



## **REVISED CODE OF CONDUCT AND DISCIPLINE**



## **MESSAGE FROM THE PRESIDENT**

My Dear Tagaytay Highlands Employees:

Welcome to our Revised Code of Conduct and Discipline!

This Code sets in specific behavioral terms, how we operationalize our Club's Mission, Vision and Values in our daily activities. With this, we hope to develop a harmonious relationship between the Management and Employees.

Since this is a product of Company-wide consultations with Executives, Managers and Employees, we look forward to your full support and cooperation in its implementation.

With your adherence to this Code, we can create a positive work atmosphere where we demonstrate how we care for our Club, our work, our superiors and our subordinates.

Further, through this Code, let us strive together to create an organization with a positive, disciplined and performance-driven culture!

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**JERRY C. TIU**  
President



## **MESSAGE FROM THE GENERAL MANAGER**

My Dear Highlands Family:

I am proud to present our Revised Code of Conduct and Discipline!

This Code promotes the values of the Club and defines the acceptable and non-acceptable behaviors required from everyone. All heads and employees are then expected to model the required behaviors.

Through this Code, we emphasize the culture and values of Teamwork, Innovation, Excellence, Integrity, Efficiency and Effectiveness across the Club.

Your participation and support in this endeavor is crucial so that we can create an organization which the competitive advantage shall be the Discipline and Performance of its people.

Welcome to Tagaytay Highlands and together, let us create an atmosphere where all employees are treated equally and with respect!

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**MA. CLARA T. KRAMER**  
General Manager



## **COMPANY CODE OF CONDUCT AND DISCIPLINE**

### **I. RATIONALE**

Employee Discipline plays a vital role in any company's growth and success. Our adherence to this value and our commitment to promote, instill and live by it will help us realize our Corporate Goals and Objectives. The implementation of discipline is necessary to bring order, peace and smooth flow of operations. It is then necessary that employees are aware and comply with the Revised Code of Conduct and Discipline. This Code is an explicit guide and reference of proper behavior and decorum to our employees inside the Complex at all times. This is to ensure that Tagaytay Highlands will abide to its Core Values of **Teamwork, Innovation, Excellence, Integrity, Efficiency and Effectiveness**.

### **II. POLICY**

This Policy has been designed to provide clear and objective behavioral standards to create an orderly and professional organization. Our intent is to outline these rules and regulations at the onset so as to prevent violations to this Code. The Disciplinary Rules and Regulations are established to describe employees' standard behavior and decorum while inside the premises.

### **III. OBJECTIVES**

1. To guide all employees on the appropriate conduct and behavior to support our objective of creating a disciplined culture.
2. To have a standard and objective basis for enforcing Company Rules and Regulations.
3. To establish rules pertaining to Attendance and Punctuality, Job Performance and Work Standards, among others.

### **IV. COVERAGE**

This Code of Conduct and Discipline covers all employees of Tagaytay Highlands International Golf Club Inc., Tagaytay Midlands Golf Club Inc., The Country Club at Tagaytay Highlands and The Spa and Lodge regardless of employment status (e.g. Probationary, Regular, Casuals, Consultants and Project-hires)

## V. ADMINISTRATION

### A. THE ROLE OF HRD, DIRECTORS AND HEADS

It is the responsibility of all Directors and Heads to implement Employee Discipline across the organization. The Human Resources Department (HRD) shall be the lead Department to oversee the implementation of this Code. The HRD shall likewise be responsible in the orientation of all Managers/ Heads and employees regarding the implementation and monitoring of these rules. The Heads of all Departments shall make a Critical Incident Report for the offenses of their employees. They may consult HRD in terms of providing the appropriate penalties vis-à-vis the offenses committed by their staff.

Any Superior/Manager/Department Head can likewise make a Critical Incident Report summarizing possible offenses involving employees of other Departments, coursed thru HRD. HRD shall evaluate the Critical Report and shall refer the said Report to the concerned Immediate Superior/Manager/Department Head for appropriate action. Once a decision on sanctions has been reached, with due process, Managers must implement the necessary corrective action or be subjected to sanction themselves.

### B. MAJOR CLASSIFICATION OF OFFENSES

The Offenses are classified into the following Categories:

- I. Minor Offenses – Light Offenses punishable by Written Warning, 1-7 Days Suspension, 8-15 Days Suspension; 16-22 Days Suspension, 23-30 Days Suspension, and Dismissal
- II. Slightly Serious – Punishable by 1-7 Days Suspension, 8-15 Days Suspension, 16-22 Days Suspension, 23-30 Days Suspension and Dismissal
- III. Serious Offenses – Offenses punishable by 16-22 Days Suspension, 23-30 Days Suspension and Dismissal
- IV. Grave Offenses – Offenses punishable by Dismissal

**C. APPLICATION OF PENALTY. In case of Termination cases, the Immediate Superior and HRD shall see to it that the erring employee is accorded his/her rights under the Law. It is the role of the concerned Department Head to issue the Termination Paper, after due process, in consultation with HRD.**

1. It is advisable to consult the HRD for any Disciplinary Actions that maybe implemented to avoid bias and prejudice, particularly for Serious and Grave Offenses.
2. For serious and grave offenses, it is the role of HRD, with the assistance of the Administrative Hearing Committee, to conduct fact-finding investigations and administrative hearings.
3. Offenses that are not specified in the List of the Offenses and Penalties, but constitute violations against Work Rules and Practices shall be dealt with on a case-to-case basis.
4. In case of conflict between any of the provisions of this Company Code and the Labor Law, the latter shall prevail.

