

## Human Resources Position Inspection Briefing

### 人力资源部岗检情况通报

The Human Resources Department conducted a job inspection focused on visa-related matters. Several departments were randomly chosen, including the Instrument Control Department, No. 4 Refinery Department, Port and Storage Department, and Power Department. During this inspection, new staff applications and existing staff visa related work tasks and liaison between departments have been conducted.

Overall, departments have basic understanding on the current guidelines of the visa application process flow. However, some issues were identified as:

#### 1. New Staff Application and Other Issue

During the inspection, it was found that all departments generally understood the visa application process for new employees, but experienced issues while filling in the application materials:

- Not aware that the "local employee succession" item no longer needed to be filled in. Instead, the "local employee competency tracking" form is now required to be submitted.
- Lack of understanding whereas departments did not include internship years for new employees with less than 5 years of working experience.

- Lack of understanding on the requirement for English certificates shall be inclusive of English transcripts of the highest academic qualifications or internationally recognized English certificates, such as CET-4/6, IELTS, TOEFL, etc.
- Physical examination medical report of newcomers was found to be incomplete such as missing of X-ray report, X-ray films and Chinese physical examination reports. Thus, lead to delays in medical arrangement and high medical examination costs. During the inspection has since been highlighted that any additional fees incurred due to this issue will be borne by the individual.

## **2. Existing staff employment pass and Brunei identification card issues**

- Employees were unaware of their visa expiration dates and led to issues such as delayed visa renewals, affecting employees' vacation return to the home country and causing other related problems.
- Departments did not remind employees to submit their passports on time, resulting in delays in the renewal process. Additionally, some departments failed to submit expired green cards promptly, leading to further delays in renewal and incurring penalty.
- Departments were unfamiliar with the visa cancellation procedures and did not submit the passports of resigned employees on time, causing delays in processing work visa cancellation procedures.

### **3. Other Existing Issues**

- There is a need to enhance understanding of the recently revised "Regulations of Employee Visa Management" as it was noticed that department administrators have lacked clarity on the newly revised visa management regulations, resulting in challenges providing guidance on visa-related matters for employees.
- Frequent turnover among visa processing staff, leading to inadequate handover of responsibilities and unfamiliarity with departmental operations by new staff. All departments are reminded to ensure thorough handovers between outgoing and incoming personnel.

In light of the issues identified during the inspection, it is recommended that all departments enhance their understanding of the visa system, familiarize themselves with visa procedures, and promptly communicate with the Human Resources Department's visa team when encountering challenges. Additionally, departments should actively monitor the visa progress for new employees and facilitate their onboarding process effectively. The Human Resources Department will intensify and broaden its inspections to ensure ongoing improvements in visa-related operations across all departments.

Human Resources Department

28<sup>th</sup> June 2024

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### 人力资源部岗检情况通报

人力资源部进行了以签证为主题的岗检，抽查了仪表控制部、炼油四部、港务储运部、热电部等部门，检查了新员工签证申请以及在职员工签证相关工作，同时对部门提出的问题进行了答疑。

总体而言，部门基本了解签证申请流程与规定，但也存在一些问题，具体如下：

#### 一、新员工签证申请及入职方面的问题

检查中发现各部门基本掌握新员工签证申请流程，但在填写申请材料的过程中存在问题。

- 个别部门不了解“本地员工继任”这一项已不需要填写，改为提交“本地员工能力跟踪”的表格。
- 简历中工作经历部分内容的填写要求，对于工作年限不满 5 年的新员工未填写实习年限。
- 关于英语证明材料种类和格式，本次检查进一步明确了英语证明仅限于最高学历中英语成绩单，及国际认可的英语证书，如四六级、雅思托福等。
- 新员工到达文莱后，个别部门提交的体检材料不完整，如缺少中文体检报告、X 光报告、X 光片等。导致员工后续体检安排延误或需要全面体检而产生高额体检费用。本次岗位检查强调了由此产生的额外费用将由个人承担。

## 二、在职员工签证、绿卡问题

- 部分员工不清楚个人签证到期的日期，导致没有及时续签影响回国休假等一系列问题，提醒运行部加强签证管理工作。
- 在绿卡更新期间，个别部门没有提醒员工按时上交护照，导致更新进度延迟。未及时上交过期的绿卡，导致更新绿卡进度延迟，产生罚款。
- 员工离退或退休未及时办理取消工作签手续，个别部门不熟悉此项工作的办理流程，没有及时提交离职员工护照，导致办理工作签取消手续延误。

## 三、其他存在的问题

- 对新修订的《签证管理规定》的掌握情况有待提升，部门办事员对新修订的签证管理规定内容不清楚，无法解答指导员工处理签证相关事项。
- 部门办事人员更换频繁问题，更换时没有做好相关工作的交接，新接手人员业务不熟。提醒各部门要做好新老人员的交接工作。

针对本次岗检发现的问题，建议各部门加强签证制度的学习，熟悉签证相关流程，日常工作中遇到问题时及时与人力资源部签证团队沟通。此外，各部门应积极跟进新员工的签证进度，统筹安排新员工入职。人力资源部将会进一步加大检查力度及范围，确保各部门的签证工作质量持续提升。

Human Resources Department

28<sup>th</sup> June 2024