OPEN ACCESS
BPO

OPEN ACCESS BPO-FINTECH CLIENT
BUSINESS REVIEW

PARTNERSHIP TIMELINE AND MILESTONES
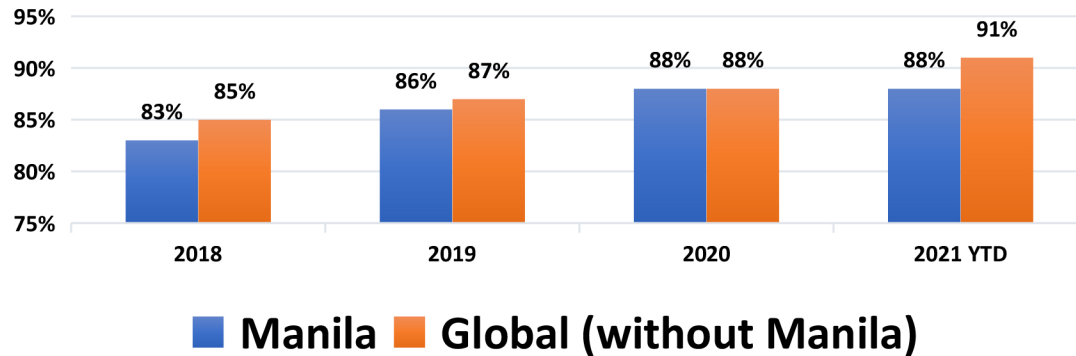
June 25, 2019 - Signed vendor agreement → June 29, 2019 - Signed SOW → August 12, 2019 - Pilot test 1st class of trainees → September 3, 2019 - SOW Review and Operations Walkthrough

April 15, 2020 - Completed onboarding of ex-TP employees (75 FTEs) ← March 23, 2020 - Started WFH setup ← January 27, 2020 - Onboarding of ex-TP employees ← November 16, 2019 - Sponsored Manila vendor party

October 2020 - First promotion cycle → December 1, 2020 - Soft transition to working onsite → March 11, 2021 - BCP Test → May 18, 2021 - Signed 3rd amendment to the vendor agreement with on-call support

July 8, 2021 - Signed 4th amendment to the vendor agreement with AOS Roles

PERFORMANCE AND SERVICE DELIVERY

PERFORMANCE SUMMARY - CSAT TOP BOX

Annualized CSAT Top Box %

REMARKS

- CSAT Top Box continuously improving over the last 3 years

- % remained unchanged for 2021 YTD at 88%
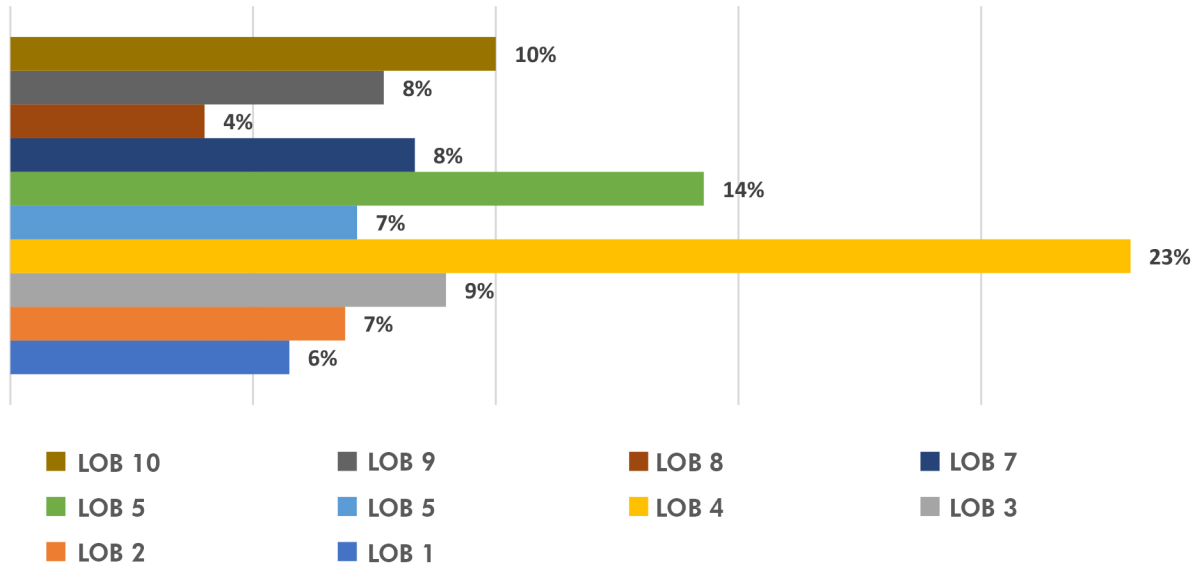
RECRUITMENT REPORT

