy implementation
- Oversees business development and merchant onboarding

3. Corporate Secretary

Duties and Responsibilities

- Maintains corporate records
- Keeps minutes of meetings
- Issues corporate resolutions
- Maintains legal and administrative documents
- Ensures compliance with SEC requirements
- Custodian of corporate records



- Handles corporate documentation
- Coordinates with legal counsel
- Ensures documentation of agreements and contracts

4. Director for Human Resource

Duties and Responsibilities

- Oversees recruitment and hiring
- Implements employee policies
- Manages employee performance
- Supervises training and development
- Ensures compliance with labor laws
- Monitors employee DAR compliance
- Evaluates employee performance
- Oversees disciplinary actions
- Maintains employee records
- Implements employee handbook and code of conduct

5. Treasurer

Duties and Responsibilities

- Manages corporate funds
- Oversees financial transactions
- Monitors branch funding
- Supervises financial reporting
- Ensures proper fund management
- Coordinates with Finance Officer
- Reviews financial reports
- Ensures compliance with financial policies
- Oversees budget and expenditures

6. Data Protection Officer (DPO)

Duties and Responsibilities

- Ensures compliance with Data Privacy Act
- Protects customer and corporate data
- Supervises data security
- Monitors data handling
- Conducts compliance audits
- Reviews data protection policies
- Handles data breach incidents



- Coordinates with NPC
- Ensures secure storage of documents

7. Corporate Counsel

Nessia Law Office (Atty. Christine Bugador Nessia)

Duties and Responsibilities

- Provides legal advice
- Handles legal cases
- Reviews contracts and agreements
- Supervises legal compliance
- Handles labor cases and disputes
- Issues legal opinions
- Represents iPROCESS in legal matters
- Reviews franchise agreements and IPFMA
- Ensures compliance with laws and regulations

C. DIRECTOR'S

Director

Duties and Responsibilities

- Assists President in corporate direction
- Supervises operational programs
- Coordinates with VP Operations
- Monitors business development
- Reviews performance reports
- Oversees implementation of policies
- Supports corporate planning

D. OFFICE MANAGEMENT STRUCTURE

Headed by:

1. Administrator / National Relationship Manager

Duties and Responsibilities

- Head of office operations
- Supervises all office personnel
- Manages corporate relationships



- Oversees business development
- Monitors DAR submissions
- Coordinates with VP Operations
- Implements corporate policies
- Supervises BDM, Legal, Finance, and Admin
- Ensures operational efficiency
- Reviews merchant onboarding
- Ensures compliance with IPFMA
- Reports directly to President and VP Operations

OFFICE MANAGEMENT TEAM

2. Business Development Manager (BDM)

Duties and Responsibilities

- Supervises BDS and BDO
- Monitors merchant onboarding
- Reviews daily reports
- Ensures targets are met
- Coordinates with NRM
- Approves DAR reports
- Monitors franchise and merchant operations
- Ensures business growth
- Reports to Administrator and VP Operations

3. Legal and Compliance Officer

Duties and Responsibilities

- Conducts KYC and due diligence
- Verifies merchant applications
- Reviews IPFMA compliance
- Ensures legal compliance
- Coordinates with Corporate Counsel
- Reviews onboarding documents
- Monitors regulatory compliance
- Reports to Administrator

4. Administrative Officer

Duties and Responsibilities

- Manages office operations



- Handles documentation
- Maintains records
- Coordinates with departments
- Ensures DAR collection
- Prepares reports
- Handles scheduling and communications
- Supports Administrator
- Maintains corporate files

5. Finance Officer

Duties and Responsibilities

- Manages financial transactions
- Handles branch funding
- Prepares financial reports
- Monitors collections
- Coordinates with Treasurer
- Tracks merchant payments
- Ensures financial accuracy
- Monitors expenses

6. Business Development Supervisor (BDS)

Duties and Responsibilities

- Supervises BDO
- Monitors daily activities
- Reviews DAR reports
- Ensures field operations
- Supports BDM
- Tracks performance
- Ensures merchant onboarding

7. Business Development Officer (BDO)

Duties and Responsibilities

- Conducts merchant acquisition
- Onboards merchants
- Promotes iPROCESS services
- Submits daily DAR
- Meets targets
- Conducts field operations

- Reports to BDS and BDM

8. Liaison Officer

Duties and Responsibilities

- Handles government transactions
- Processes permits
- Coordinates with partners
- Supports operations
- Assists in documentation
- Reports to Administrator

9. Secretariat

Duties and Responsibilities

- Handles communication
- Manages scheduling
- Prepares documents
- Assists in reporting
- Supports office operations

