Country Bankers Insurance Corporation

__ March 2014

Dearest Employee:

Thank you for taking time to look into and check the employee handbook of *Our* Company. After rigorous observations, various consultations and seemingly endless revisions, we have come up with this handbook for all employees, to serve not merely as an embodiment of the policies, rules and regulations of our company, but most importantly, as a guide towards achieving success in employment.

This employee handbook serves more than a contract, as it signifies the written manifestation of our commitment towards attaining the highest levels of proper business ethics geared towards a common desired goal, that is, complete and total employee satisfaction, which shall reflect as we serve our thousands of loyal customers.

If you have any concern, question or clarification regarding the employee handbook or any suggestions as to how this handbook can be improved, please feel free to contact our Human Resource Department Head.

Maraming salamat!

Geraldine Desiderio-Garcia
SVP/General Manager

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Corporate Profile

Country Bankers Insurance Corporation (CBIC) traces its roots from the prestigious group of Rural Bankers hailing from all regions of the Philippines. CBIC in part remains closely identified with the rural banking system, having been founded on October 17, 1960 by the late Don Jose E. Desiderio, Sr. and Don Alfredo L. Montelibano, Sr., both well-known rural bankers.

Founded as an enterprise that will effectively handle the insurance needs and requirements of rural bankers and country folks as well, Country Bankers Insurance Corporation (formerly known as Country Bankers Insurance & Surety Co., Inc.) concentrated its main thrust in the countryside, servicing small business entrepreneurs, industrialists and numerous agribusiness ventures all over the country. CBIC, with its unique set-up, continues to enjoy steady growth remarkably maintaining its competitive edge in industry through active yet prudent corporate programs enabling it to secure the continued support of well-known London Reinsurers.

Having gained a strong foothold in the rural areas, CBIC in 1978, initiated massive penetration drive to open up new fronts by expanding its operations to the urban commercial centers and various corporate accounts. This pivotal move proved to be a great success inasmuch as that CBIC's distribution networks are now operating in most key cities, provincial capitals and economic centers of the country.

Country Bankers Insurance Corporation continues its total commitment to provide for the insurance needs of what we consider to be the cornerstone of our country's economy…You!

Mission

To be in the forefront of educating Filipinos on the value of general insurance by promoting insurance consciousness to a broader market and by providing relevant training opportunities to marketers who are committed to advance insurance advocacy.

Vision

To maintain our position as the primary provider of general insurance products and services to clients being served in our niche market – the rural banks and other financial institutions in the countryside.

To be known as well among individuals and corporate entities in need of insurance coverage in key cities of the country, as a full service insurance company, developing other products and target markets.

Corporate Philosophy

To remain relevant with the times as a dynamic company that helps advance economic progress by reliably extending our insurance services to promote the interest of the country and its people.

Introduction

This Employee Handbook is meant to provide all employees of the company its basic policies and procedures. Given the nature of the company's business, that is, one which is imbued with public interest, founded in trust and most importantly, being of service to others, it is apt that this Handbook is passed, made effective and implemented. However, this should not be construed as all inclusive. Policies and regulations consistent with the provisions of this Handbook are still in force.

The company hopes that with the passage of this Handbook, each employee will exemplify the highest levels of ethics in dealing with work, with the end in view of attaining efficiency.

Management reserves the right to amend, change, revise, modify or alter any provision of, or the entire Handbook. However, suggestions to improve the Handbook are always welcome.

Definition of Terms

a. **Bribery**. Any CBIC employee who shall agree to perform any act in connection with the performance of his official duties, in consideration of any offer, promise, gift or present received by such employee regardless if the act agreed to was actually performed or not. This includes instances if the offer, promise, gift or present was received to make the CBIC employee refrain from doing something which was his official duty to do. This definition also includes inducing, influencing, compelling or directing a co-employee.

Bribery can also be committed if the person making/ giving the offer, promise, gift or present is also a CBIC employee or if the offer, promise, gift or present is given/ made towards a CBIC agent.

b. **Company Premises**. For the purposes of this Employee Handbook, Company Premises, Business Premises and Building Premises shall all mean the Building where CBIC holds its principal place of business.

c. **Company Property**. Is any property owned by the Company as defined under the Civil Code.

d. **Dangerous Materials**. Are any of the following:

d1. Any firearm or explosive device;

d2. Any bladed, pointed or blunt weapon except where such articles are being used as necessary tools or implements to earn a livelihood or in pursuit of a lawful activity.

e. **Force Majeure.** Any event that is beyond the reasonable control of an employee and for which performance of any obligation arising therefrom becomes impossible or so impractical as to be considered impossible under the circumstances. Such event should

be extraordinary and not foreseeable or avoidable, that which cannot be foreseen or though foreseen, is inevitable.

f. **Grave Criminal Act.** Any act punishable by any penal law by imprisonment of at least six (6) years and one (1) day.

g. **Harassment**. Use of force, intimidation, stealth, threats or coercion that vitiates the free will of an employee, non-employee or any other third party; or employment of tactics to maneuver an employee's ouster in a regular working environment; or creating a hostile working environment; or doing any act discriminatory in nature. This definition shall not include Sexual Harassment as defined by law which is covered by a separate manual.

h. **Inflammable Materials**. Are those materials or substances that are easily ignited and capable of burning rapidly. This definition shall not include lighters, matches, ethyl/isopropyl alcohol and the like provided in small quantities and for personal use.

i. **Misrepresentation**. Is an act of an employee of entering into a transaction in the name of the Company when he has no authority or legal representation or an act of an employee beyond his powers or authority.

j. **Third Party**. Any person who is not an employee of CBIC.

k. **Veteran Status**. Refers to the number of years that an employee has rendered service to Country Bankers Insurance Corporation.

l. **Word War**. Speaking of base and defamatory words between employees in close proximity or within hearing distance of each other, which tend to prejudice the other in his reputation or office.

Article I - General Provisions

Section 1. Scope

This handbook embodies the fundamental policies and procedures of the company in matters respecting employment of all employees, regardless of employment status.

Section 2. Statement of Policies

It is the policy of the company that all employees shall strictly adhere to honesty, integrity and transparency. All employees, regardless of status, employment and other conditions shall strictly adhere to the policies and procedures stated in this handbook, subject to the disciplinary actions set forth in case of any breach thereof.

Section 3. Applicability

This employee handbook applies to all employees employed by the company as of the date of effectivity hereof and employed after said effectivity date. It shall apply to all

employees until such time employment has been severed or this handbook is repealed or any of its provisions is amended and/or modified.

Section 4. Management Prerogatives

Management reserves the right to amend, repeal or change any of the existing provisions of this handbook subject to consultations with the employees' representatives. Consultations with the latter shall be limited to making suggestions, without any obligation on the part of the management to accept such suggestions. Also, management reserves the right to determine the most expedient and reasonable means of implementing any of the policies contained in this handbook.

Article II- Company Philosophy

Section 1. Open-Door Policy

The company believes in the philosophy of open communication and as a manifestation of said philosophy, all employees are encouraged to speak freely with management about job-related concerns.

Section 2. Positive Environment

A positive and healthy workplace is essential to the company's success. Hence, each employee is enjoined to extend full cooperation to ensure that the company attains a positive climate. It is for this reason that there is no place or time for any form of discrimination in the company. Any intimidation, harassment, or abuse in any form will not be tolerated. Management requires every employee to be responsible for the behavior of his/her co-employees; give utmost respect to fellow employees; and exemplify professional but stern rejection of all forms of discrimination, harassment, abuse and/or intimidation.