LOB	Total Applications Received	Endorsed to Advent	Qualified for On-site Interview	Passed	Declined On-site Interview	Hired	Declined Offer
LOB 1	87	71	33	5	10	5	
LOB 2	29	38	18	3	6	2	
LOB 3	78	76	30	9	9	7	2
LOB 4	13	13	5	3	1	3	
LOB 5	28	28	14	5	3	2	2
LOB 6	14	14	9	1	1	2	
LOB 7	12	12	8	1		1	
LOB 8	100	88	37	7	8	4	3
LOB 9	39	39	11	5	2	3	2
LOB 10	10	7	2	1	3	1	
LOB 11	6	0	0	0		0	
Total	416	386	167	40	43	30	9

Remarks:
- 26% declined the on-site interview
- 23% declined the job offer
- 7% hire rate
- Highest success rates: **LOB 4 at 23%, LOB 5 at 14%, LOB 10% at**
- Data coverage: May 2020 – June 2021

HIRING SUCCESS RATES PER PRODUCT

Success Rates % (May 2020 – June 2021)

■ LOB 10	10%
■ LOB 9	8%
■ LOB 8	4%
■ LOB 7	8%
■ LOB 5	14%
■ LOB 5	7%
■ LOB 4	23%
■ LOB 3	9%
■ LOB 2	7%
■ LOB 1	6%

Legend:
■ LOB 10   ■ LOB 9   ■ LOB 8   ■ LOB 7
■ LOB 5   ■ LOB 5   ■ LOB 4   ■ LOB 3
■ LOB 2   ■ LOB 1

REMARKS

- LOB 8 had the least sucess rate at 4%
- LOB 2, LOB 1, and LOB 5 are statistically tied with 6-7%

PERFORMANCE SUMMARY - HIRING RESULTS

Hiring Funnel Report (May 2020 – June 2021)

Application Received	410
Endorsed to Client	386
For Onsite Interview	167
For Job Offer	40
Hired	30
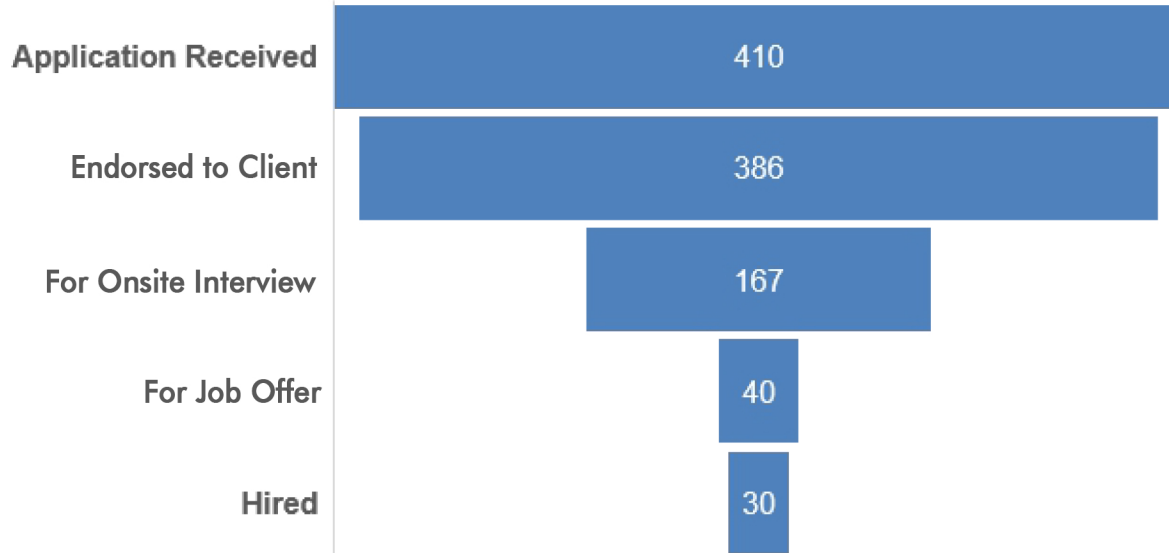
REMARKS

- 43% failed the video exam
- 25% of those who passed the screening did not sign the job offer
- 24% did not pass the seniors' and managers' interview

