	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 1 of 22

1.0 OBJECTIVES


- 1.1 To specify the rules and regulations which govern the conduct and behavior of all employees of TSPI Mutual Benefit Association, Inc.. (TSPI MBAI).
- 1.2 To define and protect the rights of all members of the organization.
- 1.3 To develop an organization where members are self-directed, mutually supportive and bound by common objectives that will:
 - 1.3.1 Promote and maintain harmonious relationship among employees, and between employees and customers;
 - 1.3.2 Promote uniformity in standards of conduct;
 - 1.3.3 Establish order and discipline;
 - 1.3.4 Prevent situations which may result to disciplinary action or imposition of penalty;
 - 1.3.5 Promote a sense of social responsibility, not only towards customers, employees and stakeholders, but also towards the community and the total society.
- 1.4 To provide the guidelines for the implementation of the Employee Discipline.

2.0 SCOPE

This covers all acts against company property, company interest, honesty and integrity, conduct, morals and behavior, performance of duties and responsibilities, timekeeping/attendance, health, safety and security, managerial / supervisory decorum, and email, internet and computer files, that maybe committed by employees of TSPI MBAI.


3.0 DEFINITION OF TERMS

1. *Company* – pertains to TSPI MBAI and referred to herein either as the “the Company” or “the employer”.
2. *Employee* – pertains to all persons, including temporary, probationary, regular employees who regularly reports to the Company and under the employ of or are in the active payroll of TSPI MBAI.
3. *Critical Incident* – Any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the company, its employees or clients.
4. *Emergency Cases* – pertains to unforeseen circumstances such as natural calamities (i.e., fire, typhoon, earthquake, etc.) where there is

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 2 of 22

considerable impairment of day-to-day/normal activities, sickness, giving birth, death or any accident involving either the employee or immediate members of his/her family, which includes the lawful spouse, children and parents for unmarried employees.


5. *Company Premises* – pertains to all landholding and building, branches and all other properties of similar or related nature, owned or rented by TSPI MBI, or by its affiliates.
6. *Insubordination* – pertains to refusal, deliberate failure or unwillingness of an employee to follow and/or submit to authority.
7. *Restricted Area* - refers to area or premises which are strictly off-limits to employees unless otherwise authorized in writing by the duly designated Department Head assigned under whose jurisdiction the said area falls.
8. *Authority* - is the one who is vested with powers or prerogatives to lay down and execute management policies; effectively recommend, in the interest of the employer, such managerial action and/or to hire, transfer, suspend, lay-off, recall, discharge, assign or discipline employees.
9. *Malingering* – means pretending or feigning or inability, incapacity (as illness or injury, among others) to avoid, to stop, to finish or complete duty or work.
10. *Loitering* – means being physically present in a location outside his/her designated working area without prior written permission from his/her superior or the Department Manager or the area concerned and performing work of unofficial nature.
11. *Unauthorized Entry* – means entering outside of office hours, the Company premises, offices and other such areas without permission from the concerned authorities.
12. *Moonlighting* – paid work that an employee does in addition to / during his/her normal job/working hours.
13. *Loafing* – spending time in idleness such as going to other areas inside or outside the premises just to let the time pass or to waste time or staying in his work post doing nothing.
14. *Malversation* – means unauthorized spending of Company funds entrusted to an employee, whether directly or indirectly.
15. *Disciplinary Action* – corrective action with corresponding penalty to discipline erring employee.
16. *Preventive Suspension* – temporary removal of an employee from his present status or position for alleged violation of company rules, without pay for not more than 30 days, while the company is conducting investigation to prevent him from causing further harm, damage or threat to the life or property of the employer or of his co-employees. It is not a disciplinary measure and should not be confused with suspension imposed as a penalty.

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 3 of 22

17. *Verbal Reprimand* – an initial discussion set by the immediate superior to call the attention of an employee. During this meeting, the violation/problem is identified along with performance expectations. At this time, the Employee is asked to make a commitment in writing to resolve the issue/problem.
18. *Written Reprimand* – a form of sanction, wherein the employee fails to meet the commitment given in the verbal reprimand meeting, where the immediate superior and employee must again discuss why the performance objective has not been met. A formal letter/memo shall be issued by the immediate superior to employee to document the commission and/or omission constituting the offense committed.
19. *Suspension* – a form of sanction, wherein the employee failed to correct the problem as agreed to in the written reprimand meeting; or when employee committed the same or related infraction; or due to the gravity of the offense committed. Employee is temporarily removed from his present status or position for proven violation of company rules, without pay until the duration of the suspension. It is understood that company assets such as car, computers, cellular phone and the like shall be returned to the company during the period of suspension.
20. *Resigned/Separated* – employee who resigned/separated from the Company whether voluntary or involuntary.
21. *Dismissal*– termination of employment based on just and authorized causes and in accordance with due process standard.
22. *Penalty*– any employee who commits any of the offenses enumerated in this policy shall be subject to the specific penalty based on the nature and gravity of the offense committed.
23. *Grave Offense* – where an employee committed an offense with imposable penalty of 5 days suspension to dismissal.