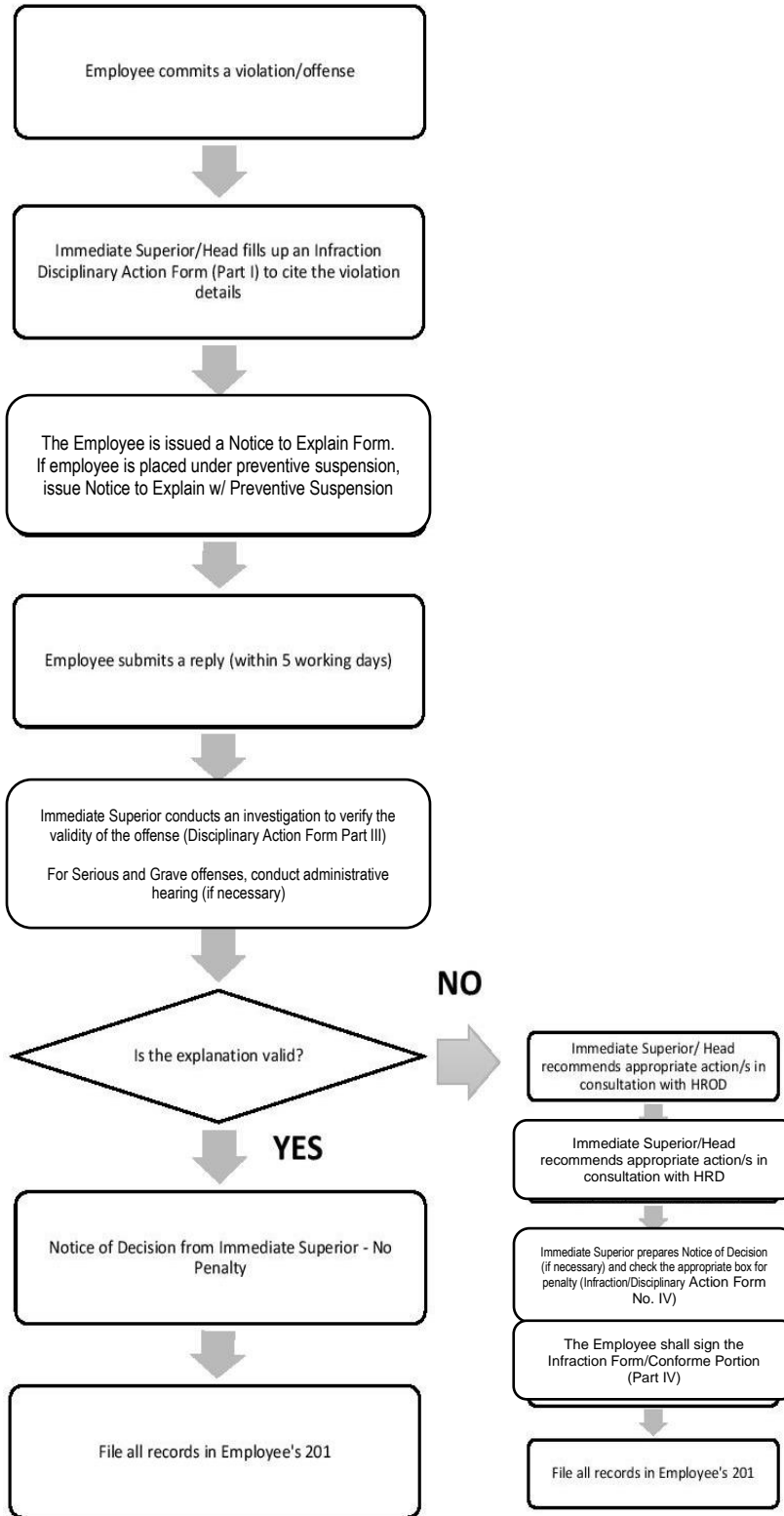
### D. PROCEDURES

1. In case of any Violation/Offense, the Immediate Superior/Department Head shall fill-up the Infraction/Disciplinary Action Form (See Attached Annex A Disciplinary Action Form---Part I) and indicate the Category and Section of the Violation and the date it happened.

2. An employee charged to have committed a violation shall be given the opportunity to present his/her defense or explanation in writing. He shall be issued a Notice to Explain (see Disciplinary Action Form Part II) by his Immediate Superior containing the details of the charge and require him/her to provide a written explanation within five (5) calendar days upon receipt of said Notice. If the offense would require that the concerned employee be placed under "Preventive Suspension", the Immediate Superior/Head will then issue "Notice to Explain with Preventive Suspension" (Disciplinary Action Notice No. 3) to said employee.
3. The Employee, upon receipt hereof, shall submit his written explanation to his Immediate Superior/Head within the prescribed period. This Notice to Explain is not a disciplinary action and is only a part of the process of gathering facts and evidences that may assist Immediate Head and HRD in determining the appropriate action to take, if any, against the Employee.
4. For Serious and Grave Offenses, an impartial and thorough Administrative Hearing/Formal Investigation shall be conducted by the Immediate Superior to gather facts (Disciplinary Action Part III). The Investigation must be in writing, to form part of the case record. In some cases, an Adhoc Committee may be formed to conduct a Hearing or Formal investigation to ensure fairness. After having ascertained all relevant facts, the Immediate Superior shall discuss or submit a recommendation to the HRD as to the appropriate action to be taken (Notice of Decision, if necessary, Disciplinary Action Part IV).
5. If the HRD/Immediate Superior decides to impose an appropriate penalty, the Immediate Superior shall fill-up the "Notice of Disciplinary Form Part IV".
6. In recommending the appropriate Disciplinary Action, the following Factors must be taken into consideration by the Immediate Superior:
  - a. Gravity of Offense
  - b. Mitigating and/or Aggravating Circumstances
  - c. Previous record of the employee as outlined in their 201 File
7. The Notice of Disciplinary Action Form shall be served by the Immediate Superior on the Employee, who shall acknowledge receipt of the Notice (indicating the date) in three (3) copies:
  - a. Original – Employee
  - b. Duplicate – HRD/ 201 File
  - c. Triplicate – Immediate Superior/ Concerned Department Head
8. All cases involving Pilferages or Theft of Company Property or other Criminal Offenses shall be coordinated with the Security Department and HRD Department and the erring Employees' Superior. The Employee shall be placed under Preventive Suspension immediately if circumstances warrant, in accordance with Law.

## **E. IMPLEMENTING DISCIPLINARY ACTIONS**

## DISCIPLINARY ACTION PROCEDURES FLOWCHART



**F. DOCUMENTATION/ RECORDING**

All documents pertaining to violations committed by the Employee and the subsequent Disciplinary Action taken shall be forwarded to HRD for inclusion in 201 file.

**VII. CANCELLATION OF OFFENSES**

An Employee who has been penalized for Offense/s committed under Minor Offenses (e.g. Attendance) shall be cleared of all such offenses in his 201 File at the end of each year, while Serious Offenses shall be cleared in his 201 File after three (3) years (from the time of his disciplinary action). However, the Grave Offenses shall be a permanent part of the Employee's 201 File.

**VIII. MITIGATING CIRCUMSTANCES**

Mitigating circumstances are those that provide context that may reduce the seriousness/gravity of the offense and merit a less severe Disciplinary Action to be imposed. Examples of mitigating circumstances are:

1. Employee has no history of offenses.
2. Employee did not benefit from the offense.
3. Employee has not caused substantial damage or loss to the company amounting to 5, 000 and up.
4. Employee voluntarily admitted his/her guilt.
5. Employee did not have the intent to defraud.
6. Employee erred unintentionally in his/her judgment.
7. Employee followed a wrong order of a superior in good faith or under threats, intimidation or duress.
8. Employee was provoked to commit the offense.
9. Long tenure in the Club.

**IX. AGGRAVATING CIRCUMSTANCES**

Aggravating circumstances are those that tend to increase the seriousness/gravity of the offense and merit greater degree of Disciplinary Action/s to be imposed. Examples of aggravating circumstances are:

1. Employee has a previous record of a similar offense.
2. Employee has been guilty of multiple or habitual misconduct.
3. Employee has caused substantial damage or loss to the company.
4. Employee was motivated by a reward or a promise of a reward for the commission of the offense.
5. Employee benefitted from the offense.
6. Employee occupies a Position of Trust and Confidence such as those entitled or entrusted with safeguarding company funds and properties.
7. Employee has a poor performance record.
8. Employee was under the influence of drugs or alcohol when he committed the offense.
9. Employee has taken advantage of an emergency situation.
10. Employee has premeditated the commission of the offense.
11. Employee has influenced a subordinate to commit an offense.



