

The Orchard Golf & Country Club

EMPLOYEE HANDBOOK

I. INTRODUCTION

A. Message from the President & CEO

B. Welcome Message from the General Manager & COO

C. Overview of the Handbook

The Orchard Golf & Country Club's Employee Handbook has been developed to provide its employees with the general guidelines on employment standards and policies, procedures, and expected workplace behavior. It is a guide to assist them in becoming familiar with the privileges and obligations of their employment. None of the policies or guidelines in the Handbook is intended to give rise to contractual rights or obligations or to be construed as a guarantee of employment for any specific period or type of work. Further, these guidelines are subject to modification, amendment, or revocation, without advance notice.

The employee policies of The Orchard Golf & Country Club are established by the Club Management, which has delegated authority and responsibility for their administration to the General Manager. The General Manager may, in turn, delegate authority for administering specific policies.

For adequate controls in implementing the Club policies, the Code of Discipline and Ethics (CODE) has been designed to ensure that employees' actions align with the business objectives and ideals that the company stands for. A part of this Handbook is dedicated to describing the processes applied in dealing with employees' violations and the structure used in correcting deviant behavior.

The Club will provide each employee a copy of this Handbook upon employment. All employees are expected to abide by its provisions. Apart from the requirements in this Handbook, each employee is expected to act according to the highest personal and professional ethics and behavior standards. Further, the Club requires its employees to embody the Core Values of the company in their professional relationships with the members, guests, shareholders, officers, co-employees, service providers, suppliers, contractors, and the general public to promote the reputation of the Club as a world-class sports and recreational facility providing world-class services.

II. ABOUT THE CLUB

A. BRIEF HISTORY

The Orchard Golf & Country Club is distinguished by the finest pair of championship golf courses and the Philippines' most extensive country club facilities. Golf legends Arnold Palmer and Gary Player designed memorable and challenging course layouts in 1991 that even today command the devoted following of avid golfers. The Orchard Golf courses are the country's most preferred with nearly 90,000 rounds played annually.

The Orchard Golf enjoyed immediate and spectacular success – it opened with its selection as the host of the 1995 Johnnie Walker Classic, won by Fred Couples over a field of superstars including Seve Ballesteros, Nick Price, and Ernie Els, Colin Montgomerie, Greg Norman, Bernhard Langer, and others. The country club amenities provided by The Orchard Golf for its members are equally considerable. A mid-Olympic sized swimming pool, twelve bowling lanes, a fitness center, indoor tennis courts, a basketball arena, badminton courts, a mini-theatre, and a full calendar of the club and social activities.

The Orchard Golf features lavish banquet facilities and its complement of varied dining services, from intimate, romantic get-togethers to ballroom celebrations that seat from 500 to over a thousand guests during its annual Founders Club gala.

B. VISION, MISSION, AND CORE VALUES

The following business objectives and principles guide the Orchard Golf & Country Club.

VISION

To be a Premier, Family-Oriented, and Environmentally Responsible private golf club in the Philippines with the highest standard of services and facilities.

MISSION

Members

To provide the best golf course and clubhouse conditions, safe and secured environment, personalized service, and foster a strong fellowship spirit amongst our members, families, and guests.

Service

To provide all stakeholders with the highest customer service standards through efficient management of facilities, competent personnel, and innovative technologies.

Corporate Citizenship

To maintain integrity and exercise transparency in all our transactions with various publics and stakeholders and fulfill social and environmental responsibilities.

Financial Stability

To ensure the economic viability and financial stability of the Club by operating with the utmost prudence and efficiency.

Employee Welfare

To provide the employees with healthy and safe working conditions, efficient work systems, performance-based compensation, and equal opportunities for growth and development.

CORE VALUES

O – Organizational Commitment

R – Respect

C- Commitment to Excellence

H – Honesty & Integrity

A – Accountability

R- Responsibility

D- Dynamism

G- Goal-Oriented

O- Objectivity

L – Loyalty

F- Foresight

C. QUALITY, ENVIRONMENT, HEALTH, AND SAFETY POLICY

The Orchard is committed to being a premier, family-oriented, and environmentally responsible private golf club in the Philippines with the highest standard of services and facilities.

We, therefore, are committed to always:

1. Maintaining our golf courses and club facilities in the best possible conditions
2. Delivering customer services with the highest satisfaction ratings and highest safety standards
3. Practicing transparency in all our dealings with various public
4. Continuously training our employees to keep upgrading their skills and services
5. Promoting employees' welfare with safe and proper working conditions, performance-based compensation, and providing maximum opportunities for their development
6. Sustaining protected environmentally sensitive habitats and wildlife sanctuaries
7. Complying with all regulatory and statutory laws
8. Practicing corporate social responsibility

We will abide by the ISO 9001:2015, 14001: 2015, and Occupational Safety and Health Standards and commit to continually improving our quality, environment, health and safety management system.

III. GENERAL EMPLOYMENT STANDARDS AND POLICIES

The Orchard Golf & Country Club shall follow the purpose and intent of employment laws as stated by the Labor Code of the Philippines and is committed to providing equal employment opportunities. To that end, the Club will not discriminate against any employee or applicant in a manner that violates the law.

A. Basic Employment Requirements

1. Must be at least eighteen (18) years old
2. With a good moral character. The applicant is required to secure the following documents to attest to his credibility:
 - i. Barangay Clearance from the community where the applicant resides,
 - ii. Philippine National Police Clearance,
 - iii. National Bureau of Investigation Clearance,
 - iv. A background check is required for managerial, supervisory positions, those that handle funds, and highly confidential information about the Club.
 - v. Certificate of Employment (if the applicant is previously employed)
3. They must pass the Pre-employment Medical Examination by an accredited clinic/health service provider of the Club to ensure that the hired candidate is fit to work or is physically capable. In compliance with the Labor Code of the Philippines Book IV Rule I Sec. 9a, the cost of this exam may be reimbursed by the applicant from the Club provided that they passed it; otherwise, the expenses shall be borne by them.
4. All information provided by the applicant about his background must be authentic. Any evidence of misrepresentation shall be construed as an act of dishonesty, and therefore, shall be grounds for disqualification or dismissal if they were already hired.
5. Applicants hired as on-call or extra employees must submit the original copy of NBI clearance, certificate of required training (if necessary), and pre-employment medical examination results.

B. Employment Classification

1. **Regular** – The employee is hired for an indefinite period to a job directly related to the Club's principal activity.
 - **Probationary Period** – Newly hired employees shall go under a probationary period of six (6) months before regularization. The purpose is to give both the

Club and the employee time to decide whether to continue the employee-employer relationship.

All probationary employees shall have their performance evaluated by their immediate superior on the third (3rd) and fifth (5th) month from hire. The ratings given on both evaluations shall be based on whether or not to recommend employee regularization.

2. **Project-Based** - The employee is hired for an activity related to the Club's principal activity, but the duration of employment depends on the requirements of a project.
3. **On-call Staff** – The employee is hired to provide support services as required by departments or sections but only for a short duration pre-determined in the Extra Service Provider Requisition Form.

C. Job Description

Each position shall have a written job description. In general, the Job Description will include the Job Identification (Position title, Department/Division, Position title of immediate superior and subordinates, rank, and level), Job Summary, Key results Area, Specific Responsibilities, Job Specifications such as formal education, practical knowledge, license/certification requirements, competencies, and approvals. The department heads shall have the discretion to modify the job description to meet the needs of their workgroup duly approved by HR and the General Manager.

D. Business Ethics and Conduct

1. Working days and hours

The regular business hours of The Orchard Golf & Country Club shall consist of eight (8) hours per day and six (6) days per week. The work schedules of employees may vary per department according to the operational needs of the Club.

For most employees, particularly those in the back office, work hours are from 8:00 a.m. – 5:00 p.m., Monday through Saturday, including an unpaid one (1) hour lunch break. A full complement of staff from Golf Operations, Membership, Locker Section, and Facilities Maintenance/Engineering is highly encouraged during Sundays and holidays to meet the workforce needs of the Club during these busy days.

2. Breaks and Rest Days

1. Breaks

All employees are entitled to one (1) hour meal break. This one-hour meal break may also be used for rest and comfort, conducive to a more efficient and better performance of work assignments. Additionally, the Club grants fifteen (15) minute coffee breaks in the morning and the afternoon, provided that no work disruptions arise. Breaks are non-cumulative.

2. Regular Day-Off

Employees are also entitled to one (1) day respite from work which schedule may also vary based on the needs of the Club. Each employee must have a rest period of not less than twenty-four (24) hours after every six (6) consecutive regular workdays. While most of the employees usually have Sunday as their day off, some of them, specifically the service staff, may plan their rest day during weekdays on a schedule approved by the immediate superior or department head.

For monitoring purposes, department heads must submit a semi-monthly/monthly shifting schedule of their staff to the Human Resources Department to ensure that each section is supplied with a sufficient number of employees and the plan of rest days is appropriately managed.

3. Compressed Work Week (CWW)

The DOLE's Department Advisory No. 02 series of 2004 defines an alternative arrangement whereby the standard workweek is reduced to less than six (6) days. Still, the total regular work hours per week shall remain at forty-eight (48) hours. The typical eight (8) hours workday is increased to ten (10) hours without a corresponding overtime premium. The Club allows its employees to avail of this benefit, subject to CWW implementing guidelines, to have more time with their families while saving on transportation and meal expenses.

