




# Code of Conduct

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Human Resources Management Division

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## I. POLICY

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The Company considers the maintenance of discipline in the work environment as a matter of fundamental importance at all times. Discipline is based on the employee's respect for his own person, submission to legitimate authority, and respect for the rights of his co-employees and clients. Through a set of appropriate rules and regulations, Management shall aim to be fair, consistent, and uniform in its personnel administration. It also aims to ensure that everyone shall work as efficiently as possible with cooperation and harmonious relations among themselves.

This Code of Conduct shall thus be established for the proper guidance of and compliance by all employees.

## II. PURPOSE OF THE CODE


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1. This Code is not intended to restrict freedom of action, but to give the employees as much freedom of action as is healthy for maintaining good relationships and for promoting positive work attitude.
2. This Code is meant to correct and not to penalize. Hence, in many provisions, the disciplinary measures become heavy only after or due to repeated offenses.
3. This Code shall be a reference for all employees to ensure a standard and accepted set of behaviors.

## III. DEFINITION OF TERMS

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1. Administrative Action - Concrete response of Management, or a measure intended to correct a behavior found to be in violation of the Company policies, rules, and regulations. It also serves to arrest an offense/violation which is deemed detrimental to the welfare of the employees or the Company as a whole.
2. Employees – Refers to all persons, under the employ of the Company, whether regular, probationary, or contractual in employment status.
3. Reprimand - An oral or written warning to an erring employee for commission of a simple offense, or an offense committed for the first time, as stated in this Code.
4. Suspension - A temporary, physical detachment from service and other Company-initiated, but non-work-related, activities. The employee shall not earn any salary or benefits during the period of suspension.
5. Preventive Suspension- An immediate suspension prior to, and/or during an investigation where the employee's continued service would pose a serious threat to the well-being of other employees, clients, or to company property.


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6. Dismissal - Separation from service for a just cause. A dismissed employee loses all his accrued leave credits. The Company has the right to forfeit his other benefits, except for those provided under the New Labor Code.

#### IV. REGULATIONS

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1. An individual's employment with the Company shall signify an expression of his willingness to comply with all the rules and regulations of the Company.
2. The right to discharge, lay-off, and discipline employees for proper and justifiable reasons is purely a Management prerogative.
3. An employee found to have committed an offense or violated any of the Company's regulations warranting disciplinary action shall have the right to a fair and impartial investigation. He shall be given the opportunity to explain his actions before any corrective measure is implemented.
4. Pending the completion of the investigation of offense/s, preliminary disciplinary action (usually in the form of preventive suspension), may be imposed upon the discretion of and in the interest of the Company.
5. All other offenses not specifically described in this policy shall be addressed in a manner deemed appropriate by Management, depending upon the circumstances of each case.
6. The following disciplinary actions shall be meted out to an erring employee taking into consideration the seriousness and frequency of the offense/s committed:
  - a. written reprimand
  - b. suspension (2-5 working days)
  - c. suspension (more than 5 working days)
  - d. dismissal
7. A violation of a specific policy may be considered cumulative within a calendar year, except for those which are subject to suspension/dismissal, in which case, such offenses shall be cumulative within the tenure of the employee.
8. Immediate supervisors are held responsible for maintaining discipline among their staff. For offenses initially subject to written reprimand or written warning, the immediate superior of the erring employee shall be responsible for implementing such disciplinary action. The Human Resources Management Division (HRMD) shall, however, be consulted to ensure accuracy and consistency in interpretation and implementation of policies. Any supporting documents that would be issued through the course of implementation of the corrective measure shall be forwarded to the HRMD for filing/records purposes, noted by the immediate superior and the department/division head, and duly acknowledged by the employee concerned.

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For offenses subject to suspension or dismissal, the immediate superior of the employee concerned shall elevate the case to the HRMD, coursed through his department/division head.

## V. CODE OF CONDUCT

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### SECTION A. ATTENDANCE AND PUNCTUALITY

Employees are hired by the Company to perform duties and responsibilities within the prescribed work schedule. They are required to assume their functions regularly and punctually.

#### DESCRIPTION OF DISCIPLINARY ACTIONS

- A - Written Reprimand
- B - Suspension (3 working days)\*
- C - Suspension (5 working days)\*
- D - Dismissal

\*Suspension dates should be from Tuesdays to Thursdays, and not before or after a holiday or vacation leave.