Section 3. Equal-Employment Opportunity

The company does not discriminate employees or applicants on any basis, including race, color, sex, age, religion, national origin, disability, marital status or veteran status. The company is committed to giving equal-employment opportunities in employment, recruitment, selection, compensation, benefits, promotion, demotion, job bidding, lay-off, termination and all other terms and conditions of employment.

Section 4. Harassment Policy

The company is committed in not tolerating any form of harassment or intimidation of its employees for any reason.

Section 5. Employees' Standard of Conduct

Employees are required to be courteous to one another, to company clients and to third parties and work with them in the most professional manner and with highest form of ethics. They shall cooperate with one another to serve the best interests of the insuring public. Moreover, all employees shall have the responsibility to protect company property.

Section 6. Corporate Social Responsibility

As part of the company's mission of being of service to the people, all employees are required to take active part in the company's social responsibility activities. These activities are aimed at supporting the different advocacies of the company, which in turn will benefit the society, the company and employees' personal development as well.

Article III – Workplace Basics

Section 1. Employment Policy

The company shall only hire smart, driven, positive, open-minded and results-oriented people who believe and exemplify the highest possible levels of ethical standards, dignity and integrity towards work and dealing with customers.

In connection with this, all employees are required to attend the mandatory training programs, seminars and activities set forth by the company and other trainings, seminars and programs which the respective divisions of the employees concerned may impose.

Section 2. Employment Status

a. Temporary/ Casual employee – one hired for occasional or seasonal work covering a limited duration of time, which shall, in no case, exceed continuous employment of one (1) year.
b. Contractual employee – one hired on an individual employment contract basis to perform work on specified projects/ undertakings, which shall in no case, exceed one (1) year.
c. Probationary employee – one hired to fill a regular position or a newly created position, which shall in no case exceed six (6) months.
d. Regular employee – one who has satisfactorily completed the probationary period, satisfying the conditions of becoming a regular employee.

Section 3. Classifications of Employees

There are four (4) classifications of employees in the company. These are as follows:

1. Rank-and-File employees
2. Supervisory employees
3. Managerial employees
4. Executives

Section 4. Work Schedule

Work Schedule of all employees is from 8:00 am to 5:00 pm, five (5) full days a week, that is, Mondays to Fridays. Work beyond the regular working schedule shall be allowed, subject to the requirements on the provision on overtime.

All employees are entitled to a non-compensable lunch break of one (1) hour, from 12:00 noon to 1:00 pm. Likewise, they are entitled to take a 15-minute break, once in the morning and once in the afternoon.

Section 5. Employee Behavior

(a) Attendance and Punctuality

a1. Tardiness

An employee is considered tardy if he reports for work later than 8:00 a.m. An employee's tardiness shall be deducted from the employee's salary for the day, without prejudice to the particular sanction which may be imposed upon the erring employee. Should the employee expect to be tardy due to unavoidable circumstances or force majeure, he/she should promptly notify the Human Resources Department or his/ her immediate superior. Habitual tardiness shall not be tolerated, hence shall be sanctioned accordingly and shall reflect poorly on the employee's performance reviews.

The provision on tardiness shall apply to all employees. However, a grace period of 5 minutes shall be given to all rank and file employees. After the 5-minute grace period, the time in excess of the grace period shall be counted as tardiness and shall be deducted from salary and shall be the basis of the sanctions to be meted out to the employee. Employees occupying supervisory to assistant managerial levels shall have deductions from their salaries the amount corresponding to the number of minutes/hours they have become tardy. They shall, however, be given a grace period of thirty (30) minutes. Lastly, employees occupying positions of managerial levels and above shall be given a grace period of sixty (60) minutes and shall be subject to salary deduction arising from tardiness. The time in excess of the grace period shall be counted as tardiness and shall be deducted from salary.

An employee's tardiness shall be considered an offense punishable under the Employee Handbook whenever he/she incurs tardiness for FIVE (5) different occasions in one month.

Habitual Tardiness is incurred by an employee who: (1) has incurred tardiness subject for sanction in a month; and, (2) has been sanctioned for fourth offense of tardiness.

a2. Absence

An employee is considered absent if he fails to report for work at or after 10:01 a.m. However, employees who come to work at or after 10:01 shall be deemed to have come to work only on a half-day subject to filing of the appropriate leave forms.

Being absent from work without filing the appropriate leave form shall be considered as Absence Without Leave (AWOL), subject to the sanction/s provided under this Handbook, except in cases of force majeure, approved pass-outs and approved official business. In case of absence for more than one day, the employee has to report his/ her absence during the previous day/s, otherwise, such absence/s shall be considered AWOL, hence, may be subject to sanction, except in force majeure, approved pass-outs and approved official business.

a3. Official Business Trips (OB)

There are two kinds of Official Business Trips, one that is for a whole day and the other, for a portion or fraction of a day.

In case of official business trips that will last for one whole day, the same shall be counted as hours worked only when an Official Business Form duly accomplished by the employee, has been filed prior to the appointment and approved by his/her immediate superior and Department Head and submitted to the Human Resources Department, in the case of the latter, at least one (1) day from the first day of the trip. In case of absence or unavailability of the immediate superior and department head, the Official Business Form may be submitted to the Human Resources Department, to be signed by the immediate supervisor and department head upon their arrival. Otherwise, it shall be considered absence without leave, punishable under this Handbook, except in meritorious cases.

If the official business trip is just for a fraction of day, the same shall be counted as hours worked only when an Official Business Form is submitted to the Human Resources Department, before the official business trip commences. In case of absence or unavailability of the immediate superior and department head, the Official Business Form may be submitted to the Human Resources Department, to be signed by the immediate supervisor or department head upon his arrival. Failure to file said form shall be considered tardiness or unauthorized undertime, as the case may be.

If the Human Resources Department shall later on find out that the ground/s stated in the form is/are not meritorious, an appropriate sanction shall be meted out.

Official Business Trips are compensable.

a4. Undertime

"Undertime" is leaving the place of work at 2:30 p.m. or later without returning before the official close of office hours. The approval of the immediate superior and Department Head is required for intended undertime.

a5. Pass Outs

All employees are entitled to pass-out. A "pass out" is defined as temporary absence from the office or place of work after having reported for work. The same shall be allowed provided: (1) a duly accomplished pass out form is signed by the immediate superior and department head. In case of absence or unavailability of the immediate superior and department head, the Pass Out may be submitted to the Human Resources Department, to be signed by the immediate supervisor and department head upon their arrival; (2) said form is submitted to HR before leaving the office premises; (3) the same shall not be used to cover up tardiness. Pass-outs shall not be compensable, hence deducted from the employee's salary. The monetary equivalent of the actual number of hours of pass out shall be deducted from the employee's salary.

However, pass outs for medical reasons, not exceeding 3 hours, for every month on a single occasion, shall be allowed and be compensable, subject to the requirements stated in the immediately preceding paragraph. However, this shall not be cumulative.

A6. Overtime

After the established working hours, all work done by any employee shall be compensated in accordance with law, provided that:

(1) The employee who seeks to render overtime work shall fill out an overtime authorization slip, have it approved by the Department Head concerned and the Office of the General Manager and submit the same to the Human Resources Department before actual overtime takes place. Otherwise, the same shall be non-compensable, except in meritorious cases.

(2) The employee shall be compensated for the actual time that he suffered overtime work as certified by his Department Head.

(3) In the event that a Department Head will require additional manpower from other departments to render overtime work for his department, the written consent of the Department Head from which the additional manpower shall come from, shall be obtained. The written consent shall be noted on the overtime authorization slip. Non-compliance with the foregoing shall constitute supplying false or misleading information to the company's leave/overtime forms or pass-out forms on the part of the department head who failed to obtain the consent and the employee who rendered the unauthorized overtime work.