4. Timekeeping and Attendance

a. Recording of hours rendered at work

For the accurate recording of hours rendered at work and compliance with timekeeping policies, the following guidelines should be observed:

- i. All employees must use the Biometrics Machine to record the Time-in/Time-out.
- ii. If the timekeeping device malfunctions or rejects the data from the ID chip more than three (3) times, they may record time-in/out through the security guard logbook at the Receiving Area to ensure that the official time is indicated. By definition, Official Time is the time reflected on the clocks used by the Club.
- iii. Should the employee miss recording their time-in/time-out, a Certification Form signed by the immediate superior and department head should be submitted to HR to update their timekeeping record.
- iv. Entries in the logbook should not be changed for any reason; otherwise, they may be construed as tampering with timekeeping records which has a corresponding penalty under the Acts of Dishonesty clause of the CODE.

b. Timekeeping Adjustments

Generally, timekeeping adjustments should be filed at least a day before the intended schedule and submitted to HR before the payroll cut-off. Adjustments filed after the given deadline shall be reflected on the next payroll.

i. Overtime

Employees are allowed to extend their duty hours beyond the regular schedule based on the operational needs of the Club. For control purposes, the following guidelines are to be observed:

- a. Employees who work during rest days, holidays, or beyond eight (8) hours shall be paid additional compensation by existing labor laws.
- b. Overtime work should be rendered only when necessary.
- c. All overtime work of thirty (30) minutes and above is filed using the duly signed Overtime Authorization Form and shall be paid by the labor law's guidelines on overtime compensation.
- d. An employee who unreasonably refuses to work overtime despite instructions from the employee's supervisor will be subjected to disciplinary action. Excusing oneself from overtime work for invalid reasons such as going on vacation, attending to personal business, which is not urgent, and the like is unacceptable.

ii. Change Shift and Change Day-Off

The employees may change the shift time and day off as approved by their immediate superior and department head.

iii. Official Business

The employees should submit an accomplished Official Business Form if the Club requires them to attend an activity or event outside the Club related to their job performance.

c. Attendance

Attendance is a critical factor in job performance measurement as it reflects employees' professionalism and reliability. Punctuality and regular attendance are expected of all employees. Excessive absences (whether excused or unexcused), tardiness, or leaving early are unacceptable. The following guidelines shall be observed:

i. Absences

1. If the employee will be absent for any reason or plan to arrive late, the immediate superior must be notified by phone call no later than one hour before the scheduled workday.
2. In an emergency, the supervisor must be notified immediately about the urgent need to take a leave of absence.
3. For absences exceeding one day, the employee must call their immediate superior to inform them of the need to extend a leave of absence.
4. When reporting an absence, the employee should state the nature of the problem causing their absence and the expected date of return to work. A physician's statement may be required to prove the need for any illness-related absence regardless of the length.
5. Consecutive absences that last for more than three (3) days without notification to immediate superior or Human Resources Department shall be penalized by the sanctions set in the CODE.
6. Upon approval of the immediate superior or department head, the Human Resources Department may conduct a home visit to verify an employee's absence.

Advance notification to the immediate superior is mandatory. It allows time for the department to adjust the staff scheduling and prevent operational breakdown or customer complaints attributed to a lack of available personnel.

ii. Tardiness

1. No grace period is given to employees. Thus, the first few minutes of tardiness shall already be considered a violation.
2. For the first two (2) offenses within a month, corresponding deductions shall apply for every minute of being late.
3. Within a month, the third (3rd) and succeeding offenses shall be penalized based on the schedule provided in the CODE.
4. An employee who has been suspended for thirty (30) days in a year due to tardiness may be dismissed from the Club.
5. Tardiness that exceeds thirty (30) minutes shall be subjected to a half ($\frac{1}{2}$) day forced leave chargeable to vacation leave. If an employee does not have any more vacation leave balance, the half ($\frac{1}{2}$) day leave will not be paid.

iii. Undertime

1. Failure of an employee to complete eight (8) hours of work constitutes undertime.

2. Undertime will only be allowed when the purpose is legitimate or justifiable (i.e., emergencies) and filed using an Undertime Form signed and approved by the employee's immediate superior or department head.
3. Unauthorized undertime shall have a corresponding penalty based on the CODE provisions.
4. Undertime should not exceed two (2) hours.
5. Undertimes should not exceed three (3) times in a month; otherwise, it will be habitual, and a penalty shall be served based on the CODE. For this reason, the department heads must monitor the frequency of undertimes filed by staff and report to HR should it exceed the allowable limit.
6. Every minute of undertime will be without pay except for managerial employees.

Habitual tardiness, absenteeism, undertime, and a feigned excuse for not reporting to work or completing required duty hours may be grounds for disciplinary action as stated in the CODE provisions.

iv. Absence Without Official Leave (AWOL)

An employee who is absent from work for five (5) consecutive days without notification to their immediate superior or the Human Resources Department shall be considered to have voluntarily terminated their employment. However, the Club is still required to investigate to determine the underlying reason for the prolonged absence of the employee.

Managers and supervisors concerned are required to inform the Human Resource Department if the absence of their staff has already reached three (3) days. HR Department, in turn, shall send a letter to the employee through their mailing address, requiring them to report to work immediately. Failure of the employee to respond within the period indicated in the letter shall justify their dismissal on work abandonment or Absence Without Leave (AWOL).

5. Office Decorum

The employees should recognize that The Orchard is a prestigious golf and country club that aims to provide world-class services to its clients. Thus, it is binding that they also exhibit behaviors that correspond to this standard. The following guidelines on proper workplace ethics are to be observed:

- i. Deal with members, guests, employees, service providers, and suppliers of the Club promptly and courteously, whether in person, by phone, or e-mail.
- ii. Refrain from doing anything that can be a source of distraction to other employees or affect one's productivity (i.e., shouting, horse playing, talking in a disorderly or vulgar manner, gossiping or meaningless chatter with co-workers, making unnecessary noises such as whistling, singing aloud or playing musical instruments, playing loud music, watching or recording non-work-related videos or clips, grooming at the work area, engaging in non-work-related phone calls for more than five (5) minutes, surfing the internet through mobile phone, computer or other electronic gadgets for personal reasons, eating outside break time, etc.)
- iii. Practice Good Housekeeping by maintaining the work areas and Club facilities in neat and proper order.
- iv. Avoid performing unauthorized work within Club premises during scheduled working hours.
- v. Abide by all the policies and guidelines being enforced by the Club for its compelling business operations

6. Grooming

As each employee represents the Club, they must be appropriately groomed and look pleasant whether they are directly interfacing with the clients, working in the field, or doing their back-office tasks. An image of decency and professionalism should be projected at all times. The following guidelines about proper grooming are to be observed:

a. Male Employees

1. Must have a neat haircut with a length that does not touch the collar. Fancy hairstyles and bright hair colors are not allowed.
2. The mustache should be neatly trimmed, and the beard must be shaven.
3. Nails should be neatly clipped.
4. Those facing the members and guests should be pleasant smelling, without offensive perfume scent or body odor.
5. Wearing earrings, body piercing, and tattoos on visible parts of the body are strictly prohibited.

b. Female Employees

1. Ladies' hairstyles should project a professional image whether their hair is worn long or short. It should be styled in a manner that does not cover the face or make one look untidy. Fancy hairstyles and bright hair colors are prohibited.
2. Nails can be worn neatly clipped or with nail polish, but they should be nude, explicit, or light. Bold and fancy colors are discouraged.
3. Wearing at least light make-up is a must for the ladies, especially the front liners.
4. Multiple earrings, body piercing, and tattoos on visible parts of the body are prohibited.

7. Office Attire and Uniform

The Club provides free work uniforms to its employees annually to serve as part of their benefits and enable them to represent the company's professional image. The employees are required to abide by the following uniform wearing guidelines:

- i. It should be worn neatly and maintained in its best condition until the new set arrives.
- ii. It should be worn as described in the guidelines set by the Human Resources Department and detailed in the internal memorandum to be released before issuing the uniform.
- iii. If the employee should wear civilian attire for an official business, department activity, or Club event, a Uniform Exemption Slip approved by the department head and HR must be submitted to the security guard in charge of employees' entrance before the scheduled date of not wearing of uniform. The same rule applies to those the Clinic gave clearance to wear civilian clothes or footwear other than what is prescribed in the uniform guidelines (i.e., pregnant or mildly injured employees).
- iv. Employees are discouraged from wearing the uniform while doing non-job-related activities or going to places such as drinking bars, amusement, or leisure centers.

8. Identification Card and Nameplate

For security purposes, the Club issues Identification Card (ID) to its employees. The employees must take care of their IDs and abide by the guidelines indicated in the ID Issuance Form. They must read and sign for conformity before receiving identification

cards. Tampering, altering, and misusing ID shall have a corresponding penalty under the CODE provisions.

The nameplate is considered part of their uniform. Thus, it should be worn upon log-in and within the Club's premises.

9. Official Business (OB)

Official business is authorized or granted to an employee who is temporarily away or absent from their workplace or regular official function for a specified engagement or attendance to meetings, seminars, conferences, and conventions.

An employee who is on OB, activity, or assignment shall not be considered absent from work. Hence, the employee will receive the usual compensation and other allowances during the duration of the absence. For the purpose of attendance recording, the official business application form must be submitted to the HR before actual OB.

10. Use of Club Properties and Facilities

i. Entrance and Exit

The employees must pass through the Receiving Area only upon logging in and out for work for security purposes. They must submit to frisking or checking of bags before entry. The use of other entrance/exit points like those in the Golfers Lounge, Main Lobby, and Sports Complex is highly discouraged.

ii. Restricted Areas

An unauthorized employee may not pass through or loiter in restricted areas such as warehouses, stock room, electrical room, General Cashier's booth, and others where only authorized personnel are allowed.

iii. Parking Lot

A designated parking lot is allotted for employees; hence, they may not park their vehicles on the slots exclusive to members and guests.

iv. Canteen, Restroom, and Lockers

Employees must practice cleanliness and discipline in dining facilities, restrooms, and locker areas. Clean as You Go (CLAYGO) practice is a must.

v. Use of Club's Communication Media

Employees should observe business etiquette using the Club's communication media such as telephone, intranet, internet, and two-way communication radio. The employees should abide by the policy set by the Management Information System and Admin Department about the use of these communication technologies.

