



Employee Code of Conduct

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OBJECTIVE/ PURPOSE

Health Delivery System, Inc., recognizes the importance of high ethical standards, diligence, and responsibility, as well as the promotion of the general well-being of its employees. Hence, this Code of Conduct (“Code”) is promulgated to preserve, promote, and enforce the strong corporate values, standards, and ethical practices of the Company by adopting the following rules and regulations on corporate discipline, covering all the necessary information on every aspect of one’s employment with the Company.

This Code is founded on the values of the Company and is enforced to maintain corporate order and discipline. When enforced effectively, this Code will be a means by which the overall goals, objectives and aspirations of the Company are achieved.

COMPANY VALUES (P.A.R.A.T.I.)

The Company adopts the following values to promote and enforce the highest standards of integrity and degree of diligence and responsibility among its Employees:

Professionalism- Behaving in a way that respects and uplifts your colleagues and the organization you work for.

Accountability- Taking full responsibility for your actions. No excuses.

Respect- Valuing others. Earned, not given or demanded. Not based on rank.

Authenticity- Saying what you mean, meaning what you say while being true to yourself.

Trust- Inspiring and giving confidence. A lifetime to build, a minute to destroy.

Integrity- Doing the right thing even when no one is looking.

Consequently, every company member shall exert his/her effort to adopt the said values and cooperate with the Company in the enforcement of this Code making sure that its enforcement is being done in a fair, uniform, and consistent manner that will benefit everyone in the Company.


SCOPE

This Code shall apply to all employees of the Company regardless of rank, tenure, and employment status, and shall therefore not apply to non-employees of the Company, *unless expressly provided hereof or in the latter/s’ respective contract with the Company.*

All newly hired employees must sign an **Acknowledgement (see Annex E)** that they have received a copy of this Code and that they have read, understood, and freely agreed to the contents and terms thereof throughout their employment. In case of impossibility of submitting a physical copy with wet signature, the

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Acknowledgement may be electronically signed and submitted via email to the designated Human Resources Partner together with an email confirmation indicating agreement to the same.

Meanwhile, for employees at certain levels of seniority, they are required to annually certify that they are, and will continue to remain, in compliance with the Code, as it may be amended from time to time.

ENFORCEMENT

A violation of any Rule of this Code constitutes an offense punishable by a corresponding penalty. Imposition of any penalty prescribed in this Code is without prejudice to the filing of the appropriate civil or criminal action. The erring employee may also be required to compensate the Company for the cost of the property lost under his/her custody or to indemnify the Company for the resultant damages occasioned to the Company as a result of the punishable act or omission as provided herein committed by the erring employee.

Any act, conduct, or behavior prejudicial to the interest of the Company, its people, customers, patients, but not specifically included in this Code, may be acted on by the Company and resolved by analogy or in accordance with the attending circumstances of each case. Therefore, employees should still abide by the spirit of any company rules, regulations, and/or policies issued, though not specifically mentioned in this Code of Conduct. All employees are required to apply and uphold the highest level of working standards on behavior and work excellence.

The Company warrants that it complies with all the due process requirements of the law in administrative proceedings and disciplinary actions arising from any violation of this Code.

In administrative cases, the decision-making power rests primarily with the Management, in the exercise of its management prerogative. Hence, its decisions are final and not subject to appeal.

No failure or delay by the Company to enforce any rule of conduct in the Code shall constitute a waiver of such rule, or set a precedent for future cases, or render the rule moot or obsolete. Any exemption from the Rules and any mitigation of liability are discretionary upon Management, depending on the factors and circumstances of each case.


The provisions of this Code are deemed incorporated to the terms and conditions of all employment contract/s between the Company and its employee/s.

Ignorance of this Code, as well as notices or memoranda that may be promulgated in the future, shall not excuse or exempt an employee from nonobservance nor from any possible and/or applicable disciplinary action to be imposed thereon.

In cases where the infractions or offenses committed violate more than one provision of this Code, these shall be dealt with separately.

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NO RETALIATION POLICY

The Company will not retaliate against, dismiss, suspend, or otherwise discriminate against any employee who, in good faith reports or otherwise provides information regarding any harmful, discriminatory, unethical behavior, questionable business practices, suspected illegal activity, and any other possible violation of this Code of Conduct. Any kind of retaliatory action, whether intentional or unintentional, should be reported immediately and will be addressed appropriately.

DISCIPLINE POLICY

General Guidelines:

1. An incurred infraction remains to be regarded as an “allegation” until substantially proven to be qualified as an offense.
2. Each offense and/or sanction is dependent on the gravity or sensitivity of the case.
3. Depending on the seriousness of the offense, an employee may be subject to the following disciplinary sanctions:
 - a) Verbal reprimand
 - b) Written reprimand
 - c) Suspension without pay
 - d) Dismissal/Termination of service


Corresponding sanctions are to be strictly imposed on the errant employee. All mentions of days of effectivity shall mean calendar days and **not** working days.

For less serious offenses, the employee may be given a verbal or written warning, as appropriately by the Immediate Supervisor. Failure to implement a corrective action plan may result in application of a disciplinary sanction.

4. All corrective/disciplinary measures will be implemented in accordance with the following:
 - a. rules and regulations indicated under the Labor Code of the Philippines;
 - b. any relevant laws, issuances, and policies; and,
 - c. rules and regulations of the Company
5. The employee who is under investigation may be placed under preventive suspension if his continued employment poses a serious and imminent threat to the life and/or property of the Company, his/her co-workers, patients, customers, and/or that of the client, as determined by the immediate superior with the approval of the Human Resources department (HR). The period of preventive suspension is **NOT** a penalty.

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The preventive suspension shall be for a maximum of thirty (30) days without pay and any extension thereof shall be paid accordingly. In case the employee is later on adjudged innocent of the allegations, he/she shall be paid for the days he/she was placed under preventive suspension.

6. The imposition of suspension as a penalty automatically implies that the affected employee will not be paid during the period of suspension.

7. Termination of employment may either be of the following grounds:

- a. Violation/s as defined in this Code;
- b. Violation of any Company rules and policies, as issued from time to time;
- c. Any of the grounds enumerated under the Labor Code, particularly:
 - i. Article 297 (Termination by Employer)
 - ii. Article 298 (Closure of Establishment and Reduction of Personnel)
 - iii. Article 299 (Disease as Ground for Termination)
- d. Such other grounds that may be promulgated by any law, jurisprudence, or any governmental order as a valid ground for termination of employment.

8. HR ensures consistent and fair administration of this Code. HR shall **approve** all sanctions, and shall be copy furnished and informed at all times of any infraction/s or sanction/s imposed on any employee. All records and/or documentation must be recorded and filed in the employee's 201 records.

9. Infractions enumerated in the policy are **not exclusive** and may not be limited to its letters, but rather, must be interpreted based on its context. Hence, the Company, through the Disciplinary Committee, may consider substantially proven mitigating and aggravating circumstances which may lower or increase the corresponding penalty. Related or analogous violations may also merit appropriate disciplinary action under this policy. There may be other acts or omissions not explicitly contained herein but which are clearly prejudicial to the welfare or interest of the Company and/or its patients, customers, and/or clients. The Company reserves its right to consider them punishable and to impose appropriate sanctions/penalties as warranted by the circumstance/s of each case.

10. Sanctions specified herein shall not hinder the Company from pressing criminal, administrative, and/or civil charges in accordance with all applicable laws of the Philippines.

11. In addition to the foregoing and the following, should the accumulated sanctions/penalties reach 45 days of suspension per resolution, the said Employee may, after proper notice and hearing, already be subjected to dismissal for gross misconduct at the discretion of the Disciplinary Committee.

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SECTION 1. Health, Safety and Security

It is the policy of the Company to ensure that all persons and all property resources of the Company and/or designated workplace are safe within its premises and are protected from all known and foreseeable security and safety risks, losses, and damages.

The Company also promotes employee wellness and believes that unless employees are well and in good physical and mental health, it cannot fully accomplish its business and social objective of providing trusted quality healthcare.

Rules	Frequency	Penalties
1.1. Employees shall comply with all directives related to sanitation in the workplace and shall not litter and shall keep his/her work area clean and orderly as far as practicable.	First Offense	Verbal or written reprimand
	Second Offense	1-2 days suspension
	Third and succeeding Offense	3-5 days suspension
1.2. Employees shall not smudge, sear or write on surfaces, urinate or defecate or expectorate in unauthorized places; or otherwise violate other similar conditions of cleanliness and sanitation.	First Offense	1 day suspension
	Second Offense	3-5 days suspension
	Third Offense	7-10-days suspension
1.3. Employees shall keep perishable items in proper workstations in sealed containers to avoid pests and shall immediately dispose of spoiled items. S/He shall not eat and drink nor serve food in unauthorized areas.	First Offense	Verbal or written reprimand
	Second Offense	1 day suspension
	Third and succeeding Offense	5 days suspension
1.4. Employees shall maintain proper personal hygiene	First Offense	Verbal or written reprimand
	Second Offense	1 day suspension
	Third and Succeeding Offense	2-3 days suspension
1.5. An employee who is on medication that causes side effects which may adversely affect his/her work shall promptly advise his/her immediate superior and his/her co-workers of such fact. Such employee shall	First Offense	3 days suspension
	Second Offense	5 days suspension

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not willfully report for work without prior written clearance from the Company physician.	Third Offense	7 days suspension
1.6. An employee shall not use illegal or prohibited substances whether inside or outside Company premises or designated workplaces. S/He shall not use dangerous drugs except in compliance with a legitimate prescription of a duly licensed physician.	First Offense	30 days suspension to dismissal
1.7. An employee shall not smoke within the Company's premises or designated workplaces including but not limited to hallways, staircases, elevators, fire escapes, common areas and passages, parking spaces, perimeters etc.	First Offense	Verbal or written warning
	Second Offense	3 days suspension
	Third Offense	5 days suspension
1.8. An employee shall submit himself/herself to annual/medical examination within the scheduled period and when required by management to do so, especially when there is reason to believe that his/her health poses danger to his/her co-employees.	First Offense	Written warning
	Second Offense	1-3 days suspension
	Third Offense	5-7 days suspension
1.9. Employees shall comply with all directives relating to security and safety in the workplace. S/He must observe reasonable care, diligence, prudence and reasonable foresight for the consequence of his/her acts in the exercise of his/her functions, in the use of the Company property, and in his/her relations with others, with due regard to the circumstances present in the work premises.	First Offense	5-7 days suspension
	Second Offense	8-15 days suspension
	Third Offense	16 days suspension to dismissal
1.10. An employee shall not bring into Company premises or designated workplace, any pets and other animals.	First Offense	1 day suspension
	Second Offense	2-3 days suspension
	Third Offense	4-5 days suspension
1.11. Unless authorized by Management, an employee shall not bring into Company premises or designated work area any dangerous or deadly weapons, explosives, noxious, poisonous, toxic, corrosive, oxidizing radioactive or flammable substance and similar items	First Offense	5-7 days suspension
	Second Offense	8-15 days suspension
	Third Offense	16 days suspension to