(4) The overtime authorization slip should specifically describe the work to be completed, ensuring that the same is measurable, attainable and must be completed

within the overtime period requested. Failure to complete the work within the overtime period requested may be a ground to deny approval of any future request for overtime work.

(5) The employee cannot stay within office premises beyond the period requested for overtime work, and this is a directive of the company.

(6) Employees who are tardy are not allowed to render overtime work on the same day. Overtime work rendered by an employee on a day he is tardy shall not be compensable, unless approved upon reconsideration by the Office of the General Manager.

(7) Likewise, employees who filed vacation leaves are not allowed to render overtime work within the week from the last day of leave, unless approved upon reconsideration by the Office of the General Manager.

(8) Employees who filed sick leaves can render overtime work after the last day of leave provided that the sick leave is substantiated and the work cannot be completed before the sick leave.

(9) Employees who render over time work cannot work beyond 7:00 pm during weekdays. In case of overtime work rendered during weekdays, he/she shall not be allowed to take a break longer than ten (10) minutes. During Saturdays, compensable overtime shall be from 8:00 am to 12:00 noon and/or 1:00 pm to 5:00 pm only. Lunch breaks during Saturdays are not compensable.

(10) Employees occupying supervisory positions and up are not entitled to overtime pay.

(11) Computation for compensable overtime shall be based on the following: Overtime Authorization Slip and the time and attendance of the concerned employee in the biometrics. The time and attendance as reflected by the biometrics shall be followed. In case of unavailability of the biometrics, the company's security logbook shall be followed.

a6. Timekeeping Procedure

The Biometrics Fingerprint Scanning (Biometrics) serves as the official record of attendance of all employees, from rank-and-file level up to the executive level. Any employee without any record of time in/ out based on the Biometrics, but actually went to work within the office premises, shall be considered tardy or absent, as the case may be, for that day and shall be sanctioned for violation of the provision of the Employee Handbook on Timekeeping and Attendance, except if failure to do so is due to meritorious cases.

(b) Personal File

An employee's personal data is contained in the 201 file, which is kept by the Human Resources Department. This is a strictly and highly confidential file which only authorized persons are entitled access. Unauthorized access to the 201 file shall be considered as violation of the confidentiality clause as contained in Article III Section 5 (c).

Employees must immediately inform the HRD of any changes in their personal status by using the Employee Information Update sheet and other applicable government forms. Supporting documents necessary for the update must be submitted. The employee is given reasonable time within to inform the HRD of any of such changes.

(c) Confidentiality

The Company considers its confidential and proprietary information, including the confidential and proprietary information of its customers, to be one of its most valuable assets. As a result, employees must carefully protect and must not disclose to any third party all confidential and proprietary information belonging to the Company or its customers. Such protected information includes, but is not limited to, the following: matters of a technical nature, such as computer software, product sources, product research and designs; and matters of a business nature, such as customer lists, customer contact information, associate information, on-site program and support materials, candidate and recruit lists and information, personnel information, placement information, pricing lists, training programs, contracts, sales reports, sales, financial and marketing data, systems, forms, methods, procedures, and analyses, and any other proprietary information, whether communicated orally or in writing, computerized or other tangible form, concerning the Company's or its customers' operations and business.

Employees should ensure that any material containing confidential or proprietary information are filed and/ or locked up before leaving their work areas each day. During the workday, employees should not leave any sensitive information lying about or unguarded.

Likewise, every employee is expected to keep confidential all knowledge and information obtained about the company. Such knowledge refers to all information obtained, whether as a result of the performance of one's duties or not, or such information gained from another employee, which includes, but is not limited to the following: employees' records, clients' information, company strategies, plans, etc.

It shall be the responsibility of the employee not to divulge any of such information to any person, including his/her co-employees, except when necessitated by the employees' duties.

(d) Office Attire and Grooming Standards

Proper workplace decorum is required of all employees at all times, while performing work for the Company or while inside Company premises. All employees are required to wear the complete proper uniform at all times whenever they are in the office, including days off and/or holidays, regardless of the number of hours that they are inside the office premises. All employees on Official Business Trip are likewise required to wear the complete uniform. Wearing of proper uniform is required from the time of arriving up to the time of departure from office premises. An exemption is granted to the following:

(1) During Fridays and Saturdays;

(2) Employees who are pregnant, that is, only from the 4th month of pregnancy ;
(3) In times of mourning (due to death of an immediate family member, or those within the 3rd degree of consanguinity or affinity);
(4) Employee's Birthday;
(5) During field assignments or seminars, when wearing the company's uniform would be inappropriate; and,
(6) During heavy rains or in times of calamity.

Note that the prescribed company uniform includes wearing of the company ID. In the exemptions mentioned above, specifically no. (3) and (5), wearing of company ID is not requried. Further, at all times, no one is allowed to go about in the office in slippers/flip-flops.

During Fridays or when civilian clothing shall be permitted, the following attire shall not be allowed:

(1) torn or simply worn-out jeans;
(2) miniskirts;
(3) leggings/leotards;
(4) sleeve-less shirts;
(5) shirts without collar (e.g. t-shirts);
(6) off-the-shoulder tops;
(7) t-shirts worn under a jacket;
(8) sports wear shoes/sandals.

Office uniform should be worn at the time the employee scans his/her finger in the Biometrics.

(e) Health and Safety

Programmed annual check-up through an accredited clinic will be required for all regular employees. In case of any finding that the employee is unfit to work, he/ she shall be required to take a leave of absence until such time that he/ she secures a medical clearance from any of the accredited clinic/ hospitals of the company. If in case the employee is unable to secure a medical clearance within a reasonable time and that the disease which the employee is suffering is communicable and that such is incurable within six (6) months as certified by a public health officer, his/ her employment shall be severed subject to payment of any claims which the employee may have under the law and those which may thereafter be provided by the company.

An employee with a communicable disease, or one who is suffering from an illness that may affect others as well, must be reported immediately to his/her Department Head and the Human Resources Department. If the employee reports back to work after

being treated, a medical clearance shall be secured from his/her physician before he/ she is allowed to work.

(f) Accountability

All employees, regardless of classification and status, shall be accountable for all company property and/ or equipment which the employee shall use in the performance of his/ her duties. All company property and/ or equipment shall be used only when necessary in the performance of one's duties and responsibilities. Every employee shall understand that any company property and/ or equipment shall never be utilized for personal use.

Possession and use of company property and equipment should at all times be handled with utmost care and diligence. Any willful or negligent act which causes destruction, alteration, abuse or waste, partially or wholly, of any of the company property or equipment, shall merit an appropriate sanction.

Any property destroyed, altered, abused, lost or wasted must be immediately reported to the Admin Department coupled with the concerned employee's written explanation on the matter. Such report and explanation shall be submitted to the Human Resources Department for evaluation if an appropriate sanction may be meted out to the employee.

No Company property may be brought out of the office or work station without the consent of the employee's Department Head.

(h) Conflict of Interest

Conflict of interest arises when an employee has acquired or acquires financial interest from whatever source, or any other interest personal in nature, in any business or transaction from which he/she stands to benefit to the prejudice of the Company's own interest. Such interest personal in nature shall arise also on account of a family or close personal relationship of the employee to a person, partnership or corporation having direct interest in the business or transaction, unless said business or transaction is fully disclosed in writing to the General Manager within a reasonable time after knowledge of such conflict of interest. The benefit that the officer or employee stands to gain may be direct or indirect.

Hence, family relationship shall include relationship to one's spouse and relative by consanguinity or affinity to the fourth civil degree.

All cases of conflict of interest shall be approached with objectivity and detachment, giving due weight to all attendant factors. The Company's determination of the existence of conflict of interest shall be based on findings made in accordance with any applicable investigative or disciplinary procedures.