11. Use of Personal Mobile Phone

Management recognizes that smartphones are an integral part of everyday life and are a great asset if used as assistance to hasten one's productivity. However, smartphones and other gadgets are detrimental to focus and efficiency if used unwisely and excessively during working hours. All employees are expected to abide by the following rules:

1. Employees are advised to :
 - a. Use personal and company-issued devices for business purposes only.
 - b. Use personal phones and devices during breaks.

- c. Talk, text, and browse on a personal cellphone or mobile device only if necessary or in an emergency.
 - d. Take important personal calls that must be done briefly and away from the workspace of colleagues.
 - e. Keep mobile phones and other devices in silent mode at all times.
2. Employees are not allowed to:
- a. Play games or browse different social media platforms, i.e., Facebook, Twitter, Instagram, etc., on your cellphone or any mobile device during work hours.
 - b. Engage in non-work-related chatter using various messaging applications during work hours.
 - c. Utilize the device's camera or microphone to capture or record business and confidential information unless authorized by the Management.
 - d. Use the mobile device, either personal or Club-issued, while driving a company vehicle or equipment.

Violation of any rules mentioned above is subject to disciplinary action based on the CODE provisions.

12. **Good Housekeeping**

Guided by its core values, the Club is determined to provide excellent quality in all its day-to-day business operations by establishing and promoting a lean work environment inspired by the principles of the 7S of GOOD HOUSEKEEPING towards premiumization. With this program in place, the Club is looking forward to achieving a clean workplace, effective record management and handling, and on-time execution and delivery of all our transactions which eventually will lead to the delight of all our valued clients.

The 7S Policy Manual was established to cover the documentation on setting up the needed framework and standards to guide the organization in sustaining the implementation of the 7S initiative, leading to the attainment of total service excellence across all its divisions.

13. **Nepotism**

The Club strives to ensure that corporate practices are fair and free of any conflict of interest or nepotism based on the employment of relatives.

DEFINITION OF TERMS:

Relatives – for this policy, relatives shall be defined as members of the family-related within the fourth degree either of consanguinity or affinity

- **Relative by Consanguinity** – refers to relatives related to the employee by blood.
- **Relative by Affinity** – refers to in-laws or relatives due to marriage

Nepotism – refers to favoritism accorded to relatives of recommending or approving authority, including all HR personnel or employees exercising immediate supervision over the favored employee or applicant.

Conflict of Interest – exists when an employee can gain a particular advantage being the relative of another employee, such as but not limited to the following situations:

- Any influence exercised directly or indirectly by the employee in the selection and hiring process of a relative candidate;
- The ability of one family member to influence human resource matters including, but not limited to performance reviews, preferred work assignments and schedules, promotions, level reclassifications, disciplinary actions, and leave approval;

- Relatives employed in positions that establish real/ potential security, confidentiality, or financial risk to the Club.

The employees are required to abide by the following guidelines:

1. By the Philippine Labor Code, the Club shall not discriminate in its selection and hiring on the basis that the person is a relative either by consanguinity or affinity of an employee provided that:
 - a. The applicant disclosed any/all relatives currently employed with the Club;
 - b. The applicant met all required qualifications set for the position being applied for;
 - c. Managers, supervisors, and HR personnel must exclude themselves in the selection or hiring process where their relative is an applicant;
 - d. No direct supervision will be created between the manager or supervisor and the relative applicant.
2. An employee must seek transfer to other departments given the following circumstances:
 - a. An employee contracts marriage or becomes a common-law partner with a co-employee within the same department, where real or perceived conflict of interest will arise;
 - b. Employees in dating relationships or employees who become relatives by consanguinity or affinity that have a reporting responsibility to each other;
3. Employees must disclose to HR all their relatives currently employed with the Club and any changes after that.

14. Confidentiality and Disclosure

1. Confidentiality Clause

Any information that an employee learns about The Orchard Golf & Country Club, or its members, guests, shareholders, employees, suppliers, and service providers from working for the Club that is not otherwise publicly available constitutes confidential information. Employees must not disclose personal information to anyone not employed by The Orchard Golf & Country Club or other employees who do not need to know such information in rendering services.

The disclosure, distribution, electronic transmission, or copying of the company's confidential information is prohibited. Any employee who discloses personal data shall be subjected to disciplinary action, including possible separation, even if they do not benefit from disclosing such information.

The employee shall surrender all company documented information and relinquish their right to access any of these documents or records upon separation from the company.

2. Disclosure Policy

The employees should not engage with any other business or occupation, whether as principal, agent, servant, broker, or otherwise, or engage in any activity that may directly or indirectly conflict with the Club's interests unless with expressed permission by the General Manager.

Further, the employees are prohibited from receiving money, gift certificates, or other cash equivalents from suppliers and contractors. Little giveaways may be accepted, but those with a value of P1,500 and above must be turned over to the Human Resources Manager, who will determine the disposition in consultation with

the General Manager.

Lavish entertainment/meals provided by individuals or entities with whom the Club has prospective business transactions must not be accepted as this may result in inappropriate influence. The employee's manager must know the acceptance or non-acceptance before or after the event.

All employees must sign the Conflict of Interest and Confidentiality Agreement Form as a matter of policy. The employee shall immediately update Human Resources of any change(s) in the signed Conflict of Interest and Confidentiality Agreement Form.

15. 201 Management and Personal Information

1. 201 File Management

Employment records shall be appropriately maintained and managed by the Human Resources Department to provide a reliable source of information to help management evaluate employees when considering promotions, salary increases, disciplinary measures, and the like. Such employment records shall provide Club-wide details and statistics on present employees. The Human Resource Department shall maintain complete, up-to-date, and confidential personnel files (201 File) for each employee.

The 201 files shall contain all employment-related documents such as but not limited to the information sheet or application letter with supporting papers and communication affecting the employee, e.g., promotion, transfer, special assignments, commendations, and disciplinary actions.

2. Change of Employee Personal Information

It is the responsibility of all the employees to inform the Human Resource Department of change(s) in their profile, such as name, address, dependents, civil status, etc.

E. Re-employment Policy

An employee who has resigned from the Club shall not be re-employed for two (2) years. However, the Management has its prerogative to shorten the said period based on the need of the Club and the qualifications of the returning employee. In case of re-employment, the management shall determine the employee's salary level. An employee who has been terminated for cause and whose termination is prejudice to re-employment cannot be re-employed.

The Club shall allow re-employment of former regular employees who meet the minimum requirements of the position they are applying for, under the following conditions:

1. The application is treated and processed strictly according to the standard selection procedures and requirements.
2. The employee's performance during his tenure with the Club should be above average.
3. A former employee considered for a position shall be deemed a new employee for all intents and purposes and has no claims to past services or employment benefits.

IV. EMPLOYEE COMPENSATION, BENEFITS, AND PRIVILEGES

1. Statutory Benefits

The Club exercises diligence in abiding by the statutes of labor laws related to employee

welfare. The following are the government-mandated benefits provided by the Club. Existing guidelines about each item are written in detail in the Human Resources Department's compilation of Implementing Guidelines on Employment-Related Laws.

a. Payroll cut-off and pay schedule

Timekeeping records are due to the Payroll Accountant on the 21st of the month (for 1-15 payroll cut-off) and the 6th day of the month (for 16 – month-end payroll cut-off). All salary deductions are itemized and presented to employees through payslips which may be claimed at the Accounting Department. Approved salary deductions may include income taxes, Social Security System (SSS), Pag-ibig Fund, Philhealth Insurance premiums, and loan installments.

Salaries are distributed on the 15th and the last day of each month, except when either of those days falls on a Saturday, Sunday, or holiday, in which case salaries will be distributed on the preceding workday.

For regular employees, salaries shall be received through their respective payroll bank accounts with Club-accredited financial institutions. They can be withdrawn through Automated Teller Machine (ATM). At the same time, for non-regular employees, salaries shall be claimed at the General Cashier while the bank payroll account is in the process. (ATD: Is it the same process?) "while the bank payroll account still on-process.

To compute the overtime pay, holiday pay, rest day premium pay, and night differential pay, three hundred thirteen (313) days shall be the divisor to be used.

(ATD: Based on the labor code computation on the factor or divisor to be used when employees are required to work six days a week (with Sunday as a rest day) get a total of 313 working days a year. This shall also be the basis on the computation of the daily rate, over time pay, holiday pay, rest day premium pay and night differential pay.)

b. Holiday pay

1. Holiday pay refers to the payment of regular daily wage for any regular unworked holiday.
2. Every employee is entitled to at least 100% of their wage rate even if they did not report for work, provided they are present or are on a paid leave of absence on the workday immediately preceding the holiday.
3. Managers are entitled to one offsetting day instead of a 100% wage rate pay.
4. Where the day immediately preceding the holiday is a non-workday in the Club of the scheduled rest day of the employee, he/she shall not be deemed to be on leave of absence on that day, in which case he shall be entitled to the holiday pay if he worked on the day immediately preceding the nonwork day or rest day.
5. Where two (2) successive regular holidays, like Maundy Thursday and Good Friday, an employee may not be paid for both holidays if he absents himself from work on the day immediately preceding the first holiday, unless he works on the first holiday, in which he is entitled to his holiday pay on the second day.

c. Premium pay

1. Premium pay refers to the additional compensation for work performed within eight (8) hours on non-workdays, such as rest days and special days.
2. Work performed on special days merits additional compensation of at least

thirty percent (30%) of the basic wage or one hundred thirty percent (130%). Where the employee works on a special day falling on his rest day, he shall be entitled to additional compensation of at least fifty percent (50%) of his basic wage or one hundred fifty percent (150%)

3. Employees who are not required or permitted to work on particular days are not entitled to any premium pay.
4. For work performed on a declared Special Work Day, an employee is entitled only to his daily wage. No premium pay is required since work performed on the day is considered work on an ordinary workday.