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		dismissal
1.12. An employee shall not remove, destroy, or tamper with any property or equipment in the Company premises or designated workplace which is intended for safety and security purposes, including fire-fighting equipment, or obstruct the area where the same are located.	First Offense	5-7 days suspension
	Second Offense	8-15 days suspension
	Third Offense	16 days suspension to dismissal
1.13. An employee with personal knowledge of any incident occurring within the Company premises, its immediate surroundings, or designated workplace which involves safety and security (i.e accidents, poisoning, robbery, theft, physical injury, communicable disease, malfunctional equipment or faulty wiring, explosions, fires, immoral/indecent acts, and other acts of violence or other criminal acts) must not decline invitation and participation relative to the investigation of such incident.	First Offense	5-7 days suspension
	Second Offense	8-15 days suspension
	Third Offense	16 days suspension to dismissal
1.14 An employee shall not willfully and deliberately conceal from the Management any contagious disease he/she may have, which compromises the health and safety of his/her colleagues.	First Offense	4-5 days suspension
	Second Offense	6-7 days suspension
	Third Offense	8-15 days suspension
1.15 Employees shall comply with all company directives related to infection, prevention and control of certain diseases in the workplace.	First Offense	4-5 days suspension
	Second Offense	6-7 days suspension
	Third Offense	8-15 days suspension
1.16. Employees shall comply with drug testing requirements in accordance with government regulations (DOLE, Department Order no. 53-03) and with the Company's Policy on Drug Free Workplace.	First Offense	Verbal or written reprimand
	Second Offense	1-3 days suspension
	Third Offense	4-5 days suspension
1.17 Employees shall comply with standards on proper healthcare waste management including collection, segregation, storage, and disposal.	First Offense	Verbal or written warning
	Second Offense	1-3 days suspension
	Third Offense	4-5 days suspension

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1.18 Employees shall comply with the company policy for clients, customers, visitors, and business partners prior to accompanying them and gaining access in the specific workplace area.	First Offense	Verbal or written Warning
	Second Offense	1 day suspension
	Third Offense	2-3 days suspension
1.19 An employee who will be on sick leave for more than 3 days must submit a Medical Certificate (Fitness to Return to work) to the Corporate Health and Safety Officer subject for re-assessment with the Company Doctor.	First Offense	Written Warning
	Second Offense	1–3 days suspension
	Third Offense	4-5 days suspension

SECTION 2. Company Resources

It is the policy of the Company to protect all Company and/or Client's resources (e.g. funds, materials, supplies and equipment) and enforce all related property rights. The Company considers Company/Client properties and its property rights thereto as valuable resources to be prudently utilized and managed so that they may contribute to efficiency and productivity.

Rules	Frequency	Penalties
2.1 An employee shall use Company/Client Properties with the care and diligence required by the circumstances of his/her job and in the workplace, the nature and purpose of the property and applicable laws and government regulations. An employee shall be responsible to the Company/Client for any loss of or damage to Company/Client property under his/her responsibility arising from his/her fault, negligence, fraud or bad faith. This shall also apply to custodians of specific Company/Client Properties.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property
2.2 No employee shall steal, aid, or induce another in stealing any Company/Client Property.	First Offense	Dismissal
2.3 An employee shall avoid wastage of supplies and materials.	First Offense	5 days suspension up to dismissal depending on

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		the gravity of the offense, seriousness of consequences, and value of the Property
2.4 An employee shall respect the Company/Client's ownership of the Company/Client Properties and its rights and interests thereto. S/He shall not dispose of any property unless authorized in writing by Management.	First Offense	Dismissal
2.5 An employee shall promptly report any loss or damage to any Company/Client Property within his/her knowledge.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property
2.6 An employee shall use or handle Company/Client property and/or resources only for authorized purposes, during the authorized period of time, and within authorized places. S/He shall not use company resources for personal gain, advantage or misrepresentation.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property
2.7 An employee whose care or custody of Company/Client property has been assigned shall be primarily responsible for the same, although the Company/Client property is for the common use of the employee's business unit. For Company property, line management shall be responsible for providing a secure storage area for such Company property, and/or establishing a procedure for the monitoring of its use, lending out, physical transfer and disposal.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property
2.8 An employee shall submit all required reports and comply with audit procedures pertaining to the Company/client property assigned to him/her. S/He shall comply with the schedules and procedures for the repair and maintenance of said Company property.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property
2.9 An employee shall use computer equipment, devices and facilities, including intranet and internet	First Offense	5 days suspension up to dismissal depending on

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facilities, with care and prudence and for authorized purposes only.		the gravity of the offense, seriousness of consequences, and value of the Property
2.10 An employee shall not use the Company/Client's computer equipment, device and facilities to download or transmit copyrighted material (without the owner's consent), or obscene or pornographic materials, chain letters, or materials that violate or encourage others to violate the law.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property
2.11 An employee shall not upload a virus or other harmful component or corrupted data, or vandalize any part of the Network, or conduct any hacking activity unless authorized for system audit purposes, or install or run any unlicensed software.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property
2.12 An employee shall not use the Network to sell anything for personal gain, or to solicit or advertise the sale of any goods or services, or to solicit any contribution or donation for any person or entity, or to campaign for any political candidate or party, or to advance the cause of any person or organization, or to engage in personal nonwork related business.	First Offense	Written reprimand
	Second Offense	1-3 days suspension
	Third Offense	5 days suspension
2.13 An employee shall not obtain and release without authority confidential, sensitive information related to Company/Client trademarks, copyrights, patents and other intellectual property rights.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property
2.14 An employee shall not commit any act of sabotage or vandalism, such as but not limited to, unauthorized painting, marking, or defacing Company/Client property or premises.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, seriousness of consequences, and value of the Property

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SECTION 3. Business and Workplace Conduct

It is the policy of the Company to maintain professional business conduct at all times. Employees are expected to demonstrate respect to co-employees, patients, clients and customers, providers and partners. All employees share the responsibility of protecting the image and integrity of the Company.

Rules	Frequency	Penalties
3.1 An employee shall act professionally and in a manner befitting a gentleman or a lady at all times.	First Offense	Verbal reprimand
	Second Offense	Written reprimand
	Third Offense	1-3 days suspension
3.2 An employee shall extend to fellow employees, patients, customers, providers, partners and clients all considerations and courtesies required by the circumstances. S/He shall not make ethnic, religious, political or gender-related slurs or jokes, or use obscene, threatening, foul, harassing, vulgar or defamatory language and gestures.	First Offense	1-3 days suspension
	Second Offense	4-7 days suspension
	Third Offense	8-15 days suspension
3.3 During office hours, an employee shall avoid distracting behavior, including horseplay, shouting, playing loud music, or making any other disturbances.	First Offense	Verbal reprimand
	Second Offense	Written reprimand
	Third Offense	1-3 days suspension
3.4 An employee shall observe good grooming and wear the prescribed attire in the workplace together with the Company ID.	First Offense	Verbal reprimand
	Second Offense	Written reprimand
	Third Offense	1-3 days suspension
3.5 Employees are reflections/ambassadors of the Company. An employee shall not engage in activities that may reasonably affect/damage his/her professional image or the image of the company and/or clients of the company.	First Offense	1-3 days suspension
	Second Offense	4-7 days suspension
	Third Offense	8-15 days suspension
3.6 An employee shall attend to clients, customers, visitors, and business partners promptly and courteously, or refer them to employees who can best attend to them.	First Offense	Verbal reprimand
	Second Offense	Written reprimand
	Third Offense	1-3 days suspension

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<p>3.7 An employee shall avoid the use of disrespectful language in communicating with others. S/He shall not fight with, or threaten, deceive, defraud, coerce or intimidate fellow employees or clients, patients, customers or deliberately injure or attempt/induce another to injure any person within the workplace premises.</p>	First Offense	1-3 days suspension
	Second Offense	4-7 days suspension
	Third Offense	8-15 days suspension
<p>3.8 An employee shall always respect the property of others. Stealing or causing damage to the property of others is prohibited. An employee who finds lost property in the Company premises or designated workplace (including Client's sites) shall promptly deliver the same to its owner or to the Admin and Facilities Department.</p>	First Offense	15 days suspension up to dismissal
<p>3.9 An employee shall not make any sexual advances (such as, but not limited to, inappropriate touching or innuendo) against another employee or against any person in the Company premises or designated workplace (including, but not limited to Clinic sites) for any reason whatsoever. (Please refer to Anti-Sexual Harassment Policy)</p>	First Offense	30 days suspension up to dismissal
<p>3.10 An employee shall not demand, request, or otherwise require any sexual favor from another, as a condition for hiring, employment, re-employment or continued employment of said individual, or in granting said individual favorable compensation, terms, conditions, promotions, or privileges. (Please refer to Anti-Sexual Harassment Policy)</p>	First Offense	30 days suspension up to dismissal
<p>3.11 A superior shall not limit, segregate, or classify a subordinate in any way that would discriminate the latter, would deprive the latter of his/her employment opportunities, or diminish the same by reason of the subordinate's refusal to submit to the sexual advances, favor, request or demand of the superior. (Please refer to Anti-Sexual Harassment Policy)</p>	First Offense	30 days suspension up to dismissal
<p>3.12 An employee shall not report for work intoxicated or under the influence of prohibited drugs or alcohol in accordance with the Company Policy on Alcohol Free Workplace.</p>	First Offense	15 days suspension up to dismissal

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3.13 An employee shall not take unauthorized photographs of company premises, designated workplace, co-employees, patients, clients and customers, providers and partners. Use of cellular/mobile phone cameras and other similar devices within the Company premises or designated workplace may be regulated by Management.	First Offense	15 days suspension up to dismissal
3.14 An employee shall obey all legitimate work-related orders.	First Offense	15 days suspension up to dismissal
3.15 An employee shall not engage in any economic sabotage and illegal work disruption (e.g. work slowdown, illegal picket, work stoppage, strike, etc.), or convincing/coercing co-employees to slow down work, hinder, or limit their output.	First Offense	15 days suspension up to dismissal
3.16 An employee shall not engage in activities not related to his/her work during Company work hours or using Company resources.	First Offense	Verbal reprimand
	Second Offense	Written reprimand
	Third Offense	1-3 days suspension

SECTION 4. Productivity

It is the policy of the Company to ensure a high level of productivity in order to deliver the best services and products and sustain outstanding performance that will contribute to the delivery of business results and the improvement of health service. The Company requires, and will enforce, compliance with prescribed work procedures and processes for sustained productivity.

Rules	Frequency	Penalties
4.1 An employee shall work with a sense of urgency and avoid delays or procrastination.	First Offense	Verbal reprimand
	Second Offense	Written reprimand
	Third Offense	1-3 days suspension
4.2 An employee shall submit all required reports and data on time. S/He shall ensure that such reports and data are complete, accurate, and do not contain any misleading, erroneous, or false information.	First Offense	Verbal reprimand
	Second Offense	Written reprimand

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	Third Offense	1-3 days suspension
4.3 An employee shall strictly observe the Company's official work schedule. S/He shall not be late when reporting for work.	First Offense	Written reprimand
	Second Offense	1-3 days suspension
	Third Offense	4-5 days suspension
4.4 An employee shall not absent himself/herself from work without the required prior written authorization from his/her immediate superior. In case of an emergency leave, the employee shall exert all efforts to communicate with his/her immediate superior within a reasonable time in order to secure permission for his/her absence. In case s/he is on Sick Leave, the employee shall ensure that his/her immediate superior is notified within the first two hours that s/he is absent.	First Offense	Written reprimand
	Second Offense	3 days suspension
	Third Offense	5 days suspension
4.5 An employee who is on leave shall, when necessary, sufficiently endorse/turn over to his/her immediate superior or appropriate colleague, any document, equipment, keys, and locks that may be needed by his/her co-employees during his/her absence. S/he shall also advise his/her immediate superior or appropriate colleague of any pending matter that may require attention during his/her absence.	First Offense	Verbal reprimand
	Second Offense	Written reprimand
	Third Offense	1-3 days suspension
4.6. An employee shall not feign sickness or malingering to avoid doing assigned work, loiter, or leave his/her assigned post during work hours without sufficient reason, or engage in gossiping and lengthy non-work related personal telephone conversation during work hours.	First Offense	Written reprimand to 2 days suspension
	Second Offense	3 days suspension
	Third Offense	4-5 days suspension

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4.7.Undertime/overtime by an employee shall always require the prior written authorization of his/her immediate superior.	First Offense	Verbal reprimand
	Second Offense	Written reprimand
	Third Offense	1-3 days suspension
4.8. An employee shall exercise due diligence in the performance of his/her work to prevent the occurrence of errors, losses, or damages to the Company, patients, clients, customers, providers and partners.	First Offense	5 days suspension up to dismissal depending on the gravity of the offense, and seriousness of consequences
4.9.An employee shall consistently observe the performance standards of the Company using principles and guidelines set in the Company Performance Management System, or if necessary, the Performance Improvement Plan (PIP). Performance standards include Key Result Areas, Corporate Competencies and Corporate Values.	First Offense	15 days suspension to dismissal
4.10.An employee shall observe all the processes and procedures required by law, government regulation, or Company/Clients policies pertaining to his/her work.	First Offense	15 days suspension to dismissal

SECTION 5. Information Handling and Confidentiality

It is the policy of the Company to ensure the proper and prudent use of, and to safeguard, all information, including salaries of respective personnel, (“Company Information”) acquired or generated by the Company, or developed or created by employees in the performance of their duties or incident to their work or through the use of Company tools, equipment, and facilities. It is also the policy of the Company to uphold and maintain the standards set in the Data Privacy Act of 2012 in handling personal identifiable information (“PII”) of Company employees, Service partners and providers, Clients, patients, or customers.