## **ADMINISTRATIVE HEARING COMMITTEE**

1. The Management shall organize An Administrative Hearing Committee that will conduct an impartial and thorough Investigation on a case-to-case basis. During an Investigation/Administrative Hearing, the Committee may call upon the alleged erring Employee, witnesses to the offense or any employee that can provide important information that can aid the Committee in rendering just recommendations or decisions.
2. An alleged erring Employee, witnesses to an offense or any employee that may be called upon by the Hearing Committee is expected to give full cooperation and is bound to tell the truth.
3. The Hearing Committee will only accommodate and investigate cases with the following penalty classification:
  - Serious (Optional; 14 days and below Suspension)*
  - Automatic – 15 days and up (Except for Attendance Issues)*
  - Grave Offenses – Automatic)*
4. The members of Administrative Hearing Committee shall be composed of the following, depending on who and what is the case about:
  - a. Immediate Superior/Department Head of the alleged erring Employee
  - b. Human Resources Director
  - c. Membership Director
  - d. Sr, Membership and Legal Manager
  - e. Purchasing Director
  - f. Sports and Recreation Director

An Administrative Hearing Committee shall be created, as necessary.

Witnesses maybe invited during the Administrative Hearing, as necessary, to shed light on the case being investigated.

5. The members of the Hearing Committee shall strictly observe the following Rules:
  - 5.1 The merits, details, facts of the case being heard must be treated with utmost confidentiality. Details of the Hearing or case must not be disclosed to anyone except to the members of the Management Committee (MANCOM), if necessary and or solicited.
  - 5.2 Mitigating and Aggravating Circumstances should be part of the basis in rendering recommendations or decisions on cases being heard.
  - 5.3 All cases must be treated with utmost objectivity and sense of fairness.

**X. CATEGORIES OF OFFENSES**

The Offenses are likewise classified into the following Ten (10) Categories:

- Category I. Offenses Related to Attendance and Punctuality
- Category II. Offenses Related to Job Performance
- Category III. Offenses Related to Dishonesty and Fraud
- Category IV. Offenses Related to Conduct and Behavior
- Category V. Offenses Related to Work Standards
- Category VI. Offenses Related to Property
- Category VII. Offenses Related to Health and Safety
- Category VIII. Offenses Related to Criminal Acts and Peace and Order
- Category IX. Offenses Related to Training and Development
- Category X. Offenses Related to Reportorial Requirements

Category I. Offenses Related to Attendance and Punctuality								
Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
1. Tardiness	Incurring tardiness for three (3) times or tardiness of thirty (30) minutes (accumulated or one time) within a 30- working day period.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
2. Failure to Notify Absence	Failure to notify one's immediate superior about being absent from work at least two (2) hours before official duty schedule.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
3. Absence Without Valid Reason/ Unauthorized Absence	Absence without valid and justifiable reason, prior notice and approval from Department Head/ Supervisor and without official leave of absence for one (1) to two (2) days.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
4. Absence Without Justifiable Cause	Absence with notice, but with no justifiable cause.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
5. Leaving Place of Work	Leaving place of work ahead of scheduled time-off, crowding biometrics area before the exact scheduled time-out time.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
6. Leaving Work Area	Unauthorized stepping out of office premises after logging in: Leaving one's work area for extended period of time without the knowledge of the Immediate Superior /Head (to eat at the cafeteria, loiter around, etc.)	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
7. Extended Rest Periods	Failure to report promptly to one's place of work after a rest or meal period.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
8. Failure to Time-In/Time-Out	Failure to time in or out on the prescribed time or procedure due to minor negligence.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
	Failure to time in or out on the prescribed time or procedure with intentional motive not to time in or out (to avoid tardiness and undertime).	Slightly Serious		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
9. Habitual Failure to Log-In or Log-Out	Habitual Failure to Log-In or Log-Out (three (3) times in a payroll period without an Official Business form or other supporting documents.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
10. Habitual Absenteeism	Incurring Five (5) unauthorized absences spread out in a month, three (3) consecutive days in a Payroll Period, or an aggregate of thirty (30) days absences in six (6) months or fifty (50) days in a year without valid reason.	Grave						1 <sup>st</sup>

Category I. Offenses Related to Attendance and Punctuality								
Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
11. Habitual Tardiness	More than thirty (30) days record of tardiness in a Semester/sixty (60) days in a year.	Grave						1 <sup>st</sup>
12. Refusing to Render Overtime Work	Refusing to render overtime work after having been informed about it under conditions where there is an urgent technical work to be performed and address client needs to avoid serious loss or damage to the company, where the completion or continuation of work is necessary to prevent serious obstruction or prejudice to the business; or other analogous conditions provided also by Law (reference - Article 89 of the Labor Code).	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
13. Abandonment of Work	Abandonment of job without prior advice and approval from Immediate Superior/Head, for 5 consecutive days or more and upon issuance of Return for Work Order.	Grave						1 <sup>st</sup>
14. Absence Without Official Leave	Absence without official leave (AWOL) is an unexcused absence from work duty when:  (1) The absence was not authorized/disapproved.  (2) The request for leave was properly denied.	Grave						1 <sup>st</sup>

**Category II. Offenses Related to Job Performance**

<b>Articles</b>	<b>Description</b>	<b>Class</b>	<b>Written Warning</b>	<b>1-7 Days Suspension</b>	<b>8-15 Days Suspension</b>	<b>16-22 Days Suspension</b>	<b>23-30 Days Suspension</b>	<b>Dismissal</b>
1. Failure to Meet Satisfactory Ratings	Receiving two (2) successive Below Expectations (BE) ratings and not meeting departmental goals and objectives.	Grave						1 <sup>st</sup>
2. Disruption of Operations	Causing disruption of operations through negligence, carelessness or inefficiency resulting to threat to life and property, company loss, major customer complaints, loss of business opportunities and other analogous circumstances.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
3. Not following Standard Operating Procedures (SOP's)	Not following Standard Operating Procedures (SOP's).	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>

**Category III. Offenses Related to Dishonesty and Fraud**

<b>Articles</b>	<b>Description</b>	<b>Class</b>	<b>Written Warning</b>	<b>1-7 Days Suspension</b>	<b>8-15 Days Suspension</b>	<b>16-22 Days Suspension</b>	<b>23 to 30 Days Suspension</b>	<b>Dismissal</b>
1. Unauthorized Disclosure	Unauthorized and malicious disclosure of highly confidential information which is prejudicial to the interest of the company which includes but is not limited to company record, trade secret, formula, sales revenues, member's information, financial operation or statement, and other documents, to other companies or persons, whether competitor or not.	Grave						1 <sup>st</sup>
2. Robbery, Theft and Pilferage	Robbery, theft and pilferage or its attempt in any form or manner.	Grave						1 <sup>st</sup>
3. Misappropriation of Funds	Misappropriation of funds or its attempt in any form or manner that is prejudicial to the interest of the company.	Grave						1 <sup>st</sup>
4. Falsification	Falsifying any document, record or information, statement or testimony which includes but is not limited to personnel, financial or production record, voucher, receipt, time sheet, application form; or presenting such falsified document, record or information in any study, inquiry, research, investigation or proceeding in which the company is involved.	Grave						1 <sup>st</sup>
5. Bribery/Special Treatment or Privilege	Bribery in any form or manner, or accepting/offering anything of value in exchange for or in consideration of any act, decision or service connected with the performance of the employee's duties.	Grave						1 <sup>st</sup>
6. Kickbacks	Entering into arrangement with suppliers, members, guests, officers or employees to obtain commission, kickbacks or discounts for personal gain or other preferential treatment.	Grave						1 <sup>st</sup>
7. Swindling	Defrauding a member, guest, officer or employee through false pretenses or falsification of documents.	Grave						1 <sup>st</sup>
8. Borrowing, Accepting, or Soliciting from Suppliers/Customers	Borrowing, accepting, or soliciting money, gifts, commission, material favors, or anything of value from suppliers, members, guests, officers or employees with which the company has a business relationship.	Grave						1 <sup>st</sup>
9. Unauthorized Possession of Another's Property	Unauthorized possession or use of any property which belongs to the company, employee, member or guest.	Grave						1 <sup>st</sup>