d. **Overtime pay (ATD: need to review)**

1. Overtime pay refers to the additional compensation for work performed beyond eight (8) hours a day.
2. For work over eight (8) hours performed on ordinary working days: plus 25% of the hourly rate.
3. For work over eight (8) hours performed on a scheduled rest day or a special day: plus 30% of the hourly rate on said days.
4. For work over eight (8) hours performed on a special day which falls on a scheduled rest day: plus 30% of the hourly rate on said days.
5. For work over eight (8) hours performed on a regular holiday: plus 30% of the hourly rate on said days.
6. For work over eight (8) hours performed on a regular holiday that falls on a scheduled rest day: plus 30% of the hourly rate.
7. All overtime should have prior approval or authorization of the immediate superior or department head.
8. An employee who unreasonably refuses to work overtime despite urgent need and instruction from the immediate superior may be subjected to disciplinary action.

e. **Night shift differential**

1. Night Shift Differential (NSD) refers to the additional compensation of ten percent (10%) of an employee's regular wage for each hour of work performed between 10 p.m. and 6 a.m.
2. The Club adheres to the computation of NSD set by the Department of Labor and Employment.

f. **Service charge**

Five percent (5%) service charge collected from the monthly food and beverage sales is distributed among the regular employees on their monthly salary. The amount of entitlement per employee depends on the number of days they were present in a particular month. Forfeited claims to service charge due to absences shall be distributed to other employees with complete attendance.

g. **Maternity Leave**

1. This benefit applies to all female employees, regardless of civil status, employment status, and the legitimacy of their child.
2. The maternity benefit shall be for one hundred five (105) days with full pay and an additional fifteen (15) days with full payment in case the female employee qualifies as a solo parent under RA 8972, or the "Solo Parents Welfare Act of 2000". In case of miscarriage or emergency termination of pregnancy, the maternity leave shall be for sixty (60) days with full pay.
3. To qualify for the maternity benefit, the female employee must have at least

three monthly contributions to the SSS in the twelve months immediately preceding the semester of childbirth, miscarriage, or emergency termination of pregnancy. She shall have notified her employer of her pregnancy and the probable date of her delivery, which notice shall be transmitted to SSS by its rules and regulation.

4. The Club shall pay for the difference between the total salary and the actual cash benefits received from the SSS.

h. Paternity Leave

1. Paternity Leave is granted to married male employees of the Club regardless of employment status.
2. Paternity leave benefit shall apply to the first four (4) deliveries of the employee's lawful wife with whom he is cohabiting.
3. Male employees shall inform the HR upon confirmation of the spouse's pregnancy and must submit a copy of the child's birth certificate upon return to work.
4. The male employee may avail of this benefit before and after the delivery, provided that the total number of days shall not be more than seven (7) calendar days.

i. Parental Leave for Solo Parents

1. Parental leave for solo parents is granted to any solo parent employee who is left alone with the responsibility of parenthood and enables them to perform parental duties and responsibilities where physical presence is required.
2. In addition to leave privileges, the Parental Leave shall be seven (7) workdays every year of service.
3. The child of a solo parent must be unmarried, unemployed, and below eighteen (18) years of age, or even eighteen (18) years old and above but is incapable of self-support because he is mental- or physically changed.
4. A solo parent employee shall be entitled to the parental leave, provided that:
 - a. He has rendered at least one (1) year of service;
 - b. He has notified HR that they will avail himself of it within a reasonable period; and
 - c. They have presented to HR a Solo Parent Identification Card, which may be obtained from the DSWD office of the city or municipality where he resides.

j. Leave for Victims of Violence Against Women and their Children

1. Violence against women and their children," as used in Republic Act 9262 (the "Anti-Violence Against Women and Their Children Act of 2004"), "refers to any act or a series of acts committed by any person against a woman who is his wife, former wife, or against a woman with whom the person has or had a sexual or dating relationship, or with whom he has a common child, or against her child whether legitimate or illegitimate, within or without the family abode, which will result in or is likely to result in physical, sexual, psychological harm or suffering, or economic abuse including threats of such acts, battery, assault, coercion, harassment or arbitrary deprivation of liberty."
2. To be entitled to the leave benefit, the only requirement is for the victim-employee to present to HR certification from the barangay chairman (punong barangay) or barangay councilor (barangay kagawad) or prosecutor or the Clerk of Court, as the case may be, that an action relative to the matter is pending.

3. In addition to other paid leaves, the qualified victim-employee shall be entitled to a leave of up to ten (10) days with full pay.

k. **Special Leave for Women**

1. Regardless of age and civil status, any female employee shall be entitled to a special leave benefit under such terms and conditions provided herein.
 - i. She has rendered at least six (6) months of continuous aggregate employment service for the last twelve (12) months before surgery due to gynecological disorders described below;
 - ii. She has filed an application for special leave with her employer within a reasonable period from the expected date of surgery or within such period as may be provided by company rules and regulations or collective bargaining agreement;
 - iii. She has undergone surgery due to gynecological disorders as certified by a competent physician.

"Gynecological disorders" refers to disorders that would require surgical procedures such as, but not limited to dilatation and curettage and those involving female reproductive organs such as the vagina, cervix, uterus, fallopian tubes, ovaries, breast, adnexa, and pelvic floor, as certified by a competent physician. It shall also include hysterectomy, ovariectomy, and mastectomy.

2. The employee is entitled to a special leave benefit of two (2) months with full pay based on her gross monthly compensation.

l. **Thirteenth-month pay**

1. The Club pays thirteenth-month, regardless of the nature of their employment and how their wages are paid, provided they worked for at least one (1) month during a calendar year. The thirteenth-month pay should be given to employees no later than December 24 of every year.
2. The thirteenth-month pay shall not be less than one-twelfth (1/12) of the total basic salary earned by an employee in a calendar year.
3. The half of the thirteenth month may be given mid-year to requesting employees to aid in their children's educational needs in the coming school year.

m. **Retirement Pay**

The Club shall maintain a Retirement Plan duly approved by the Board of Directors on January 24, 2005. The Plan's provisions are embodied in the Revised Amended PAS 19 (R) Valuation Report.

1. Normal Retirement Date
The Normal Retirement Date of each employee shall be on the first day of the month coincident with or next following his attainment of age sixty (60) with at least five (5) years of service.
2. Late Retirement Date
The Late Retirement Date of a member shall be the first day of any month after attaining his normal retirement date but not beyond age sixty-five (65).
3. Early Retirement
 - i. Early Retirement Date – any employee may elect to retire with the consent of the Club before his normal retirement date, provided he has completed at least ten (10) years of service.

- ii. Early Retirement Benefit – any employee who is allowed by the Club to retire before his normal retirement date shall receive an amount equal to a percentage plan salary for every year of credited service by the vesting schedule below:

Years of Service	Percentage
Less than ten years	0%
Ten but less than 15	50%
15 but less than 20	75%
20 years and over	100%

4. Normal and Late Retirement Benefits

The Normal and Late Retirement Benefits shall be computed as the current monthly salary multiplied by the years in service a fraction of at least six (6) months being considered as one (1) whole year.

5. The Plan is non-contributory to the employees and is actuarially determined. Further, the Plan shall be Trustees.

n. **Philhealth, Social Security Sytem, and Pag-ibig Benefits**

The Club strictly complies with the government's mandate by ensuring that the employees can enlist themselves and pay the corresponding premiums to the following agencies:

NAME OF INSTITUTION	BENEFITS and PRIVILEGES
Social Security System (SSS)	Sickness, maternity, disability, retirement, death/funeral financial assistance, compensation for work-related sickness, disability or death, and salary loan
Pag-ibig Home Development Mutual Fund	Salary and housing loans, provident benefits claim (savings)
Philippine Health Insurance Corporation (Philhealth)	Financial aid for medical needs

The Club also fulfills its obligation to pay premiums to the **Employees Compensation Commission (ECC)**, a government corporation under the Department of Labor and Employment (DOLE), to ensure that employees will be able to claim benefits in the event of work-connected contingencies such as sickness, injury, disability or death.

2. **Club-initiated Benefits**

All employees, upon regularization, are entitled to all the benefits and privileges provided by the Club. In the case of newly regularized employees, they shall receive only a partial amount of the benefits. It will be initially computed on a pro-rated basis, depending on the year they were accepted as permanent employees. The Club shall provide the following benefits to its regular employees:

a. **Vacation Leave (VL)**

- i. Employees are entitled to a fifteen (15) day paid vacation leave to allocate days for rest, recreation, and other activities they need to attend to.
- ii. To ensure that an employee's absence will not affect the Club operations, conditions of leave, such as schedule and number of days, are subject to the

approval of the immediate superior or department head. An employee who still went on vacation despite the disapproval of their immediate superior shall not be paid for the day(s) of absence regardless if they still have VL credits and shall merit disciplinary action.