EMPLOYEE ENGAGEMENT
AND RETENTION

EMPLOYEE ENGAGEMENT TOWARD RETURN-TO-OFFICE WORK SET-UP

KEEPING EMPLOYEES HEALTHY AND SAFE

Regular health tests and monitoring
- Health tests and screening for employees returning to office
- Daily thermal scanning and health reporting upon employees' arrival

1-Meter physical distancing
- Safety officers assigned to monitor physical distancing and crowd flow

Providing transportation, accommodations, and food
- Carpool or shuttle services
Accommodations in nearby hotels
In-house food concessionaire
Parking allowance

Workplace sanitation
- Regular sanitation of oflce premises, workstations, and facilities
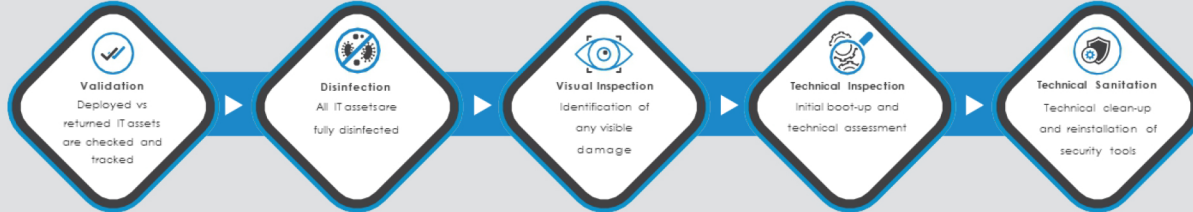
Use of PPEs
- Mandatory use of face masks
- Other personal protective equipment (PPEs) may be required

EMPLOYEE ENGAGEMENT TOWARD RETURN-TO-OFFICE WORK SET-UP

SUPPORTING CONTINUOUS OPERATIONS DURING THE TRANSITION

- Comprehensive IT workstream that covers asset retrieval, tracking, inspection, and deployment

- Designated "IT isolation room" for inspecting and disinfecting equipment

Validation	Disinfection	Visual Inspection	Technical Inspection	Technical Sanitation
Deployed vs returned IT assets are checked and tracked	All IT assets are fully disinfected	Identification of any visible damage	Initial boot-up and technical assessment	Technical clean-up and reinstallation of security tools

EMPLOYEE ENGAGEMENT TOWARD RETURN-TO-OFFICE WORK SET-UP

COMMUNICATING CLEARLY WITH EMPLOYEES AND LEADERS

Well-coordinated transition through centralized, HR-led internal communication

Company-wide awareness campaigns about health and safety

ENSURING OPTIMAL SERVICE DELIVERY DURING AND AFTER THE TRANSITION

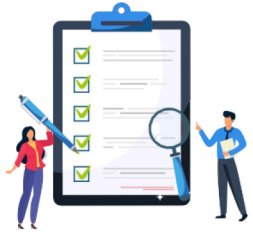Proper scheduling and phasing of return-to-office transition activities

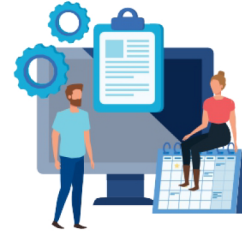Prioritizing business units with critical security requirements

Reorganizing seat allocations to allow for 1-m physical distancing

EMPLOYEE ENGAGEMENT TOWARD RETURN-TO-OFFICE WORK SET-UP

ALIGNING WITH LOCAL AND NATIONAL POLICIES

Compliance with DOLE, DTI, and DOH's workplace health and safety guidelines

Weekly reporting on compliance status

ESAT Breakdown 2020 vs 2021

OVERALL PROMOTER	
2020	**2021**
84.10%	87.80%

OVERALL PASSIVE	
2020	**2021**
12.40%	10.61%

OVERALL DETRACTOR	
2020	**2021**
3.40%	1.59%

REMARKS

- Better than previous year across the board

- The 2021 ESAT survey respondents were 66 out of a HC of 93 (excluding the trainees)

- Overall completion rate is 65.82%

ESAT FREQUENT COMMENTS

87.7%

10.61%

1.59%

Promoters (87.8%)	Neutrals (10.61%)	Detractors (1.59%)
* Happy and great working environment	* Not appreciated even working longer than shift	* Performance measurement
* Appreciative of progress vs last year	* Managers seldom listen	* Few are rewarded monetarily
* Grateful for having a work amidst the pandemic	* Rules and Regulations are not visible?	* Lack of transparency and honesty
* Glad that more posts are opening	* Seeks more collaboration and assistance	* Growth opportunities
* Appreciative of the safety measures provided	* Coverage issues from on shore counterparts	* Uncertainty in career growth
* Generally compassionate and attends to concerns	* Standard process in promotion/ transparency	* Inconsistency on 1 on 1 monthly goal setting
* Freedom to participate in projects, work independently	* Tech improvement (Client-side)	* Payroll Dispute
* Empowerment, autonomy	* HMO coverage	

