



## **CITYLAND PASONG TAMO, INC.**

Penthouse, CPT Condominium Bldg.,  
6264 Calle Estacion, Pio Del Pilar, Makati City, Philippines  
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# **PERSONNEL POLICIES, PROCEDURES, RULES AND REGULATIONS MANUAL**

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## INTRODUCTION

The need to formalize, refine, upgrade and update the Company's Rules and Code of Conduct is a priority for **Cityland Pasong Tamo, Inc. (CPTI)**. Well-informed employees on job related matters particularly work rules and sanctions will improve operations because everybody will be functioning based on the Company's set of priorities and standards.

It is in this light that the **Personnel Policies, Procedures, Rules and Regulations Manual** came to be. This manual embodies the CPTI's (1) Rules & Regulations to be followed and observed by the employees, (2) The Code of Discipline that specifies in concrete terms the sanctions for substandard performance, (3) The Company's Values & Ethics.

This manual will serve as a guide for all employees on to how they should conduct themselves as employees of the CPTI. This will answer common concerns encountered by employees thereby they become more confident that their day-to-day activities conform to the established protocol set forth by the Management. Above all, both the employee and his immediate superior are in sync in relation to the company work rules thereby all work activities are geared to the achievement of the company goals in each work station, departments or divisions.

This manual is an accountable set of documents and is made available to all **CPTI's** employees for their reference and guidance. This manual must be maintained and its use is limited to the employees of **CPTI** only.

Any questions or concerns regarding this manual and its contents are to be directed to the Building Administrator, who is tasked to explain the provisions and Management's posture on these matters.

## **Cityland Pasong Tamo, Inc**

Cityland Pasong Tamo, Inc. (CPTI) was first registered at the Securities and Exchange Commission on August 9, 1995 as City Square Pasong Tamo, Inc. as a non-stock, non-profit corporation under the provisions of RA4726 (Condominium Act), On March 6, 1997, the Securities and Exchange Commission approved the change of name of the corporation to Cityland Pasong Tamo, Inc. CPTI, as a condominium association, was established to “promote the best interest of the unit owners in the condominium xxxx, to own or hold title to the common areas in the condominium xxx, among others”.

Cityland Pasong Tamo Condominium is a fifteen (15) storey building at 6264 Calle Estacion, Barangay Pio del Pilar, Makati City built on a lot containing an area of 3,355 square meters more or less. The building has 498 residential units, 179 commercial /office units, and 147 parking spaces on the ground and in two (2) basement parking areas. It has a swimming pool, gymnasium, covered roofdeck and children’s playground for use of the residents.

Cityland Pasong Tamo, Inc. is managed by five (5) members of the Board of Directors who are elected during the annual meeting. The President, Vice President, Corporate Secretary, Treasurer and Auditor are elected by the Board of Directors annually as well as both the Board of Directors and Officers serve for one (1) year. In accordance to the amended By-Laws of CPTI, no Director shall serve for three (3) consecutive years.

The Building Administrator manages the day-to-day activities of the association as well as overseeing the activities of the administration and maintenance staff and other service providers which provide security, janitorial and other maintenance requirements of the building. The Administration Office is located at the Penthouse of the building. .

### **Part I Working Conditions and Responsibilities**

#### ***WHAT CPTI MANAGEMENT EXPECTS FROM ITS EMPLOYEES/STAFF:***

Management expects its staff to act in a professional and ethical manner at all times. It is extremely important that employees present themselves professionally and with the utmost honesty. Employees and staff are expected to do the best in whatever they are assigned to do in an efficient, swift and sincere manner. Employees and staff should keep their word with Owners / Occupants.. Employees should protect the Managements reputation and credibility and not to make public criticism against the Management or its staff members.

#### **A. EMPLOYMENT POLICIES**

The Management hires its employees based on the guidelines set by the Department of Labor and Employment (DOLE) and the Labor Code of the Philippines.

##### **A.1 Employee Status**

###### **A.1.1 Casual /Temporary**

- a. One is hired on a casual/temporary basis to perform seasonal jobs or those, which are not continuous or regular in character.

- b. Appointment is for a period of one (1) month, renewable every month but not to exceed six (6) months.
- c. The services of an employee are terminated at any time depending on the discretion of the Management.
- d. Paid on a daily basis.
- e. Hiring of a direct contract is only for a period not to exceed six (6) months.