- iii. Leaves should be filed at least a day before the planned schedule using the Vacation Leave Form.
- iv. Vacation leaves are neither cumulative nor convertible to cash. Unused VL shall be automatically forfeited at the end of the year.
- v. Emergency leaves, or leaves that were not filed in advance, are chargeable to vacation leave credits. The emergency leave shall not be paid if the VL balance has been exhausted.

b. Sick Leave (VL)

- i. Employees are entitled to a fifteen (15) day paid sick leave.
- ii. Sick leaves may only be availed if an employee cannot report to work due to an illness or injury.
- iii. Employees must get fit-to-work clearance from the Clinic before returning to work, especially if the illness is contagious.
- iv. Sick leaves should be filed immediately upon return to work. If an employee's absence lasts for more than two (2) days, they must get medical clearance from a physician and submit it to the Clinic. Failure to present this document shall forfeit payment claims for days of absence and cause the issuance of disciplinary action to the employee.
- v. To avoid the spreading of infection, employees who contracted contagious diseases are discouraged from visiting the company's premises until they have fully recovered.
- vi. Sick leaves are non-cumulative but can be converted to cash if not used. The corresponding amount is to be paid to the employee by the end of the year.

c. Birthday Leave

Apart from the vacation leave credits, all employees are entitled to one (1) day of paid leave for his/her natal day. The said leave also needs to be filed in advance and approved by the immediate superior at least a day before. If the leave was disapproved due to staff requirements of the department or the employee's birthday falls on a rest day or holiday, it may be moved to another date within one week.

d. Bereavement Leave

The Club allows each employee five (5) days of paid leave in case of the death of an immediate family member. Immediate family members are spouses, children, brothers, sisters, parents, and parents-in-law. A corresponding leave application form accompanied by a death certificate should be filed.

e. Annual Physical Examination

To ensure that employees are physically fit for their jobs, an annual physical exam is administered by a Club-selected health service provider. All employees are required to undergo the said exam. The corresponding penalty under the CODE shall apply in case of violations related to non-participation in physical exams.

f. Annual Dental Examination

The Club provides annual dental treatment to employees conducted by a company-selected dental clinic to promote employees' oral health. The employee automatically forfeits this benefit if they could not comply with the schedule and re-

scheduling arranged by the Clinic for their dental treatment. The corresponding penalty under the CODE shall apply in case of violations related to non-participation in dental exams.

g. Medical and Dental Benefit

The Club provides a medical and dental allowance for its employees and their dependents at a specified amount for in-patient or outpatient health services.

i. Schedule of Entitlement per Level

Staff Level/ Rank and File (Levels I to IV)	P40, 000 per year
Supervisory (Level V and up)	P45, 000 per year
Managers	P50, 000 per year

ii. Definition of Legal Dependents:

- a. For married employees, dependents refer to the legal spouse, biological and legally adopted children up to 25 years of age who are single and not gainfully employed, and mentally and physically disabled children regardless of age.
- b. For single employees, dependents refer to parents and unemployed siblings with mental and physical disabilities regardless of age.
- c. For single-parent or with a common-law spouse, dependents refer to employee's single and unemployed biological or legally adopted children up to 25 years old.

iii. Conditions for Hospital Confinement (In-patient)

a. Confinement in Club-Accredited Hospital

If the patient was confined in a hospital accredited by the Club, a Letter of Authorization (LOA) must be secured from the Club's clinic. In this case of confinement, the hospital expenses shall be paid directly by the Club to the hospital within the allowable limit covered by the medical and dental benefits of the employee. The employee shall shoulder the excess amount.

b. Confinement in Non-Accredited Hospital

If the patient was confined in a health institution other than Club-accredited, the employee might request a cash advance not exceeding P5, 000 to serve as initial financial aid. The said request must be accompanied by a medical certificate or hospital abstract from the attending physician. The exact amount will be deducted from the employee's medical and dental benefit credit. The employee has the following options on hospital expenses payment:

- (1) Request a cash advance before the patient's discharge using the hospital billing statement as an attachment. The employee may not request an amount that exceeds what was required in the statement of account or beyond the maximum amount of the designated medical and dental benefit allowance.
- (2) Pay the hospital expenses from their funds and reimburse the amount covered by their medical benefit after completing the required attachments.

c. Conditions for Medical and Dental Expenses Reimbursement

- i. Medical and Dental benefit availment is subject to assessment and approval by the Club Nurse, department head, and HR after submission of complete documents.
- ii. Reimbursement validity is thirty (30) days from the date of consultation.
- iii. Medical-related expenses and other medical requirements after discharge from the hospital are covered under this benefit.
- iv. Any fraudulent or false information and documents submitted will automatically mean disapproval from acquiring this benefit. Likewise, the necessary disciplinary action as stated in the CODE for this offense shall be imposed.
- v. Any reimbursable amount not covered with a receipt will be accounted for as cash advance and therefore charged to the employee's account and deducted automatically from the employee's salary every payday until the outstanding amount is settled in full.
- vi. Processing of reimbursement will take seven (7) working days after submitting the required documents.
- vii. Rules and guidelines set by the Clinic and Accounting Department about valid attachments for reimbursements shall apply.

h. Medicine Allowance and Medicine Loan

The Club allows the employees to use P2,000 out of their medical and dental benefits to purchasing medicines, vitamins, supplements, and medical supplies from an accredited drug store if a request for drugs cannot be bought over-the-counter. This benefit should be used within the years. Otherwise, the allowance shall be forfeited.

If the employee has already exhausted the P2,000 allowance, they may avail of Medicine Loan with a maximum of P2,000 per year.

In both cases, claiming requested medical items shall require Referral Slip from the Clinic and a valid ID to be presented to the drugstore pharmacist.

Loan Repayment Guidelines

- i. The employee may arrange for payment terms of two (1) to six (6) months, depending on the amount of loaned medicine.
- ii. Loans should not exceed the maximum limit of P2,000.
- iii. Payments shall be made through monthly salary deductions.
- iv. Deductions from the maximum loan entitlement shall be replenished every time the previous loans are paid.
- v. Any amount over the maximum limit shall be deducted from the employee's salary. However, appropriate disciplinary action shall be given if the act is habitual or intentional.

i. Work Uniform

The Club provides all employees with a complete set of uniforms annually. A uniform committee represented by employees is designated to propose the material and design to be used on the uniform subject for approval of the Management.

j. Duty Meals

All employees, including contractual and extra personnel, are entitled to a duty meal. Employees who rendered duty on early and late shifts are entitled to

additional meal benefits such as morning snacks or afternoon snacks and snack/meal allowances for a specific overtime period. Further, those who rendered overtime **for more than two (2) hours** are entitled to a snack allowance, while those who rendered more than (4) hours are entitled to a full meal. Duty Meal Card shall be used for availing of the said food allowances. The corresponding penalty under the CODE shall apply in case of violations related to availing of duty meals.

k. Travel Allowances

- i. An employee sent to travel to any place outside the Club for an official business is entitled to travel allowances at specified rates. Such rates shall be subjected to periodic review and approval of the Management. The following guidelines are to be observed in the availment of travel allowances:
 - 1. An approved Official Business Form, accompanied by the travel cash advances or reimbursements, should be signed by the department head and the General Manager.
 - 2. Those sent to attend training outside the Club must attach a pre-approved Training Request form to the Cash Advance request intended for travel allowances.
 - 3. Existing rules of the Finance Department on Liquidation of Cash Advances and Petty Cash Reimbursement shall apply to liquidating travel allowances and reimbursing expenses made on travel allowances.

l. Bereavement Assistance

The Club shall grant the following assistance in case of death of:

- i. Covered employee – Twenty-five thousand pesos (P25,000.00) to surviving heirs
- ii. Legitimate spouse – Fifteen-thousand pesos (P15,000.00) to employee
- iii. Legal dependent children – Ten Thousand Pesos (10,000.00) to employee

m. Birthday gift certificate

To make the employees feel valued, the Club gives birthday gift certificates and a personalized birthday card on the employee's birthday.

n. Sports and Recreation Privileges

i. Use of Sports Complex Facilities

All probationary and regular employees may use any Sports Complex facilities during their Sports Day or as allowed by the Management. The following rules shall apply:

- a. The employee may use any of the facilities in the Sports Complex provided that the immediate superior signed their Sports Privilege Card as authorization.
- b. Members and guests shall be given priority in the use of sports facilities. The employee might be refused to access the facility if it was already reserved for use by the clients. In such a case, the employee may transfer to another facility.
- c. The employee can use only those sports facilities marked in the privilege card and approved by the immediate superior.
- d. The immediate superior may decline the request for the use of sports privilege if there is an important event or function requiring the employee's presence.

- e. An employee who has incurred suspension is still entitled to use the sports facilities during Sports Day. Still, they cannot join any sports fest events within three (3) months from the issuance of the disciplinary action.
- f. Proper sports attire is required in any facilities (i.e., bathing suit for swimming, rubber shoes for basketball, badminton, volleyball, tennis, etc.).

ii. Use of Golf Facilities

All probationary and regular employees are granted the privilege to use golf facilities subject to the following conditions:

- a. The privilege should be availed on Monday afternoons only. Should the employee request for playing schedule other than this, they must get the approval of the Golf Director or General Manager.
- b. Sports Privilege Card should be signed by the Golf Operations Manager or Golf Director.
- c. The employee may only play the game on their time. Thus, the privilege may only be availed if they are not on duty.
- d. The employee must wear proper attire and use their own set of golf equipment.
- e. Club golf cart rentals and caddie services should be paid according to the regular rates of the Club.
- f. The employee can play golf only with co-employees and not with members or guests.
- g. Those suspended cannot avail of the said privilege for three (3) months from the date of disciplinary action issuance.

3. Employee Engagement

The Club recognizes that its employees' concerted effort can only achieve the goals and objectives of the Club and continual commitment; thus, it is the company's thrust to ensure that there is a positive working relationship among employees and that they stay engaged with the company. The following are the Club's initiatives in promoting employee engagement, teamwork, and camaraderie.

- a. **BIRTHDAY BASH** - The Club throws quarterly birthday bashes to its employees to celebrate the most important day in their lives. The said activity aims to boost employees' morale, re-energize staff and make them feel valued.
- b. **COMPANY OUTING** - The Club hosts an Annual Employee Summer Outing to provide an opportunity for socialization between employees and promote an overall sense of team. The event is a whole day, or overnight affair held out-of-town, usually in resorts with team building and recreation facilities.
- c. **SPORTS DAY** - The Club provides a venue for employees' wellness and leisure by allowing them to use the Club's sports facilities on a specified sports day schedule. They are also encouraged to join the monthly sports fest organized by Human Resource Department to allow them to interact with other employees through sports and promote camaraderie and teamwork among them. Winners of each event are being recognized by awarding time with trophies or medals during the Employees' Christmas Party.
- d. **CHRISTMAS PARTY** - Every December, the Club organizes a Thanksgiving dinner and celebration for employees' accomplishments and the Club's triumphs in a year through an Employees Christmas Party. The social gathering also becomes a venue for recognizing employees with valuable contributions to the Club (Employee and Supervisor of the Year) and those loyal to the Club for many years (Years in Service). This affair also allows employees to showcase their other talents and mingle with other co-employees.