Category III. Offenses Related to Dishonesty and Fraud								
Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
10. Fraudulent Acts	Obtaining or attempting to obtain materials, company records, equipment, tools, or other assets from the company through fraudulent order or deceptive means in collusion with person/s doing so, in which the company has suffered or stands to suffer loss or damage.	Grave						1 <sup>st</sup>
11. Taking Out Any Confidential Documents from Company Premises	Taking out any confidential documents from company premises without proper authorization and Gate Pass.	Grave						1 <sup>st</sup>
12. Unauthorized Sale of Another's Property	Engaging in unauthorized sale of company's, employee's or member/guest's property or supplies for personal gain.	Grave						1 <sup>st</sup>
13. Unauthorized Possession of Master Keys, Duplicate Keys, etc.	Unauthorized possession of master keys, duplicate keys, pick locks and/or similar devices which can open lockers, drawers, desks, cabinets, doors, rooms, offices, vehicles or safety deposit boxes.	Grave						1 <sup>st</sup>
14. Tampering	Padding, overcharging, undercharging, shortchanging, non-charging, unauthorized altering, using, voiding of checks, receipts, invoices, including tampering of meal tickets, etc. and other similar acts of dishonesty.	Grave						1 <sup>st</sup>
15. Unauthorized Use of Company Resources, Time, Premises, etc. for Personal Benefit	Using company resources, time, premises, vehicles, tools, equipment, supplies or materials without proper authorization and for personal benefit.	Grave						1 <sup>st</sup>
16. Tampering/Altering of Attendance Records	Tampering of attendance records and falsifying of attendance records.	Grave						1 <sup>st</sup>
17. Unauthorized Use of Privileges/Benefits	Unauthorized use of privileges or benefits which includes but is not limited to meal card/ticket, shuttle card/ticket, or officer's check of another employee or lending the same to another employee.	Grave						1 <sup>st</sup>

**Category III. Offenses Related to Dishonesty and Fraud**

Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
18. Infidelity in the Custody of Company Funds and Assets	Infidelity in the custody of Company Funds and Assets, particularly for Accountable positions and those holding positions of Trust and Confidence.	Grave						1 <sup>st</sup>
19. Fraudulent Withdrawal/ Acquisition	Fraudulent or illegitimate withdrawal/acquisition or release to other persons of company fund or properties	Grave						1 <sup>st</sup>
20. Engaging in Acts which are Prejudicial to the Interest of the Company	Engaging in acts which are prejudicial to the interest of the company including but not limited to engaging in competitive operations, conducting personal business, usury, outside employment or any act in conflict with the interest of the company.	Grave						1 <sup>st</sup>
21. Lost and Found Items	Maliciously failing to report lost and found items or to turn over said items to the Lost and Found Section or to one's immediate superior.	Grave						1 <sup>st</sup>
22. Failure to Disclose Relatives/ Relationship	Employees failure to disclose relationships (up to 3 <sup>rd</sup> degree of consanguinity/affinity) with their relatives who are engaging in any transaction, directly or indirectly, in conflict with the interest of the Company.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
23. Other Acts of Dishonesty	Committing other acts of dishonesty where there is a clear intent of personal gain, and the dishonest act is prejudicial to the company, members, guests, officers, employees or the dishonest act is done to avoid responsibility or serious consequence.	Grave						1 <sup>st</sup>



**Category IV. Offenses Related to Conduct and Behavior**

Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	15 to 30 Days Suspension	Dismissal
1. Insubordination	Refusing to follow verbal or written job instructions, policies and procedures or other similar act or any legitimate order issued by the superior.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
2. Refusing to Accept Work, Change of Shift, Work Locations or Leaving Place of Work	Refusing to accept work, change shift, transfer work locations or leave place of work despite reasonable notice or legitimate circumstances.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
3. Refusing to Cooperate with Other Employees	Refusing to cooperate with other employees in the performance of his duties and responsibilities, causing disruption of operations.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
4. Discourteous Acts	Behaving or acting improperly while on duty or within the company premises in the presence of members, guests, customers and officers, such as but not limited to the following: smoking, chewing gum, drinking, eating, text messaging, shouting, singing, whistling or grouping.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
5. Soliciting Food or Eating Leftover Food	Soliciting, eating or taking food to be served to guests or leftover food from the kitchen, Food and Beverage (F and B) outlets, storeroom, employee's cafeteria or any area without permission from superior.	Grave						1 <sup>st</sup>
6. Non-Compliance to "Sent Home" Notice	Refusing to obey "sent home" notice after being certified as "unfit to work" by the Human Resources Clinic.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	1 <sup>st</sup>
7. Refusing to Report for Work	Refusing to work after being certified as "fit to work" by the Human Resources Clinic.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	1 <sup>st</sup>
8. Refusing to Comply with Government Requirements	Refusal to comply with government requirements as required by the company, i.e. health certificates, police clearance, etc.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
9. Engaging in any Form of Gambling	Engaging in any form of gambling inside the company premises or while on duty.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
10. Horseplay	Engaging in horseplay, mischief, running, scuffling, or throwing things while in the company premises.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>

**Category IV. Offenses Related to Conduct and Behavior**

Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	15 to 30 Days Suspension	Dismissal
11. Malingering	Fraudulently claiming sickness even when not sick or extending sick leave in order to obtain sick leave benefits or for other purposes; being reported as not at home by visiting company physician/representative during a sick leave	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
12. Pornographic Exhibits or Show	Possessing, exhibiting, reading, watching, and posting pornographic materials, pictures, film or literature within the Company premises.	Grave						1 <sup>st</sup>
13. False, Vicious, Malicious Statements	Making, publishing, disseminating false, vicious, malicious sentiments concerning any Officer, employees of the company and its services.	Grave						1 <sup>st</sup>
14. Cyber Bullying	Using the internet and/or mobile technology, severe electronic expression to harass, intimidate or cause harm to the company, member, guest, officer or employee.	Grave						1 <sup>st</sup>
15. Workplace Bullying	Persistent maltreatment of others in the workplace that causes either physical or emotional harm. Includes verbal, non-verbal, psychological, physical abuse and humiliation.	Grave						1 <sup>st</sup>
16. Interference in Administrative Cases	No employee can intervene or be involved, directly or indirectly, in any pending administrative case (e.g. writing affidavits, manifestos, petition letters) involving any employee under investigation by the Company, unless invited in the Administrative Hearing.	Grave						1 <sup>st</sup>
17. Refusal to Attend an Administrative Hearing	Refusing/failing to appear in an administrative hearing when summoned by the Club's Administrative Hearing Committee.	Grave						1 <sup>st</sup>
18. Breach of Confidentiality	Divulging/disclosing of confidential information.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
19. Libel/Slander	Making libelous, malicious or false statements/publications that tend to cause dishonor or embarrassment to the company, member, guest, officer or employee.	Grave						1 <sup>st</sup>