The publication of books, articles, or papers relating to the Company's business or based on knowledge or information acquired by virtue of one's position or duty or the simple fact of being an employee of the Company, without permission of the company, shall necessarily constitute conflict of interest. Ethical behavior is expected of all employees which means that the same shall require authorization for such publication from the Office of the General Manager.

(i) Orderliness in the Work Station

All employees are required to ensure that his/ her work station shall, at all times, be orderly, neat and presentable. Table drawers and cabinets should not contain any flammable materials or those materials which may pose physical danger to the employee/s of the company or those which may emit unpleasant odor. Before leaving the office premises, all working tables should be cleared and all files should be properly arranged and secured in the workplace.

(j) Visiting and Loitering

Employees are required to remain at their own desk or work station in their respective departments, except when necessitated by their duties. Visiting other employees for purposes other than official is highly discouraged.

(k) Safety Requirements

All employees shall adhere to the safety rules and regulations and shall report unsafe conditions or practices to his/her immediate supervisor, department head and the Human Resources Department:

1. All employees who are afflicted with contagious disease or illness (such as but not limited to sore eyes, chicken pox, measles, mumps, etc.) shall not report for work until after he/she shall have secured a medical certificate from his/her attending physician allowing him/her to return to work. If in case he/she shall have already been in the office before the same manifested, the employee shall immediately leave the office premises;
2. All employees going on field work shall file the necessary official business forms, stating with complete particularity the place, time and purpose of field work;
3. During field work, the employee shall not go to any other place than that stated in the official business form. Violation of this provision shall also be construed as insubordination, a violation that will be a ground for disciplinary action.
4. Employees are required to ensure safety in their own work stations by switching off all electrical equipment not in use and must ensure that all materials and equipment which pose danger or may cause accidents are kept in their proper places.
5. All employees are enjoined to regularly read the Office Bulletin for Safety Share Tips and practice the same, whenever applicable.

(l) Financial Interest and Outside Work

All employees may engage in lawful financial transactions provided:

1. The same is done outside the company;
2. The employee does not engage in such transaction during office hours;
3. The same does not constitute conflict of interest;
4. The same does not adversely affect the company or its agent/s or other employee/s;
5. The transaction is not a result of or primarily reliant upon information obtained through his/her employment or position.

(m) Use of Company Property

All employees may use company property provided the same is used responsibly and for official purposes only. Telephones and computers may, at times, be used for personal reasons but the same should not, directly or indirectly, adversely affect the company, its employees or agents, or that the use of the same shall not constitute an offense under the Employee Handbook or under applicable laws.

In using company property, proper etiquette shall always be observed, keeping in mind the values of the company.

(n) Attendance in Company-Sponsored/Mandated Activities

All employees shall be required to join company-mandated activities, such as training programs, seminars, workshops or corporate social responsibility-activities and the like, for the purpose of attaining organizational and individual goals.

Failure or refusal to attend said activities without justifiable reason shall be dealt with accordingly. In case of absence due to sickness, medical certificate from the employee's attending physician shall be obtained.

Section 6.Performance Evaluation

The Company expects its employees to give their best work, 100 percent effort at all times. The success of the Company as a whole depends on the success of each individual employee in doing their respective jobs well.

To help the employees measure success in their jobs and manage their professional growth, the Company maintains a policy of probationary and regular employee's job performance evaluation. The employee's job performance is judged against certain benchmarks of superior performance for their particular position. Performance reviews will help the employee identify and reinforce his/her strong points, or exert effort at areas that need further improvement.

(a) Probationary Period

New employees shall undergo a mandatory probationary period of employment which shall in no case exceed six (6) months. In case of employees hired on a contractual basis, such period shall be included in counting the probationary period of employment, provided that the employee occupies the same position and performs same function during the probationary and contractual employment.

An interim review will be scheduled after the second (2nd) month of employment to assess work progress. If improvement is needed and is still possible, as determined by the immediate superior, the same is discussed with the employee. One month after the first interim review or within such period as may be agreed upon during the initial interim review, another interim review shall be scheduled. If upon evaluation during the second review the probationary employee is still unable to improve work progress or meet the company standards, the probationary employment shall be terminated.

The employee's immediate superior shall conduct the employee's main performance review on the fifth (5th) month of employment. The employee's job performance will be judged against benchmarks, which have been set for superior performance for his/her position and responsibilities. The employee should achieve an Above Average performance rating to qualify for regularization.

Regular Employee's Performance Review

(b) Regular Employment

All regular employees of the Company shall be subject to a performance review on a yearly basis. This review is designed to measure past performance and to identify areas that may need improvement for the employee's career growth and development.

Section 7.Work Change Policies

(a) Job Bidding

The Company shall establish, develop and implement a system of deployment to provide employees with other opportunities where they can best utilize their skills, knowledge and interest. The employee should discuss his interest in bidding for a position first with his/her Department Head before officially applying with the Human Resources Department.

Prerequisites for job bidding will include regular appointment and consistent satisfactory performance ratings in the employee's present position. In no case may a probationary employee avail of job bidding. The employee may also have to undergo qualifying exams and interviews. Once all concerned parties and procedures are satisfied, the HRD shall issue a letter confirming the new work assignment and position. Movement in the new position shall carry with it the corresponding compensation and benefits of the new position.

(b)Transfer

The company has the prerogative of transferring employees from one department to another or from one position to another, when it believes that such movement will be beneficial to the employee and the entire organization. "Transfer" is defined as the lateral movement of an employee from one job to another requiring approximately the same degree of skills, duties and responsibilities, with no change in pay or of the same pay level within the company.

Any employee who wishes to be transferred to any position shall file an application for transfer with the HRD and notice shall be given to his Department Head. Then, the HRD shall process the employee's application to the new position.

The transfer of an employee shall not entail the transfer of company property issued to the employee to be transferred.

(c) Promotion

The company believes in the ability of its employees to advance to a higher position, hence, whenever possible, qualified and deserving employees shall be promoted to higher positions whenever vacancies occur.

Promotion means movement of an employee from a position of a lower level to one of higher level involving more difficult tasks or increased responsibilities and a higher level/position though not necessarily, carrying a higher pay.

Promotions are based on merit, performance, inherent qualifications, growth potential and leadership qualities, among others. Eligibility for promotion is not decided solely by seniority or length of tenure with the Company.

The promotion of an employee shall not entail the transfer of company property issued to the employee to be promoted.

(d) Demotion

Demotion means the movement of an employee for cause to a position in a lower classification with corresponding diminution in compensation and benefits. This may be a result of the management's decision as a penalty for the commission of an offense. Furthermore, only those sanctions which merit a corresponding penalty of termination shall be a valid ground for demotion, which shall be in lieu of termination.

(e) Re-hiring

In cases of urgent necessity of employees for certain vacant positions and provided that none of the applicants pass the evaluation of management for such position

based on the examinations and interviews conducted by the Human Resources Department and/or respective Department Head concerned, the company may allow re-hiring of its previous employees, provided that such employee to be re-hired has not committed any of the offenses for which said employee has been meted out a sanction of at least 15-day suspension, whether accumulated or for a single offense.

(f) Resignation

Any employee who wishes to resign from his/her employment shall submit a written resignation letter to the SVP & GM and furnish the Department Head and Human Resources Department of said letter, at least THIRTY (30) days before its effectivity.