- e. **COMMUNITY OUTREACH PROGRAM** - The Club practices its moral obligation to society by conducting outreach programs, medical/dental missions, and environmental initiatives that improve the quality of life in The Orchard's communities. The said initiatives are implemented with the involvement of the staff to enhance their leadership, organizational, and interpersonal skills.

4. **Job Evaluation**

The Club has established a structure for analyzing, evaluating, and measuring the value of each job to ensure that there is salary equity among all the positions and appropriate pay grades and corresponding salary levels are applied.

5. **Salary Structure**

Salary level varies for rank and file, supervisory, technical, professional, and managerial employees. Each class has several position grades, and each grade has a corresponding salary range with a fixed minimum and maximum amounts. The Club's salary structure is regularly reviewed to effect necessary changes and maintain its competitiveness.

V. PERFORMANCE MANAGEMENT SYSTEM

The Performance Management System (PMS) of The Orchard Golf & Country Club is designed to align individual employee objectives and deliverables with overall corporate goals and to promote excellence and result-oriented performance culture that contributes to personal and departmental effectiveness. Key elements involve clarifying job objectives, targets, and programs (OTPs), defining performance standards, documenting, evaluating, and discussing performance with the staff. The PMS integrates performance, staff development and training, rewards and recognition, and links to other personnel-related decisions.

A. Planning and setting performance commitments

The main objective of setting performance commitments is to establish clear expectations and understand what is needed to achieve the Club's vision and goals.

1. At the beginning of the performance management cycle, the performance management committee shall agree on performance goals for the whole Club and each department.
2. The Department Heads shall identify corresponding performance goals for each employee within the department that aligns with the Club's vision and goals.
3. The Department Head/Section Heads shall likewise discuss the entirety of the Performance Score Card form with the staff.

B. Performance monitoring and feedback

1. The raters shall establish a performance monitoring system and systematically monitor and document performance data (i.e., monthly and quarterly reports). Some examples of monitoring tools are:
 - a. Project updates
 - b. Revenue/Fund generation reports
 - c. Customer satisfaction survey/feedback
 - d. Weekly/monthly reports of accomplishments or To-Do List.
2. The raters shall provide timely feedback, recognize good work, identify coaching needs or areas that may help the employees improve their productivity and quality of work, adjust performance goals, and agree to new initiatives.
3. At the end of the cycle, the raters collect the accumulated performance data and use them to determine if the employees achieved the targets or not and by how much. The corresponding rating will serve as the employees' Score for their respective performance objectives.

C. Developing employee's capability to perform

1. Using the individual Development Plan page of the Performance Scorecard Form, Raters and ratees identify development needs and agree on how they can be addressed through training and coaching.
2. The Individual Development Plans are then submitted to HR for consolidation, analysis, and inclusion of identified programs in the Club's Annual Employee Developmental Plan.
3. Raters shall engage in coaching activities to improve performance in areas where coaching is appropriate.
4. Raters should exert effort to follow through on both training and coaching interventions to ensure the application of learning.

While section/departments heads or supervisors have a significant influence over formal training, they have an even more substantial impact on creating a climate for informal employee development, which can take a wide variety of forms:

- **Feedback** is a natural part of the monitoring process of performance management. Still, specific and timely feedback to staff about their performance against established expectations also provides the foundation for discussing developmental needs.
- **Job rotation** and special assignments can stretch and challenge staff and broaden their understanding of the organization.
- **Coaching** and **counseling** provide individualized advice and instruction.
- **Mentoring** helps employees clarify career goals, understand the organization, analyze strengths and developmental needs, build support networks and deal with roadblocks.
- **Learning teams** can form to meet regularly to focus on improving performance.
- **Self-development** includes various techniques, approaches, and demonstrations at other organizations.

D. Performance evaluation

The Club's overall performance results from the employees' contributions as indicated in their KRA and performance targets. The Club's success or failure is dependent on the success or failure of the individual team player. Therefore, it is essential to assess how each staff is performing and take whatever necessary action to help them succeed.

Below are the steps in administering the performance evaluation:

- a. HR notifies/reminds raters of the submission of staff performance evaluation.
- b. Raters consolidate all performance records and input them in the Performance Scorecard form together with their appraisal of employee's competencies;
- c. Raters schedule one-on-one discussions with ratees regarding their performance.
- d. Rater and ratee agree on performance rating and action steps for performance development/improvement on the Employee Developmental Plan.
- e. Raters submit accomplished Performance Scorecard form to HRD; and
- f. HR consolidates all Performance Scorecard forms, prepares, and presents the Total Performance Evaluation and Rating Report to the General Manager for approval.

E. Rewarding high performance and remediation

The Management upholds three primary objectives of a performance rating system:

- Reward top performers handsomely and encourage employees to continuously challenge themselves beyond the initial goals they have set themselves.
- Make sure that there is no significant discrepancy between reasonably comparable people.
- Provide valid justifications to defend a rating.

1. Rewards

i. Merit increase

The Club shall grant merit increases to employees who have demonstrated exemplary performance. The salary increase amount shall be based on the performance merit matrix guidelines issued by Human Resources. This increase will

be based on **the average increase** to be determined annually based on the ff:

- a. Capacity to Pay/Affordability
- b. Market Practice
- c. Economic Considerations
- d. CBA Increase (for covered employees)

The merit matrix will be determined by the performance distribution and the average increase.

ii. Performance bonus

If the Club can achieve the overall financial target for the year, employees may be given a bonus, depending on their performance.

2. Remediation

An employee who gets a "Poor or Needs Improvement" Rating will be subject to a remediation period depending on their immediate supervisor's decision. The employee subject to remediation will be given one year to improve their performance. Performance targets will be evaluated every three months during the one-year remediation period.

Their superior shall prepare a Remediation Notice noted by the department head, which will be endorsed to the Human Resources Manager, and duly approved by the General Manager. The immediate superior will serve the signed notice to the concerned employee within seven (7) days from the date of discussion of the performance evaluation results.

The Notice, which will form part of the employee's PMS, will contain the following:

- a. Aspects of performance needing improvement
- b. Improvements desired
- c. Assistance to be provided to the employee such as immediate superior feedback, mentoring, coaching, and or attendance to training
- d. Length of time within which to achieve the improvement
- e. Possible consequences for failure to improve performance

The immediate superior is responsible for monitoring the activities lined up for the employee under a remediation program. Said superior shall adequately document all activities, developments, and results of the remediation program, a copy of which shall be furnished to HR for the employee's 201 files.

A remediation period can only be given twice to the employee. Failure to meet the agreed-upon improvements and commitments established in the remediation period shall be grounds for termination of employment.

VI. EMPLOYEE MOVEMENT, DEVELOPMENT, AND RECOGNITION

A. Employee Movement

The Club believes that employees are valued assets; thus, providing them with an opportunity for career growth is highly important. The company is committed to placing employees in positions best suited to their talents, skills, and abilities through the following means:

a. Promotion/Upgrading

Promotion is any change in the assignment that results in movement to a position classified in a higher pay grade than that of the original work.

On the other hand, upgrading reclassifies the position to a higher job level because of additional and substantially larger responsibilities, although some essential duties may be retained. The following guidelines shall be followed in promoting/upgrading an employee:

- i. An employee shall be entitled to a promotion because they have the right set of

competencies for the job in question compared to other candidates for the position. Past performances and behavior shall be given weight in deciding whether to promote the employee or not.

- ii. Promotion of the employee to the currently vacant position shall take effect after the screening and approval of the General Manager.
- iii. An employee recommended for promotion shall undergo a 3-6 months trial period before obtaining full managerial benefits.
- iv. Employees can be promoted to a vacant position in any department provided that he is suited, competent, and qualified for the job.
- v. Seniority shall be considered only when candidates for promotion have the same competence, suitability, and qualifications.
- vi. In the case of promotion involving competition among several candidates, applicants who failed to obtain at least three (3) "VERY GOOD" Performance Assessment Ratings (PARs) for the last three (3) years will not be considered.
- vii. If there is only one qualified candidate for the position, promotion shall be based on the recommendation of the immediate supervisor and department head.
- viii. Salary adjustments may only be made up to the maximum applicable salary range.

b. Lateral Transfer

Lateral transfer is the movement of an employee to a new position with a pay grade and level of responsibilities that are equivalent to that of the previous one. The immediate superior, the employee itself, or Human Resources Department may initiate a transfer request based on the assumption that the employee will be able to maximize their potential and perform better in the new position. The transfer is only possible under certain conditions such as:

- i. There is an available vacant position in the section or department where the employee is intended to be transferred.
- ii. The employee is qualified for the job.
- iii. The transfer is accepted by the affected employee, their current immediate superior/department head, and receiving department/section head.
- iv. General Manager approves the recommendation for the transfer of the employee.

B. Employee Development

The Club shall implement continuous training and development programs for the employees to perform their duties effectively and efficiently and acquire skills, knowledge, and competencies necessary to develop their potential and meet the Club's future human resources needs.

This policy will serve as a guide to the Human Resources Manager and other persons in the organization who are responsible for training the employees.

1. The training programs shall be aligned with the vision, mission, and core values of the Club to ensure that these investments are directed toward the organization's attainment of business objectives.
2. This program includes attendance in relevant training, workshops, and seminars given by accredited institutions and participation in in-house training organized by Human Resource Department.
3. An employee who attends in-house training based on the recommendation and approval of their direct superior is considered on duty.
4. An Employee may request to attend specialized training relevant to their job provided that it has undergone HR screening and approved by the department head and General Manager. The Club shall shoulder the fees and related expenses for the said training.