The Company believes that confidentiality and integrity of critical information should be preserved at all times.

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Rules	Frequency	Penalties
5.1 All Company information is proprietary to the Company. In case of any doubt as to the confidentiality or particularly information, the presumption shall be resolved in favor of confidentiality until otherwise declassified in writing by proper Company authority.	First Offense	7 days suspension to dismissal
5.2 An employee shall use Company Information only for authorized purposes. S/He shall not divulge, process, use, copy, destroy, and/or access any proprietary or confidential Company Information to third parties without prior written authorization.	First Offense	7 days suspension to dismissal
5.3 An employee shall not collect, access, download, use, store, retrieve, record, transmit, destruct/destroy, or seek confidential Company Information or PII without prior written authorization.	First Offense	7 days suspension to dismissal
5.4 An employee shall not download, or reproduce or appropriate any copyrighted material without prior written authorization of the author. All copyrighted Company Information is protected by the Intellectual Property Code.	First Offense	7 days suspension to dismissal
5.5 An employee shall not intrude, or attempt to intrude into the folders, files, works, networks, or computers of others, or intercept communications intended for others, except with written authority of management when compelled by emergency situations or necessitated by operational exigencies or the information and/or person involved is subject of a pending administrative action or proceeding.	First Offense	7 days suspension to dismissal
5.6 An employee shall not sell Company Information. Neither shall the employee dispose of any Company Information without prior authorization.	First Offense	7 days suspension to dismissal
5.7 An employee shall protect the Company's confidential information and information resources. S/He shall safekeep this information and ensure that it will not be used without authority. S/He shall encrypt	First Offense	7 days suspension to dismissal

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or password protect data and shall not share his/her username password to other employees or unauthorized persons.		
5.8 An employee who, due to work-related matters, has been summoned by a court or government authority, or who has received a subpoena, to appear before any officer or any government body on behalf of the Company and/or to produce Company Information shall, within 24 hours from receipt of said subpoena, notify the Company of the same in order to allow the Company sufficient time to obtain the proper relief.	First Offense	3 days suspension
	Second Offense	5 days suspension
	Third Offense	7 days suspension
5.9 An employee shall not divulge or publicize, or threaten to divulge or publicize, or unduly withhold or conceal, Company Information for personal or financial gain or profit.	First Offense	7 days suspension to dismissal
5.10 An employee shall immediately notify his/her superior upon his/her discovery of any unauthorized use or disclosure of proprietary or confidential Company Information.	First Offense	3 days suspension
	Second Offense	5 days suspension
	Third Offense	7 days suspension
	Fourth Offense	15 days suspension
5.11 An employee shall not alter, modify, delete, destroy, corrupt, and reverse engineer, disassemble or decompile (in case of systems and software) any Company Information without authorization. S/He shall be responsible for backing up files in company provided data storage to avoid loss of data.	First Offense	7 days suspension to dismissal
5.12 An employee shall not knowingly furnish false, inaccurate, or misleading data to any party with legitimate purpose and authority to obtain said data.	First Offense	7 days suspension to dismissal
5.13 An employee shall promptly disclose to the Company any change in his/her personal circumstances that may affect his/her employee rights, benefits, and obligations, i.e address, marriage, annulment of marriage, death of spouse or dependent, change of name, etc.	First Offense	7 days suspension to dismissal

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5.14 An employee shall refrain from posting and sharing any documents, business related matters and/or confidential data on any social media platform relating to his/her work, the Company or Client, its subsidiaries, affiliates, and mother company, including its owners, directors, stockholders, officers, clients, and/or co-workers.	First Offense	3 days suspension
	Second Offense	5 days suspension
	Third Offense	7 days suspension
5.15 An employee shall not or allow another to use internal email systems and internet mail in any way that is illegal or might otherwise damage the Company's reputation, may interrupt efficient and effective operations, or compromise the network security of the Company or any third-party system that the Company is using.	First Offense	7 days suspension to dismissal
5.16 An employee shall not allow another person to use his/her ID to gain entry or access to Company/Client premises or to an area designated as Restricted and/or Prohibited.	First Offense	3 days suspension
	Second Offense	5 days suspension
	Third Offense	7 days suspension

SECTION 6. Integrity

It is the policy of the Company to do business legitimately and to preserve corporate integrity. It shall adopt only legitimate business practices that help preserve life, maintain harmonious employer-employee relations, provide quality healthcare and promote the economy. All employees should observe ethical business conduct and ensure the protection of the image and reputation of the company.

Rules	Frequency	Penalties
6.1 Every employee must, in the exercise of his/her rights and in the performance of his/her duties, act with justice, give everyone his/her due, and observe honesty and good faith.	First Offense	7 days suspension up to dismissal

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<p>6.2 An employee shall not solicit, request, or require any gift, reward, bribe, privilege, benefit, or other consideration of any kind from a co-employee, client, or any third party. Neither shall an employee accept any such gift, reward, bribe, privilege, benefit or other consideration. However, tokens of small value (i.e. not exceeding P1,000.00) given to the employee by a co-employee or a third party in appreciation of the employee's assistance or other service, or to mark special occasions, are not covered by this provision.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.3 An employee shall not give money to customers, suppliers, or any third party, as a form of gift, reward, bribe, privilege or other considerations in exchange for a favor, or the performance of his/her duties.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.4 An employee shall not place him/herself in a conflict-of-interest situation, i.e. a situation where an employee's personal/financial interest conflicts with the interest of the Company's by reason of his/her relationship with certain parties. Neither shall he/she have a direct or indirect financial or other personal interest in the subject transaction, nor use his/her knowledge of valuable information obtained through his/her employment in the Company for any other reason.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.5 A full-time employee of the Company shall not maintain, in any manner or nature whatsoever, any form of employment that may affect the performance of his/her assignments, or affect the image of the company. S/He shall not allow use of his/her professional license by another company.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.6 An employee shall not misuse or misappropriate funds, money, and other assets of the Company or convert them to his/her own use. Neither shall s/he mingle any part of such funds, money, and assets with those of his/her own.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>

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<p>6.7 An employee who is constrained to keep funds, money or other assets of the Company in his/her personal possession or personal account due to an emergency situation other than his/her personal need, or due to an urgent need to safekeep the same temporarily or to some other special reason, shall immediately turn over such funds, money, and assets to the proper Company officer when the emergency or urgency ceases or when the special reason no longer exists.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.8 An employee shall not steal or aid in stealing from the Company. Neither shall s/he steal or aid in stealing from others for the benefit of the Company.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.9 An employee shall not plagiarize the works of others in whole or in part, or copy the same without the owner's consent.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.10 An employee handling funds, money, and assets of the Company shall exercise the degree of care, caution, and foresight required by the circumstances, with due regard to the amount and/or value involved and the risks of their loss or diminution.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.11 An employee shall properly and promptly account for the funds, money, and assets of the Company in his/her possession or under his/her responsibility.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.12 An employee shall not use his/her position or the functions of his/her office for personal gain or advancement of non-work related interests, or influence or attempt to influence the decision or action of another to unduly favor any particular person or entity.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.13 An employee shall fully cooperate with any audit or investigation on matters within his/her knowledge, responsibilities or expertise.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.14 An employee shall not forge, duplicate, tamper or otherwise reproduce without authority any signature on any document or falsify any document.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>

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<p>6.15 An employee shall not misrepresent to anyone the Company's and/or client's products and services.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.16 Only authorized employees may give any statement before the media or the public about the Company, its products, and services.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.17 An employee shall not create any intrigue to the prejudice of any person, or spread false rumors, or falsely accuse, falsely testify or fabricate evidence against another.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.18 An employee shall not file any nuisance complaint or initiate clearly unfounded and baseless court or administrative action against the Company or any of its officers, stockholders, and employees, with or without intent to gain.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.19 An employee shall not renege on any commitment, undertaking, or obligation to the Company such as, but not limited to, an obligation to return from abroad, or to return Company Property unlawfully possessed.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.20 An employee shall not deliberately log in and/or out another employee, falsify/tamper with, or alter one's work attendance record or the work attendance record of another employee, whether with or without the consent of such other employee.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.21 An employee shall not abuse authority or power of discretion against his/her subordinates and colleagues (e.g. bullying by imposing non-work related tasks).</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>
<p>6.22 An employee as an ambassador and representative of the Company, shall not seek to influence others, either directly or indirectly, by offering, paying, or receiving bribes or kickbacks, or by any other means that is considered unethical, illegal, or harmful to our reputation of honesty and integrity.</p>	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>

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SECTION 7. Unauthorized Activities

It is the policy of the Company to prohibit certain activities because they are contrary to law, morals, good customs, or corporate philosophy, or because they are in one way or another detrimental to individual progress and growth.

Rules	Frequency	Penalties
<p>7.1 The following activities are unauthorized and prohibited:</p> <ul style="list-style-type: none"> a. Sale and distribution of Company products without the required license, authority or appointment from the Company b. Transfer, sale, assignment or encumbrance of an employee's medicine vale benefit or any other employee benefit c. Subversive activities and other acts against the duly constituted government of the country d. Collection or solicitation of contributions for investment purposes, except in cases authorized by Management e. Engaging in unauthorized money-lending within the Company f. Soliciting or aiding in soliciting investments or recruiting persons, or engaging in pyramiding and other illegitimate schemes for profit, whether alone or in conjunction with others. g. Peddling any type of goods or services to employees during work hours or within Company premises. h. Sale or giving away of any dangerous drugs and other regulated or prohibited substances, articles and effects contrary to law. i. Drinking liquor or alcoholic beverages in Company premises except when allowed for reasons such as corporate celebrations or company-sanctioned social events. 	<p>First Offense</p>	<p>7 days suspension up to dismissal</p>

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<ul style="list-style-type: none"> j. Collection or solicitation of contributions for charitable purposes without prior written authorization from Management. k. Taking part in any gambling, lottery or any game of chance during working hours or within Company premises. l. Creation, production, distribution or dissemination by any means of any unauthorized, written or printed matter within the Company premises. m. Publication in any paper or any device, or posting of ads in social media, any defamatory statement against the Company, as well as its officers. n. Engaging in business in competition with the Company's business, directly or indirectly, whether alone or in conjunction with others. o. Running for public office, regardless of results or appointment to a government position. p. Any act(s) of Immorality and/or Dishonesty. 		
7.2 Commission of a crime against the Company, its owners, officers, directors, stockholders, clients, and/or co-employees, relating to the integrity or ability to perform/carry out his/her functions.	First Offense	7 days suspension up to dismissal

*****Any subsequent policies and/or memos that may be promulgated and enforced by the Company shall be deemed supplementary to this Code of Conduct.**

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GRIEVANCE PROCEDURE

The Company provides a venue where employees can air concerns or complaints and to allow the Company to handle such issues or concerns in a satisfactory manner. The guidelines for Grievance Handling have been developed to supplement and update the procedures set forth in the Code of Conduct. It aims to provide specific procedures on how to address grievances in the workplace.