ESAT DRIVERS

CONTINUED ACTIONS

- Continue initiatives on health and safety

- Advent exclusive transport

- Periodic COVID-19 Testing

- Accommodation and assistance for onsite workers

IT SUPPORT OPERATIONS

FIREWALL RELIABILITY AND UPTIME REPORT

Firewall Reliability and Uptime Report		
Year	**Uptime**	**Downtime**
2020	99.996%	0.004%
2021	99.983%	0.017%

ISP reliability and Bandwidth Usage				
Year	**Total Bandwidth**	**Uptime**	**Inbound**	**Outbound**
2020	100 Mbps	99.651%	13.1 Mbps	30.86Mbps
2021	100Mbps	99.744%	25.87Mbps	27.66Mbps

REMARKS

- Slight increase in downtime in 2021 due to ISP connection issues and reconfiguration of Firewall and Network connection

- Currently, the Fintect team is using the Open Access BPO network with a 100Mbs Internet connection.

IT SUPPORT OPERATIONS AND CONNECTIVITY

Top 5 Ticket Categories

Ticket Category	2020		Ticket Category	2021	
	Number of Tickets	Ave Response Time in Minutes		Number of Tickets	Ave Response Time in Minutes
Application Installation	82	15	Application Installation	51	15
Application Issues	80	27	Outlook Add-on Installation	50	10
Tools Issues	51	33	IT Asset Retrieval	42	12
Office 365 Activation	19	7	Windows Update	41	120
Computer Transfer/ Set up (including WFH set up)	17	1222 (20hr, 22mins)		10	720 mins. (12 hours)