#### **A.1.2 Project Basis**

- a. One is hired on a project basis to perform services or activities for a specific project or undertaking only and shall not be construed in a way as any activity usually necessary.
- b. The services of a project basis employee with the Management shall be co-terminus with the completion of the project or undertaking.
- c. The services of an employee may be terminated for a just cause even before the expiration of the project contract.
- d. Paid on a daily basis.

#### **A.1.3 Probationary**

- a. One is hired for a trial or probationary basis for a minimum of three (3) months but not to exceed five (5) months, to fill up or occupy eventually a permanent position in the company organization. Any exception to this rule shall be with prior approval of the Management.
- b. Probationary period is the duration of time needed to learn the job. This is the time the Management observes the skill and ability of the employee, his/her work habits and general fitness for the job position in accordance with reasonable standard of performance prescribed by the Management.
- c. The services of any employee who has been engaged on a probationary may be terminated for a just cause or when he fails to meet the work standard. His/her employment is terminated before probationary period agreed upon (whether 3<sup>rd</sup> or 5<sup>th</sup> month).

#### **A.1.4 Regular / Permanent**

- a. An employee is one who has satisfactorily undergone the probationary period of employment and passed the Management full requirements for regular employees.
- b. An employee enjoys the package of benefits of the CPTI.
- c. Paid on a monthly basis.

### **B. INDUCTION / ORIENTATION**

#### **B.1 Cityland Pasong Tamo, Inc. Induction/Integration Program**

The Management and/or Building Administrator shall conduct an Induction/Orientation for every new employee. The objective of this activity is to provide the new employees a working knowledge about:

- The Management: Organization, incumbents, mission, operations and infrastructure.
- Work Rules and Regulation: Including those with disciplinary sanctions.
- Work Values and Ethics: Those currently observed within the company

- **Company Benefits:** Includes leave benefits and those government mandated benefits program.

## **B.2 Division / Section Orientation**

The new employees are given a tour of the premises including facilities at the Cityland Pasong Tamo, Inc. aimed at showing them the location of the division / section they will be interfaced with as they handle their tasks in the Company.

The division / section heads will integrate the new employee in their work environment and stations. The key areas they will discuss with the new employees are focused on the following:

1. The organizational structure and functions of incumbents.
2. Work flow and where the new employee is to be operating and/or assigned.
3. The broad and detailed task/jobs for him/her to handle (based on the position's job description).
4. The work standards and the Management Performance Appraisal & Merit Increase System
5. Orientation on how to use office equipment / facilities and how to access to the application used in the Management.

It is expected that the new employee, as he/she being integrated in the Company operations, ask question to clarify key issues, which may became his/her guide as how to handle assigned task.

## **C. CPTI IDENTIFICATION CARD**

Management provides its employees with Identification Card for use in official business transactions outside of the company. ID's are accountable card, which must be surrendered upon resignation or termination of services of employment with the CPTI. The ID card provides the following information about the employees: **(1)** Full name, **(2)** Picture, **(3)** Employee Number **(4)** Home address: Telephone Nos. and person to contact in emergency situations, **(5)** The CPTI telephone Nos., **(6)** Signature and that of the CPTI Authorized Signatory, **(7)** Social Security System (SSS) Number, **(8)** Taxpayer Identification Number (TIN), **(9)** Phil health Number **(10)** Pag-Ibig Number.

### **C.1 ID Card Issuance**

The CPTI ID Card is issued to employee upon their regularization. However, for new employees under probationary, if the position necessitates an ID Card to secure one, he/she must request in writing to the Building Administrator, preapproved by his immediate superior if any.

### **C.2 ID Replacement**

To replace a lost ID Card, an Affidavit of Loss must accompany the letter of request for replacement addressed to Management. For repeated loss, a Nominal Fee may be charged to the employee to defray the cost of the replacement card.

## **D. EMPLOYEE RECORD FILE**

The Management maintains an Employee Record File (ERF) for each employee at Administration Office. The ERF contains a record of employment, personal data and other relevant information regarding the employee. The ERF is updated periodically by

Administration Officer. A bio data sheet is sent to the employees annually at the end of the year, for them to fill up and provide relevant information and updates:

- The Change of Home Address and/or telephone Numbers
- The Change of Civil Status
- Additional dependents
- And other relevant information

Apart from this, the employees are advised to officially inform the Management of any changes relevant to the update of their personal record.

## **E. EMPLOYEE WORKING HOURS**

The regular work week of the office personnel is 44 hours per week at 8 hours per day, from Monday to Friday and 4 hours on Saturday, exclusive of the 1 hour lunch break and inclusive of 15 minutes each for the morning and afternoon tea/coffee breaks.