Concerned parties shall exhaust all reasonable and appropriate steps to settle any issues amicably before escalating matters into a formal grievance.

Guidelines:

1. *“Grievance”* is defined as a complaint or an expression of discontent due to a work-relationship problem, operational, or policy problem. As opposed to a disciplinary case which is initiated and decided by Management, a grievance is a concern raised by an employee.
2. The following steps shall be followed in handling grievances:
 - a. The grievance complaint should be submitted in writing together with supporting documents to serve as the basis of the evaluation of the complaint. The Employee shall present any complaint to the immediate superior or through a Human Resource Business Partner. When the grievance is against an immediate superior, the Department Manager, or such other personnel designated by the ManCom/OpCom shall handle the complaint.
 - b. The one who received the complaint shall acknowledge in writing and shall follow through on the necessary actions to resolve the complaint.
 - c. Upon receipt of the complaint, the immediate superior Line Supervisor / Business Unit or Department Manager and HR Business Partner shall evaluate and determine the validity of the complaint based on existing company policies, rules, and regulations.
 - d. If the complaint is not resolved at the level of the immediate superior and/or HR Business Partner within 15 calendar days, the matter shall be referred to the Employee-Relations’ Representative.
 - e. Upon receipt by the Employee-Relations’ Representative, he/she shall *preliminarily* record the receipt date, nature, summary, and people involvement of the *Complaint* and shall thereafter assign a Case Number for the specific *Grievance Complaint*.
 - f. The Case Number shall have the following format, which dates shall refer to the specific year and month when the *Complaint* was actually received by the Employee-Relations’ Representative: **GC-*<<year>>*-*<<month>>*-*<<number sequence>>***

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- g. After assigning the Case Number, the Employee-Relations' Representative shall thereafter refer the *Complaint* to the Grievance Committee for **mediation**. The Employee-Relations' Representative shall then record the assigned Grievance Committee for the specific case.
- h. The Grievance Committee shall be composed of the following officers, or their duly authorized representative/s:
- i. HR Manager
 - ii. One (1) Operating Committee (OpCom) or Management Committee (ManCom) member, or equivalent
 - iii. One (1) Employee representative
 - iv. Business Unit or Department Head, Line Manager, and/or Direct Supervisor

At all times, the number of members in the Grievance Committee must be an odd number.

- i. The Grievance Committee shall be responsible for gathering pertinent information and request for mediation meetings with concerned parties to decide the problem and finding the solution to the case within (fifteen) 15 days after referral (Decision). Such Resolution shall be made in writing and shall be considered as final and binding to all parties.
- j. If no settlement is reached or the employee finds the decision unsatisfactory at the level of Grievance Committee within 15 calendar days, the matter will be referred for Legal Officer and OpCom/ManCom's Resolution. Resolutions—made at this level are considered final and binding to all parties.
- k. For all the final and binding Decisions or Resolutions, the respective issuers thereof, Grievance Committee or Legal Officer and OpCom/ManCom, shall inform the Employees'-Relation about their issuance thereof.
- l. The Employees'-Relation shall thereafter record the Decision/Resolution rendered by the Grievance Committee, or Legal Officer and OpCom/ManCom.

3. Valid complaints shall be settled at the lowest possible level in the organization. If any member of the Grievance Committee is the subject of the complaint, he/she shall be required to abstain in handling the case. In such a case, a member of the Management Committee (ManCom) shall appoint an officer to replace such abstaining officer.

4. The HR Manager shall act as the mediator/facilitator of mediation meetings of the Grievance Committee. The mediator has the option to communicate with the parties together or any party separately. All concerned parties shall be properly informed of the meeting and shall be given copies of reference documents prior to the meeting. The mediator shall, as much as possible, keep the grievance meetings informal to encourage the parties to arrive at the most favorable and amicable resolution among the parties concerned.

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5. All parties involved in the complaint shall be properly informed and given an opportunity to present their side and the opportunity to solve the complaint.
6. Attendees in mediation meetings should conduct themselves professionally and according to the company's Values. They should avoid using foul language and personal attacks during the meeting. They should focus on the issue at hand and prevent the process from being side-tracked by unnecessary arguments. Other issues outside of the complaint/grievance may be discussed separately, if relevant and necessary.
7. Any valid complaint/grievance shall be resolved within a maximum period of 15 calendar days from the date of submission after referral. Extension may be allowed for valid reasons.
8. Discussions, proceedings, and agreements made in the mediation meeting, as well as expressions of opinion, individual or collective, shall be held strictly confidential. Attendees shall also uphold the confidentiality of related information and documents. Divulging of confidential information related to grievance complaints shall be dealt with according to Company policies on confidentiality of information.
9. In the event that a potential violation was discovered in the mediation meeting, the matter shall be studied separately and the possible disciplinary case shall be managed by the Immediate Superior, with the assistance of Human Resources.
10. Only the employee/s directly related to grievance shall be allowed to attend the grievance procedure. No legal counsel shall be allowed to attend to encourage the parties to amicably settle the grievance, unless such lawyer is the party being complained of or the party filing the complaint/grievance.
11. All parties involved in the complaint shall be informed in writing regarding the resolution/decision on the case. Recordings shall be allowed during the grievance procedure as long as the proper consent has been obtained.
12. These guidelines supersede previously issued guidelines and undocumented practices.

ADMINISTRATIVE PROCEDURE

1. All administrative cases must be initiated by the filing of a formal Discipline Case Report (DCR) against an employee, with written notice furnished to Employees-Relation Representative ("ERR") and Human Resources' Business Partner.

The DCR must answer the following questions:

- a. Name of the employee being complained of.
- b. Complainant's name, except in cases when anonymous complaints are allowed.
- c. Act/s allegedly committed, which constitutes a violation under the Code of Conduct.

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- d. Time when the act/s being complained of was/were committed.
- e. Location where the act/s being complained of was/were allegedly committed.
- f. Manner on how the alleged offense/infraction was/were committed.
- g. What labor code provision/s was/were possibly violated?
- h. All other information relevant to the alleged infraction.

2. Based on the DCR submitted, initial/preliminary investigation and evidence gathering (documents, interviews, information gathering etc.) shall be conducted by the Immediate Superior of the concerned employee.

Meanwhile, the ERR shall *preliminarily* record the receipt date, nature, summary, and people involvement of the DCR and shall thereafter assign a Case Number for the specific DCR.

The Case Number shall have the following format, which dates shall refer to the specific year and month when the DCR was actually received by the ERR: **DCR**-<<year>>-<<month>>-<<number sequence>>.

After assigning the Case Number, the ERR shall thereafter refer back the DCR to the Immediate Superior. The ERR shall then record the assigned Immediate Supervisor for the specific case.

3. Upon evaluation of the evidence gathered, the Immediate Superior determines within fifteen (15) days whether there exists grounds to inform the Department Head or Business Unit Head (the "Head") that an alleged violation has been or might have been committed by the employee. The Head thereafter determines the following:

- a. whether there are grounds to proceed with subjecting the employee to disciplinary action;
- b. whether there are matters that need to be clarified or substantiated during the administrative/clarificatory hearing regarding matters of the case; and
- c. whether there is/are grounds to put the employee on preventive suspension.


If no ground/s exist to subject the employee to disciplinary action, the Immediate Superior, with written notice to and conforme of the ERR, HR's Business Partner, and the respective Business Unit Heads, could recommend the dismissal of the case.

4. If there is/are ground/s exist to subject the employee to disciplinary action, the immediate superior shall draft a Notice to Explain ("NTE"), sign the same, and submit it to the Head for review and endorsement to the ERR, HR and Business Partner and the Legal.

5. The ERR shall then record the receipt date, nature, summary, and people involvement of the NTE and shall thereafter assign a Case Number for the specific NTE.

6. The Case Number shall have the following format, which dates shall refer to the specific year and month when the NTE was actually received by the ERR: **NTE**-<<year>>-<<month>>-<<number sequence>>.

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7. After assigning the Case Number, the ERR shall thereafter refer back the NTE to the Immediate Superior with the specific Case Number.

The NTE shall specify the details of the alleged violation and grounds for penalty.

The NTE shall contain the following:

- a. Designation of the offense based on the Code of Conduct, company policy/memo, government issuances, Labor Code, or other labor laws;
- b. Allegations and the facts constituting the offense;
- c. Notice of the possible sanction/s that may be imposed based on the allegations;
- d. Order for the employee to submit a written explanation within five (5) calendar days, otherwise, the employee effectively waives his/her right to be heard;
- e. If grounds for preventive suspension exist, indicate in the NTE that preventive suspension is immediately effective and will continue to be in effect for a period of not exceeding thirty (30) calendar days; and,
- f. Date and time of the administrative/clarificatory hearing to be conducted, which shall be scheduled after the 5-day period for the submission of an explanation letter.

8. Should the HR Business Partner and Legal approve the NTE, they, together with the Immediate Supervisor, shall sign and issue the NTE to the Employee Concerned. The immediate superior shall thereafter serve the NTE to the erring employee in a manner that would ensure the receipt by the employee. The NTE may be served either by personal service, via electronic mail, registered mail, and/or courier. If the NTE will be served either personally, through registered mail, and/or courier, the NTE will be served to the employee directly or the employee's last known address on record. In case of preventive suspension, the immediate superior shall inform HR of such a decision. In turn, HR shall coordinate with payroll for the implementation of applicable deductions and arrangements during the period of preventive suspension. HR shall be in **no obligation** to inform payroll of the rationale behind the preventive suspension to maintain the confidentiality of the administrative cases.

9. Refusal of the employee to receive or acknowledge receipt of the NTE shall not stop the service to the employee. The server shall tender the NTE to the employee by leaving a copy to the employee and making a written annotation on the receiving copy of the NTE regarding the refusal. In such a case, the 5-day period to submit an explanation letter shall start upon the tender of the NTE.

10. The employee must submit an explanation letter within the period provided. The explanation letter must provide all of the employee's defenses supported by documents or testimony of credible witness/es showing why the employee should not be subjected to any disciplinary sanctions.

11. Upon receipt of the explanation letter, the immediate superior shall re-determine within ten (10) calendar days whether based on the explanation letter submitted, there is a ground not to conduct an administrative/clarificatory hearing. If none, the Disciplinary Committee shall be formed and organized. The Disciplinary Committee shall be composed of the following officers, or a subset thereof, which shall not be fewer than at least two (2) members:

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- a. Department Head or OpCom member;
- b. HR Business Partner or HR Manager;
- c. Legal Officer;
- d. Immediate superior of the employee; and,
- e. An officer appointed by a member of the OpCom, as deemed appropriate.

A representative of the abovementioned officers may be allowed with the approval of any member of the ManCom.