During the 30-day period, the following steps shall be undertaken:

1. The Department Head concerned shall make an inventory of all pending work assignments which the resigning employee has to complete before actual separation;
2. The Department Head shall conduct a physical inventory of all files and records in possession of the resigning employee which the latter may have acquired or come into possession in the course of employment;
3. Admin shall conduct a physical inventory of all supplies and/or equipment assigned to the resigning employee;
4. Accounting shall prepare a Statement of Account of any accountabilities of the resigning employee;
5. HRD shall conduct the necessary exit interview and thereafter, shall submit its written report to the Office of the SVP/General Manager;
6. Proper turn-over shall be ensured by the resigning employee and his/her immediate superior with the department head;
7. Clearance shall be prepared and routed to all Department Heads for their signature;
8. MIS shall ensure that access to all systems, including passwords, shall be cut on the effectivity date of the employee's resignation;
9. All monetary benefits due the employee should be paid only after deducting accountabilities, if any, determined by Accounting, and shall be paid only after all department heads have cleared the resigning employee and signed the necessary clearance;
10. Upon receipt of monetary benefits, the resigned employee shall sign the Quit Claim Form and shall surrender his Identification Card, Health Care ID and all other cards/ documents in his/her possession issued by the company by reason of being an employee;
11. Upon date of resignation, he shall be treated as an ordinary visitor subject to inspection and security check by the company guards.

Any employee who resigns in lieu of a disciplinary action, while under suspension, or while awaiting disciplinary action, forfeits the right to a hearing on the sanction or suspension. However, this shall in no case prevent or bar the company from

filing any action, criminal, civil or administrative in nature, against said employee. In case of an offense which merits deduction from salary or compensation of which he/she was found guilty after resigning, the company shall have the right to deduct such amount in the employee's final pay. Should the final pay be insufficient, the company has the prerogative of filing a case before the appropriate courts for collection. Likewise, the employee shall not be entitled to retirement benefits.

Article IV – Compensation and Other Benefits

Section 1. Salary

(a) Confidentiality

Management reserves the right to and has the final authority to set the Company's salary policy and structure. The Company treats salary information with utmost confidentiality. Any employee who shall disclose any information relative to his/her earning shall be subject to disciplinary action.

(b) Payroll

Each position shall be classified on a basic pay rate. An employee's basic pay shall be released bi-monthly pursuant to law.

The Company shall automatically charge the following deductions from employee's compensation prior to its release.

1. Withholding Tax
2. SSS Premium Share
3. PhilHealth Premium Share
4. Pag-Ibig Fund Premium Share
5. Absence/Tardiness Without Pay
6. Other deductions arranged internally and authorized by employees such as SSS Loan, Car Loan, etc.

(c) Reimbursable expenses

All expenses incurred by an employee in connection with the performance of duties shall be reimbursed, upon showing that it has been duly approved by the employee's immediate superior, substantiated by official business form, receipts and/ or other evidence to that effect. It shall include, but shall not be limited to transportation expense, meal allowance, etc. It shall be subject to applicable company rules and regulations.

(d) Merit increase

All employees occupying supervisory positions and up shall be entitled to merit increase, subject to the following rules and regulations[1].

The employee's basic salary shall be reviewed as part of his/her annual performance review which shall be conducted at the end of the calendar year. For all employees with a performance rating of more than SATISFACTORY, they shall be entitled to a salary increase, the percentage of which shall be decided by management.

A corresponding promotion of an employee within a calendar year shall disqualify him to receive a merit increase.

Merit increase shall be made every end of the year and any increase in salary shall take effect on the following calendar year.

The General Manager has the discretion of giving merit increase to employees concerned.

Section 2. Retirement

Retirement benefit shall be in accordance with the existing retirement plan of the company.

Section 3. Leave Benefits

3a. Vacation Leave

aa. All regular employees shall be granted annual vacation leave with pay of 15 days.

bb. An employee shall earn 1.25 vacation leave credits for each month of paid service, from the date of regular employment but shall be eligible to use all the earned leave credits and the remaining leave credits to be earned for the rest of the year only from the first day of being a regular employee.

cc. Vacation leaves credits may be availed of by the employee to allow him to rest and relax from the stresses of work, to permit him to attend to personal, family and civic obligations.

dd. Employees shall not accrue vacation leave during periods of preventive suspension, suspensions in the form of sanctions or when on leave without pay.

ee. Unused VL credits for the year shall be converted to cash.

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[1] For rank and file employees, this provision shall not apply, due to the review of basic pay rate conducted in the negotiations of the union with management for the collective bargaining agreement.

ff. To avail of Vacation Leaves, the same should be approved by the employee's department head and the Leave Application Form should be filed before the start of the date of leave. The Employee should fully disclose the reason for availing such leave before the same is approved.

3b. Sick Leave

aa. The Company grants an annual sick leave benefit of 15 days with pay to all regular employees, in case of actual injury, illness or physical weakness suffered by an employee. Injury, sickness or physical weakness must be such as to be sufficiently serious to disable the employee from discharging his/her customary duties, provided such illness, injury or weakness was not incurred through illegal activity, immoral conduct and/or drug dependence.

bb. An employee shall earn 1.25 sick leave credits for each month of paid service from the date of probationary employment but shall be eligible to use all the earned leave credits and the remaining leave credits to be earned for the rest of the year only from the first day of being a regular employee.

cc. If the employee cannot report to work due to illness, injury or physical weakness, the employee should inform his Department Head and immediate superior before the scheduled start of work. The employee should also inform the same for each day of his continuous absence, otherwise day/s on which the employee has been absent without informing the Human Resources Department, department head and his/her immediate superior shall be considered unauthorized absence/s, hence may be the subject of sanction as Absence Without Leave (AWOL), except in meritorious cases.

dd. In case of absence the duration of which is 3 continuous days or more, a medical clearance from the Attending Physician shall be required, to be able to use any sick leave credit. As an additional requirement, in case of illnesses or sickness which are contagious in nature, a medical clearance from an Attending Physician shall be required and shall be submitted to the Human Resources Department.

ee. To avail of Sick Leaves, the same should be approved by the employee's department head and the Leave Application Form should be filed on the day he/ she reports for work. The Employee should fully disclose the reason for availing such leave before the same is approved.

ff. The employee's Department Head and Human Resources Department may have the full authority to conduct the home monitoring check-up and verify all information presented.

gg. Unused sick leave credits within a calendar year shall be converted to cash.

3c. Emergency Leave

All regular employees are entitled to five (5) days emergency leave with pay. Said leave shall not be cumulative and shall not be convertible to cash. Emergency Leave may be availed of only in the following instances:

a. Sickness of the family members;
b. Death of employee's family member;
c. Natural calamity which results in the employee's inability to go to the office.

The reason for the availment of the emergency leave shall be fully disclosed in writing.

To avail of Emergency Leaves, the same should be approved by the employee's department head and the Leave Application Form should be filed on the day he/ she reports for work. The Employee should fully disclose the reason for availing such leave before the same is approved.

3d. Study Leave

All Employees who have attained regular status may avail of the study leave. Study leave without pay for Board examinations conducted by the Professional Regulations Commission, or the Bar examinations given by the Supreme Court, or in case of those employees pursuing further studies for thesis purposes (such as MBA and the like) may be availed of once a year for a period not exceeding thirty (30) days. In the event the employee passes the examination, the said 30-day study leave shall be considered as with pay as a form of incentive.

Any employee who wishes to avail of said leave shall file his intent one month before the start of the intended date of leave with the department head concerned.

An extension of the aforementioned thirty-day period shall depend on the sound discretion and approval of the employee's Department Head and the Office of the General Manager.

3e. Maternity Leave

All expectant female employees are entitled to a paid maternity leave for four (4) deliveries including miscarriage of sixty (60) days for normal delivery or miscarriage and seventy eight (78) days for caesarian delivery under the Social Security Act.

Pregnant employees must immediately notify the Human Resources Department of her condition thru the SSS Maternity Notification form.

