ISSUE# 02

FIRST QUARTER MILESTONES FOR THE YEAR 2019

MARCH 2019

GRUPOBPO
SERVICE COOPERATIVE
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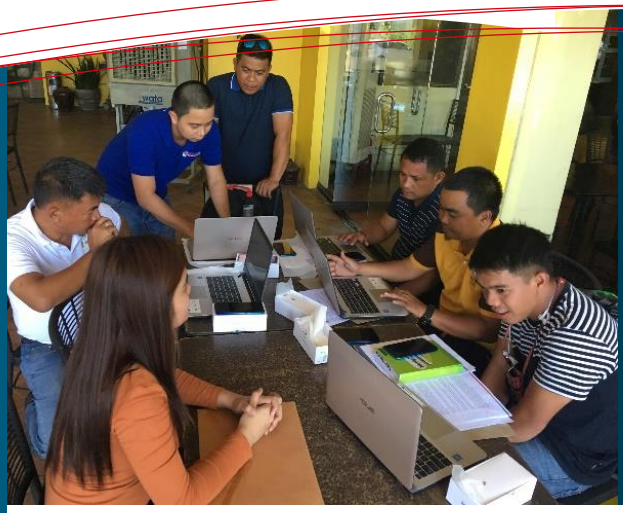


In this issue...

A new beginning for our new members **P.1**

Always ready when there is danger **P.2**

Activities for personal growth **P.3**

Getting started to work efficiently

Illustrated here, our new members (with their starter kits) take control of advanced technologies that will guide them in their journey to produce supreme results for our clients.

Always ready when there is danger

Our Grupo BPO members have participated in a fire drill on Friday, March 8, 2019. One of the most crucial common concepts to know is learning to take care of ourselves when there is danger. Read the full story on the 2nd page of this issue.

What is the ideal starter kit?

In order to work productively and achieve the best results, it is best to take advantage of the technological tools that are made available. As long as the technology continues to evolve, our work processes will evolve together with technology, which will optimize productivity and transcend the status quo. This starter kit consists of a laptop and smartphone for better work productivity.

It's a new beginning for our new members

Grupo BPO has new members working for one of our biggest clients. Because of this, they jump start their assignments with their starter kits.

The new members have been given the necessary provisions to perform their services. As area supervisors, they will have the opportunity to report on their progress easily and efficiently through the use of our technology-based tools.

LogNWork in its ultimate stage of development

After a series of meetings and testing phases, LogNWork has finally arrived to its ultimate stage of development: the payroll phase.

By having a technological system to automatically generate timesheets and in the future, the payroll, both the HR and the accounting staff will worry less about the workload that they have to face when determining the payroll for each member.

Currently, LogNWork makes remote work possible because it is being used not only as a platform for checking in and checking out, but also as a means to submit marketing reports by means of uploading photos to the album within the app or even attaching files while checking out. Meetings and events are also scheduled within the app's company calendar so as to easily monitor performances and gatherings.

Always ready when there is danger

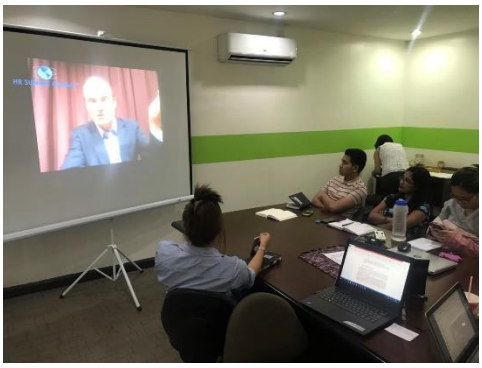
Grupo BPO members undergo fire drill evacuation procedures and even get the opportunity to douse small fires with extinguishers.

An organization should always be prepared when it comes to disasters. Disasters such as outbreaks of fires, earthquakes, and strong typhoons cannot be prevented, but as an organization, casualty prevention is a must. For the entire month of March, Pasig City declares it the fire prevention month, with the theme: "*Ligtas na Pilipinas Ating Kamtin, Bawat Pamilya ay Sanayin, Kaalaman sa Sunog ay Palawakin.*" (Safety for the Philippines is our goal: training each family in expanding the knowledge of fires and its prevention.)

Sometimes, improper vigilance and negligence may lead to fires, which are normally the causes of fires. Many people undermine the importance of fire drills because they presume that fires will not happen (having the mindset that the situation is under control). Certainly, prevention is better than curing an illness, as the saying goes, so what if the smallest things go out of control (such as a small kitchen fire) and the people have no idea how to extinguish it before it becomes a huge problem? Hence, everyone will need to be equipped with the training that is required to prevent or alleviate any possible disaster.

Sean Patrick Limzon, one of the members of Grupo BPO Service Cooperative, has attempted to use a fire extinguisher for the first time, wanting to feel what it is like, dousing a naked flame with a fire extinguisher. He succeeded, even though he clumsily tried to twist and pull the safety pin out of the levers. If he was not able to easily douse the flame with the fire extinguisher, then the company would have burned down, as the firefighter said.

It takes a brave soul to extinguish fire. Firefighters asked for volunteers, but only a few were willing to undergo an important task, which is never taught in schools: how to use a fire extinguisher. Now that Grupo BPO members have undergone simple training under Red Cross and know how to evacuate from a building due to fire, the more prepared the members will be when such drastic scenarios arise.



Activities for personal growth

When working in a company, the common notion is posited: "Hire for attitude, and train for skill." However, the majority of the schools do not teach people to have the appropriate attitude when working in the workplace. In order to change this, Grupo BPO members (particularly the internal staff) have decided to schedule some activities for personal growth.

The activities started to take place when the internet in the office disconnected. Such an internet disconnection inhibited the internal staff of Grupo BPO to work efficiently and proceed with their roles of research, marketing, and maintenance in technology (particularly in the applications that Grupo BPO sells). When the internal staff grew weary, Melissa Garcia, the officer-in-charge, proposed to schedule one gathering. She asks the following question, "What is your ultimate goal in life?" Such a question should remind everyone working the workplace that while work is a part of life, and not the other way around, there is a reason as to why we work (at home and at the office).

Another activity that came up was the importance of communication and language. Even though the activity was primarily educational, this was to acknowledge the presence of foreign clients, to which the Grupo BPO internal staff may speak with them in their common language. Despite the difficulty in learning the language, the internal staff successfully grasped the fundamentals of a foreign language, taught by Sean Patrick Limzon.

Lastly, Grupo BPO members have internalized concepts on the basics of human resources. In the HR Summit, a variety of specialists in HR and top players in their corresponding industries have responded what it means to be happy, why it is important to be grateful, and how to retain people in the workplace. As a cooperative, we wholeheartedly accept members who are willing to undergo constant education and training to perform their duties well (given that they also possess the appropriate attitude), and HR skills are no exception.

New member? Be educated first.

Our internal staff has not had the chance to internalize what it means to be a cooperative, so there is a need to conduct a pre-membership education seminar for the new members. Of course, they would not learn anything unless they take a diagnostic test first!

A pre-membership education seminar is required for all those who openly and voluntarily join the cooperative business entity in which the members acquire a succinct background of what cooperatives are and what they do.

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