12. An administrative/clarificatory hearing **must** be conducted when the employee subject of the disciplinary action specifically requests for one.

13. The Disciplinary Committee **may**, however, decide **not** to conduct an administrative hearing in any of the following instances:

- i. Employee fails to submit an explanation letter;
- ii. In cases of absences without valid leave or abandonment of position;
- iii. Upon the determination of the Disciplinary Committee, the conduct of an administrative/clarificatory hearing would be moot or when expediency of the settlement of the case is of utmost importance; or,
- iv. Such other cases are analogous to the foregoing.


14. Upon receipt of the employee's written explanation or immediately after the conduct of the administrative/clarificatory hearing, the members of the Disciplinary Committee shall evaluate, deliberate, and give their decision on the case, including the appropriate sanction/s that will be imposed upon the employee, if any. Such decision shall be communicated to the employee through a *Personnel Action Notice (PAN)* with the second written notice to be drafted by the immediate superior (either via Notice of Suspension, Notice of Termination, Notice of Written Warning, Notice of Final Warning, and in case the allegations were not proven, via a Notice of Resolution) following the signing arrangement provided under item no. 4 and the modes of service provided under item no. 6 herein.

15. Appropriate sanctions, if any, provided under the second notice shall be carried out and coordinated to the HR for proper documentation and coordination. Thereafter, the immediate superior shall collate and endorse the relevant documents and evidence to the HR department for proper storage and recording on the employee's records. In case the allegations against the employee were not proven, proper payroll adjustments/reimbursements shall be ordered and carried out, if any.

16. The decision of the Disciplinary Committee shall be final and executory.

17. All Administrative Cases shall be treated with utmost confidentiality and shall only be shared to personnel who are on a need-to-know basis.

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**Annex A
Policy on Business Conduct**

Conflict of Interest

All employees and consultants of the Company must avoid situations that will give rise to a conflict of interest.

A conflict of interest may be said to exist when an employee, consultant, and/or any members of their immediate families:


- a. performs a dual role as employee or consultant of the company and as a supplier and/ or customer of the company;
- b. is involved personally in an organization or an activity, aims of which constitute a threat to the business of the company; OR
- c. Where no such threat exists, an employee, consultant, and/or any members of their immediate families spends in such personal involvement part of the total working time required by the company.

All employees and consultants, therefore, are well advised to do the following:

1. Inhibit themselves and members of their immediate families from transacting personal business with the company, directly or indirectly through nominees. The company may allow such transactions on arm's length commercial terms and upon full disclosure in writing to the company. However, such transactions may be reviewed by the company from time to time to determine whether or not to continue to engage in them.
2. Avoid engaging, directly or indirectly through nominees, in activities that may tend to compete with the company, except:
 - a. Owning an insubstantial share in publicly traded securities of a competitor (defined as not more than one percent of the outstanding shares); OR
 - b. Entering into a transaction or relationship disclosed in writing to and approved by the company.
3. Unsolicited gifts or personal favors may come from suppliers, customers and competitors of the company. Whatever the motives behind such gifts or personal favors, as a general rule, polite refusal of unsolicited gifts or personal favors, in writing or verbally is in order. If such is not possible or practical, disclosure to the company of such gifts or personal favors through the disclosure form required by the management, may be necessary. However, no such refusal or disclosure is necessary for gifts of reasonable or no commercial value or for such courtesies as dining and entertainment to promote general business goodwill.

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It is acknowledged here that the determination of the appropriateness of a gift or personal favor is relative and subjective, especially when social positions or cultural differences are considered. Therefore, in case of doubt, an employee may seek guidance from the relevant immediate superior and/ or Department/ Business Unit Head.

4. Inform the company of the employment of their spouses or other immediate family members by a competitor, supplier, or customer through the disclosure form required by the management.
5. Disclose outside business interests, directorships, and company affiliations through the disclosure form required by the management.

For the purpose of the conflict of interest policy, the term “immediate family” means an employee’s or consultant’s spouse, parents, children, parents-in-law, children-in-law, or any person who lives in the same household.

Anti-Bribery Policy

The Company condemns offering or receiving any bribe to any person or entity for the purpose of obtaining or retaining business. Bribe includes any gift, gratuity, favor, entertainment, benefits of any kind, loan or anything of value offered by or received from the customers, suppliers or competitors for the purpose of obtaining a favorable treatment or influencing the employee or consultant to perform the job or service in a particular way or to deviate from the proper and usual course of business. Thus, all employees and consultants shall not solicit, accept, or attempt to solicit or accept, directly or indirectly, any bribe in exchange for or in consideration of any act, decision or service in connection with the performance of the duties and functions of the employee or any business or services covered by a consultancy agreement in case of consultants.

Handling Information

1. Use of Information


All employees and consultants who are given or may have access to confidential information on the business plans and transactions of the company, are advised against using such confidential information to undertake personal business transactions for personal profit. In case of doubt, disclosure through the disclosure form required by the management of personal business plans and approval thereof from the company may be necessary.

2. Confidentiality of Information

All employees and consultants shall exercise utmost discretion in handling company information, especially such sensitive information on the company’s plans and transactions that may compromise the company’s business. All employees and consultants shall maintain at all times the secrecy of information deemed confidential. No disclosure of such information to parties outside the company shall be allowed except when clearance is sought and given, in which case steps should be

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undertaken by all employees and consultants to ensure that its dissemination is handled with discretion, through appropriate authorized channels.

3. Surrender of Information

All employees upon leaving the company whether through voluntary or involuntary separation and all consultants upon termination of their engagement, shall be required to surrender all company documents in their possession in whatever form or medium, especially such documents as may contain information on business plans, transactions, and trade secrets.

Political, Civic and Professional Activities

Except to the extent of running for or being appointed to a public office, the company does not restrict individual participation by employees in political and civic activities, and their personal financial support for the candidate or political party of their choice or for the civic organization of their choice; nor does the company prohibit private practice of professions by employees, so long as these political, civic, and professional activities do not in any way constitute a threat to the company’s business and operations or violate existing company rules and regulations on work and attendance. For this purpose, employees shall disclose through the disclosure form required by the management, his/her membership and position in political, civic and professional organizations.

All consultants shall also disclose through the disclosure form required by the management, his/her membership and position in political, civic and professional organizations, to the extent that these political, civic, and professional activities may constitute a threat to the company’s business and operations.

Duty to Seek Guidance

Any employee who has any questions regarding these standards have a duty to seek guidance. Such questions shall be presented to the immediate superior and/ or Department/ Business Unit Head, who shall refer the same to a group designated to provide guidance by the company.

Violations

An employee who deliberately makes false disclosures or who willfully refuses to comply with the policies stated in the foregoing may be subjected to disciplinary action.


Implementation

1. Annual Disclosure

All employees of the Company as well as all consultants shall be required annually to certify, by submitting the Disclosure Form, that they have personally read and understood these policies and that they have made disclosures which, to the best of their knowledge, are complete and truthful. They

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should also certify that they do not engage in any activity that will constitute bribery, *i.e.* giving money or gift in exchange for a favorable action from another party.

2. Secrecy of Disclosures

All employee and consultant disclosures shall be treated with strict confidentiality. The management of the disclosure documents, that is, access to and disposal of such files shall reside with the President (for OPCOM) and with Human Resources (Non-OPCOM employees and for consultants).



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CERTIFICATE OF COMPLIANCE**YEAR 202_****I hereby certify that:**

1. I have read and understood the Policy on Business Conduct.
2. I do not engage in any activity that will constitute bribery, *i.e.* giving money or gift in exchange for a favorable action from another party.
3. Except as described in the Disclosure Form signed by me, to the best of my knowledge and good faith, I have complied with the policy at all times during the fiscal year indicated.
4. I understand that any incorrect, false or misleading statement may constitute misrepresentation, perjury, and damages.

(SIGNATURE OVER PRINTED NAME)

COMPANY

POSITION AND DEPARTMENT

DATE SIGNED

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DISCLOSURE FORM

NAME : _____
COMPANY : _____
POSITION : _____

I. EMPLOYEE OR CONSULTANT

A. Please briefly describe any personal business transactions, either directly or through nominees, with the Company.

Nature of Business Transactions	
As Supplier	
As Customer	

B. Please briefly describe any business relations with any competitor of the Company.

Name of Company	Nature of Business	Relations

C. Please briefly describe below if you, for personal gain, have solicited or accepted gifts, payments, loans, services or any form of compensation from suppliers, customers, competitors or others seeking to do business with the Company. You need not report gift items that are considered promotional materials with company logos, i.e. ballpens, T-shirts, calendars, etc.

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	Name of Company	Item/s	Remarks
From Supplier			
From Customer			
From Competitor			
Others			

D. Describe briefly any involvement with outside business interests, directorships and affiliations.

E. Describe briefly your involvement with any political, civic or professional activities.

Membership and Position	
Political	
Civic	
Professional	

II. IMMEDIATE FAMILY MEMBERS

(Spouse, parents, children, parents-in-law, children-in-law, or any person living in employee's or consultant's household)

Please describe below if any of your immediate family members is employed by a competitor, supplier or customer of the Company.

	Name of Immediate Family Member	Position	Relationship	Company
Competitor				
Supplier				

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Customer

Please describe below if any of your immediate family members has ownership (whether directly or through nominees), directorships, or business interests in a competitor, supplier or customer of the Company.


	Name of Immediate Family Member	Nature of Business Interest	Relationship	Company
Competitor				
Supplier				
Customer				

(SIGNATURE OVER PRINTED NAME)

DATE SIGNED

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Annex B
Anti-Sexual Harassment and Safe Space Act Policy

Pursuant to the provisions of Section 4 of Republic Act 7877 otherwise known as “An Act Declaring Sexual Harassment Unlawful in the Employment, Education or Training Environment, & for Other Purposes”, and Article IV, Section 17, Republic Act No. 11313 (R.A. 11313) entitled “An Act Defining Gender-Based Sexual Harassment in Streets, Public Spaces, Online, Workplaces, and Educational or Training Institutions, Providing Protective Measures and Prescribing Penalties Therefor” or the “Safe Spaces Act, the following rules and regulations governing the prevention of sexual harassment, procedure for the resolution, settlement, and/or disposition of sexual harassment cases, as well as prescribing the proper decorum in the workplace for employees of RelianceCare, Inc.. (hereinafter referred to as “the Company”), including its subsidiaries and affiliates, are hereby promulgated and approved.


RULE I: DEFINITION OF TERMS

As used in this Policy, the following terms shall mean and be understood as:

- a. “Committee” refers to the Anti-Sexual Harassment Committee
- b. “Applicant/Client” refers to a person seeking employment in the Company or any person who avails of the various services of the Company, and all individuals transacting official matters or business with the Company.
- c. “Trainee” refers to a person undergoing an organizational and instructional process undertaken by the Company through which an individual acquires knowledge and skills.
- d. “Supervisory Employee” refers to one who, in the interest of the employer, effectively recommends managerial actions such as hiring, transferring, suspending, laying-off, recalling, discharging, assigning, or disciplining employees if the exercise of such authority is not merely routinary or clerical in nature but requires the use of independent judgment.
- e. “Rank-and-File-Employee” refers to one not falling within the definition of supervisory or managerial employees.
- f. “Rules” refers to the rules and regulations contained in this Policy.
- g. “Secretary” refers to the Secretary of the Department of Labor and Employment.
- h. “Complainant” refers to the party filing the complaint for sexual harassment.
- i. “Respondent” refers to the officer or employee charged or against whom the complaint is filed.