**Category IV. Offenses Related to Conduct and Behavior**

<b>Articles</b>	<b>Description</b>	<b>Class</b>	<b>Written Warning</b>	<b>1-7 Days Suspension</b>	<b>8-15 Days Suspension</b>	<b>16-22 Days Suspension</b>	<b>15 to 30 Days Suspension</b>	<b>Dismissal</b>
20. Vandalism	Writing on walls, comfort rooms, lockers, ceilings, elevators, machines or any other company property.	Grave						1 <sup>st</sup>
21. Discourtesy and Use of Disrespectful Language	Discourtesy, either by acts or words, using disrespectful or offensive language against the company, member, guest, officer or employee.	Grave						1 <sup>st</sup>
22. Abuse of Power or Authority	Coercion, maltreatment, favoritism, retaliation or any form of abuse of power or authority towards members, suppliers, subordinates and employees.	Grave						1 <sup>st</sup>
23. Intoxication	Entering the company premises while under the influence of liquor.	Grave						1 <sup>st</sup>
24. Drinking Alcoholic Beverages	Drinking alcoholic beverages inside company premises or outside but during working hours except in company-authorized functions.	Grave						1 <sup>st</sup>
25. Unauthorized Money-lending Business	Engaging in unauthorized money-lending business involving members, guests, officers or employees.	Grave						1 <sup>st</sup>
26. Indecent Acts/Indecent Utterances	Committing indecent, lewd or lascivious acts and immoral utterances within the company premises.	Grave						1 <sup>st</sup>
27. Invasion of Privacy	Prying into the privacy of members, guests, officers or employees including but not limited to peeping, entering member/guest facilities, toilets, locker rooms without authorization or opening of personal mail, computer, cellphone, etc.	Grave						1 <sup>st</sup>
28. Immoral Acts	Acts of immorality (e.g. seduction, flirtation, illicit relationship in the workplace, with at least one married party).	Grave						1 <sup>st</sup>
29. Moral Turpitude	Conviction of crime involving moral turpitude (e.g. estafa, concubinage, adultery, rape, acts of lasciviousness and other analogous cases).	Grave						1 <sup>st</sup>
30. Breach of Trust and Confidence	Fraud or willful breach by the employee of the trust reposed in him by his employer or duly authorized representative.	Grave						1 <sup>st</sup>

**Category IV. Offenses Related to Conduct and Behavior**

Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	15 to 30 Days Suspension	Dismissal
31. Sexual Harassment	Committing any sexual harassment act as defined by law.	Grave						1 <sup>st</sup>
	Unwanted actions, touching or brushing against body, verbal abuse or threats and degrading remarks/actions or innuendos with sexual overtones.	Grave						1 <sup>st</sup>
	Telling smutty jokes, stealing look at the other's private part, unwelcome inquiries/comments on sex life, sexual advances, flirtation, phone calls and text with sexual overtone.	Grave						1 <sup>st</sup>
32. Meddling with Company Issues	Meddling with Company issues by coordinating with government units and third parties (e.g. cases)	Grave						1 <sup>st</sup>
33. Data Privacy Act	Unauthorized processing of employees' and members' personal information and sensitive personal information.	Grave						1 <sup>st</sup>
	Accessing employees' and members' personal information and sensitive personal information due to negligence.	Grave						1 <sup>st</sup>
	Improper disposal of employees' and members' personal information and sensitive personal information.	Grave						1 <sup>st</sup>
	Unauthorized access and intentional breach of employees' and members' personal information and sensitive personal information.	Grave						1 <sup>st</sup>
	Malicious disclosure of employees' and members' personal information and sensitive personal information.	Grave						1 <sup>st</sup>
	Unauthorized disclosure of employees' and members' personal information and sensitive personal information.	Grave						1 <sup>st</sup>

**Category IV. Offenses Related to Conduct and Behavior**

<b>Articles</b>	<b>Description</b>	<b>Class</b>	<b>Written Warning</b>	<b>1-7 Days Suspension</b>	<b>8-15 Days Suspension</b>	<b>16-22 Days Suspension</b>	<b>15 to 30 Days Suspension</b>	<b>Dismissal</b>
34. Serious Misconduct	Misconduct is a violation of some established and definite rule of action, a forbidden act, a dereliction of duty, willful in character, implies wrongful intent and not mere error in judgment.	Grave						1 <sup>st</sup>
35. Gross and Habitual Neglect of Duties	Gross and habitual neglect by the employee of his duties.	Grave						1 <sup>st</sup>
36. Other Acts of Undesirable Conduct or Behavior	Other acts of discourtesy, insubordination, or misbehavior where there is an overt or deliberate act showing disrespect, disobedience or contempt towards the company, member, guest, officer or employee such as but are not limited to the following: Uncontrolled temper, rage, rumor-mongering, making false, vicious, or malicious statement against members, guests, officers or employees.	Grave						1 <sup>st</sup>

**Category V. Offenses Related to Work Standards**

Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23 to 30 Days Suspension	Dismissal
1. Loafing or Loitering while on Duty	Loafing or loitering in comfort rooms, cafeteria, employee lockers, quarters, workplace of other departments, or any area away from one's official workplace while on duty.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
2. Non-Compliance to Uniform Policy	Not wearing the prescribed clean and complete uniform.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
3. Failure to Wear Company ID or Nameplate	Failure to wear the prescribed company ID or nameplate.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
4. Failure to Notify HRD of Change of Data	Failure to notify HRD in writing regarding changes in address, civil status and other employment information within one (1) month from date of such changes.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
5. Bringing In/Storing of Personal Belongings	Bringing in/storing personal belongings in place of work other than the employee's assigned locker.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
6. Eating Outside Dining Room	Eating outside of the designated employees' cafeteria or dining room, this includes but is not limited to guest areas, receiving area, clinic, and locker/comfort rooms.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
7. Failure to Comply with Locker and Locker Room Policy	Failure to comply with existing rules and regulations on the use of locker rooms and lockers.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
8. Non-observance of Service Standards	Failure to comply with the quality standards of service prescribed by the company including related programs and policies aimed at achieving customer satisfaction.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
9. Sleeping While on Duty	Sleeping while on duty or sleeping in an area not designated as sleeping or rest quarters.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
10. Mishandling of Member/Guest/Officer	Unjustified error or failure in the handling of a member, guest or officer concerning any transaction, service standard or need which resulted in serious dissatisfaction or complaint.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
11. Failure to Request or Provide Necessary Supplies	Unjustified failure to request or provide materials, supplies, facilities or services in timely manner, which are essential in the proper servicing of any member, guest, or officer at the required level of quality.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
12. Failure to Comply with Control Procedures	Failure to comply with control procedures in all areas of the company.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>