INFORMATION SECURITY

INFORMATION SECURITY AUDIT 2021
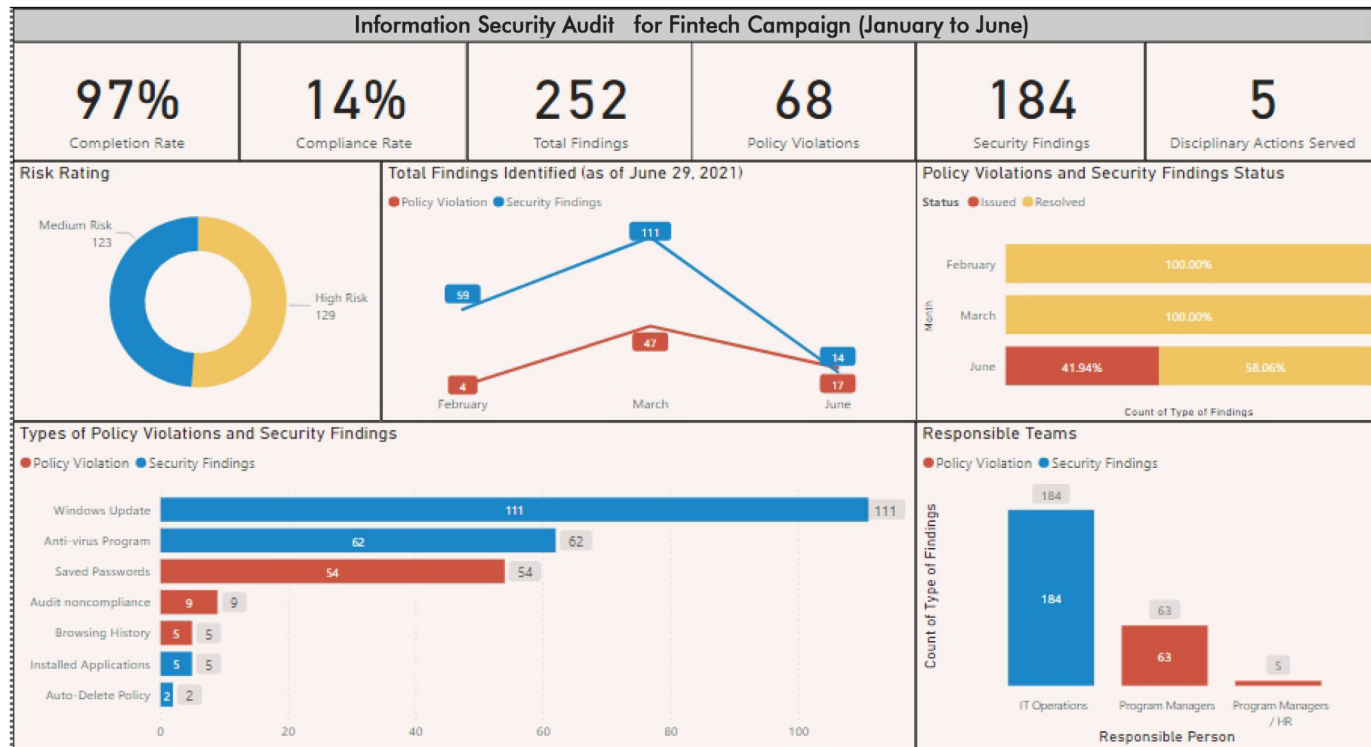
INFORMATION SECURITY INITIATIVES

In alignment with the organization's mission and vision, our strategic goal is to create and maintain an Information Security Management System (ISMS) that is driven by industry-leading security and compliance standards and linked to business strategy, goals, and objectives. Our primary objectives for the year is to improve and develop the organization's Information Security Posture by establishing Information Security KPIs that are tied to business imperatives, ensuring that Information Security is part of the enterprise strategy.

Our primary focus are the following 3 Key Pillars:

INFORMATION SECURITY CULTURE

- Sustainable Security Awareness
- Organization Commitment
- Key Performance Indicators

INFORMATION SECURITY STANDARDS

- GDPR
- PCI DSS
- SOC 2 TYPE II
- HIPAA
- ISO 27000 & 31000 Series
- NIST 800 Series

INFORMATION SECURITY CAPABILITY

- People Development
- Security Risk Management
- Internal Audit
- Security Architecture and Services

BUSINESS CONTINUITY

BENEFITS AND ARRANGEMENTS FOR EMPLOYEES

WALKERS

- +50% of base pay
- Free meal in the office
- Relaxed dress code

OFFICE DWELLERS

- +50% of base pay
- Designated sleeping area in the office
- Use of shower rooms
- Free meals
- Relaxed dress code

SHUTTLERS & CARPOOLERS

- +50% of base pay
- Free meal
- PhP500.00 daily allowance and Ph 2,200 parking allowance

HOTEL STAYERS

- Accommodations in a nearby hotel
- Free meals in the office

AT-HOME WORKERS

- PhP1,000.00 - PhP1,500.00 monthly allowance for Internet fees

ENABLING CONTINUOUS OPERATIONS DURING COVID-19

PLANNING AND PREPARATIONS

In response to COVID-19, our team started to prepare for home-based work and alternative office-based arrangements during the first week of March 2020. Within two weeks, our operations on both platforms were in a stable state, successfully enabling business continuity.

IT and NETWORK
- Creation of standard UAT for home-based work
- Open Access BPO asset deployment

INFORMATION SECURITY
- InfoSec review and alignment with clients
- InfoSec audit process
- Obtaining client acknowledgment signoff

TRAINING and QUALITY
- Resumption of training programs and quality processes

RECRUITMENT
- Resumption of online recruitment

HEALTH and HUMAN RESOURCES
- Establishing COVID-19-Proof Health Guidelines
- Enabling employee assistance processes

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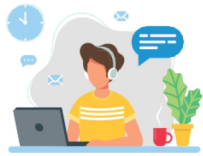- Relaxed dress code

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TWO OPERATIONAL PLATFORMS

Office Work **(Skeletal Workforce).** We offer temporary housing, office dwelling, and shuttle transport to those who will be working in the office.

Work from home. Open Access BPO fully equipped employees with desktops and internet access for home-based work.

TAKING CARE OF OUR PEOPLE

- Online employee engagement activities such as zumba and yoga classes
- Internal employee forums and online contests
- Assistance for employees seeking government benefits
- Sanitary and health measures such as disinfection of offices and temperature checks
- Health care assistance such as teleconsultation provided by a health partner
- Internal online course for leaders on effectively managing remote teams

ROADMAP

ROADMAP

ESAT Survey

BCP Test

Taipei Facility

IT Infra Improvement

SOC 2

REMARKS

1. Infra & Systems Improvement
- UPS for all Advent computers
- More CCTVs in Prod Floor
- Additional biometric devices
- Employee Self-service Tool (ESS)

2. Taipei Facility

3. ESAT Surveys
- To be conducted twice a year

4. SOC2

5. BCP Test
- Twice a year