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RULE II: COVERAGE

This Policy shall apply to all employees of the Company, regardless of their position, classification, or gender. This Policy shall also apply to all contractors, consultants, trainees, apprentices, and other persons entering the Company premises, if any, of the Company. It shall also cover all applicants for employment with the Company, as well as clients, trainees, and other persons transacting official matters or business with the Company against whom acts of sexual harassment may be committed.

RULE III: DEFINITION OF SEXUAL HARASSMENT

Section 1. Definition- Sexual harassment is a form of misconduct involving an act, gesture, or other verbal or physical behavior of a sexual or sexually related nature, made directly, indirectly, or impliedly, creating in the process an intimidating, embarrassing, hostile, or offensive work environment to the employee(s) affected. For the purposes of this Policy, sexual harassment is committed when:

- a. A sexual favor/accommodation is made as a condition in the hiring or in the employment, re-employment, or continued employment of an individual, or in granting said individual favorable compensation, terms, conditions, promotions, or privileges; or the refusal to grant a sexual favor/accommodation results in limiting, segregating, or classifying the individual and which directly or indirectly discriminates, deprives, or diminishes the career/employment opportunities or otherwise either physically, emotionally, psychologically affects an individual/employee in an adverse manner;
- b. The abovementioned acts directly or indirectly impairs an employee’s rights or privileges under existing labor laws;
- c. The acts would result in an intimidating, hostile, embarrassing, stymieing, discriminating, or offensive work environment/atmosphere for the individual/employee.

Any person who (i) directs or induces another to commit any act of sexual harassment as herein defined; or (ii) cooperates in the commission thereof by another without which the act would not have been committed, shall also be held liable under this Policy.

- d. An act or series of acts involving any unwelcome sexual advances, requests or demand for sexual favors or any act of sexual nature, whether done verbally, physically or through the use of technology such as text messaging or electronic mail or through any other forms of information and communication systems, that has or could have a detrimental effect on the conditions of an individual’s employment or education, job performance or opportunities;
- e. A conduct of sexual nature and other conduct-based on sex affecting the dignity of a person, which is unwelcome, unreasonable, and offensive to the recipient, whether done verbally, physically or through the use of technology such as text messaging or electronic mail or through any other forms of information and communication systems; OR

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- f. A conduct that is unwelcome and pervasive and creates an intimidating, hostile or humiliating environment for the recipient: Provided, that a sexual harassment may also be committed between peers or a superior officer by a subordinate or to a trainer by a trainee.

Section 2. When/Where Committed – For this purpose, work or employment related sexual harassment may take place in any or all of the following:

- a. Office premises;
- b. Any other place/venue as a direct/indirect result of work responsibilities or employment relations;
- c. Office/work related social functions;
- d. While on official business outside the office or during work related travel;
- e. Official conferences, for a symposia, training/lecture sessions; or,
- f. Telephone, cellular phone, facsimile communication, e-mail, letters, telegram, and other forms of work/employment related media of communication.

Section 3. The following are illustrative forms of sexual harassment:

- a. Physical (Malicious Touching, overt sexual advances, gestures with lewd insinuation);
- b. Verbal, such as but not limited to, requests or demands for sexual favors, and lurid remarks;
- c. Use of objects, pictures or graphics, letters or writing notes with sexual underpinnings;
- d. Thru messaging, cyber stalking, sharing of photos, audio or video without consent; OR
- e. Other forms analogous to the foregoing.

Section 4. Persons Liable for Sexual Harassment - Any person, is liable for sexual harassment when he/she:

- a. Directly participates in the execution of any act of sexual harassment as defined above;
- b. Induces or directs another or others to commit sexual harassment as defined by above;
- c. Cooperates in the commission of sexual harassment by another through an act without which the sexual harassment would not have been accomplished.


RULE IV: ANTI-SEXUAL HARASSMENT COMMITTEE

An Anti-Sexual Harassment Committee shall be created (members to be determined by Company Management) to receive complaints, investigate, and hear sexual harassment cases, prepare and submit reports with corresponding recommendations to the appropriate parties for the proper disposition of the sexual harassment cases referred to the Committee.

The Committee shall also develop and recommend for implementation programs/measures to increase understanding and awareness about sexual harassment and proper ways/means to address work/office related sexual harassment.

RULE V: PROCEDURE IN HANDLING & DISPOSITION OF SEXUAL HARASSMENT CASES

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Section 1. Complaint- A Complaint for sexual harassment may be filed by any employee by submitting a written report and/or memorandum. The Complaint must clearly state the following:

- a. Full name, Position, and Rank of both Complaint and Respondent;
- b. Specific details, facts, and circumstances of the act(s) subject of the Complaint;
- c. Other information and evidence relevant and/or material to the Complaint filed.

No anonymous Complaint shall be accepted by the Committee nor shall any employee be required to answer, comment, or respond in any manner to an anonymous Complaint. A withdrawal of the Complaint made or filed at any stage of the proceedings/investigations shall not preclude the Committee from proceeding with the investigation of the case and making appropriate recommendations in connection therewith.

Section 2. Answer. – A complaint for sexual harassment under this Policy shall be answered within five (5) working days from receipt of the Complaint. The answer should be in writing, submitted to the Committee on Anti-Sexual Harassment, and should contain a specific admission or denial of the charge(s) and a statement of relevant facts constituting the

respondent’s defense. In support of the answer, the respondent may submit relevant evidence together with the answer. Failure to submit an answer within the period herein provided shall be construed as a waiver on the part of the respondent to present his/her evidence. In case of failure to answer, the Committee shall proceed with its investigation and make recommendations on the basis of the complaint and supporting documents submitted.

Section 3. Investigation/Hearing. - After the Complaint, the Answer, and all pertinent/relevant memorandum, reports, and evidence have been submitted to the Committee, the Committee shall conduct its investigation/hearing. Investigation/hearing shall be concluded and recommendation/decision submitted to the appropriate parties no later than 30 days from the date of filing of the Complaint.

RULE VI: CLASSIFICATION OF OFFENSES & PENALTIES


Section 1. Classification of Offenses. – Any person who is found guilty of sexual harassment after due investigation/hearing shall be meted the penalty corresponding to the gravity and seriousness of the offense as follows:

A. Grave offenses

- 1. Rape/Sexual assault
- 2. Unwarranted touching or making physical contact of private parts of the body or any act of malicious touching
- 3. Any act that constitutes sexual harassment committed by a superior officer or any person

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having moral ascendancy over the victim

4. Voyeurism (sexual stimulation derived through visual means)

B. Less Grave Offenses

1. Requesting for dates, rendezvous, or sexual favors in exchange for employment, promotion, local or foreign travels, favorable working conditions, assignments, or grant of benefits.
2. Derogatory or degrading remarks or innuendoes directed towards members of one sex or sexual orientation.
3. Sexually oriented verbal abuse or threats.

C. Light Offenses

1. Persistently telling/ uttering sexually explicit and/ or suggestive jokes and/or statements causing embarrassment or offense, told or carried out after the offender has been advised that he/she is doing is either offensive, embarrassing, and/or vulgar.
2. Staring or ogling which is unwelcome and which is either suggestive and/or flirtatious.
3. Display of sexually offensive pictures, materials, and/or graffiti.
4. Unwelcome inquiries or comments about a person’s sex life.
5. Unwelcome sexual flirtation, advances, propositions.
6. Making offensive hand or body gestures.

Section 2. Penalties. – The penalties prescribed for the light, less grave, and grave offenses are as follows:

- A. For Light Offenses: Written Reprimand and/or Suspension not exceeding ten (10) working days at the sole discretion of the Committee.
- B. For Less Grave Offenses: Written Reprimand and Suspension not exceeding thirty (30) working days at the sole discretion of the Committee.
- C. For Grave Offenses: Dismissal/Termination

The above-enumerated sections shall not be a bar to prosecution in the proper courts of law for unlawful acts of sexual harassment.

RULE VII: PRESCRIPTIVE PERIOD


Any complaint or action arising from the violation of this Policy should be filed within three (3) years from the date of commission of such violators otherwise, the same shall be deemed to have been prescribed.

RULE VIII: EFFECTIVITY CLAUSE

This Policy shall take effect simultaneously with this Code of Conduct.

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**Annex C
Dangerous Drug Free Workplace Policy**

The Company is committed to maintaining a work environment that is conducive to upholding its core values and strives to protect its employees’ health and safety by strictly prohibiting the use of illegal drugs and the engagement of illegal drug activities within Company premises. This policy is designed to eliminate drug abuse and their effects in the workplace as drug abuse and dependence pose a serious threat to the user, his/her co-employees, the workplace, and the clients of the Company.

This policy is in consonance with the provisions of Republic Act No.9165, otherwise known as the “Comprehensive Dangerous Drugs Act of 2002”, its Implementing Rules and Regulations, Department Order No. 53-03 of the Department of Labor and Employment, and the Labor Code of the Philippines.

1. The use, possession, transportation, sale, storage, distribution, dispensation or manufacture of illegal drugs regardless of the quantity, or being under the influence of dangerous drugs regardless of the quantity, or being under the influence of dangerous drugs, while within the premises of the Company or while conducting/performing any work/activity for and on behalf of the Company is strictly prohibited and is a ground termination.
2. The Company reserves the right to make general or random searches of its premises for dangerous drugs and/or drug paraphernalia. Any dangerous drug or drug paraphernalia found will be confiscated and endorsed to the appropriate law enforcement agency for investigation and handling.
3. Pursuant to DOLE Department Order No. 53-03, the Company shall conduct yearly, mandatory and random drug tests on its employees. Refusal to participate in the random drug test is a ground for termination of employment.
4. Drug testing shall consist of both the Screening and Confirmation tests. A confirmatory test will be taken only if the screening result is positive. The Company shall choose which drug-testing center duly accredited by the Department of Health shall be utilized. Cheating in drug tests and/or tampering with the results of the drug test, either on his/her own or in connivance with another party, is a ground for termination of employment.
5. The employees will be informed of the test results, whether positive or negative. The result of the drug test shall be kept strictly confidential except as may be required by law, overriding public health and safety concerns, administrative due process or where the employee concerned has made a waiver in writing. The result of the drug test will be included in the employee’s file.
6. Should the Confirmatory Test yield positive results, the Company shall inform the concerned employee within seven (7) days from notice thereof. The employee shall have the right to request in writing for a re-test within three (3) days from notification. The employee’s failure to request for a re-test within three (3) days from notification shall be deemed an admission of the results.

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7. The re-test shall be performed by another drug center likewise accredited by the Department of Health. The new drug center to be used for the re-test will be randomly chosen by the Company. The re-test will be limited to testing the same specimen of the employee used in the first test. The results of the re-test shall be considered final. The cost of the re-test shall be borne solely by the employee and shall be deducted from his/her salary.

8. If the Confirmatory Test and/or re-test result is positive, the Company shall evaluate the same and determine whether or not the employee concerned is a candidate for treatment and/or rehabilitation due to drug dependence, provided that: (i) the employee concerned is diagnosed with drug dependence for the first time; (ii) the employee voluntarily turns to the Company for assistance; or (iii) the employee will benefit from the treatment or rehabilitation. Otherwise, the employee concerned shall be terminated.

9. The employee concerned shall not receive any salary or benefit during the entire period of his/her rehabilitation and before his/her actual reinstatement.

10. Refusal of the employee to seek treatment and/or undergo rehabilitation and/or fully comply with his/her in-patient or aftercare treatment as recommended by the Company and/or the treatment/rehabilitation center shall be a ground for his/her termination.

11. After rehabilitation, the Company in consultation with the rehabilitation center, shall evaluate the status of the employee and decide whether or not the employee is fit to resume his/her job.