10. Maintenance

Duties and Responsibilities

- Maintains office facilities
- Ensures cleanliness
- Supports office operations
- Maintains equipment

III. DAILY ACCOMPLISHMENT REPORT (DAR) POLICY

Mandatory Reporting Standard

The **Daily Accomplishment Report (DAR)** shall be the:

- Sole basis of work monitoring
- Sole basis of performance evaluation
- Sole basis of salary and incentive validation
- Sole basis of productivity measurement



- Sole basis of operational monitoring
- Sole basis of compliance

DAR RULES

1. All employees must submit DAR daily

Mandatory for:

- Administrator
- NRM
- BDM
- Legal Officer
- Administrative Officer
- Finance Officer
- BDS
- BDO
- Liaison
- Secretariat
- Maintenance

2. Submission Time

DAR must be submitted:

Daily before 6:00 PM

to:

Administrator
NRM
VP Operations
HR Director

3. DAR Content

Must include:

Date
Name
Position
Department
Tasks Completed
Merchant Onboarded



Meetings Conducted
Reports Submitted
Operational Work
Issues Encountered
Plans for Tomorrow

IV. PERFORMANCE BASIS

DAR will determine:

Salary validation
Incentives
Performance rating
Promotion
Disciplinary action
Contract renewal
Employment status

V. NON-COMPLIANCE

Failure to submit DAR will result in:

1st offense – Warning
2nd offense – Memorandum
3rd offense – Salary hold
4th offense – Suspension
5th offense – Termination

VI. REPORTING HIERARCHY

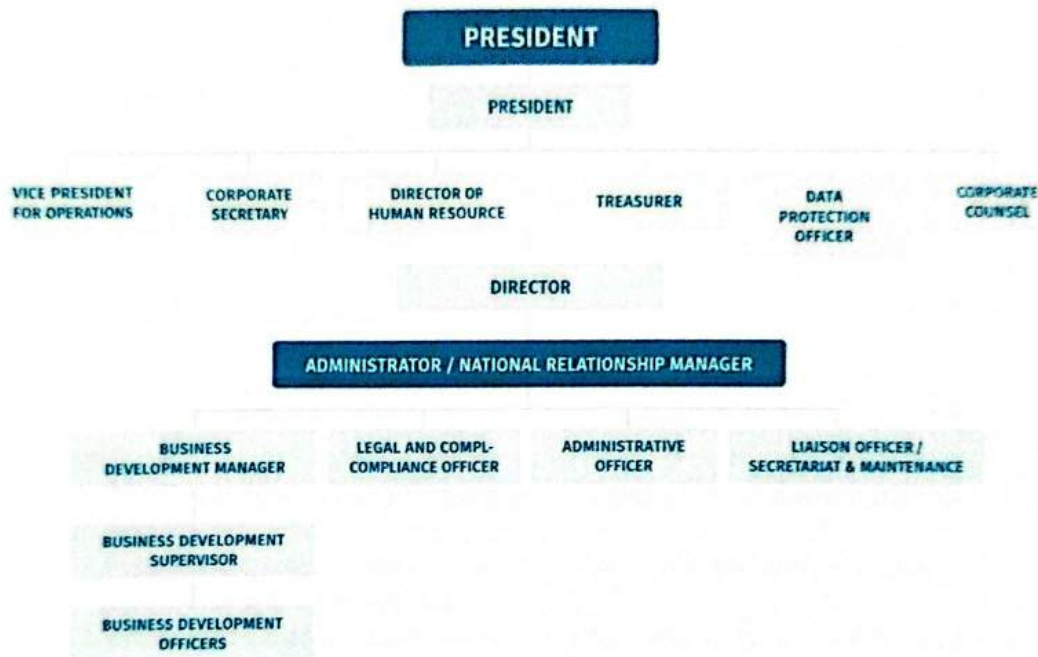
President
↓
VP Operations
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Administrator / NRM
↓
BDM / Legal / Admin / Finance
↓
BDS
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BDO / Liaison / Secretariat / Maintenance

VII. IMPLEMENTATION

This organizational structure and DAR policy shall take effect immediately and shall be integrated into:

- iPROCESS Employees Handbook
- Operations Manual
- HR Policies
- Corporate Governance Manual
- DAR IRR

Strict compliance is required from all employees.



iPROCESS Liaison and Consultancy OPC Corporate Governance Manual

1. Introduction



- **Purpose:** Establish a formal framework for governance, accountability, and decision-making within iPROCESS.
- **Scope:** Applies to all directors, officers, employees, and key stakeholders.
- **Objectives:**
 - Ensure transparency and accountability in operations.
 - Promote ethical conduct and compliance with laws.
 - Enhance stakeholder confidence.
 - Support sustainable growth and risk management.