### **E.1 Working Hours (All Office Personnel)**

Monday to Friday : 8:00am – 5:00pm

Saturday : 8:00am – 12:00nn

**E.1a** Maintenance Personnel only – will have a six (6) days a week work schedule with one (1) day off per week. Regular time is from 8:00am – 5:00pm. . One (1) personnel is assigned to work overtime from 5:00pm – 10:00pm. However, during this period, the maintenance personnel assigned for the day will have an assigned work schedule approved by the Building Administrator. After 10:00pm the said personnel shall be on standby and/or stay-in at the CPTI's Quarters for any emergency situation.

#### **Note: Maintenance Personnel shall comply with the following:**

1. All Daily activities should be coordinated with the Building Administrator based on Job Order Requests and priority set by the Building Administrator.
2. Maintenance staff shall report the status of jobs being undertaken to Administration Office from time to time so that the concerned resident can also be apprised on the status of the job/complaints.
3. Except in emergency situations, or requests from residents after office hours, the Maintenance Staff is not allowed to entertain verbal request/instruction from residents. A Job Request Form shall always be filled up and to be filed at Administration Office. Maintenance jobs done for residents after office hours shall be covered by a Job Request Form the next working day.
4. Maintenance staff shall bring with him the assigned VHF Radio at all times while on duty, especially at night, so that he can immediately respond to any emergency situation.
5. Maintenance staff shall not accept personal/private jobs from any resident during working hours especially if the request will be in conflict with regular maintenance jobs on common areas.

**E.1b** Office hours and working days may be modified by Management to conform to the requirements of the law or at the exigency at the operations. In view of this, there might be some instances that personnel might be required to work overtime (in excess of eight hours regular time and/or after 5:00pm) as necessary

Office hours are set by the Management. All employees must be in their working areas / CPTI's premises at least **fifteen (15) minutes** before the actual working hours to prepare for work.

## **E.2 Time-In and Time-Out**

**E.2a** A Biometric Time Keeping Equipment is provided by CPTI for use of its employees and staff. In the absence of a Biometric Time Keeping Equipment, attendance will be monitored through the Punch Card / logbook signed and certified by the Lobby Guard. It shall be the sole responsibility of the employee concerned to log-in and log-out on Biometric Time Keeping Equipment

Note: Tardiness and Late

1 – 15 minutes late is considered 15 minutes late, excused but has to work after office hours to complete 8 hour requirement per day. Corresponding salary deduction shall be made for tardiness beyond 15 minutes

16 – 30 minutes late is considered 30 minutes late = salary deduction for 30 minutes

31 - 60 minutes late is considered 1 hour late = absent salary deduction for 1 hour.

61 – Over 1 hour will be consider absent for one- half day. The time will be deducted from their leave credits. For those employees who have already consumed allowable leave credits, corresponding salary deductions will be made.

**E.2b** If the employee failed to log – in/out at the Biometric Time Equipment upon checking, Management will consider this as an absence. The Accounting Section will use the attendance log sheet as basis for salary / payroll computations as per provisions in **Section H-I**.

**E.2c** Falsification of log-in and log-out entries on the Biometric Time Keeping Equipment shall subject the employee to full penalties provided by the Code of Discipline.

## **E.3 Lunch Break / Coffee Break**

**E.3a** Lunch break is one (1) hour as may be scheduled by the Management depending on the demands of work.

**E.3b** Coffee break will be 15 minutes each in the morning and afternoon.

**E.3c** There must always be one (1) Administration personnel present within the office premises during office hours.



## **F. ATTENDANCE AND PUNCTUALITY**

Attendance and punctuality are required by Management to all employees so as to be at their workstations and are ready to handle their task at the start of the official business hours. The Management will always look for good performance from its employee based on the quality and quantity of work achieved. Punctuality in reporting for work will assure the completion of task based on the set timetable.

**F.1** Every employee/staff shall seek permission from the Building Administrator / immediate superior at least one (1) day before being absent. In high;y exceptional cases, notification to the immediate supervisor and/or to the Building Administrator on the reason and length of time of absence must be done on the first (1<sup>st</sup>) hour of the day of absence, either by phone or in writing, provided there is very good and valid reason why permission could not be asked the day before. A written approval from the Building Administrator must be secured immediately on the day the employee reports for work. Otherwise, the absence shall be considered unexcused. Should it be necessary to prolong the absence, the employee must fill-up request for leave Form.