4.0 GUIDELINES

- 3.1 Management shall administer and implement disciplinary actions in a uniform, impartial, equitable and consistent manner.
- 3.2 In imposing any disciplinary action, it must be ensured that the immediate superior should have exhausted all efforts to properly counsel, coach, guide, advise, train and re-train the employee to change that impacts on organizational effectiveness.
- 3.3 Consideration should always be given to the nature of offense, the frequency of violation and the employee’s overall work record before disciplinary

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 4 of 22

action is taken. Disciplinary action may be taken based on continuous violations of the same policy or related work standards.

- 3.4 All employees shall be given the due process that is available to them under the law.
- 3.5 All actions relating to disciplinary action should be properly documented. The HRMS shall be copy furnished immediately and original copies of all documents must also be transmitted to it and form part of the 201 file of the concerned employee (i.e. written reprimand, suspension, dismissal memo/letter and all supporting documents).
- 3.6 Immediate superiors shall be responsible for taking disciplinary action when necessary. If **suspension** or **dismissal** due to violation of company regulations is contemplated, the immediate superior shall discuss the case with his/her the Department Head and inform Human Resource Management Services (HRMS) for advice before taking final action.
- 3.7 It is the responsibility of the immediate superior of the employee concerned and/or the Department Head to initiate the preliminary investigation within 24 hours from date of discovery of the infraction.
- 3.8 Where the erring employee voluntarily admits his/her involvement to Management before discovery and monetary loss or damage to reputation of TSPI is nil or minimal, the erring employee, must document his/her admission and sincere apology. Immediate superior must sanction erring employee based on penalty imposed under this policy.
- 3.9 In case the violation is discovered by a third party (auditor, fellow employee, client, etc.), the immediate superior of the employee concerned should be immediately advised. In cases where no action is done by the immediate superior, the matter must be elevated immediately to the next higher officer, copy furnished the Department Head and HRMS Head.
- 3.10 In certain circumstances, depending on the gravity of the offense, the past records, the performance of the employee, the frequency of violation and other aggravating/mitigating circumstances, a disciplinary action of either more or less severe than the categories indicated in the Employee Discipline may be imposed.

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 5 of 22

1. Aggravating circumstances – these elements tend to increase the gravity of the misconduct. The following shall be considered, by way of illustration and not of limitation:

- full knowledge of the consequences of his/her behavior premeditated and planned behavior;
- habitual commission of similar behavior;
- using superior force or elements of surprise when committing the offense
- conspiracy with other persons or entity;
- using the advantage of his/her position in the Company;
- serious damage or injury to company or co-employee as a result of the behavior;

2. Mitigating circumstances – these elements tend to lessen the seriousness of the undesirable behavior. The following shall be considered, by way of illustration and not of limitation:


- self-defense;
- when unduly provoked by another person;
- consistent long exemplary behavior in the past;
- unintentional or spontaneous act;
- prompt admission of guilt and repentance;
- force majeure or calamity.

3.11 In addition to the disciplinary action to be imposed, the employee concerned shall also be liable for any monetary obligation, if applicable.

3.12 The imposition of the prescribed penalties shall be without prejudice to the filing of civil or criminal action against the erring employee and/or requiring said employee to pay the cost of property lost under his/her custody or to reimburse or indemnify for the cost of damage to the company as a result of the irregularity committed.

3.13 An employee who committed infraction with penalty ranging from 5 days suspension to dismissal shall forfeit his/her incentive (e.g. PIB, PPIB, PIA, etc.) in any form for the applicable period or at the time of discovery. All undue incentives paid in relation to committed infraction must be included in the computation of the total accountability of the erring employee.


3.14 An employee shall be disqualified for promotion within 1 year if found guilty for committing grave offense/s with penalty of 5 days suspension to dismissal.