DESCRIPTION OF OFFENSES		Schedule of Disciplinary Action				
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
1.	<b>Tardiness</b>					
	Monthly tardiness frequencies of four (4) times or more.	A	A	A	B	C
	6 <sup>th</sup> and succeeding warnings in a calendar year.	<ul style="list-style-type: none"> <li>• Additional five (5) suspension days will be added to the previous suspension days</li> <li>• No scheduled leave will be allowed within the same month of suspension</li> </ul>				
	Two (2) consecutive years of incurring suspension frequencies from the "6 <sup>th</sup> warning" onwards.	D				

DESCRIPTION OF DISCIPLINARY ACTIONS

- A - Written Reprimand
- B - Suspension (3 working days)\*
- C - Suspension (5 working days)\*
- D - Dismissal

\*Suspension dates should be from Tuesdays to Thursdays, and not before or after a holiday or vacation leave.

2.	<b>Unauthorized Absences</b>					
	Absence from work without prior authorization and/or without prior notification and justifiable reasons.	A	A	B	C	D
	Absence from work for three (3) consecutive days or more without prior authorization or proper notification and justifiable reasons.	D				
3.	<b>Undertime</b>					
	Leaving work before official time-off without prior authorization or proper notification and justifiable reasons.	A	A	B	B	C
4.	Failure to comply with the prescribed timekeeping guidelines	A	A	A	A	A
		<ul style="list-style-type: none"> <li>• Repetition of the same offense from the 2<sup>nd</sup> warning onwards shall result to non-reversal of the corresponding salary deducted</li> </ul>				

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## SECTION B. CONDUCT AND BEHAVIOR

Every employee shall conduct himself in a manner consistent with decorum and good discipline.

### DESCRIPTION OF DISCIPLINARY ACTIONS

- A - Written Reprimand
- B - Suspension (2-5 working days)
- C - Suspension (more than 5 working days)
- D - Dismissal


DESCRIPTION OF OFFENSES		Schedule of Disciplinary Action				
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
1.	Insubordination or willful disobedience to superiors.	C	D			
2.	Engaging or participating in a physical fight within Company premises or during work hours.	C	D			
3.	Assaulting or verbally threatening with bodily harm or instigating to a fight another employee or client/agent for any reason.	C	D			
4.	Coercing, bribing or otherwise inducing any employee to engage in any practice in violation of company policies, rules and regulations.	C	D			
5.	Intriguing, or spreading false, vicious or malicious statements against any employee.	C	D			
6.	Engaging in horseplay (fooling around, clowning, scuffling, unnecessary shouting) within office hours or in company premises.	A	A	B	C	
7.	Drunkenness during office hours or while in company premises, or coming to the office under the influence of liquor.	C	D			
8.	Coming to work under the influence of prohibited drugs.	D				

DESCRIPTION OF DISCIPLINARY ACTIONS

- A - Written Reprimand
- B - Suspension (2-5 working days)
- C - Suspension (more than 5 working days)
- D - Dismissal

9.	Using profane or obscene language in addressing a superior, or uttering vile, foul or abusive language to an employee, a member of Management, clients, or agents.	C	D			
10.	Discourtesy to any employee, client, or agent.	B	C	D		
11.	Gambling in any form while in company premises or during work hours.	B	C	D		
12.	Sleeping during working hours.	A	A	B	C	D
13.	Posting/distributing unauthorized notices, signs or messages, or writing in any form on bulletin boards or removing approved notices without authority.	A	A	B	C	D
14.	Deliberate destruction of company property.	C	D			
15.	Engaging in usurious loan transactions with any co-employee, client, or agent.	C	D			



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## SECTION C. DISHONESTY

Every employee shall uphold the Corporate philosophy of adhering to the highest norms of ethical standards and integrity.