If the employee suffers illness or slow recuperation after caesarian delivery/operations or miscarriage which renders her physically unfit to report to work beyond the authorized period of maternity leave (78) days as medically certified by a physician, extension of maternity leave may be allowed. However, such extension is chargeable to sick leave credits.

3f. Paternity Leave

All married male employees shall be granted seven (7) working days paternity leave with full pay for the first four (4) deliveries including miscarriage/s of his legitimate spouse.

The availing employee has to notify the Human Resources Department of his wife's pregnancy using the Paternity Notification Form, along with a copy of the Physician's certificate stating the expected date of delivery.

As required by law, Paternity leave with pay shall include basic salary, all allowances and other monetary benefits.

Paternity leave is neither cumulative nor convertible to cash.

In connection with the preceding enumerations on paternity and maternity leave credits, the employee concerned should comply with the requirements provided by law.

3g. Solo Parent Leave

A solo parent leave of not more than seven (7) working days every year shall be granted, to any solo parent who has rendered service of at least one (1) continuous year.

The employee who wishes to avail of the solo parent leave must notify the Human Resources Department of the availment of said leave Two (2) weeks before the intended date of leave. The leave is not convertible to cash and is not cumulative. Management has the discretion to deny the grant of said leave. Such discretion applies only to the dates when the leave may be availed of, and not to whether an employee may avail of said leave.

The employee who wishes to avail of the solo parent leave should comply with the requirements of the Solo Parents' Welfare Act of 2000 or R.A. 8972. Otherwise, he/she cannot avail of said leave.

3h. Birthday Leave

All regular employees celebrating their birthdays shall be granted an annual birthday leave with pay, provided that if said day falls on a Saturday, Sunday or a non-working holiday, the employee may use said leave on the next working day.

3i. Bereavement Leave

All employees shall be granted a bereavement leave with pay in case of death of his/her legitimate spouse, parents (biological and/or adoptive), children, brothers or sisters, or grandchildren subject to the provisions of the existing collective bargaining agreement.

3j. Leave Under R.A. 9710, Magna Carta for Women

All female employees shall be entitled to a TWO (2) Month leave with compensation, provided the following conditions are complied with:

(a) The employee must have undergone surgery caused by gynecological disorders as certified by a competent physician;
(b) She must have rendered continuous aggregate employment service of at least six (6) months for the last twelve (12) months; and
(c) Must have filed an application for special leave with the company within a reasonable time from the expected date of surgery except in cases of emergency surgical procedure.

It is the company's prerogative to give the pay before or after the surgery. Moreover, said leave benefit is non-cumulative and shall not be convertible to cash.

Section 4. Other benefits

4.1. Health Care benefits

The company offers healthcare benefits to all regular employees, including up to three (3) dependents. It provides a maximum benefit limit per illness per year, the amount of which depends on the negotiations between management and the employees.

aa. Eligibility and eligible dependents

All regular employees shall be enrolled under the Company's healthcare insurance provider. The eligible dependents are as follows:

For Married Employees:

Legal spouse up to 65 years of age of the principal member; and

Legitimate and/or adopted children up to 21 years of age, single and unemployed.

For Unmarried Employees:

Parents up to 65 years of age;

Principal employee's siblings.

The company shall bear the cost of medical insurance of the principal and their three (3) dependents only up to a certain amount, as discussed with the employees or their representative. Any excess in the agreed amount shall be shouldered by the employee, which shall be paid either through salary deduction or payment in cash to the Cashier.

It is understood that the extent of medical coverage may change during the policy renewal.

4.2. Medical Allowance

All regular employees shall be entitled to an annual medical allowance to be given every January of the year, the amount of which depends on the agreement between management and the employees or their representative. In case of employees regularized after January, said allowance shall be credited to their payroll on the next immediately following payday.

4.3. Yearly Renewable Term Insurance

The company shall provide all regular employees with a yearly renewable term insurance the amount of which shall be subject to agreement between management and employees and/or their representatives.

4.4. Maternity Assistance

The Company shall provide maternity assistance of Php3,000.00 for every covered female employee for the first four (4) deliveries while in service.

4.5. Death and Burial Assistance

The company shall give the family of every deceased employee a cash assistance for burial expenses, the amount of which shall be in accordance with the agreement between management and employees or their representatives. For purposes of availing this benefit, immediate family member shall only include the following: employee's legitimate spouse, children (adopted, legitimate or illegitimate), parents (adoptive or biological) and/or siblings.

4.6. Gratuity Pay

All regular employees who have rendered at least five (5) years of service and who shall opt to retire before reaching the compulsory age of retirement in service shall be entitled to a gratuity pay based on the formula to be agreed between management and the employees and/or their representatives

Employees who die while employed in the Company shall be granted either the compulsory or optional retirement to employees with more than five (5) years of service, whichever is higher.

4.7. Uniform Allowance

The company shall grant uniform allowance to all regular employees, consisting of four (4) sets of uniform per year:

4.8 Loyalty Bonus

Employees who shall have served the Company for at least five (5) years shall be given an award monetary in nature, the amount of which to be determined by the agreement between management and the employees and/or their representatives.

4.9 Rice Allowance

All regular employees shall be given a quarterly rice allowance, the amount of which shall be agreed upon by management and the employees or their representatives.

4.10. Performance Appraisal Bonus

Performance Appraisal is a method by which the employee's efficiency and competence in performing his functions during the appraisal period is evaluated on the basis of predetermined performance standards.

There are three (3) components of Performance Appraisal, namely:

a. Performance Factors – refers to personality traits and characteristics, job dimension, work values, attitude, behavior and innovation.

b. Performance Output – involves evaluation of results based on specific work objectives and goals formulated at the start of the rating period.

c. Levels of Performance

Exceptional
Exceeds Most Expectations
Meets Expectations
Meets Most Expectations
Does Not Meet Expectations

All regular employees shall be subjected to a performance appraisal. The standard rating period shall be from December of the previous year to the end of November of the current year. The result of the appraisal shall be the basis of performance bonus, on a scale of 1:1.

For employees who have been employed for less than 12 months but are regular employees on or before the end of November, they shall still be entitled to performance bonus on a pro rata basis.

Meanwhile, employees who report to two or more supervisors or managers within an appraisal period shall be appraised by each of the supervisors or managers for the period under which said employee was under either of them. The appraisal results/ratings shall be averaged.

4.11. All other benefits given by the company shall be given at the discretion of the management, considering the employment classification, length of service and skills of the employee/s concerned.

Article V. Dispute Resolution

Section 1. General principles on dispute resolutions

a. Uniformity of penalties

Discipline shall be imposed in a consistent manner. It shall be applied uniformly to employees similarly situated regardless of rank or position within the Company. The same sanctions shall be applied to any employee for offenses committed under similar facts and circumstances. Like sanctions shall be imposed for like offenses.

b. Single Sanction

Only one sanction shall be imposed for each offense. Moreover, if an administrative charge, proceeding from one incident or a single set of facts or circumstances, results in a finding that two or more offenses defined in the Handbook have been committed, the corresponding sanctions for each offense shall be cumulated and one penalty shall be imposed that shall be equivalent to the number of days of suspension. This shall not apply if one of the penalties is written reprimand or demotion in lieu of termination.

c. Absorption of Penalties

In case of findings that an employee has committed more than one offense arising from a single set of facts, where one act shall not have been committed without committing the other, or that one act is a necessary consequence of the other, or that it is impossible to commit one act without committing the other, only the penalty for the

offense with the most severe penalty shall be imposed, absorbing the penalties for the other offenses.

d. Mitigating Circumstances

Mitigating circumstances are those circumstances as alleged by the employee that can help reduce the penalty (except the penalty of written reprimand), of the employee when he/she committed an offense sanctioned by the handbook. Any of these may be availed of by the employee but only once during the course of his employment with the company. These are limited to the following:

D1. When the employee voluntarily admits commission of the offense;

D2. When the employee committed the offense without bad faith or gross negligence;

D3. When the offense is committed by two or more employees and the employee admits to the commission of the offense, that the employee divulges the details of the offense completely and that he/she appears not to be the most guilty;

D4. When the economic damage suffered by the company is minimal;

The presence of one or more mitigating circumstance has the effect of reducing the penalty to the next lower penalty.