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 6 of 22

- 3.15 All offenses with disciplinary action of written reprimand shall prescribe after 12 months or 1 year from the time the disciplinary action has been served.
- 3.16 The Employee Discipline is not intended to and cannot cover every possible type of offense. In which case, penalties for offenses not included in this policy may be prescribed based on similar offenses listed in this policy, the Labor Code of the Philippines and/or other applicable laws.
- 3.17 The company's disciplinary policy is corrective rather than punitive; thus, the corresponding disciplinary action or penalty under the Employee Discipline is that which is expected to correct and rehabilitate the employees.
- 3.18 **Critical Incident Reporting Protocol**
1. Upon discovery of any known allegation/plan to commit infraction or any detected deviation, any employee shall inform his or her immediate superior by accomplishing a Critical Incident Report Form (CIRF).
 2. In case an employee wants to report an incident anonymously, he may report directly to HRMS through HR portal / hotline.
 3. Within 24 hours, the CIRF shall be submitted by the employee to his immediate superior in duplicate copy.
 4. All forwarded CIRF to HRMS shall be classified as provided under section 8.1.6 of the Anti-Fraud Policy. All fraud cases shall be forwarded by HRMS to Legal Department and Internal Audit Services (IAS)/ Compliance Management Unit (CMU). While all procedural/ administrative cases shall be monitored by HRMS.
 5. The Immediate Superior/ HRMS shall identify the perpetrator, branch unit and the specific act in determining whether a case merits preliminary investigation.
- 3.19 **Due Process**
1. Employees can be sanctioned after he has been given opportunity to be heard.

Twin Notice Rule

 - a. *Notice to Explain (NTE)* – notice which appraises the employee of the particular acts or omissions for which sanction is sought; a written notice served on the employee specifying the ground/s for disciplinary action and giving said employee reasonable opportunity within which to explain his side in writing.

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 7 of 22

The NTE should be served personally or sent through registered mail to the last known address of the employee.

- b. *Notice of Decision (NOD)* – notice which informs the employee of the employer’s decision to written reprimand, suspend, dismiss or acquit him. Before imposing any disciplinary action, it must be ensured that, where appropriate, the immediate superior should have exhausted all efforts to properly counsel, coach, guide and advise employee (initial discussions/ verbal reprimand) to change a recurring behavior that negatively impacts the company.

2. Refusal to Receive Notices


- a. In case where an employee refuses to receive any notice, the immediate superior shall document such refusal by writing the incident of refusal in the said notice which shall include date, time and name of witness/es present during the service of the said notice.
- b. The immediate superior and witness/es shall sign the notation of refusal.

3.20 Where an employee is allegedly involved in fraudulent activities, and his/her continued presence is detrimental to the company or co-employee, the immediate superior shall place said employee under preventive suspension without pay to last no more than thirty (30) days.

3.21 NOD must be served on or before end of the preventive suspension.

3.22 **Disciplinary Committee (DisCom)**

1. Disciplinary Committee is a fact finding body, established to determine the nature of the offense committed, the extent of the damage/loss, identify the employee/s responsible and affords employee/s the opportunity to present his/her side and paves the way for a speedy resolution of the case.
2. Only in cases wherein the erring employee refutes the decision after the conduct of formal investigation, should DisCom intervention be requested.
3. The DisCom is tasked to hear, investigate and deliberate on the merits of the case and to recommend the appropriate disciplinary /corrective action in accordance with the Employee Discipline Policy and applicable Labor Laws. It has jurisdiction over all cases involving employees of the company, except for cases involving any of the CMT members.

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 8 of 22

4. The DisCom is composed of:


- 1) HR Manager, who acts as the Chairman,
- 2) HRMS Head and Legal Head as Advisers,
- 3) Internal Audit Head,
- 4) Department Head of the employee concerned and
- 5) Representative from other Department whose expertise might be needed.

Disciplinary Committee Guidelines:

1. Immediate superior should provide a copy and turnover to the DisCom Chairman all pertinent documents.
2. DisCom shall review and evaluate the documents submitted and determine if it warrants intervention, within 48 hours from receipt of all pertinent documents. DisCom has the option to proceed or decline said request depending on the evidences/ supporting documents presented.
3. DisCom shall issue letter of invitation for a conference/hearing to all parties concerned within 24 hours after evaluation and reaching a consensus to proceed.
4. Hearing shall commence within 5 working days from the date of issuance of the Notice of Conference/Hearing.
5. Employees summoned as witness to an on-going case are required to be available and bring all related documents during investigation/administrative hearing. The concerned superior must see to it that the employee concerned will attend as scheduled.
6. Failure of the employee concerned to comply and attend to the administrative hearing/conference means obstruction and shall be dealt with accordingly.