### DESCRIPTION OF DISCIPLINARY ACTIONS


A - Written Reprimand

B - Suspension (2-5 working days)

C - Suspension (more than 5 working days)

D - Dismissal


DESCRIPTION OF OFFENSES		Schedule of Disciplinary Action				
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
1.	Misappropriation or withholding of company funds.	D				
2.	Stealing or attempting to steal from the company, employees or clients/agents.	D				
3.	Falsification of personnel, medical, and other company records.	D				
4.	Substituting or attempting to substitute company materials or equipment with another of inferior quality or of lesser value.	D				
5.	Knowingly giving false or misleading information in applying for employment.	D				
6.	Soliciting or accepting directly or indirectly from any person any sum of money, gift, and share, percentage of profit or benefits as a condition for the performance of one's duty.	D				
7.	Drawing commissions/receiving money directly or indirectly for insurance transactions referred to the Company, or for other business transactions involving the Company's purchase of products or hiring of services (e.g. suppliers, utility services, banks).	D				
8.	Without proper authority, releasing, divulging confidential information to individuals other than authorized persons.	D				

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### DESCRIPTION OF DISCIPLINARY ACTIONS

- A - Written Reprimand
- B - Suspension (2-5 working days)
- C - Suspension (more than 5 working days)
- D - Dismissal

9.	Concealing defective work which directly or indirectly results in prejudice to the Company.	C	D			
10.	Permitting another person to wear one's identification card, or borrowing someone else's ID card.	A	B	C	C	D
11.	Timing in/out for another person, or asking someone else to time in/out for him.	D				
12.	Falsifying timecard or any other time-keeping record, or drawing allowance/salary by virtue of falsified entry on the said card or record.	D				
13.	Tampering with the time-keeping clock so as to cause it to malfunction.	D				
14.	Intentional or deliberate slowdown in work, or influencing others to slow down work production.	D				
15.	Taking out company records or property without proper authorization.	B	C	C	D	
16.	Giving false testimony or concealing material facts during a company investigation.	D				
17.	All other acts of dishonesty which cause or tend to cause prejudice to the company.	Schedule of penalty to depend upon the type of gravity of infraction and as deemed appropriate by Management				

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#### SECTION D. NEGLECT OF DUTIES


Every employee shall perform his duties, responsibilities and any work assignment with diligence, and shall be expected to meet work standards of the Company.

Every person in a supervisory/managerial capacity shall be duty-bound to disseminate to employees and impose company policies and procedures and other management directives, as well as to take proper action for any infraction that may be committed.

#### DESCRIPTION OF DISCIPLINARY ACTIONS

- A - Written Reprimand
- B - Suspension (2-5 working days)
- C - Suspension (more than 5 working days)
- D - Dismissal


DESCRIPTION OF OFFENSES		Schedule of Disciplinary Action				
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
1.	Failure to comply with the processes and/or procedures of the Company.	A	B	C	D	
2.	Failure to comply with official orders and/or perform assigned duties or carry out specific instructions related to his duties without justifiable reasons.	A	B	C	D	
3.	Failure to properly course related matters through the proper authorities as stated in the Company guidelines and procedures.	A	A	B	C	D
4.	Gross and habitual neglect of duties.	C	D			
5.	During working hours, leaving office premises without permission from his superior.	A	A	B	C	D
6.	Loafing, loitering, wasting time during work hours, or extending break time period/s.	A	A	B	B	C
7.	Doing non-company-related work during work hours or within company premises.	A	A	B	C	D
8.	Carelessness as to cause wastage, spoilage, or damage to company property.	A	B	C	D	

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- A - Written Reprimand
- B - Suspension (2-5 working days)
- C - Suspension (more than 5 working days)
- D - Dismissal

9.	Failure to wear the prescribed office attire during office hours or failure to immediately inform HRMD of failure to wear such.	A	A	B	B	B
10.	Failure to wear identification card while in company premises.	A	A	A	B	B
11.	Failure of an employee to follow any of the regulations stated in the policy on the use of company computers.	A	B	B	C	D
12.	Failure to observe the policy on use of telephone.	A	A	B	C	D

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## SECTION E. CONFLICT OF INTEREST

Every employee shall devote full time to working for the Company and shall not be allowed to take on any job of a remunerative nature without written consent of the Company.

### DESCRIPTION OF DISCIPLINARY ACTIONS

- A - Written Reprimand
- B - Suspension (2-5 working days)
- C - Suspension (more than 5 working days)
- D - Dismissal

DESCRIPTION OF OFFENSES		Schedule of Disciplinary Action				
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
1.	Engaging, participating or involving oneself, directly or indirectly in any transaction, undertaking or business enterprise, where such engagement, participation or involvement is in conflict with the ideals of the Company, and not consistent with the company's expressed values.	B	C	D		

## SECTION F. HEALTH, SAFETY, SECURITY

The Company is responsible for ensuring the health, safety and security of the employees. Employees should likewise be responsible for the safekeeping of their personal belongings.