12. Repeated drug use while undergoing or even after the employee has had ample opportunity for treatment or rehabilitation is a ground for dismissal.

13. The results of drug tests shall be valid for one (1) year. However, additional drug testing may be required in any of the following cases;

- a. After a workplace-related accident, which include a near-accident;
- b. Following the treatment or rehabilitation of an employee to determine his/her fitness to return to work;
- c. There is reasonable suspicion of drug use; and
- d. After being found in possession of drug paraphernalia.


14. All supervisors shall be responsible for closely observing and monitoring those employees directly under them who are suspected to be drug dependents and/or engaged in illegal drug activities.

15. The immediate superior must likewise be immediately informed of any reasonable suspicion that an employee is violating this policy.

16. An employee found in possession of any drug paraphernalia anywhere within the premises of the Company or while doing performing work for the Company shall be required to undergo a drug test and may be terminated from employment if found positive to drug usage.

17. The planting of evidence against another employee is a ground for termination from employment.

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The Company shall ensure that the workplace policies and programs on prevention and control of illegal drugs, including drug testing shall be appropriately disseminated to all employees.


The Company shall conduct orientation-education programs to increase employees awareness on the adverse effects of illegal drugs. It shall continuously monitor and evaluate the implementation of the drug-free workplace policies and programs to ensure that the goals of said program are properly achieved.

The Company shall ensure the dissemination of this policy to all of its employees.



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**ANNEX D
MENTAL HEALTH POLICY**

Workplace Policy and Guidelines

1. OBJECTIVE

- 1.1 To provide information and guidance to the employees in the prevention, detection and treatment of MENTAL HEALTH CONDITIONS in the workplace.
- 1.2 To ensure that the employee’s rights against discrimination and confidentiality are maintained.

2. SCOPE

These policies and programs shall apply to All Employees of the Company as applicable and its subsidiaries.

3. RESOURCES

- 3.1 Republic Act No. 11036 otherwise known as the Mental Health Act and its Implementing Rules and Regulations.
- 3.2 Department Order No. 208 Series of 2020 Guidelines for the Implementation of Mental Health Workplace Policies and Programs for the Private Sector.

4. POLICY RATIONALE

In conformity with Republic Act No. 11036 otherwise known as Mental Health Act, which recognizes workplace-based programs as a potent tool in addressing and affirming that it is the basic right of all Filipinos to MENTAL HEALTH as well as the fundamental rights of people who require mental health services. This policy is hereby issued for the information and guidance of the employees in the detection, treatment and prevention of MENTAL HEALTH CONDITIONS in the workplace. This policy also aims to address the stigma attached to MENTAL HEALTH CONDITIONS. The Company also supports national efforts to reduce the incidence and minimize the impact of the disease.


5. BASIC INFORMATION ON MENTAL HEALTH

5.1 What is MENTAL HEALTH?

Mental Health - a state of well-being in which the individual realizes one’s own abilities and potentials, copes adequately with the normal stresses of life, displays resilience in the face of extreme life events, works productively and fruitfully, and is able to make a positive contribution to the community. (R.A. 11036 Definition of Terms)

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Mental Health Condition - a neurologic or psychiatric condition characterized by the existence of a recognizable, clinically-significant disturbance in an individual's cognition, emotional regulation, or behavior that reflects a genetic or acquired dysfunction in the neurobiological, psychosocial, or developmental processes underlying mental functioning. The determination of neurologic and psychiatric conditions shall be based on scientifically-accepted medical nomenclature and best available scientific and medical evidence. (R.A. 11036 Definition of Terms)

5.2 What are the warning signs of Mental Health Condition/s?

- Sleep or appetite changes - dramatic sleep and appetite changes or decline in personal care.
- Mood changes - rapid or dramatic shifts in emotions or depressed feelings.
- Withdrawal - recent social withdrawal and loss of interest in activities previously enjoyed.
- Drop in functioning - an unusual drop in functioning, at school, work or social activities, such as quitting sports, failing in school or difficulty performing familiar tasks.
- Problems with thought process - problems with concentration, memory, or logical thought and speech that are hard to explain.
- Increased sensitivity - heightened sensitivity to sights, sounds, smells or touch; avoidance of over-stimulating situations.
- Apathy - loss of initiative or desire to participate in any activity.
- Feeling disconnected - a vague feeling of being disconnected from oneself or one's surroundings; a sense of unreality.
- Illogical thinking - unusual or exaggerated beliefs about personal powers to understand meanings or influence events; illogical or "magical" thinking typical of childhood in an adult.
- Nervousness - fear or suspiciousness of others or a strong nervous feeling.
- Unusual behavior - odd, uncharacteristic, peculiar behavior

5.3 Are mental health conditions curable?

There is no cure for mental illness, but there are many effective treatments. People with mental illnesses can recover and live long and healthy lives. Treatments for mental illness include lifestyle changes, support groups, medications, and therapy. Everyone is different, so there is a need to find a combination that works best.

6. DEFINITIONS


For purposes of this policy, the following definitions shall apply:

Health and Safety Committee for Mental Health – Shall be composed of the Company Human Resources Head, Occupational Health Services Head, and In-house Psychologists.

Advance directive – an employee with a mental health condition may set out his or her preferences in relation to treatment through a signed, dated, and notarized document executed for the purpose. An advance directive may be revoked by a new advance directive or by a notarized revocation.

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Confidentiality – refers to ensuring that all relevant information related to persons with psychiatric, neurologic, and psychosocial health needs is kept safe from access or use by, or disclosure to, persons or entities who are not authorized to access, use or possess such information.

Constructive dismissal – refers to an involuntary resignation resorted to when continued employment becomes impossible, unreasonable, or unlikely; when there is a demotion in rank or a diminution in pay; or when a clear discrimination, insensibility, or disdain by an employer becomes unbearable to the employee that it could foreclose any choice by him/her except to forego his continued employment.

Mental Health Facility – refers to any establishment or any unit of an establishment, which has, as its primary function, the provision of mental health services.

Mental Health Professionals – refer to a medical doctor, psychologist, nurse, social employee, guidance counselor, or any other appropriately-trained and qualified person with specific skills and relevant to the provision of mental health services.

Mental Health Services – refer to psychosocial, psychiatric, or neurologic activities and programs along with the whole range of the mental health support services including promotion, prevention, treatment, and aftercare which are provided by mental health facilities and mental health professionals.

Mental Health Service Provider – refers to an entity or individual providing mental health services, whether public or private, including, but not limited to mental health professionals and employees, social employees and counselors, peer counselors, informal community caregivers, mental health advocates, and their organizations, personal ombudsmen, and person or entities offering non-medical alternative therapies.

Occupational Health (OH) Doctor – refers to the company doctor with the required training on OSH who shall issue the “fit to work” certification of an employee.


Job Modifications – is an adjustment or alteration to the way a job is performed. The modification may be temporary during recovery or permanent due to the employee's health condition, and as determined by the Health and Safety Committee for mental health in collaboration with the Immediate supervisor and Human resource partner of the specific company/subsidiary.

Reasonable Accommodation/Arrangement – refers to changes in a job which can be made and agreed upon by the line management and employee to enable an employee to perform his/her duties more effectively in the workplace through flexible leave arrangements, rescheduling of working times, arrangements for return to work, and job modifications.

Return-to-Work Order – refers to the medical clearance issued by an attending Psychiatrist/ Psychologist and to be determined by the Reliance United Occupational Health Services Head that attests to the result of a medical examination of the employee and his fitness for work.

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7. POLICY

7.1 Preventive Strategies

7.1.1 The Company Mental Health Team in coordination with the Occupational Health Services Head Team shall conduct MENTAL HEALTH education to all employees.

7.1.1.1 The MENTAL HEALTH education will be conducted through awareness lectures in the workplace, posting of Information, Education, and Communication (IEC) materials, and counseling.

7.1.2 Promotion and enhancement of employees’ well-being to have healthy and productive lives through:

7.1.2.1 Increasing employees’ awareness of mental health and other common conditions like depression, anxiety, and substance abuse including alcohol.

7.1.2.2 Promotion of healthy lifestyle and work-life balance.

7.1.2.3 Identification and management of work-related stress and stressors, including interpersonal issues with superiors, subordinates, co-employees, clients, and customers.

7.1.2.4 Effective management of changes in the work organization and the utilization of human resources systems.

7.1.2.5 Establishing mental health programs to support employees.

7.1.2.6 Employees’ achievements and efforts recognition program.

7.1.2.7 Psychosocial support in the management of disaster and extreme life events.

7.1.2.8 Capacity building of managers and human resource personnel in the identification and management of employees with mental health problems.

7.1.2.9 Other programs and activities as may be recommended by the OSH committee deemed necessary to promote and sustain the well-being of the employees and the extension of the advocacy of mental health to the community as a corporate social responsibility.

7.2 Non-Discriminatory Policy and Practices

7.2.1 There shall be no discrimination of any form against employees who are at risk of developing or who are found to have MENTAL HEALTH CONDITION. Employees shall not be discriminated against, from pre to post-employment, including hiring, promotion, or assignment

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because of their MENTAL HEALTH CONDITION.

7.2.2 The fitness to work of employees found to have a mental health condition shall be determined by an OH Physician, after appropriate medical/mental health evaluation, taking into account the clearance provided by a mental health professional.

7.2.3 An employee may resume work while undergoing treatment, provided that an Occupational Health Physician has certified he/she is fit for work and that current treatment shall not cause unsafe conditions for the employee while at work or cause similar unsafe conditions for other employees. To monitor and assist the employees in managing their condition, coordination shall be made between the OH/HR personnel and mental health professionals in consideration of the employees' assigned tasks and the effects of medications taken.

7.2.4 Employees who have undergone pharmacological and psychosocial interventions/treatment and are evaluated by an Occupational Health Physician to be fit to work shall not be prevented from returning to work or subjected to actions that may be construed as constructive dismissal from service.

7.2.5 An employee shall not be terminated from work on the basis of actual, perceived, or suspected mental health condition unless the condition progresses to such severity that it affects his/her own safety or safety of co-employees and work performance and productivity upon the certification issued by a competent public health authority with expertise on mental health.

7.3 Confidentiality / Non-Disclosure Policy

7.3.1 Company policy on confidentiality shall be clearly communicated and understood by all employees.

7.3.2 The advance directive prepared by the employee with a mental health condition shall form part of the employee's record (201 file) which should be treated with utmost confidentiality.

7.3.3 Results of the neuropsychological test as an additional requirement of some companies and psychosocial sessions provided must be treated with confidentiality.


7.3.4 Access to personal data or any information relating to an employee's mental health condition shall be bound by the rules of confidentiality and/or the Data Privacy Act of 2012.

7.3.5 Employees are encouraged to disclose their medical or mental health condition for purposes of reasonable accommodation.

7.3.6 Employers and co-employees shall not be obliged to reveal to a third party any information about the employee with a mental health condition except in any of the following conditions:

7.3.6.1 Unless it is required by law.

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- 7.3.6.2 With consent from the employee with a mental health condition.
- 7.3.6.3 Life-threatening emergency cases where such disclosure is necessary to prevent harm or injury to himself/herself or to other persons.
- 7.3.6.4 Disclosure is required in connection with an administrative, civil or criminal case against a mental health professional or an employee for negligence or a breach of professional ethics.

7.4 Treatment, Rehabilitation and Referral System

7.4.1 An employee well-being program is in place to provide consultation, initial assessment, coaching, counseling and case management upon referral, request, and scheduling with the in-house psychologist.