7. Conduct of the DisCom Hearing/ Conference:

- a. Chairman discusses the purpose, role of DisCom and flow of the meeting.
 - b. Employee concerned is given reasonable time to present his respective evidences.
 - c. The concerned employee is given ample time to rebut/admit the allegations against him/her.
8. The Committee should resolve the case and submit its recommendation to the Executive Director (ED) within five (5) working days from the date it was submitted for discussion in case of admission by the employee concerned during the conference/hearing. The same may be extended in case the nature of offense charged requires a longer period of time but in

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 9 of 22


no case exceed fifteen (15) working days from the time the case was submitted for decision.

9. The ED shall review DisCom recommendation and render a decision on the case within five (5) working days from the date of receipt and the same shall be final and executory.

3.23 **Offenses are classified as follows:**

CLASSIFICATION	DISCIPLINARY ACTION
1	Written Reprimand
2	Suspension
2a	3 days suspension
2b	5 days suspension
2c	10 days suspension
2d	15 days suspension
2e	20 days suspension
2f	30 days suspension
3	Dismissal

- 3.24 Where a single act constitutes two (2) or more offenses under the Employee Discipline, the penalty for the more serious offense shall be imposed.
- 3.25 Where a single act constitutes two (2) or more offenses with the same gravity, the next higher degree of penalty shall be imposed.
- 3.26 TSPI MBAI observes a sequence of disciplinary actions marked by increasing severity or progressive in nature – written reprimand, suspension and dismissal. This sequence is generally accepted because it impresses upon the employee that failure to correct unsatisfactory conduct despite the progressive disciplinary action may eventually lead to dismissal.
- 3.27 When imposing disciplinary action, the following must be observed:
 - a. The disciplinary action should be meted out in progressive severity;
 - b. The disciplinary action should be consistent with past practices;
 - c. The disciplinary action should be uniform for all offenders unless the circumstances vary; and
 - d. The disciplinary action should not be unusually harsh.

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 10 of 22

4.0 PROCEDURE


Following the procedure in handling violations and/or disciplinary cases will ensure that correct and just penalties are given to erring employees. (For other details, refer to Anti-Fraud Policy)

4.1 REPORTING OF INCIDENT

<u>Responsible Person</u>	<u>Activity</u>
Employee	1. Reports an incident by accomplishing CIR Ref and submits to immediate superior; (if reporting anonymously), through anti-fraud hotline, HR portal, text message or email.
Immediate Superior/ HRMS-ERA	2. Receives CIR Ref from employee reporting an incident, reviews if form is properly accomplished including attachments and sends copy to immediate superior of the erring employee, Department Head and HRMS within 24 hours. In case of anonymous report, HRMS reviews if the report specifies the person involved, branch/unit and violation.
HRMS - ERA	3. Classifies received CIRF / anonymous report whether procedural or fraud. Forwards all fraud cases to Legal/ IAS / CMU within 24 hours.

4.2 PRELIMINARY INVESTIGATION


<u>Responsible Person</u>	<u>Activity</u>
Immediate Superior/ HRMS - ERA	1. Reviews the incident report and/or supporting documents; evaluates if preliminary investigation needs to be conducted and/or endorse for preliminary investigation to subject matter expert.
Immediate Superior/ Subject Matter Expert	2. Conducts and completes preliminary investigation within 3 calendar days from the date of endorsement.

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 11 of 22

- | | |
|--------------------|---|
| Immediate Superior | <ol style="list-style-type: none"> 3. Prepares and/or submits report on the result of investigation. 4. Prepares and submits Preliminary Investigation Report to HRMS. If allegation is proven based on the results of the investigation, writes and issues the Notice to Explain (NTE), and preventive suspension (if necessary), citing the facts gathered from the said report and the alleged offenses under the Employee Discipline. Otherwise, recommends dismissal on the allegation and facilitate closure of the incident. |
| Employee | <ol style="list-style-type: none"> 5. Submits written explanation within 5 calendar days upon receipt of the NTE. |
| Immediate Superior | <ol style="list-style-type: none"> 6. Receives and evaluates the submitted written explanation. 7. If necessary, conducts hearing/ discussion with the erring employee for clarification of the written explanation. 8. Issue NOD based on the evidence and reply of concerned employee. |

4.3 FORMAL INVESTIGATION

Responsible Person	Activity
Immediate Superior	<ol style="list-style-type: none"> 1. Endorses and turns-over the case to applicable investigating unit (CMU or IAS). 2. Writes and issues 2nd NTE (if any) based on the Fraud Audit Report (excluding violations cited during the preliminary investigation).
Investigating Unit	<ol style="list-style-type: none"> 3. Conducts formal investigation within 48 hours from receipt of endorsement and to be concluded within 15 calendar days. 4. Issues Financial Accountability Report within 5 calendar days from completion of investigation. Thereafter, within 15 calendar days issue a full investigation report (Fraud Audit Report). 5. Submits all original documents gathered during investigation to Legal Dept.

