

WHAT MADE CLIENT S CHOSE KABRASO MULTI-PURPOSE COOPERATIVE AS THEIR NEW SERVICE PROVIDER?

The decision to award the project to Kabraso was due to the organization's financial stability and reliability based on its solid internal and external processes.



NATIONWIDE PRESENCE

Kabraso Multi-Purpose Cooperative has offices in strategic business locations in the Philippines. Not to mention, its satellite office located in Davao and main head quarter in the center of Metro Manila.

Kabraso has nationwide footprint from Luzon (Cavite, Batangas, Zambales, Baguio) and Visayas (Cebu)

Aside from these locations, Kabraso's business operations have been active in areas like Surigao, Masbate, Leyte, Legaspi, Palawan, and Misamis.

Our nationwide footprint has sealed our stability and reliability as we operate with a strong linkage among all of our stakeholders nationwide.



HUMAN RESOURCES TOOL

Kabraso has been in the industry valuing reputation of one of our core competencies, human resources and employee relations.

We have developed timekeeping and billing tools both for our workers and clients. This has proven our efficiency in developing a streamline process in data management and payroll of our members, documentation and data analytics.



SOLID DOCUMENTATIONS

Kabraso has been a compliant organization equipping ourselves with documentations, certifications and accreditations to give our client leverage of security.

- Certificate of compliance from Cooperative Development Authority
- Certificate of compliance from SSS/HDMF/PHIC
- Certificate of no pending case/s from DOLE and NLRC and Certificate of no pending strikes/lockout from National Conciliation and Mediation Board
- Certificate of Tax Exemption from Bureau of Internal Revenue
- Business permits nationwide from Manila, Batangas, Baguio, Zambales, Cebu and Davao.
- Certificate of compliance with the National Privacy Commission regarding the subject of the Republic Act No. 10173, also known as the Data Privacy Act. Kabraso keeps appropriate information security and privacy measures to forestall data leakage
- ISO Certification
- Licensed Contractor of Department of Labor and Employment under the Department Order No. 174, series

As process-oriented organization and its compliance to ISO, Kabraso conducted a new client engagement checklist. (formerly named as new client alignment meeting).

This process is important for the organization and its client to understand both parties' respective process and agree on items like service levels, key performance indicators and key result areas.

WHAT WERE THE SOLUTIONS PROVIDED BY KABRASO MULTI-PURPOSE COOPERATIVE TO CLIENT S IN SOLVING THEIR OPERATIONS AND MANPOWER ISSUES?

Client S's requirement was a total and full takeover of managing the workers at the port. Before Kabraso started as their official service provider, Client S took the initiative to meet with the existing service provider to determine the plans for both parties, moving forward.

This was followed by another meeting with Client S, the existing service provider and Kabraso to initiate the seamless transition.

Kabraso started to fill in the lapses of the existing service provider by doing a countercheck on the mandatory numbers of the workers and members with Social Security System, Philippine Health Insurance Corporation and Pag-Ibig. It was found out that mandatory numbers are invalid while some numbers belong to another person or worse, do not have an existing number at all.

Next step was to meet with the existing workers and members. Kabraso found the need to introduce the organization to them. During the discussion, Kabraso offered assistance to the workers and members on how to get their valid mandatory numbers.

During the same discussion, the workers were given an opportunity to transfer to Kabraso. We needed to establish the trust among them, from highlighting the benefits and assistance to our workers to what they could expect in the long run. Initially, we needed to convey the stability and legitimacy of the organization.

Kabraso needed also to take steps to ensure that workers were taking in from Client S were quality ones in terms of performance. These workers underwent rigid observation and assessment. Processes needed to be in placed too. Kabraso introduced and implemented timekeeping system to ensure check and balance within the operations of Client S and the organization.

A port manager was also hired to establish and execute the processes, policies, and procedures from operations to management of members and workers. On the 6th month, identified members with performance and behavioral issues were not regularized.

WHAT WERE THE RESULTS OF THE ACTIONS?

After all the actions taken by Kabraso, the employee relations were improved. From mandatory contributions being updated to on-time release of payroll, every single concern of the workers was now put into place.

Five supervisors and 1 timekeeper were retained for exhibiting good behavior towards their work and performance. All the rest was replaced by new ones.

Kabraso has also positioned automated teller machine (ATM) inside the vicinity of Client S's site to serve its members better.



Through these efforts, Kabraso received feedback from their vendor relations manager that their problems that lasted 11 years were resolved by Kabraso in a month's time.

Recently, KMC was recognized by Client S during its first Service Providers Convention held in Bukidnon and was issued certificate of Appreciation for its unwavering support and contributions to their operations.

To date, Kabraso has been considered to accommodate Client S's plan to shift to service contracting arrangements in packing plants, cold Storage, hauling Services, an arrangement that requires huge capital investments in which Client S believes that Kabraso is very capable to do.