2. Corporate Governance Framework

- **Board of Directors/Management Structure:**
 - President (Chair of the Board)
 - Vice President for Operations
 - Corporate Secretary
 - Director for Human Resource
 - Treasurer
 - Data Protection Officer
 - Corporate Counsel
 - Administrator / National Relationship Manager
 - Department Heads (BDM, Finance, Operations, HR)
- **Committees:**
 - **Audit and Compliance Committee:** Oversees financial reporting, internal controls, and regulatory compliance.
 - **Risk Management Committee:** Identifies, evaluates, and mitigates operational and financial risks.
 - **Ethics and Conduct Committee:** Monitors adherence to the Code of Conduct and investigates violations.

3. Roles and Responsibilities

Board of Directors / Officers

- Approve corporate strategies, policies, and budgets.
- Ensure compliance with legal and regulatory requirements.
- Monitor organizational performance.
- Safeguard company assets and shareholder interests.

Corporate Secretary

- Maintain corporate records, minutes, and filings.
- Facilitate Board meetings and resolutions.

President

- Lead organizational strategy and vision.

- Oversee all company operations.

Vice President for Operations

- Ensure operational efficiency and service delivery.
- Implement policies and procedures approved by the Board.

Director for Human Resource

- Manage talent acquisition, development, and employee welfare.
- Ensure HR compliance with labor laws and corporate policies.

Data Protection Officer (DPO)

- Ensure data privacy compliance under applicable laws (e.g., Data Privacy Act).
- Monitor and mitigate risks related to personal and corporate data.

Corporate Counsel

- Provide legal advice, contracts review, and dispute management.
- Ensure compliance with regulatory requirements and franchise agreements (IPFMA).

Administrator / National Relationship Manager

- Oversee business operations and franchise relationships.
- Implement business development strategies.

Department Heads

- Execute operational objectives, report accomplishments, and enforce departmental compliance.

4. Policies and Procedures

- **Ethics and Code of Conduct:** Adherence to the iPROCESS Code of Conduct Handbook.
- **Conflict of Interest Policy:** Directors and employees must disclose personal or financial interests affecting company decisions.
- **Anti-Bribery and Corruption Policy:** Strict prohibition against bribery, kickbacks, or illegal influence.
- **Financial and Accounting Controls:** Clear segregation of duties, authorization levels, and audit procedures.
- **Franchise Management Compliance:** All franchise agreements are governed by the iPROCESS Franchise Management Agreement (IPFMA).

5. Risk Management



- **Risk Identification:** Operational, financial, legal, and reputational risks.
- **Risk Assessment:** Evaluate likelihood and impact.
- **Mitigation Measures:** Implement controls, audits, and monitoring systems.
- **Reporting:** Quarterly risk review to the Board and NRM.

6. Internal Controls and Audit

- Conduct regular internal audits of finances, operations, and compliance.
- External audits by accredited independent auditors annually.
- Establish corrective action plans for identified deficiencies.

7. Reporting and Disclosure

- **Internal Reporting:**
 - Daily Accomplishment Reports (DAR) for Business Development Officers and Merchant Support.
 - Monthly financial and operational reports to the President and Board.
- **External Reporting:**
 - Compliance with BIR, SEC, BSP, and other regulatory filings.
 - Disclosure to franchise partners under IPFMA terms.

8. Board Meetings and Decision-Making

- Schedule of regular Board meetings (quarterly or as needed).
- Meeting agenda includes approval of strategies, budgets, policies, and major contracts.
- Minutes of meetings to be recorded by the Corporate Secretary.

9. Ethics, Whistleblower, and Complaint Mechanism

- Employees may report misconduct anonymously.
- Whistleblower protection to prevent retaliation.
- Complaints investigated by Ethics Committee or Corporate Counsel.

10. Training and Capacity Building

- Annual training on corporate governance, ethical standards, and compliance requirements.
- Specialized training for Board members, NRM, and key officers.



11. Amendments and Review

- Manual to be reviewed annually by the Board.
- Amendments approved by majority vote of the Board.
- Changes communicated to all employees and stakeholders.

12. Annexes

- iPROCESS Organizational Chart
- Code of Conduct Handbook
- Conflict of Interest Disclosure Form
- IPFMA Franchise Agreement Template
- Risk Assessment Matrix

IPROCESS LIAISON AND CONSULTANCY OPC

By: Calvert Montano Chavez
Jan 24, 2023