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 12 of 22

Legal Department


6. Evaluates all cases for possible legal action.
7. Executes / files legal action as necessary.

4.4 DECISION

<u>Responsible Person</u>	<u>Activity</u>
Immediate Superior	1. Writes and issues Notice of Decision (NOD) citing the proven offenses and the corresponding penalty or corrective measures as prescribed in the Employee Discipline.
Employee	2. Receives the NOD.
Immediate Superior	3. Forwards a copy of the received NOD to HRMS and implements the decision.
HRMS	4. Receives a copy of the NOD, records and files on the employee's 201 file. If with accountability, must submit a copy to Comptrollership to effect deduction.


5.0 FORMS/ REPORTS

- 5.1 Critical Incident Report Form (CIRF), see Anti-Fraud Policy Annex A
- 5.2 Preliminary Investigation Report, see Annex A
- 5.3 Notice to Explain (NTE), see Anti-Fraud Policy Annex B
- 5.4 Notice of Administrative Hearing, see Annex B
- 5.5 Notice of Preventive Suspension, see Anti-Fraud Policy Annex C
- 5.6 Notice of Decision (NOD), see Anti-Fraud Policy Annex D-1 to D-4

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 13 of 22


NATURE OF OFFENSE AND DISCIPLINARY ACTIONS

	1st	2nd	3rd	4th
1. Company Property				
1.1 Smudging, writing on walls or tables, chairs or posters.	1	2b	2e	3
1.2 Excessive personal use of Company telephones, facilities, equipment, etc.	1	2b	2f	3
1.3 Unauthorized removal of Company property from the company premises or its extensions.	2a	2e	3	
1.4 Unauthorized access/use, possession, borrowing or lending of any company property, such as office equipment, vehicles, tools or materials for personal use.	2b	2e	3	
1.5 Loss of or damage to any Company property due to carelessness, negligence or reckless imprudence.	2d	2f	3	
1.6 Unauthorized selling or disposing of company property.	2f	3		
1.7 Substituting company property, materials, equipment with another or obtaining or releasing said company property through fraud or deceit.	2f	3		
1.8 Intentional or willful destruction of company property.	3			
1.9 Sabotage – deliberate act causing damage to company property intended to disrupt operations or which cause any loss to the Company.	3			
1.10 Theft of any kind.	3			
2. Company Interest				
2.1 Failure to submit required documents despite written notification from concerned department/unit.	2b	2d	2f	3
2.2 Imposing any disciplinary action/sanction not in accordance with the TSPI-MBA Employee Discipline.	2b	2d	2f	3
2.3 Failure to properly secure confidential documents before leaving the office.	2b	2d	2f	3
2.4 Soliciting or collecting contributions for any purpose without authorization from Management.	2d	2f	3	
2.5 Violation of company policies and procedures causing serious risk or damage to TSPI MBA.	2d	2f	3	
2.6 Causing discord, resentment, unrest and such other act against company policy or directives management and other stakeholders.	2e	3		
2.7 As a mass action, instigate and/or participate in deliberate work slowdown or stoppage.	2e	3		

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 14 of 22


NATURE OF OFFENSE AND DISCIPLINARY ACTIONS

	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
2. Company Interest				
2.8 Release of Equity Value, Claim Proceeds and Incentives to unauthorized claimants.	2c	2d	2f	3
2.9 Erroneous computation of Equity Value, Claim Proceeds and Incentives.	2c	2d	2f	3
2.10 Delayed submission of company documents that resulted to financial loss of the company.	2e	3		
2.11 Unauthorized withholding of information that is detrimental to the company, its officers and employees.	2e	3		
2.12 Manipulation of data to qualify for incentive.	2f	3		
2.13 Mark up/overbilling of costs, price difference taken by staff from the supplier.	2f	3		
2.14 Delayed remittance of cash collection.	2f	3		
2.15 Unremitted collection.	2f	3		
2.16 Using the Company's name in private transactions or business for personal gain.	2f	3		
2.17 Non-remittance of advanced collections.	2f	3		
2.18 Distributing written or printed materials detrimental to the Company	2f	3		
2.19 Furnishing of false or misleading information about the Company and its officers.	2f	3		
2.20 Engaging in other occupation, private business, practice or profession in conflict with the Company's interest.	2f	3		
2.21 Abuse in handling company funds, privileges and position	2f	3		
2.22 Unauthorized withholding of collection of any form.	2f	3		
2.23 Non-issuance, re-issue/re-use of Provisional Receipt (PR) and/or Official Receipt (OR).	2f	3		
2.24 Mis-utilization of employee loans.	3			
2.25 Filing of fictitious claims.	3			
2.26 Falsification or unauthorized alteration of any company records or client's documents.	3			
2.27 Force balancing of financial records.	3			
2.28 Posting of unapproved liquidation.	3			
2.29 Unauthorized transfer or withdrawal of fund/s in any form.	3			
2.30 Unauthorized encashment of checks.	3			
2.31 Swapping of cash collection/ deposit slip.	3			