**Category V. Offenses Related to Work Standards**

Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23 to 30 Days Suspension	Dismissal
13. Grooming	<p>Failure to comply with company rules and regulations on grooming, which includes but is not limited to:</p> <p>a. Male Employees – short and properly trimmed hair not extending beyond the collar. Face should be clean and shaven. Nails regularly cut and clean. No visible tattoos and earrings. Prescribed cap/hair net must be worn in the Kitchen and other food preparation areas.</p> <p>b. Female Employees – properly done hair. Hair should be tied with no loose strands covering their faces. Nails regularly cut and clean. Prescribed cap/hair net must be worn in the Kitchen and other food preparation areas.</p>	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
14. Violating Office and Company Policies and Procedures	Holding/attending unauthorized meetings.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
	Unauthorized participation in activities not related to one's responsibilities while on duty.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
15. Bringing in Personal Cellphone	Bringing in Personal Cellphone unless otherwise authorized by Management	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
16. Excessive Use of Personal/Company Phone	Excessive use of personal and company phones (calls and text messages) resulting to loss of productivity.	Slightly Serious		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
17. Unauthorized Use of Personal/Company Phone	Playing mobile games, watching movies, surfing the net, use of social media while on duty within company premises.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>

Category VI. Offenses Related to Property								
Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
1. Loss of Key Due to Negligence.	Loss of Master Key or any key entrusted to employee by nature of job through negligence.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
2. Use/Possession of tools of another employee; Using Tools Without Authorization	Use/possession of tools of another employee (personal or company) without the latter's consent.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
3. Failure to Report Loss or Damaged Club's Property/Resources; Failure to Report or Prevent Company Loss	Failing to immediately report loss, damaged company property or resources; Failure to report to proper authorities or failure to prevent any situation or condition that may result or has resulted to loss or damage to company property or resources.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
4. Abusive and Unauthorized Use and Possession of Club's Property	Abusive and unauthorized use of company materials and supplies. Unauthorized possession of Club's property, attempting to or substitute or replace company materials, tools or equipment.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
5. Selling of Company Property	Selling of company property without authorization.	Grave						1 <sup>st</sup>
6. Resulting to Damage Due to Negligence and/or Carelessness;	Negligence or carelessness, resulting to loss, wastage or spoilage of company resources/property;  P500 – P20,000  P21,000 –P 40,000  P41,000 – P60,000  P61,000 – and up  Causing damage or the breakdown of company property or equipment due to carelessness, misuse or abuse (Note: Corresponding payment for cost incurred due to damages shall be determined by Property/Accounting Department).	Minor  Slightly Serious  Serious  Grave  Serious	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>  1 <sup>st</sup>	4 <sup>th</sup>  2 <sup>nd</sup>  1 <sup>st</sup>  1 <sup>st</sup>	5 <sup>th</sup>  3 <sup>rd</sup>  2 <sup>nd</sup>  2 <sup>nd</sup>	6 <sup>th</sup>  4 <sup>th</sup>  3 <sup>rd</sup>  1 <sup>st</sup>  3 <sup>rd</sup>



7. Damaging of Property	Deliberately and intentionally destroying or damaging property, records or information of the company, members, guests, officers or employees.	Grave						1 <sup>st</sup>
8. Company Loss Due to Repetitive Negligence	Refers to employee acts of repetitive negligence despite retraining and counselling, and which burdens the company with losses or additional expenses of any type such as, but not limited to the following: a. Product wastage, overproduction, etc. b. Damage, shortage or loss of cash, stock, materials, suppliers, merchandise, equipment, document, etc. c. Rework or extra errands.	Grave						1 <sup>st</sup>

Category VII. Offenses Related to Health and Safety								
Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
1. Unsanitary Acts	Acts contributing to unsanitary conditions including but not limited to blowing of nose and/or spitting on floors, walls and other prohibited areas, littering and improper use of comfort rooms.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
2. Safety Guards	Bypassing, disabling or removing of safety guards from any of equipment and machine.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
3. Non-Compliance with Prescribed Emergency or Accident Procedures	Refusal to attend with the prescribed emergency or accident procedures.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
4. Smoking in Restricted Areas	Smoking in restricted areas where gasoline, petroleum or inflammable materials are stored, or areas which are declared as "No Smoking Zone". <ul style="list-style-type: none"> <li>• Generator and Boiler Rooms</li> <li>• Air Conditioning and Fan Rooms</li> <li>• Storerooms</li> <li>• Guests Areas/Facilities</li> <li>• Function Rooms</li> <li>• Hallways/Stairways of all Floor and Restaurants</li> <li>• Linen Room, Laundry Room, Gift Shop, Kitchens, Conference Rooms, Bars and Vestibules</li> </ul>	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>

	<ul style="list-style-type: none"> <li>• Comfort Rooms</li> <li>• Cafeterias</li> <li>• Offices</li> <li>• Locker Rooms</li> <li>• Employee Quarters</li> <li>• Inside Company Vehicles, and</li> <li>• All Other Designated Non-Smoking Areas</li> </ul>							
5. Non-Compliance with Energy Conservation or Cost-Saving Programs	Failure to comply with the energy conservation or cost-saving programs.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
	Refusal to comply with the energy conservation or cost-saving programs.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
6. Unauthorized Driving	Driving of any company vehicles without proper training, authorization and license.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
7. Unauthorized Operation of Equipment/Facility	Operating of any equipment/facility without authorization.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
8. Driving Recklessly	Driving any vehicle recklessly or at excessive speed within company premises.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
9. Failure to Report Accident of Injury	Failure to report to proper authority any accident or injury involving members, guests, officers, employees or company property.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
10. Overloading	Overloading company vehicle or machinery.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
11. Failure to Comply with Prescribed Procedures on Accidents	Failure to comply with prescribed procedures on accidents involving members, guests, officers, employees, vehicles, equipment and/or other property.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
12. Endangering Safety	Endangering the safety of members, guests, officers, or employees through negligence, carelessness or inefficiency.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
13. Unauthorized Use and Tampering of Fire or Emergency Equipment	Unauthorized use of fire protection or emergency equipment other than for firefighting and other authorized purposes and tampering of any firefighting equipment such as fire extinguisher, firehose, fire hydrant, fire pump, emergency light, fire alarm and security cameras.	Grave						1 <sup>st</sup>

14. Withholding Information About a Contagious Disease	Failure to notify superior or any company officer or withholding information about a known contagious, communicable or deadly disease or illness which may endanger the health or life of his/her own or other employees, officers, members or guests such as HIV, TB, Hepatitis, STD, etc.	Grave						1 <sup>st</sup>
15. Non-Compliance with Medical Examination Requirements	Failure to comply with annual medical, dental, and physical and other health examinations such as: Drugs, HIV, Hepatitis, STD and other tests.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
	Refusal to comply with annual medical, dental, and physical and other health examinations such as: Drugs, HIV, Hepatitis, STD and other tests.	Grave						1 <sup>st</sup>
16. Non-Compliance with Sanitation Rules	Failure to comply with sanitation rules or improper use of sanitation facilities such as: non-flushing of toilets, spitting, improperly urinating at receptacles/area, littering or performing unsanitary acts.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
	Refusal to comply with sanitation rules or improper use of sanitation facilities such as: non-flushing of toilets, spitting, improperly urinating at receptacles/area, littering or performing unsanitary acts.	Grave						1 <sup>st</sup>
17. Contributing to Unsafe Conditions	Acts contributing to unsafe conditions including littering that causes fire and electrical hazards.	Grave						1 <sup>st</sup>
18. Non-compliance to Health and Safety Protocols (e.g. COVID-19, etc.)	Intentional non-compliance to Safety and Health Protocols which can lead to spread of viruses/diseases inside the Club/Company premises(e.g. non-wearing double surgical face masks, face shields, eating meals together with colleagues/staff/superiors, drink with friends, relatives or neighbors in barangays, not wearing face masks and face shields in the shuttles, engages in mass gathering, not following 3-meter Social Distancing of COVID-19 Inter-agency Task Force (IATF), and not following disclosure of COVID-19 illness, etc).	Slightly Serious		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>