5. All training and development initiatives shall be adequately planned, recorded, and evaluated. The following requirements shall apply to all training and development activities:
 - i. The structured approach in Training Needs Analysis
 - ii. Data analytics result of the Employee Developmental Plan
 - iii. Presentation of training programs according to the training plan
 - iv. Evaluation of training in terms of trainee reaction, learning, workplace application, and the results achieved.
 - v. Annual reporting on training interventions
 - vi. Every new employee, regardless of function or department/section, shall receive a systematic induction training within one month starting from the day he assumes duties, consisting of the Club's background, policies, procedures, and guidelines from the Human Resource Department and immediate superior.
 - vii. Human Resources Department shall screen all the training activities that other departments initiate. Further, it shall only be responsible for the administrative coordination of the said activities. Logistical requirements and expenses shall be taken care of by the department that hosted the training event.
6. The Club administers a cross-training program for its employees to support, continue, or swiftly restore the key team member in the event of disruptions in the Club's operations. It also offers opportunities for employees to obtain skills, knowledge, and abilities that may improve their chances for career advancement and an opportunity for the management to improve the departments' succession planning.

C. Employee Recognition

The Club provides a structured rewards system and reinforcements for its employees' exemplary performance, loyalty to the Club, and commendable work attitude and ethics.

1. EMPLOYEE OF THE YEAR

Every year, an employee will be nominated by each department to vie for Employee or Supervisor of the Year using the criteria. As Employee or Supervisor of the Year, the employee shall receive:

- i. Certificate of Nomination and token for all those who have been shortlisted as qualified candidates for this recognition
- ii. Plaque of Appreciation for the selected employee(s) and supervisor(s)
- iii. Cash gifts shall be given to Employee of the Year and Supervisor of the Year.

An employee chosen or nominated as Employee/Supervisor of the Year may still qualify to win the title in the following year.

If more than one (1) employee qualifies, the department managers will vote to choose among the candidates. In case of a tie, they shall receive the same cash gift.

2. SERVICE AWARDS

As part of retaining and motivating employees, the Club recognizes the importance of rewarding staff's service, commitment, and loyalty. Employees are given this recognition once every five (5) years. A Certificate of Appreciation and token are awarded to them during Employees Christmas Party.

3. CERTIFICATE OF COMMENDATION

The Club recognizes employees' exemplary work attitudes and ethics to foster positive views and boosts their motivation. Certificates are given during department meetings or Christmas parties.

VII. OCCUPATIONAL SAFETY, HEALTH, AND SECURITY

A. Safety and Health Committee

The safety of the members, guests, employees, and other visitors of the Club is a priority of the company. The Club has formed The Orchard Occupational Safety and Health Committee to remain faithful to this commitment. Their members consist of employees representing each department and agency providing support services to the company. Under the leadership of the Safety Officer, the said group ensures that the Club's working environment is free of accident by periodical inspection and elimination of potential hazards. As promoting the safety of the Club facilities requires the concerted effort of all the organization members, the related projects/initiatives of the Committee are supported by the department heads and section supervisors. The team members are equipped with the knowledge and skills necessary for this function by training them to respond to various types of emergencies and save lives.

For proper handling of health concerns by members, guests, and employees, the Clinic applies first aid treatment and provides medicines to address minor health problems. In case of serious illnesses or injuries, patient(s) shall be endorsed to an accredited hospital of the Club for proper medical care.

B. Natural Disasters and Emergencies

In case of natural calamities or emergencies such as typhoons, flooding, earthquake, and fire, the Management has the discretion whether to stop the operations of the Club. It will also decide on the matters about compensation given to be those employees who were required to remain on duty despite the calamity to save the Club from loss or operational breakdown.

C. Alcoholism, Smoking, and Substance Abuse Policy

The Club is against any practice which pertains to the use or sale of prohibited drugs, reporting to work under the influence of alcohol or addictive substances, and drinking liquor within the company premises and during Club-sponsored activities. Further, for health and safety reasons, smoking in restricted/non-smoking areas is also prohibited. If employees were involved in these activities, they should be given disciplinary action based on the CODE.

D. Policy Against Sexual Harassment

The Orchard Golf & Country Club is committed to upholding a work environment that supports each employee's dignity, self-respect, and self-worth. Actions, words, or caustic remarks about a person's gender, race, ethnicity, age, religion, or any other legally protected aspects of one's individuality are not tolerated by the Club.

As stipulated in Section 3 of Republic Act No. 7877 entitled "The Anti-Sexual Harassment Act of 1995," the following shall constitute Sexual Harassment in a work-related or employment environment:

1. The sexual favor is made as a condition in the hiring or the employment, re-employment or continued employment of said individual, or in granting said individual favorable compensation, terms of conditions, promotions, or privileges; or the refusal to grant the sexual favor results in limiting, segregating or classifying the

- employee which in any way would discriminate, deprive or diminish employment opportunities or otherwise adversely affect said employee;
2. The above acts would impair the employee's rights or privileges under existing labor laws; or
 3. The above actions would result in an intimidating, hostile, or offensive environment for the employee.

An employee who gets involved in sexually harassing a member, guest, co-employee, a staff of the outsourced service providers rendering service to Orchard, or anyone who has a legitimate transaction with the Club shall be liable for the violation of said Act. While it is not possible to list all of the circumstances which would constitute sexual harassment, the following are some examples:

1. unwelcome sexual advances, whether they involve physical touching or not;
2. requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or
3. coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment:

1. use of sexual epithets, jokes, written or oral references to sexual behavior, gossip regarding one's sex life;
2. sexually-oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
3. displaying sexually suggestive objects, pictures, and cartoons;
4. unwelcome leering, whistling, deliberate brushing against the body in a representative manner;
5. sexual gestures or sexually suggestive lewd comments;
6. inquiries into one's sexual experiences; or discussion of one's sexual activities.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action based on the provisions of CODE. It is also against The Club's policy to retaliate against an employee for filing a complaint of sexual harassment or cooperating with an investigation of a complaint of sexual harassment.

E. Incident Reporting and Management

The Club is committed to ensuring a safe and secure environment for its members, guests, clients, staff, and contractors (partners). It is the policy of the Club to record all incidents that have resulted in harm or loss or have the potential to happen. Staff is to report these incidents to the appropriate person promptly. This Policy and Procedure on Incident Reporting and Management describe the Club's approach to recording, reporting, and managing incidents, clarifying the process for investigating incidents, complaints, and claims, and promoting best practices based on lessons learned from the incidents.

F. Mental Health

The Club provides awareness of mental health issues, corrects the stigma and discrimination associated with mental health conditions, identifies and supports individuals at risk, and facilitates access to mental health conditions treatment and psychosocial support.

VIII. CODE OF DISCIPLINE AND ETHICS (CODE)

The Club believes that discipline is essential to the attainment of its objectives. The aim of disciplinary action is not merely intended to punish wrongful acts or omissions but to rectify and rehabilitate misconduct/misbehavior to improve said employees' attitude and values, thus improving performance. In promulgating the Code of Discipline and Ethics (CODE), the Club has moderated the implementation of penalties with fairness and consideration for the employee. It has balanced these rules and their corresponding penalties to achieve continued quality service and fulfill each employee's responsibilities. The Club, therefore, expects all its employees to observe/maintain a high standard of discipline in their daily attendance to their jobs and dealings with other employees.

A. TYPES OF DISCIPLINARY ACTIONS

Any violation in the Code of Conduct may be meted out on any of the following disciplinary action, depending on the nature, gravity, and frequency of commission of an offense:

1. **Verbal Warning** – refers to the oral reprimand or censure given to an employee for a CODE violation. A record of verbal warning is given to the erring employee as proof that disciplinary action was given and that the employee was made aware of his violation; thus, a commission of the same offense shall be penalized with higher sanction.
2. **Written Warning** - refers to the written reprimand or censure given to an employee for a CODE violation. It cautions that a subsequent offense shall merit a more severe penalty.
3. **Suspension** - refers to a written notice of temporary lay-off in a fixed period, without salary and benefits to the erring employee. Suspension is of two kinds:
 - i. **Disciplinary Suspension** is a mandatory absence from work as a penalty for violating the Club's Personnel Policies and Procedures.
 - ii. **Preventive Suspension** may be defined as the temporary removal of an employee charged for violation of Club rules from his present status or position. Preventive suspension is usually imposed against the subject employee while the Club is investigating his alleged infringement to prevent him from causing further harm or damage to the Club or his co-employees. Preventive suspension is a precautionary measure and not a penalty.
4. **Dismissal** is the severance of the employee-employer relationship due to causes authorized by the law.

B. CLASSIFICATION OF OFFENSES

- i. Offenses against Honesty and Integrity
- ii. Offenses against Conduct and Propriety
- iii. Offenses against Attendance and Punctuality
- iv. Offenses against Confidentiality and Proper Handling of Information
- v. Offenses against Club Property
- vi. Offenses against Health, Safety, and Security
- vii. Offenses against Efficient and Competent Performance of Work
- viii. Offenses against Moral Values

C. SCHEDULE OF PENALTIES

CLASSIFICATION OF PENALTIES	OCCURRENCES				
	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense
TYPE A	Verbal Warning	Written Warning	Up to 7 days suspension	Up to 15 days suspension	Termination
TYPE B	Written Warning	Up to 7 days suspension	Up to 15 days suspension	Termination	
TYPE C	Up to 7 days suspension	Up to 15 days suspension	Termination		
TYPE D	Up to 15 days suspension	Termination			
TYPE E	Termination				

D. PRESCRIPTIVE PERIOD

HR shall consider violations committed within the twelve-(12) month period in imposing any penalty and counting the number of offenses committed by the employee.