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 15 of 22


NATURE OF OFFENSE AND DISCIPLINARY ACTIONS

	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
2.Company Interest				
2.32 Double use of deposit slip.	3			
2.33 Misrepresentation of any financial transaction.	3			
2.34 Cash rolling.	3			
2.35 Personal use of cash collection.	3			
2.36 Forgery of any kind.	3			
2.37 Loan sharing with clients.	3			
2.38 Manipulation or misapplication of collection/ advance payments.	3			
2.39 Non-declaration of withdrawn clients.	3			
2.40 Misapplication of payment or collection.	3			
2.41 Commission of or participating in the commission of an illegal act under the Philippine Law against the superiors, co-employee, clients, within Company premises or in the course of the performance of functions.	3			
2.42 Misappropriation of Company funds, withholding fund due to the Company.	3			
2.43 Conniving with persons in stealing Company money/ property /documents or securing undue personal benefit, etc.	3			
3.Honesty and Integrity	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
3.1 Delayed deposit of excess cash advance.	2b	2d	2f	3
3.2 Any acts aimed to disrupt or prevent conduct of investigation.	2d	2f	3	
3.3 Approval and auditing of own cash advance, liquidation and reimbursement.	2d	2f	3	
3.4 Moonlighting during office hours.	2d	2f	3	
3.5 Unauthorized receipt of cash advance/ reimbursement of other employees.	2d	3		
3.6 Mis-utilization of Cash Advance.	2f	3		
3.7 Attempted theft within company premises.	2f	3		
3.8 Personal borrowings from clients, center & cluster/ third party, supplier and other stakeholders.	2f	3		
3.9 Misrepresentation/overcharging of overtime rendered, transportation allowance, meal allowance, lodging allowance and any form of expenses reimbursed or liquidated.	2f	3		

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 16 of 22


NATURE OF OFFENSE AND DISCIPLINARY ACTIONS

	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
3.10 Absconding with or embezzlement of company funds.	3			
3.11 Theft of company property, co-employee, client, donor or affiliate.	3			
3.12 Extorting payments/loans from borrowers, accepting commissions, rebates from suppliers, contractors as a result of buying, selling or ordering materials, supplies or services for the Company.	3			
3.13 Resorting to bribery as a means of obtaining favors for the Company.	3			
3.14 Charging of fictitious expenses.	3			
3.15 Double reimbursement or liquidation of expenses.	3			
4. Conduct, Morals and Behavior	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
4.1 Refusal to receive or acknowledge receipt of company memoranda, circulars, etc. without justifiable cause.	1	2b	2d	3
4.2 Unauthorized posting, removing or circulating written or printed materials of any description at any time within Company premises.	1	2a	2d	3
4.3 Rumor-mongering or spreading gossips defamatory to the character of a co-employee or other stakeholders.	2d	2f	3	
4.4 Any discourtesy or inappropriate conduct in public to clients, donors, co-employees, affiliates, etc.	2d	2f	3	
4.5 Insolence, disrespect by word or deed on the part of the employee towards his peers, superior or officers, clients, visitors or donors, etc.	2e	3		
4.6 Challenging, threatening, coercing or harassing fellow employee or superior, supervisor and or persons of authority.	2f	3		
4.7 Any indecent, immoral conduct and extra marital affair within or outside Company premises.	2f	3		
4.8 Provoking or instigating a fight or inflicting bodily harm or injury or violence within or outside Company premises or off hours during any Company sponsored social or recreational activities.	2f	3		