Management reserves the absolute right to consider mitigating circumstances and apply it/ them in every case.

e. Forms of Disciplinary Actions

The disciplinary actions shall range from:

E1.Written reprimand

E2. One-day suspension

E3. Five-day suspension

E4. Fifteen-day suspension

E5. Thirty-day suspension

E6. Termination

Depending on the gravity of the offense, without prejudice to filing of criminal, civil and/or administrative cases, demotion in rank or transfer of department, and the reparation of whatever financial damage/s was caused by the offense committed.

f. Write-off of offenses

The following offenses are considered written-off after the calendar year within which said offenses have been penalized[2]:

(1) Tardiness;
(2) Failure to time in and/or out;
(3) Unauthorized undertime;
(4) Unexplained absence in the workplace;
(5) Taking long breaks;
(6) Failure to completely wear the prescribed company uniform;
(7) Littering

Offenses previously meted a penalty before the passage of this Handbook shall be considered written off as well. However, offenses which have been committed before this Handbook became effective but was discovered only after the effectivity date of this Handbook and/or remains unpunished shall be penalized in accordance with the provisions of the former handbook and/or applicable laws and regulations.

Section 2. Employee Relations Dispute Resolution

a. Statement of policy

The company adopts the policy of equality and fair play in the conduct of investigation and the resolution of disputes which may arise between employees and company, co-employees, the clients and/or agents or any third party.

b. Effects

The effects of the sanctions would differ on the sanctions meted out. A Written Reprimand is a sanction, not a mere warning. An employee shall be suspended for the number of working days (inclusive of Saturdays and paid holidays) to be imposed as a penalty. An employee who has been suspended shall not be entitled to any salary and other benefits during the whole period of suspension. More so, during the suspension period, the employee would not be able to use any of the benefits stated in this handbook or those which may thereafter be given by the company, except those relating to health or death.

All sanctions shall form part of the employee's 201 file.

[2] But the records for the offense shall remain in the employee's 201 file.

Article VI. Offenses and Sanctions

Offenses committed prior to the effectivity date of this handbook shall be governed by provisions of the old handbook.

A. Offenses Relating to Time and Attendance

Offense	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense	6th Offense
Tardiness	WR	1-day suspension	5-day suspension	15-day suspension		
Habitual Tardiness[3]	30-day Suspension	Termination				
Failure to Time In and/ or out	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Tampering, Altering or Changing any information in the Timekeeping System without Approval of Human Resource Department, MIS and the General Manager	30-day suspension	Termination				
Absence without Leave (AWOL)	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Supplying false or misleading information to the company's leave/overtime forms or pass-out forms	5-day suspension	15-day suspension	30-day suspension	Termination		
Unauthorized Undertime	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination	
Unjustified Attendance to Private Business During Office Hours	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination

[3] Habitual Tardiness is incurred by an employee who: (1) has incurred tardiness subject for sanction in a month; and, (2) has been sanctioned after the fourth offense for tardiness.

Unjustified absence in the work station	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Taking unreasonably long breaks	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Staying within company premises beyond allowable work hours	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination

B. Offenses Relating to Office Uniform and Grooming

Offense	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense	6th Offense
Failure to completely wear the prescribed company uniform[4]	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Using company uniform for any purpose other than going to work	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Alteration of company uniform, except alterations due to defects.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Tearing or destroying the company uniform	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination

[4] Complete Uniform refers to the prescribed uniform of the company which includes:

For Men :

a. Decent looking Haircut
b. Barong Prescribed for the Day
c. Pants Prescribed for the Day
d. Black Leather Shoes
e. Company I.D.

For Women:

a. Decent looking Haircut
b. Prescribed Top
c. Precribed Skirt or Pants
d. Closed Black Leather Shoes
e. Company I.D.

Writing or drawing on company uniform	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination

C. Offenses Relating to Customer Service

Offense	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense	6th Offense
Display of rude, foul, impolite or like behavior toward a visitor, client, agent or any other third party.	5-day suspension	15-day suspension	30-day suspension	Termination		
Harassment committed toward a visitor, client, agent or any other third party for profit.	Termination					
Harassment committed toward a visitor, client, agent or any other third party not for profit.	30-day suspension	Termination				
Engaging in a physical fight, except in self defense, with a co-employee, visitor, client, agent or any other third party.	30-day suspension	Termination				
Supplying false information due to negligence.	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination	
Supplying false information for the purpose of gaining any profit, monetary or otherwise.	30-day suspension	Termination				
Letting a visitor, client, agent or any other third party wait for an unreasonable period of time, either in phone or in the office.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Committing an act in connivance with an employee or non-employee which maliciously affects any employee or non-employee or the company.	15-day suspension	30-day suspension	Termination			

Bribery.	Termination					
Entering into an agreement with the customer or client or any third party which violates any law or company policy which adversely affects the company or any third party with intent to gain.	Termination					
Misrepresentation .	Termination					
Soliciting, recommending for approval or approval of insurance business where Over rating is involved.	Termination					
Failure to exemplify proper telephone etiquette.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Failure to respond to emails within a reasonable period of time.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Failure to give a customer a follow up call whenever required.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination

D. Offenses Relating to Use/Procurement of Company Property/Funds

Offense	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense	6th Offense
Theft of Company Property.	Termination					
Malicious Destruction [5]of Company Property.	Termination					
Destruction of Company property due to Negligence.	5-day suspension	15-day suspension	30-day suspension	Termination		
Destruction of Company Property to Conceal Commission of an Offense.	Termination					
Malversation of Company Funds.	Termination					

[5] The term Destruction includes "Loss" of the company property.

Malversation of any Third Party's Funds which adversely affects the interest of the company.	Termination					
Supplying incorrect information on reimbursement/liquidation forms.	5-day suspension	15-day suspension	30-day suspension	Termination		
Failure to Account Company Funds related to employee advances within a reasonable period of time.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Failure to Account other Company Funds within a reasonable period of time.	15-day suspension	30-day suspension	Termination			
Malicious failure to follow prescribed procedures in bidding of company property.	15-day suspension	30-day suspension	Termination			
Malicious failure to follow prescribed rules on procurement of company property.	15-day suspension	30-day suspension	Termination			
Failure to Account Company Property.	15-day suspension	30-day suspension	Termination			
Use of Company equipment for any purpose other than that related to the employee's duties and responsibilities.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Bringing company property outside business premises without proper authorization.	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination	
Failure to report any destroyed or lost company property.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Altering, tampering, changing, erasing, removing, or committing any like activity, bar codes or any other code of any company property.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination

Relocating company property or equipment within the company premises without approval.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Changing, altering, tampering or any like activity, company documents, records.	Termination					
Storing inflammable materials within building premises.	30-day suspension	Termination				
Bringing any dangerous equipment or weapon within building premises.	Termination					
Loss of Company documents in the possession of an employee due to negligence.	15-day suspension	30-day suspension	Termination			
Defacing[6] company property.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination

E. Offenses Relative to Use of Emails, Internet, Computers, etc.

Offense	**1st Offense**	**2nd Offense**	**3rd Offense**	**4th Offense**	**5th Offense**	**6th Offense**
Unjustifiable sharing of password/s in company computers/software/ cellphones and/or other electronic devices with another employee or a third party.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Use of Internet or of email or of the computer for illegal purposes.	15-day suspension	30-day suspension	Termination			
Accessing pornographic materials.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Intentionally spreading viruses via email or use of the computer or internet or any	Termination					

[6] Marring or vandalizing.

device capable of being connected to a computer.						
Allowing other unauthorized employees or third parties to access or view computer system/s of the company.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Unauthorized viewing or access of another employee's computer system.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Downloading of non-work related materials during office hours.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Unauthorized changing, altering, tampering or any like activity, of any information in the computer system.	Termination					
Failure to turn off the computer, the avr, electronic chord extension and all their accessories before leaving office premises.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Leaving one's work station without locking one's computer.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Unauthorized disclosure of any information in the computer system or in company related emails.	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination	
Sabotage of company computer systems/computer files.	Termination					

F. Offenses related to Conduct and Behavior

Offense	**1st Offense**	**2nd Offense**	**3rd Offense**	**4th Offense**	**5th Offense**	**6th Offense**
Spreading rumors about another employee or a client or an agent / Rumor	WR	1-day suspension	5-day suspension	15-day suspensio	30-day suspension	Termination

Mongering/Character Assassination.				n		
Shouting toward a co-employee or a visitor.	WR	1-day suspension	5-day suspension	15-day suspensio n	30-day suspension	Termination
Display of partiality in one's decision making.	5-day suspension	15-day suspension	30-day suspension	Terminati on		
Intoxication while coming to/ in company premises, whether during or outside working hours, or during working hours when on field work.	15-day suspension	30-day suspension	Termination			
Being under the influence/control of any illegal substance while in the work premises, whether during or after office hours, or during working hours when on field work.	Termination					
Gambling while in the office premises, whether during or after office hours, or during working hours when on field work.	1-day suspension	5-day suspension	15-day suspension	30-day suspensio n	Termination	
Engaging in a physical fight, except in self defense, with a co-employee/ or a third party.	15-day suspension	30-day suspension	Termination			
Engaging in a word war with a co-employee, visitor, client, agent, or any other third party.	30-day suspension	Termination				
Harassment of a co-employee in whatever form for gain/profit.	Termination					
Harassment of a co-employee in whatever form, not for gain/profit.	30-day suspension	Termination				
Commission of a crime, as supported by substantial evidence, while in the	Termination					

workplace.						
Engaging in lascivious/ sexual acts in the workplace.	30-day suspension	Termination				
Engaging in extra-marital relations with a co-employee.	Termination					
Resistance to attend company-required activities, seminars, and the like without justifiable reason.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Violation of the provisions on Confidentiality.	Termination					
Non-disclosure of a communicable disease.	30-day suspension	Termination				
Disclosure of other employee's salary or other performance related monetary benefits to another employee.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Non-disclosure of any relevant information during application.	Termination					
Supplying false or inaccurate information in the employee's application sheet or in one's resume.	Termination					
Conflict of Interest.	Termination					
Non-disclosure of receipt of any favor or gift, whether monetary or not, from suppliers, contractors, sub contractors, agents or any other third party.	15-day suspension	30-day suspension	Termination			
Smoking in restricted areas.	WR	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination
Littering within the company premises.	WR	1-day suspension	5-day suspension	15-day suspensio	30-day suspension	Termination

				n		
Possession of illegal substances.	Termination					
Asking or seeking favors from the company's agents or suppliers or third parties that affect or may affect the company's interest.	15-day suspension	30-day suspension	Termination			
Refusal to submit to security check.	15-day suspension	30-day suspension	Termination			
Sleeping during office hours while in the work premises.	WR	1-day suspension	5-day suspension	15-day suspensio n	30-day suspension	Termination
Forgery.	Termination					
Failure to cooperate in any administrative investigation.	Same as the penalty imposed for the offense subject matter under administrative investigation					
Disclosure by the employee of his/her own salary and/or benefits.	WR	1-day suspension	5-day suspension	15-day suspensio n	30-day suspension	Termination
Malicious filing of a complaint against a co-employee.	Same penalty as the complaint maliciously filed.					
Gaining profit as a result from disclosure of information, though such information is	30-day suspension	Termination				

not necessarily confidential, which may prejudice the company.						
Commission of any grave criminal act.	Termination					

G. Offenses Relative to the Performance of One's Duties

Offense	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense	6th Offense
Fraud in the performance of one's duties, whether for profit or not.	Termination					
Connivance with an employee in the commission of fraud.	Termination					
Gross negligence in the performance of one's duties.	Termination					
Negligence in the performance of one's duties.	5-day suspension	15-day suspension	30-day suspension	Termination		
Delay in the performance of tasks.	1-day suspension	5-day suspension	15-day suspension	30-day suspension	Termination	
Willful Disobedience/Insubordination.	Termination					
Dishonesty .	Termination					
Gaining profit other than that allowed by management in the performance of one's duties.	15-day suspension	30-day suspension	Termination			
Bribery.	Termination					
Unjustified failure to turn-over documents and/or other company property in case of filing of intent to resign.	Termination					
Failure to comply with rulings and directives of any government agency, when the nature of one's job requires him to do so.	15-day suspension	30-day suspension	Termination			

Connivance with an employee in the commission of an offense under this handbook.	Same penalty imposable for the main offense					
Failure or refusal to be audited.	30-day suspension	Termination				
Provoking, influencing or inducing another employee to commit any offense under the Employee Handbook, whether the employee provoked committed it or not.	Same penalty as that of the offense provoked to be committed.					
Abuse of Authority	5-day suspension	15-day suspension	30-day suspension	Termination		

H. Analogous Offenses.

All offenses analogous to the foregoing shall be punished by the same penalty referring to the offense closest in definition thereto.

H. Reparation/Restitution

In addition to the sanctions mentioned above, the company has the right to demand reparation or restitution, whenever the exigencies of the situation demand. The company has the prerogative to deduct from an employee's wage/salary/separation pay and other benefits any amount unlawfully taken/withheld by an employee.

I. Demotion

In lieu of termination, management may demote an employee, subject to the conditions stated in the section dealing with Demotion.

J. Filing of Criminal, Civil or Administrative Offenses

In addition to the above sanctions and the immediately preceding paragraph, the company reserves the right to file any criminal, civil or administrative case to an erring employee.

K. Administrative Rules of Procedure

The company shall adopt a set of rules that shall govern the procedures for the conduct of administrative cases.

The Administrative Rules of Procedure shall apply to existing and new cases as of the date of its effectivity.

L. Alternative Dispute Resolution

If CBIC Management will deem it necessary, alternative dispute resolution may be resorted to in any administrative case.

M. Nature of the Offenses

Note that the above offenses are not all-encompassing in nature. Any other offense similar to or related to the foregoing shall be sanctioned in the same manner as the above. Further, acts constituting offenses falling under the Labor Code of the Philippines and/or other applicable laws shall be sanctioned accordingly.

N. Prospectivity

The provisions of this Handbook shall be applied prospectively after the date of its approval by CBIC Management.

O. Separability

In the event that any portion of this handbook shall be rendered unconstitutional/illegal by competent authority, the unaffected provisions shall remain in full force and effect.

P. Periodic Review

The CBIC Management shall cause the periodic review of, and propose amendments to/revisions of, the provisions of this Handbook not less than every two years after the date of its effectivity or whenever CBIC Management shall deem it necessary.

Q. Effectivity.

This handbook shall take effect immediately upon approval.