E. CIRCUMSTANCES AFFECTING DECISION OR DISCIPLINARY ACTION

The appropriate sanction is imposed if it is proven that the employee committed an offense based on the CODE. A higher or lower section may be charged due to justifying, mitigating, and aggravating circumstances that will be considered before the penalty is imposed. The circumstances must guide the imposition of implementation of the disciplinary section:

- i. Mitigating circumstances – the presence of these circumstances lessens the penalty.
- ii. Aggravating circumstances – increase the penalty because they indicate the unusual perversity or delinquency of the offender.
- iii. Exempting Circumstances – there is no malice because the act is not voluntary or the action was accidentally done, or omission was unavoidable unless previously known by the employee that the cause and effect of such violation and advice was unheeded.
- iv. Justifying Circumstances – the act is voluntary, but there is no malice because the employee acted in good faith, being impelled by some lawful motive.

F. OTHER PROVISIONS

- i. A higher penalty shall be imposed when a single act constitutes two or more violations.
- ii. If more than one offense is committed simultaneously, they shall be dealt with separately.
- iii. The Management reserves its inherent right to amend, alter, modify or change these rules as the circumstances may warrant.
- iv. Offenses that, at their first commission, are not punishable by dismissal shall be deemed condoned or pardoned if no disciplinary action is initiated by the immediate superior or department head within thirty (30) days from the date of commission.

G. PROCEDURAL DUE PROCESS

1. Employees' failure to meet performance standards, appropriate behavior, and actions in the workplace must, at minimum, be noted. The fact was communicated with the employee for correction right at the first occurrence. When other methods such as coaching, counseling, and performance appraisal have not been successful or in cases

of severe misconduct or committed violation of the CODE the immediate superior and Department Head shall issue a Notice to Show Cause in Writing (NTSC). The actual incident, names of other employees involved (if any), particular acts committed, date, time, and place where the incident occurred, and the extent of damage, loss, or injury to the Club or any person should be identified in the NTSC.

2. The respondent-employee must submit a written explanation of the charge or charges against him within five (5) days from receipt of the notification. Employees may, likewise, submit supporting statements of witnesses and other documents. If an employee fails to give a written explanation within the required period, the supervisor and manager shall proceed with the disciplinary action or administrative charge specified in the CODE.
3. If the manager finds the explanation acceptable, no disciplinary action shall be meted out by the employee. This shall be recorded in the Notice of No Disciplinary Action and made known to the employee concerned with the necessary coaching and counseling so that action will not be repeated. The NTSC shall be kept in the 201 File.
4. If, after the interview and evaluation of the written explanation, the employee was proven to have violated a CODE provision or any other policy, rule, or regulation of the Club, the department manager shall recommend the necessary disciplinary action shall be submitted to HR.
5. Human Resources Department shall evaluate the given disciplinary action and may recommend DA change if necessary. With the concurrence of the manager, HR shall prepare the Notice of Disciplinary Action, which the supervisor and manager will serve. Counseling with the concerned employee should likewise be conducted.
6. If the offense is complicated, the Department Head, in consultation with the HR Manager, shall conduct further investigation or convene an administrative hearing committee to study/hear the case before submitting its recommendation to the General Manager.
After conducting the investigation and hearing of the case, HR shall submit the findings and final recommendation to the general manager. HR shall then serve the Notice of Disciplinary Action to the employee concerned.
7. The Manager for HR, with the approval of the General Manager, may preventively suspend an employee for a period not exceeding thirty (30) days pending an investigation if there are reasons to believe that the employee is guilty of the charge or charges against him that would warrant his termination from the service, or where the continued employment of the employee poses a severe threat to the life of another employee or the destruction of any Club property.
8. Where the administrative case against an employee under preventive suspension is not finally decided after the lapse of the period for preventive suspension, the employee shall be reinstated to his former position or a substantially equivalent position, or the period of rest may be extended, provided the wages and other benefits due the employee are paid. The employee shall not be bound to reimburse the wages paid to him during the extension if the company decides to dismiss the employee after completing the investigation. However, suppose the delay is due to the fault or negligence of the employee. In that case, the delay period shall not be included in counting the period of preventive suspension.

9. If the offense committed constitutes a violation of law in the Penal Code, and the facts and circumstances warrant criminal prosecution, the same should be reported to the proper authorities for appropriate action.

IX. EMPLOYEE SEPARATION

An employee may be separated from the Club through the following:

A. RESIGNATION

An employee must notify the Club at least 30 days before the effective resignation date. The period may be shortened to fifteen (15) days upon the recommendation of the department head. Non-compliance to the prescribed period for resignation will delay the processing of exit documents and the final payment. The following procedure shall apply:

1. Notice of resignation should be submitted in writing and addressed to the department head. Approved Notice of Resignation shall be then forwarded to Human Resource Department for processing.
2. The Club must accept a resignation through the department head or Human Resources Manager. The acceptance may be withheld if the employee has a pending administrative case.

Suppose an employee filed a resignation while under investigation due to a violation requiring disciplinary action; the Management has the prerogative to decide whether or not to accept the resignation even before the investigation is completed and corrective action has been served. However, regardless that the resignation was taken, it shall be reflected in the employee's record and reported if there is a third party who requests a background check of the employee.

3. An employee who stops reporting for work without tendering resignation or fails to have this acknowledged by immediate superior shall be dismissed by the Club on just cause.

B. DISMISSAL

The Labor Code of the Philippines Book VI Title, I Termination of Employment, provides the complete set of guidelines for justifying the termination of an employee. Dismissal from service may be due to any of the following causes:

1. Dismissal due to unsatisfactory performance

A probationary employee who has performed unsatisfactorily as certified by the immediate superior or department head cannot be considered for regular employment and will be advised after evaluating his probationary period or when the circumstance warrants it.

2. Just Causes

Just causes for dismissal of an employee may be defined as those lawful or valid grounds for termination of employment that arise from causes directly attributed to the fault or negligence of the erring employee. Under Labor Code Article 282, the following are just causes for termination:

- i. Serious misconduct or willful disobedience by the employee of the lawful orders of his employer or representative in connection with his work;
- ii. Gross and habitual neglect by the employee of his duties;
- iii. Fraud or willful breach by the employee of the trust reposed in him by his employer or duly authorized representative;

- iv. Commission of a crime or offense by the employee against the person of his employer or any immediate member of his family or his duly authorized representative; and
- v. Other causes are analogous to the preceding.

3. Authorized Causes

Authorized causes for dismissal of an employee refer to those lawful grounds for termination that generally do not arise from fault or negligence of the employee. Based on the provisions of Labor Code Article 283 and 284, the following are the authorized causes for employee termination:

- i. **Closure of establishment and reduction of personnel** that may be caused by:
 - a. Installation of labor-saving devices
 - b. Redundancy
 - c. Retrenchment to prevent losses or the closing
 - d. Cessation of operation of the activity or undertaking

- ii. **Separation due to a disease**

An employer may terminate the services of an employee who is suffering from any disease and whose continued employment is prohibited by law or is prejudicial to his health as well as the health of his co-employees provided that a competent public health authority certifies that the disease cannot be cured within six (6) months even with proper medical treatment. If the ailment can be treated within the said period, the employee shall be asked to file a leave and shall be allowed to return to work upon restoration of normal health; otherwise, the Club shall terminate his employment.

X. POST-EMPLOYMENT

A. Requirements

Separated employees must complete the following requirements as pre-requisite for a claim of receivables from the Club and issuing a Certificate of Employment.

- i. **Exit Interview**

The exit interview is established and implemented to know any opportunities for improving the Club's ability to respond to employees' issues and develop recruitment and retention strategies to address job-related matters identified in the exit interview.

The separating employee is required to abide by the following guidelines:

- a. Separating employees must submit their resignation to the Department Head at least thirty (30) days before the intended effectivity date. HR shall be furnished with the approved resignation letter.
- b. Once the resignation has been approved, the employee must complete the Exit Interview form and undergo an interview a week before the effective resignation date. A seven (7) day- extension shall be given to employees with valid reason.
- c. The exit interview is a prerequisite for clearance. Hence, separation pay shall not be given to the separating employee if they fail to undergo the said exit interview.
- d. HR shall conduct the exit interview of all severing employees except fellow HR staff. The General Manager shall handle the exit interview of HR personnel.
- e. The information received through Exit Interviews will be confidential. No specific information that could be traced back to the former employee will be

disseminated or discussed unless permitted by the former employee himself or if the information is detrimental to the security and health of the Club's stakeholders.

- f. HR staff is responsible for analyzing data gathered from exit interviews and providing recommendations to the management.

ii. Clearance from Accountabilities

All resigning employees must process their clearances to ensure that documents/records and properties of the Club that may have come into the employee's possession during employment were properly endorsed and their accountabilities were settled entirely. Resigning employees are allowed to route their clearance a day before the effective date of separation.

iii. Certificate of Employment

All employees who leave the company will be issued a Certificate of Employment (COE) specifying the date of engagement and termination of employment and their position held in the Club.

iv. Release Waiver and Quit Claim

The separated employee who has already received their final payment must sign the Release Waiver and Quit Claim Form to signify that the Club has already settled all its obligations to the employee and shall not demand further claims.

XI. FINAL PROVISIONS

A. Liability for damages

When the commission of an offense shall have resulted in damage to Club property or the property of any member, guest, or employee, the employee-offender shall likewise be held liable for the damage incurred.

B. Application of policies, rules, or regulations issued before this code of conduct

Offenses committed before the reflectivity of this Code of Discipline and Ethics shall be treated by the policies, rules, or regulations in force at the time of their commission.

C. Issuance of other policies, rules, or regulations

The preceding list of offenses does not preclude the Management from issuing other policies, rules, or regulations which may not be covered in this Code of Discipline and Ethics. All disciplinary policies, rules, or regulations which may be issued hereafter shall form part of this Code of Discipline and Ethics.

D. Repealing clause

The provisions of existing policies, rules, or regulations of the Club that are inconsistent with this Code of Conduct are amended or repealed accordingly.

E. Effectivity

This Code of Conduct shall take effect _____ and shall supersede any previous code or schedule of offenses.