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 17 of 22


NATURE OF OFFENSE AND DISCIPLINARY ACTIONS

4. Conduct, Morals and Behavior	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
4.9 Reporting for work under the influence of liquor; bringing/attempting to bring alcoholic beverages into the Company premises/venues of any Company activity without authorization.	2f	3		
4.10 Any act of sexual harassment, as defined under Anti-Sexual Harassment Act of 1995.	3			
4.11 Use, possession, sale, transfer or distribution of prohibited drugs or substances inside or outside company premises.	3			
4.12 Gambling or engaging in lottery or any form of betting within company premises.	3			
4.13 Conviction of a crime involving moral turpitude or where the penalty imposed is imprisonment.	3			
5. Performance of Duties and Responsibilities	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
5.1 Leaving work assignment or company premises during official working hours without prior permission from immediate superior or department head.	1	2b	2f	3
5.2 Sleeping during Company time.	1	2b	2f	3
5.3 Unduly extending coffee and meal breaks beyond the prescribed time.	1	2b	2f	3
5.4 Delayed submission of report/s and/or any required document/s.	1	2b	2f	3
5.5 Non-attendance in company sponsored activities without justifiable reason.	1	2b	2f	3
5.6 Malingering/ Loitering/ Loafing.	1	2a	2f	3
5.7 Failure to secure membership application form of eligible claimants.	1	2a	2f	3
5.8 Delayed posting of transactions.	2a	2c	2f	3
5.9 Refusal or failure to report for overtime work without justifiable reason.	2a	2b	2f	3
5.10 Insubordination or willful disobedience in carrying out reasonable instructions from a superior	2a	2d	2f	3
5.11 Delegation of duties and responsibilities without proper authority from superior; or detrimental to the operation of the Department or Company.	2a	2d	2f	3
5.12 Failure to do assigned tasks or follow established procedures that results in significant loss of property, resources, image of the Company.	2b	2d	2f	3

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 18 of 22


NATURE OF OFFENSE AND DISCIPLINARY ACTIONS

	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
5. Performance of Duties and Responsibilities				
5.13 Vending or selling foods and other goods or transacting personal business within Company premises during working hours.	2b	2e	3	
5.14 Failure to prevent and /or report violations of any Company policy by an employee which has been brought to his/her knowledge/ attention.	2d	2f	3	
5.15 Negligence in the performance of duties and responsibilities.	2d	3		
5.16 Poor/ unacceptable performance of duties, failure to maintain established work standard or productivity or any other unsatisfactory performance; attainment of needs improvement (NI) rating for 2 consecutive PMS period.	2d	3		
5.17 Gross negligence in the performance of assigned duties.	2f	3		
6. Timekeeping / Attendance	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
6.1 Failure to time in/out as prescribed.	1	2a	2e	3
6.2 Habitual tardiness – reporting late for work after the 15 minute-grace period for more than three (3) times in one payroll period.	1	2a	2e	3
6.3 Absence without permission. Absence incurred without approval of the immediate superior.	1	2b	2e	3
6.4 Unauthorized entry to Company premises while under suspension.	2b	2d	2e	3
6.5 Absence without leave (AWOL) – absence for three (3) consecutive days without due notice to his/her supervising officer.	2b	2f	3	
6.6 Time in/out for another employee; unauthorized removal/alteration of time records.	2e	3		
6.7 Dishonesty in declaring time of service or overtime rendered.	2f	3		
6.8 Falsification or irregularities in the accomplishment or keeping of the time records.	2f	3		
6.9 Abandonment of work; 7 days or more consecutive AWOLS or refusal to report for work despite written communication from the employer to do so.	3			

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 19 of 22


NATURE OF OFFENSE AND DISCIPLINARY ACTIONS

7. Health, Safety and Security	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
7.1 Smoking within the office premises.	1	2a	2d	3
7.2 Non-adherence to the standard dress code.	1	2a	2d	3
7.3 Non-wearing of ID inside the office premises.	1	2a	2e	3
7.4 Contributing to unsanitary conditions or poor housekeeping such as littering, eating and loitering in restricted areas, etc.	1	2b	2e	3
7.5 Failure to report affliction with a serious and contagious disease which may endanger the lives or health of other workers.	2b	2d	2f	3
7.6 Refusal to undergo the scheduled annual physical medical examination.	2b	2e	3	
7.7 Unauthorized entry into restricted areas designated by the Company.	2c	2f	3	
7.8 Unauthorized possession or bringing in of dangerous chemical or substance, firearms, explosives or any deadly weapons within Company premises.	3			
7.9 Gross disregard of safety rules/procedures causing damages to company property and injury to himself and/or co-employees.	3			
8. Managerial / Supervisory Decorum	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
8.1 Attainment of failed compliance rating.	2b	2d	2f	3
8.2 Sanction not meted out to employee concerned; full weight of sanction not imposed to employee; imposed sanction, not in accordance with the policy.	2b	2d	2f	3
8.3 Failure to prevent and or report violations of any Company rule by any employee which has been brought to his/her knowledge / attention.	2b	2d	2f	3
8.4 Abuse of authority in dealing with staff or subordinate.	2c	2f	3	
8.5 Any and all acts which hinder the implementation of Company policy or discredit the Company to its employees, clients, donors and the public.	2c	2f	3	
8.6 Condoning, tolerating or participating in an offense committed by a subordinate, co-employees, officers and other stakeholders.	3			
8.7 Abuse in handling Company funds, privileges and position	3			