**Category VIII. Offenses Related to Criminal Acts and Peace and Order**

Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
1. Refusal to submit oneself/baggage	Refusal to submit oneself, one's baggage's or one's lockers for inspection by the Security Guard or by any authorized representative.	Slightly Serious		1st	2nd	3rd	4th	5th
2. Use of Unauthorized Exit/Entrance	Entering or leaving company premises or place of work through any means other than the official entrance or exit designated for employees.	Minor	1st	2nd	3rd	4th	5th	6th
3. Entering/Using Restricted Areas	Unauthorized entry into or use of restricted areas or premises, i.e. electrical room, members' lockers, offices and the like where employees are not allowed.	Serious				1st	2nd	3rd
4. Failure to Conform with Security and Safety Regulations	Failure to conform with security and safety regulations that may prejudice members, guests, officers, employees or company property.	Serious				1st	2nd	3rd
5. Commission of an Offense Covered by the Revised Penal Code and Related Special Laws	Committing an offense against Company property or persons, or any act prejudicial to its interest inside or outside company premises.	Grave						1st
6. Use of Prohibited Drugs	Using or possessing prohibited drugs covered by the Dangerous Drugs Law or selling/supplying the same to members, guests, officers or employees.	Grave						1st
7. Carrying or Possession of Guns or Dangerous Weapons	Unauthorized carrying or possession of guns, bringing or attempting to bring firearms, explosives, or deadly weapons such as but not limited to knife, dart, arrow and ice pick inside the company premises.	Grave						1st
8. Assaulting or Inflicting Bodily Harm	Assaulting a member, guest, officer or employee resulting to any kind of injury to the other inside company premises or committed outside but during company time, except when done in defense of one's self or of another against unprovoked assault.	Grave						1st
9. Sabotage	Committing act of sabotage in any form or manner.	Grave						1st
10. Involvement in Riots and Disorders	Instigating, provoking or participating in any riot and disorder that may result in work slowdown or stoppage.	Grave						1st
11. Inducing, Coercing, Bribing, or Abetting Employee to Violate Rules	Inducing, coercing, bribing or abetting any employee to engage in any practice in violation of company rules.	Grave						1st

**Category VIII. Offenses Related to Criminal Acts and Peace and Order**

Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
12. Threatening, Assaulting, Intimidating, Insulting, Quarreling or Inciting to Quarrel	Threatening, intimidating, insulting, quarreling, inciting to quarrel, assaulting or doing something illegal or immoral to the employee or his/her family in connection with his/her job or against members, guests, officers or employees.	Grave						1 <sup>st</sup>
13. Unauthorized Distribution, Posting or Removal of Printed Electronic Data or Any Other Form of Information	Unauthorized distribution, posting or removal of printed electronic data or any other form of information inside company premises.	Grave						1 <sup>st</sup>
14. Other Acts of Disturbing Peace and Order	Committing any other acts which disturb the peace and order within the company premises, whether on or off-duty.	Grave						1 <sup>st</sup>

Category IX. Offenses Related to Training								
Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
1. Failure to Attend/Comply to a Scheduled Training Session/Seminar	Failure to attend a scheduled training session or seminar without justifiable reason.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
	Failure to complete scheduled training without justifiable reason.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
	Failure to comply with the training prescribed house rules during trainings/seminars.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
	Failure or refusal to comply with other training policies and guidelines.	Minor	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>

Category X. Offenses Related to Reportorial Requirements								
Articles	Description	Class	Written Warning	1-7 Days Suspension	8-15 Days Suspension	16-22 Days Suspension	23-30 Days Suspension	Dismissal
1. Failure to Comply with the Reportorial Requirements	Failure to submit reportorial requirements.	Slightly Serious		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	4 <sup>th</sup>
	Unjustified refusal to submit reportorial requirements.	Serious				1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
	Unjustifiable delays in submitting reportorial requirements.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
	Submission of inaccurate and unreliable reportorial requirements.	Slightly Serious			1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>

**X. APPEAL**

The Employee may seek for Counsel or Legal Assistance if dissatisfied with the handling of the disciplinary action thru HRD within Fifteen (15) working days upon receipt of the decision.

**XI. EFFECTIVITY**

This Revised Company Code of Conduct and Discipline shall be implemented effective **May 16, 2022.**

Prepared by:

\_\_\_\_\_  
**CORAZON W. AUSTRIA**  
Human Resources Director

Concurred by: Department Heads

\_\_\_\_\_  
**FREDERICK D. DEOCARIZA**  
Financial Controller

\_\_\_\_\_  
**MA. PERLITA B. MENGUITO**  
Membership Director

\_\_\_\_\_  
**RHONEIL L. COUSART**  
Golf Services Director

\_\_\_\_\_  
**MA. CECILIA G. QUEBRAR**  
Sales Director

\_\_\_\_\_  
**ALEXANDER O. VILLARUBIN**  
Purchasing Director

\_\_\_\_\_  
**DARWIN L. VILLALUNA**  
I. T. and T Director

\_\_\_\_\_  
**ACE M. GACUTAN**  
Sports and Recreation Director

**Union Officers:**

\_\_\_\_\_  
**LEONARDO M. BESA**  
President

\_\_\_\_\_  
**ERANIO P. CABARDO**  
Vice - President

\_\_\_\_\_  
**JONALYN O. ALEGRE**  
Secretary

\_\_\_\_\_  
**GEMMA F. GARCIA**  
Treasurer

\_\_\_\_\_  
**ALBERT JOSEPH DV. CAPARAS**  
Auditor

\_\_\_\_\_  
**JORGE M. GATICA**  
P.R.O.