**F.2** Punctuality of the employee is the sole responsibility of the employee/staff concerned. Arrival in the office later than the official time is tardiness. Heavy traffic, oversleeping, personal reasons, etc. do not constitute justifications for late arrivals. Each employee is given a grace period of fifteen (15) minutes in the morning. Tardiness cannot be charged against vacation leave and shall be charged against his pay the following pay period.

**F.3** **Undertime** shall not be compensated by overtime. An employee with undertime and tardiness shall not be permitted to work overtime the same day unless with prior written approval of the Building Administrator. Tardiness and under time are considered as follows:

- \* **Excused** – it is chargeable against pay but it will not be counted against the employee’s attendance record. Tardiness & under time of any employee may be excused under the following instances:
  - a) With prior approval of the Building Administrator
  - b) With approval from Building Administrator immediately on the tardiness / under time is incurred.
  - c) Early dismissal due to typhoon, prolonged brown-out and other calamities as approved by the Building Administrator, but duly reported to and noted by the President at the soonest possible time (except maintenance personnel). Such is considered authorized under time and shall not be charged against pay.
- **Unexcused** – without the written approval of the Building Administrator. It is chargeable against pay and the employee concerned is subject to disciplinary action as provided for in the Code of Discipline.

## **G. LEAVE OF ABSENCE** (see Management Benefits and Privileges)

### **G.1 Vacation Leave**

Before an employee goes on a vacation, he has to submit to the Building Administrator for approval a pre-approved vacation leave form five (5) days before his schedule leave.

### **G.2 Emergency Leave**

In case where the leave of absence is emergency in nature and prior approval is not feasible, the employee should call the office to inform his immediate superior of the emergency leave and the reason for the emergency leave.

### **G.3 Sick Leave**

Employees who cannot report for work due to illness must likewise inform his immediate superior and/or Building Administrator, in accordance with the rules referred to in Section F. A duly approved sick leave form is to be submitted to Admin upon reporting to work. Sick leave of three (3) days and above should be supported with a Medical Certificate otherwise the sick leave will fall under unexcused absences, which will be subject to payroll deductions.

## **H. PAYROLL PROCEDURES**

Accounting Section encodes all the necessary inputs to arrive at the actual hours an employee puts in for each payroll period. These inputs are sourced from the information recorded at the Biometric Attendance Equipment. All documented and approved overtime work and vacation/sick leaves are likewise encoded as they form part of the computer payroll printouts of each employee.

### **H.1 Payroll Period**

<b>Payroll Period</b>	<b>Pay Day</b>
26 – 10	15 <sup>th</sup> of the Month
11 – 25	30 <sup>th</sup> of the Month

### **H.2 Payroll Deductions**

The payroll deductions come in two classifications: **(1)** Government mandated, and **(2)** the Management mandated.

#### **H.2.a Government Mandated**

1. Income Tax withheld
2. SSS Premium (Employee's Contribution / Loan)
3. Phil-Health (Employee's Contribution)
4. Pag-ibig (Employee's Contribution/ Loan)

#### **H.2.b Management Mandated**

1. Absence without Official Leave (AWOL)
2. Absence without Pay
3. Unliquidated Cash Advances
4. Late / Tardiness
4. Other, (personal Loans)

### H.3 Pay Slip

On every payday, the Accounting Section issues to the employees his pay slip for the corresponding payroll period covered. The pay slip will show the gross pay, the deduction made against the employee's salary and net pay. Any question concerning the computation of his salary may be directed to the Accounting Section.

## I. OVERTIME WORK

Due to the demands of the job and work pressure, an employee may be required by his superior and/or Building Administrator and/or Management to render overtime work. This be the case, the employee must file/ secure and accomplish an Overtime Authorization Form specifying the work to be done and duly approved by the Building Administrator. He specifies the exact number of hours he worked overtime in the Accomplishment Report duly signed Approved by the Building Administrator. Failure to file the Accomplishment Report One (1) day after overtime work has been rendered shall not be paid. A copy of the Approved Overtime Accomplishment must also be furnished to Accounting Section the following day after the overtime is rendered.

Overtime work in excess of regular working time (8:00am – 5:00am), Sundays and Holidays must have approved overtime request form by the Building Administrator.