### DESCRIPTION OF DISCIPLINARY ACTIONS

- A - Written Reprimand
- B - Suspension (2-5 working days)
- C - Suspension (more than 5 working days)
- D - Dismissal

DESCRIPTION OF OFFENSES		Schedule of Disciplinary Action				
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
1.	Littering, creating or contributing to unsanitary conditions in the company premises.	A	A	B	B	C
2.	Reporting to work against medical advice despite contagious sickness or disease.	A	A	B	C	D
3.	Failure to comply with mandated medical exams.	A	A	B	C	D
4.	Improper use of Company facilities such as, but not limited to, lavatories, pantry, equipment/appliances.	A	A	A	A	B
5.	Using, possessing, distributing or peddling dangerous drugs or liquor.	D				
6.	Possession of firearms or other deadly weapons within company premises or while on duty, unless properly authorized.	D				
7.	Conviction in a criminal case.	D				

**SECTION G. INFORMATION AND COMMUNICATION SYSTEMS POLICY VIOLATION**

**DESCRIPTION OF DISCIPLINARY ACTIONS**

- A – Written Reprimand
- B – Suspension (2-5 working days)
- C – Suspension (more than 5 working days)
- D – Dismissal


DESCRIPTION OF OFFENSES		Schedule of Disciplinary Actions				
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
1.	Unauthorized use of information & communication systems	A	B	C	D	
2.	Unauthorized use of privileges and access rights	A	B	C	D	
3.	Unauthorized use of other employee's user-ID and password	A	B	C	D	
4.	Unauthorized sharing or revealing of user-ID and password	A	B	B	C	D
5.	Unauthorized access to the system and information by IT staff	B	C	D		
6.	Unauthorized installation of software and/or application	A	B	B	C	D
7.	Unauthorized use of software and/or application	A	B	B	C	D
8.	Exchange of prohibited information (e.g. pirated software, passwords, credit card numbers, inappropriate or pornographic written or graphic materials)	A	B	B	C	D
9.	Unauthorized transfer or sale of Company software, documentation, information, and services	D				
10.	Superior's failure to ensure compliance of staff	A	B	C	D	

## VI. PROCEDURE

Steps	Accountability
<p>1. Takes note of employee's offense and directs initial investigation of the case.</p> <p>Informs Human Resources Management Division (HRMD) of offense in writing, coursed through the department/division head.</p>	Immediate superior of employee
<p>2. Facilitates the conduct of investigation and gathering of information/pieces of evidence in close coordination with the HRMD and higher superior of employee concerned.</p>	Immediate superior of employee
<p>3. If deemed necessary, facilitates formation of investigative body to study the case further.</p>	HRMD
<p>4. Asks for written explanation from the employee through a memorandum.</p>	Immediate superior of employee or the HRMD/Investigative Body
<p>5. Submits explanation coursed through superiors.</p>	Employee concerned
<p>6. Evaluates explanation.</p>	Immediate superior of employee or the HRMD/Investigative Body
<p>7. Prepares a report reflecting the recommended disciplinary action for management' decision.</p>	Immediate superior of employee or the HRMD/Investigative Body
<p>8. Issues disciplinary action notice to employee.</p>	Immediate superior of employee concerned in coordination with the HRMD.
<p>9. All written documents made including the employee's written explanation are placed in his 201 file.</p>	HRMD

\*The Human Resources Management Division is primarily accountable for directing the investigation of serious offenses involving, but not limited to, dishonesty, conduct and behavior, health, safety and security.



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## VII. APPLICATION OF DISCIPLINARY MEASURES

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1. If deemed necessary, the immediate superior, in consultation with his division head can place the employee under preventive suspension.
2. Management, at its own discretion, considering the circumstances of each case, may impose a disciplinary action other than that specified in the schedule, depending upon the effects or consequences of an offense on persons, property, and/or the Company.

## VIII. ADMINISTRATION

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1. The Human Resources Management Division shall assist Management in ensuring that Company Policies, Rules, and Regulations are uniformly implemented. It shall endeavor to review such policies and regulations, and recommend revisions to Management.
2. Management reserves the right to alter, amend or revise these rules as circumstances in its judgment may warrant, subject, however, to appropriate publication.
3. This Code supersedes the provisions of Company Policies, Rules and Regulations previously enforced through separate and independent memoranda as may have been earlier practiced which are inconsistent hereof. However, those that are consistent herewith shall supplement this Code.