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 20 of 22

NATURE OF OFFENSE AND DISCIPLINARY ACTIONS

	<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>
9. Information Technology System				
9.1 Sending and forwarding of any form of chain letters, unsolicited mail or SPAM, solicitation letters, ads or promotional emails.	2a	2	2e	3
9.2 Use of Internet for personal gain or profit.	2b	2d	3	
9.3 Unauthorized access to non-work related websites such as chat rooms, games, travel, shopping, stock trading, pornography, You Tube, YM, Face book, etc.	2d	2f	3	
9.4 Unauthorized transmitting or downloading of materials that are discriminatory, defamatory, harassing, insulting, offensive or obscene.	2d	2f	3	
9.5 Failure to implement IT Security protocols.	2d	2f	3	
9.6 Sharing of password and or other security code.	2d	2f	3	
9.7 Unauthorized access or tampering of other employee's electronic communications and files.	2d	2f	3	
9.8 Unauthorized use, installation or reproduction of TSPI's computer system such Polaris, GP, E-Banker, ASALMS, BLAS, micro-insurance spreadsheets, etc.	2f	3		
9.9 Unauthorized access or tampering of any computer application, data base, files, emails and website of the company.	2f	3		
9.10 Misrepresentation or falsification of email address when sending or transmitting emails.	2f	3		
9.11 Copying or sending any confidential or proprietary information or applications software of the company.	3			

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 21 of 22

**Annex A
Preliminary Investigation Report**

PRELIMINARY INVESTIGATION REPORT

FOR : _____
 CC : _____
 FROM : _____
 SUBJECT : Reported Infraction Committed by _____
 DATE : _____

I. Preliminary Information (Based on submitted CIR)
 CIRF Reference No. _____ Date of Report _____
 Date of Incident _____
 Incident reported by _____
 Person/s Involved _____ Position _____ Branch/Unit _____

II. Background / Nature of incident
(Describe how incident was discovered)

III. Narration of Facts
(Write a chronological narration of what exactly happened)

Alleged Infraction/s:
 a. _____
 b. _____
 c. _____


IV. Findings/Discussions:
(Provide summary of findings based on facts established)

V. Conclusion & Recommendation
(Provide conclusion whether facts established are sufficient to support that fraud/procedural lapses has been committed. Provide recommendation whether issuance of Notice to Explain is necessary and formal investigation should be conducted or no sufficient facts were established, therefore the case shall be considered closed)

Investigation conducted by: _____ Noted by: _____

 Date of Investigation: _____ Immediate Superior _____

HRM 4.0-001

	HUMAN RESOURCE MANUAL	Manual Issue Date March 15, 2011	Document No. HRM 4.0
	EMPLOYEE DISCIPLINE	Effectivity Date March 1, 2017	Revision No. 2
		Version No. 1	Page No. 22 of 22

**Annex B
Notice of Administrative Hearing**



DATE : _____
TO : _____
FROM : _____
CC : _____
RE : **NOTICE OF ADMINISTRATIVE HEARING**

This pertains to the issue on _____ *(brief description of the case including date/period it happened)*, which has been brought to the attention of the undersigned where you are being charged with violations in your Notice to Explained issued to you dated _____.

It is the company's policy of affording due process to its employees who are charged with any violations of the company policies. Hence, you are invited to attend the scheduled hearing on _____ *(date)*, _____ *(day)*, _____ *(time)*, at _____ *(address of the venue)*.

You may bring with you necessary documents and any support person and/or counsel for this purpose.

This is your opportunity to explain your side and shed light to the issues involved. Failure to appear during the scheduled hearing shall be deemed waiver on your right to present your position on the matter. Please be guided accordingly.

Immediate Superior or Chairman-DisCom

RECEIVED BY:

Print Name and Signature

Date and Time