Recommending Approval:

Approved by:

\_\_\_\_\_  
**MA. CLARA T. KRAMER**  
General Manager

\_\_\_\_\_  
**JERRY C. TIU**  
President

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**WILLY N. OCIER**  
Chairman



**ANNEX A . Disciplinary Action Form**

**DISCIPLINARY ACTION FORM**

<b>I. Employees Information</b>	
Name:	Date:
Position:	Company and Department:
<b>II. Nature/Description of the Case</b>	
Category:	Section:
Classification of Offenses: <input type="checkbox"/> Minor <input type="checkbox"/> Slightly Serious <input type="checkbox"/> Serious <input type="checkbox"/> Grave	
Issued by: _____ (Immediate Superior)	Acknowledged by: _____ (Employee/Date)
<b>III. Written Explanation (use separate sheet if necessary)</b>	
Non-compliance within (5) Five working days, shall mean I am waiving my right to be heard and I am giving the Management the right to enforce the necessary action against me.	
Name and Signature of Employee	
<b>IV. Disciplinary Action</b>	
Please state the summary of investigation	
<input type="checkbox"/> Written Warning <input type="checkbox"/> 1-7 Days Suspension <input type="checkbox"/> 8-15 Days Suspension <input type="checkbox"/> 16-22 Days Suspension <input type="checkbox"/> 23-30 Days Suspension <input type="checkbox"/> Dismissal	
Name and Signature of Immediate Superior	Name and Signature of Employee
<b>V. Counseling</b>	
Name and Signature of Immediate Superior	Name and Signature of Employee
<b>Noted:</b>	
<b>HRD Head</b>	





**ANNEX B - 1. Notice to Explain**

**MEMORANDUM**

**FOR :**  
**FROM :**  
**DATE :**  
**SUBJECT : NOTICE TO EXPLAIN**

You are mandated to explain in writing within five (5) days upon receipt of this Notice, why you should not be given any sanction for alleged violation of Category \_\_\_\_\_

Section \_\_\_\_\_ of the revised Code of Conduct and Discipline.

The violation/s charged against you is punishable by \_\_\_\_\_ .

Should the Management not receive such written explanation within the above prescribed period, this means that you have waived your right to be heard and that the Management shall make a decision based on existing facts, documents, testimonies and investigation results.

For your strict compliance.

Prepared by :  
\_\_\_\_\_

Noted by :  
\_\_\_\_\_

CONFORME:  
\_\_\_\_\_  
Date: \_\_\_\_\_



**ANNEX B - 2. Notice to Explain with Administrative Hearing**

**MEMORANDUM**

**FOR :**  
**FROM :**  
**DATE :**  
**SUBJECT : NOTICE TO EXPLAIN WITH ADMINISTRATIVE HEARING**

Attached is a report for your perusal. The aforementioned report alleges that you were found committing an offense/s against our Company's revised Code of Conduct and Discipline, Category

Article

Relative to the above report, you are mandated to explain in writing within Five (5) days upon receipt of this Notice, why you should not be given any sanction for the alleged offense/s you have committed.

The violation/s charged against you is punishable by \_\_\_\_\_.

Should the Management not receive such written explanation within the above prescribed period, this means that you have waived your right to be heard and the Management shall make a decision based on existing facts, documents, testimonies and investigation results.

Likewise, you are mandated to attend the Administrative Hearing scheduled at \_\_\_\_\_ on \_\_\_\_\_ at \_\_\_\_ am/pm.

For your strict compliance.

Prepared by : \_\_\_\_\_

Noted by : \_\_\_\_\_

CONFORME:

Date: \_\_\_\_\_



**ANNEX B - 3. Notice to Explain with Preventive Suspension Notice**  
**MEMORANDUM**

**FOR :**  
**FROM :**  
**DATE :**  
**SUBJECT : NOTICE TO EXPLAIN WITH PREVENTIVE SUSPENSION NOTICE**

Attached is a report for your perusal. The aforementioned report alleges that you were found committing a violation against our Company's revised Code of Conduct and Discipline, Category

Article \_\_\_\_\_

Relative to the above report, you are mandated to explain in writing within Five (5) days upon receipt of this Notice, why you should not be given any sanction for the alleged offense/s you have committed.

The violation/s charged against you is punishable by \_\_\_\_\_.

Should the Management not receive such written explanation within the above prescribed period, this means that you have waived your right to be heard and the Management shall make a decision based on existing facts, documents, testimonies and investigation results.

Further, you are hereby placed under **Preventive Suspension** effective \_\_\_\_\_ up to \_\_\_\_\_ for a total of \_\_\_\_\_ calendar days while this case is being investigated. Please be advised that during your Preventive Suspension you shall not receive any compensation or benefits.

For your strict compliance.

Prepared by : \_\_\_\_\_

Noted by : \_\_\_\_\_

CONFORME:

\_\_\_\_\_  
 (Employee's Signature over Printed Name)  
 Date: \_\_\_\_\_



**ANNEX C . Administrative Hearing Notice**

**MEMORANDUM**

**FOR :**  
**FROM :**  
**THRU : HRD**  
**DATE :**  
**SUBJECT : ADMINISTRATIVE HEARING**

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Please be informed that you are summoned to appear at the Administrative Hearing to be held at \_\_\_\_\_ on \_\_\_\_\_ at \_\_\_ am/pm in line with your alleged infraction/violation of \_\_\_\_\_ of Category \_\_\_\_\_, Article \_\_\_\_\_ of the Revised Code of Conduct and Discipline. For the said Administrative Hearing, you may accompanied by a counsel of your choice.

Failure on your part to appear at the said investigation shall be deemed a waiver of your right to be heard and the Management can decide based in existing facts, documents, testimonies and investigation results.

For your strict compliance.

Prepared by :  
\_\_\_\_\_

Noted by :  
\_\_\_\_\_

CONFORME:  
  
\_\_\_\_\_  
(Employee’s Signature over Printed Name)

Date: \_\_\_\_\_



**ANNEX D . Notice of Decision**

**MEMORANDUM**

**FOR :**  
**FROM :**  
**DATE :**  
**SUBJECT : NOTICE OF DECISION**

On \_\_\_\_\_, you were previously issued a Notice to Explain regarding the following alleged offenses based on Category \_\_\_\_\_:

Article \_\_\_\_\_.

You submitted a written explanation regarding the foregoing offense/s charged against you and you were able to personally present your defenses in a formal investigation/administrative hearing conducted at \_\_\_\_\_ on \_\_\_\_\_ at \_\_\_\_ am/pm.

Based on your written explanation and the investigation conducted, the Management has found that you were guilty of the offense/s filed against you.

You are thus meted a penalty of \_\_\_\_\_.

For your strict compliance.

Prepared by :  
\_\_\_\_\_

Noted by :  
\_\_\_\_\_

CONFORME:  
\_\_\_\_\_  
(Employee's Signature over printed Name)

Date: \_\_\_\_\_



Receipt of REVISED COMPANY CODE OF CONDUCT AND DISCIPLINE OF Tagaytay Highlands

This is to certify that I have been oriented and received a copy of the Revised Company Code of Conduct and Discipline specifying the Disciplinary Policies of Tagaytay Highlands (comprising Tagaytay Highlands International Golf Club, Inc, Tagaytay Midlands Golf Club, Inc, The Country Club at Tagaytay Highlands, Inc. and The Spa and Lodge at Tagaytay Highlands). I understand that it is my responsibility to be familiar with its contents and to ask questions on any matter that I do not understand.

Since this Code has been a product of a series of consultations with Department Heads, Managers, Supervisors and employees Company-wide, I agree to consistently abide and follow this Code during my entire employment with the Club.

Any changes in this manual, as necessary, shall be communicated to me by my Immediate Supervisor/Manager/Director or by the Human Resources Department (HRD).

Conforme:

\_\_\_\_\_  
Employee's Signature over Printed Name

Date Received: \_\_\_\_\_