7.4.1.1 Employees may take advantage of the program as recommended by the attending in-house psychologist. For employees who have an existing psychiatric condition, a referral letter/recommendation from the attending psychiatrist must be presented prior to the counseling session.

7.4.1.2 An employee who was identified to manifest Mental Health Conditions (as described in **5.1 and 5.2 Basic Information on Mental Health**) during the consultation/assessment and counseling session, will be referred to a psychiatrist for further clinical management. Other specified mental health conditions which will need psychiatric evaluation:

- Substance use and abuse
- Expressing harm to oneself or others
- Delusions and hallucinations
-

7.4.2 Employees with a mental health condition that will need further management will be referred to a DOH-licensed/accredited/recognized mental health facility or mental health service provider for appropriate management.


7.4.3 The absence of employees undergoing treatment and rehabilitation shall be charged against their leave credits. If the employee has exhausted all leave credits, then the medical leave incurred shall be “leave without pay”.

7.5 Work Accommodation and Arrangement

7.5.1 The Company shall take measures to provide reasonable accommodation in the workplace for employees with mental health conditions to enable them to be productive members of the organization.

7.5.2 Where an employee shall need reasonable accommodation in relation to his mental health condition, the employee shall, communicate this need to his Immediate Supervisor at the earliest possible opportunity by submitting a formal written request with appropriate supporting

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documentation to enable the assessment of work accommodation requirements.

7.5.3 Immediate Supervisor shall immediately inform the representative of the Health and Safety Committee for Mental Health for the purpose of monitoring and evaluation if there is a need for reasonable work accommodation and arrangement.

7.5.4 Immediate Supervisor shall request medical documentation to confirm and support the request for work accommodation. In certain cases, the Division may request information from the representative of the Health and Safety Committee for Mental Health subject to the consent of the employee. In case there is a need to consult with Human Resources and Legal for expert opinion to facilitate the accommodation process, the identity of the employee should not be disclosed unless there is prior consent from the employee.

7.5.5 The Company shall maintain confidentiality as required under this Policy and ensure that accommodation requests are managed in a manner that is consistent with the existing laws and Company policies and guidelines.

7.5.6 When engaging in the accommodation process, a discussion between the line management and employee regarding the employee’s needs, the Company’s operational requirements, and identification of alternative solutions should be done to determine the best course of action.

7.5.7 Once the line management and the employee reach a mutually agreed-upon arrangement regarding the work accommodation, the Immediate Supervisor and the Health and Safety Committee for Mental Health shall be responsible for monitoring the progress and recovery condition of the employee.

7.5.8 The Company reserves the right to request a house visit for the purpose of holding a discussion on the possibilities for a return to work or reasonable accommodation and to discover whether the Company can assist in facilitating this.

7.5.9 Where the employee is unwilling or unable to come for a consultation or assessment appointment, or where the employee cannot be contacted, the Immediate Supervisor may submit a request for a house visit to the Health and Safety Committee for Mental Health.

7.5.10 Application for Leave of Absence

7.5.10.1 Application for leave of absence is subject to existing policies on leave benefits. In case of absences over a prolonged period due to a serious or significant illness, the employee shall first consume paid sick leave benefits (per company policy) that he/she is entitled to for the year and apply for these leave credits in his submission of a sick leave request via the company’s HR online system (Sprout).

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7.5.10.2 Where the employee's health condition will still require him extended sickness absence after full consumption of his paid sick leave credits, the regular or probationary employee may be allowed to use his available sick leave credits first, and when credits have been completely consumed, utilize his available vacation leave credits. For project-based employees, he/she may use his service incentive leave. The employee applies these leave entitlements via the HR online attendance & timekeeping system.

7.5.10.3 Where the employee's health condition will still require him extended sickness absence after full consumption of all his paid leave credits, the employee shall then submit a formal written request for leave without pay subject to the approval of the Supervisor, Head Department and HR personnel and Health and Safety Committee for Mental Health with appropriate supporting documentation and validation.

7.5.10.4 Where the employee is not capable of submitting a sick leave request, his Immediate Supervisor shall send an email notice to HR on the subject of the employee's leave request.

7.5.10.5 Where a leave request is not formally submitted and approved, failure to report for work may be considered a case of unauthorized absences and may subject the employee to administrative disciplinary proceedings.

7.5.11 Change in Work Schedule Arrangement

7.5.11.1 Request for change in work schedule arrangement is subject to existing policies on work hours. Any request for changes in the prescribed work hours must be endorsed to the HR and Health and Safety Committee for Mental Health for review by accomplishing the Request for Change in Work Schedule Arrangement.

7.5.11.2 The requesting party shall be required to provide justification for the change to substantiate the request. Only requests with due substantiation, recommendations aligned to a business strategy and endorsed by the Supervisor, Department Head, and Health and Safety Committee for Mental Health shall be endorsed to Finance for implementation.

7.5.12 Return to Work Arrangement

7.5.12.1 An employee found to be fit to work may be allowed to return to work, provided that the employee's health shall continue to be monitored every six (6) months or as may deem necessary by the management, Designated Occupational Safety and Health Representative, HealthFirst or any accredited Flexicare clinic or doctor and approved external psychiatrist. An employee who failed to submit himself/herself to medical examination when required to do so may be subject to administrative disciplinary proceedings and will be liable to the Company for violation of the pertinent provisions of the Code of Conduct.

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7.5.12.2 The employee returning to work shall submit to his Immediate Supervisor a return-to-work clearance from HealthFirst or any accredited Flexicare clinic or doctor and approved external psychiatrist and validated by the Company Occupational Health Services Head before being allowed to return to work.

7.5.12.3 In case an employee failed to report for work despite return-to-work clearance, the same may be considered as a case of unauthorized absences and may subject the employee to administrative disciplinary proceedings.

7.5.13 Job Modifications

7.5.13.1 The following employees may be allowed to return to work with reasonable working arrangements as determined by HealthFirst or any accredited Flexicare clinic or doctor and validated by the the Company Occupational Health Services Head:

7.5.13.1.1 An employee who is fit to return to the duties of his current job with recommendations on some reasonable adjustment.


7.5.13.1.2 An employee who is temporarily incapable of efficiently carrying out the duties and responsibilities of his current job, but fit for other comparable employment with the department or division.

7.5.13.2 Only where the work accommodation cannot occur within the department and when the employee is permanently incapable of efficiently carrying out the duties and responsibilities of his current job or any other comparable employment within the division shall accommodation outside the employee's division can be considered. Such a determination must be made only following an exhaustive accommodation review within the division. Any accommodation outside the division should be attempted in consultation with the Designated Occupational Safety and Health Representative, HR, and Legal, where appropriate.

7.5.13.3 Where the accommodation and medical/ mental health assessment still conclude that the medical condition of the employee shall persist, will require long-term treatment, and has related productivity impact both to the individual and divisional performance, the matter shall be raised to the Health and Safety Committee for resolution in consultation with Legal.

7.5.13.4 An Immediate Supervisor who fails to perform his/her responsibilities of monitoring the progress and recovery condition of the employee, work accommodation and arrangement requirements and process, and the application and approval of leave of absence will be liable for negligence or neglect of duty under Article 282 of the Labor Code of the Philippines and the Code of Conduct and will be penalized depending on the gravity of the offense.

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7.6 Application for Compensation

7.6.1 the Company shall provide the employee access to current health benefits packages under Social Security System, PhilHealth, or ECC whichever are applicable.

7.6.2 The computation and entitlement to performance-based rewards and incentives will be subject to applicable company policy and procedures.

7.7 Record Keeping, Reporting Requirements, and Retention Period

7.7.1 The medical records shall be securely kept or maintained in the 201 file of the employee.

7.7.2 Cases are reported to DOLE-Regional Office using the Annual Medical Report (AMR) form.

7.7.3 **Retention Period will be for a maximum of fifteen (15) years** counted from the date the information or record was collected/recorded.

7.8 Effectivity

This policy shall take effect immediately and shall be made known to all employees. Review and revision will be effective after January 1, 2022, two years from the date of implementation or if there will be an update on the R.A.11036 and Department Order No. 208 Series of 2020 Guidelines for the Implementation of Mental Health Workplace Policies and Programs for the Private Sector.

8. RESPONSIBILITIES

Person/Group Responsible Responsibilities

Employees


- Practice non-discriminatory acts against co-employees on the grounds of MENTAL HEALTH status.
- Ensure compliance with the workplace policy and program on MENTAL HEALTH.
- Participate actively in the formulation and effective implementation of the workplace policies and programs in mental health, through consultations, policy-making processes, and general assembly.

Immediate Supervisor, Group/Department Head and designated Occupational Safety and Health Representative, In-house Psychologist

- Evaluate, monitor, and facilitate work accommodation and arrangement requirements and processes.
- Responsible for monitoring the progress and recovery condition of the employee.

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- Monitor and approve leave requests of the employee.
- Maintain confidentiality as required under this Policy.

Health and Safety Committee

- Implementation and monitoring of the Mental Health Workplace Policies and Programs.
- Review and evaluation of the policies and programs annually or as necessary to ensure its effective implementation and compliance to the latest legal issuances.
- Address concerns referred to it pertaining to decisions in handling matters related to employees with MENTAL HEALTH CONDITION. They will deliberate and decide to follow the process stated herein.

Mental Health Team in coordination with the Human Resource


- Provide information, education, and training on MENTAL HEALTH for its employees.
- Maintain the employee’s rights against discrimination and confidentiality.
- The Mental Health team will provide necessary assessment , intervention, referral and will take part in the monitoring of employees identified with mental health concerns.

Human Resources

- In collaboration with the Mental Health Team: Develop, implement, monitor, and evaluate the workplace policy and program on mental health.
- Develop and implement programs with a reporting mechanism to address and prevent problems of bullying such as cyberbullying/mobbing, verbal, sexual, and physical harassment, all forms of work-related violence, threats, shaming, alienation, and other forms of discrimination that may lead to a mental health problem and shall not themselves engage in the foregoing.
- Ensure that there are adequate resources to implement and sustain mental health workplace programs.
- Ensure provision of necessary training to the OSH personnel and human resource officers who will develop, implement, and monitor the mental health workplace policies and programs.
- Provide the necessary work accommodation when needed once coordination and approvals have been secured from relevant authorities.
- Ensure confidentiality of the health status of its employees and the access to medical records is limited to authorized personnel.
- Provide access to the Social Security System Sickness Benefits of an employee with a mental health condition.
- Ensure compliance with all requirements of existing legislation and guidelines related thereto.
- Ensure that policy and programs are made known to all employees.

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Designated Occupational Safety and Health Representative, Flexicare and HealthFirst, and the Mental Health Team

- Provide a list of service providers for mental health conditions and specialists or clinics for appropriate medical evaluation/monitoring and management.
- Develop mechanisms for referral of employees at risk of developing or with a mental health condition for appropriate management.


9. POLICY REVISION

Any changes or amendments to this policy must be approved by the ManCom/ OpCom prior to its effectivity.



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**Annex E
Acknowledgment of Code of Conduct**

The undersigned hereby acknowledges receipt of a copy and understanding of the Code of Conduct of the Company, its subsidiaries and affiliates.

I agree that the contents thereof shall serve as a guide to both my actions and the actions that may be taken by the Company under normal conditions.

I understand that the Company has the right to change/update the Code with notice at its sole discretion. It is understood that future changes in policies and procedures will supersede or eliminate those found in this Code.

For Supervisors, Assistant Managers and Managers: I understand that it is my responsibility to uphold and foster an environment consistent with the Company's Code of Conduct and Corporate Values in the workplace.

Received by:

Signature over Printed Name

Date: _____

Department: _____

Position: _____

Note: Please sign and return to HR Department

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