Computation of overtime pay, pay for work done on excess time, holidays, premium on nightshift and 13<sup>th</sup> month pay are based on to the following rules as prescribed by the Department of Labor and Employment:

#### **Regular Holidays Compensation:**

- a. If it is an employee's regular workday
  - If un worked – 100%
  - If worked – 1<sup>st</sup> 8 hours – 200%
  - Excess of 8 hours – plus 30% of hourly rate on said day
- b. If it is employee's rest day
  - If un worked – 100%
  - If worked – 1<sup>st</sup> 8 hours plus 30% of 200%
  - Excess of 8 hours plus 30% hourly rate on said day

**Special Day:** For declared **special days** such as Special Non-Working Day, Special Public Holiday, Special National Holiday, in addition to the two nationwide special days (November 1, All Saints Day and December 31, Last Day of the Year), the following shall apply:

- a. If un -worked
  - No pay, unless there is a favorable company policy or practice granting payment of wages on special days even if un- worked.
- b. If worked
  - 1<sup>st</sup> 8 hours plus 30% of the daily rate of 100%
  - Excess of 8 hours plus 30% of hourly rate on said day
- c. Falling on the employee's rest day and if worked
  - 1<sup>st</sup> hours plus 50% of the daily rate of 100%

- Excess of 8 hours plus 30% of hourly rate on said day.

**Special Working Holidays:**

For work performed, an employee in the Philippines is entitled only to his basic rate. No premium pay is required since work performed on said days is considered work on ordinary working days.

**Computations Overtime:**

On Ordinary Days: Number of hours in excess of 8 hours x 125% x hourly rate)

On a rest day, special day or regular holiday: Number of hours in excess of 8 hours (130% x hourly rate)

**Computing pay for work done on:**

A Special Day: 130% x basic pay

A Special Day: 150% x basic pay (which is also a scheduled rest day)

A Regular Holiday: 200% x basic pay

A Regular Holiday: 260% x basic pay (which is also a scheduled rest day)

**Computing Night Shift Premium Where Night Shift is a Regular Work:**

On Ordinary day (110% x basic hourly rate)

On a rest day, special day, regular holiday (110% of regular hourly rate for a rest day, special day, regular holiday)

**Computing Overtime on Night Shift:**

On ordinary day (110% x overtime hourly rate)

On rest day, special day or regular holiday (110% overtime hourly rate for rest days, special days, regular holiday)

**Computing 13<sup>th</sup> Month Pay:**

Total basic salary earned for the year exclusive of overtime, holiday and night shift differential pay divided by 12 = 13<sup>th</sup> month pay.

**J. THE PERFORMANCE APPRAISAL AND MERIT INCREASE SYSTEM**

There will be a quarterly or periodic performance appraisal or review for all permanent employees to know their relative strength which they can cultivate on the one hand and weaknesses which they can eliminate on the other hand. It helps the Management to have a fair, doubtless and un-biased method of determining their qualifications for merit increase, bonus, etc. It gives recognition to those employees who have demonstrated exceptional ability and have contributed to the efficiency within the company. It also provides a basis for eliminating those not qualified for the work they are assigned in. In other instances, it could serve as a means by which employees may be transferred to jobs to which they are better suited. See attachment of the following: 1. Organization Chart, 2. Job Description and 3. Performance Appraisal Form.

The basis for the Appraisal will be the capabilities and past performance of the staff member as recommended by his superior and indicated in the Performance Appraisal rating, taking in to consideration the following factors:

- Goals & Target Assignments: (1) Actual Accomplishment vs. Goals Target Assignment, (2) Quality of Work
- Excellence Attributes: (1) Efficiency & Cost Sensitivity, (2) Team Relations, (3) Observance of Management Policies (4) Professional Demeanor, (5) Health & Attendance

Merit increases are given upon recommendation of the Building Administrator at any time of the year.

## **K. ROTATION / TRANSFER**

**K.1** The Management may rotate the assignment of employees within the Section or between Section to broaden their knowledge of the different position / phase of the Management operations.

**K.2** Transfer of the employees may be made by the Management as it deems necessary to meet the exigencies of the service or if circumstances so warrant.

**K.3** All transfers and rotations are initiated by the Management at any time it is deemed warranted.

## **L. RESIGNATION FROM EMPLOYMENT**

Management looks forward to a long, lasting, harmonious Employee-Management relationship but in some point in time, staff / employee will leave for various reasons.

Any employee who shall resign from the company is required, pursuant to the law, to give the Management a written notice of at least thirty (30) calendar days in advance of the effective date of resignation, or shorter notice of fifteen (15) calendar days or two (2) weeks minimum period, if circumstances so warrant. The resignation letter must be submitted to the Management for processing. Management may require resigning employee to work during the two (2) weeks period or it may decide to release employee immediately with full payment for those remaining two (2) weeks.

**L.1** After an employee has filed his written notice of resignation and prior to the effective date of resignation, he/she must clear all his property monetary & property accountabilities and other responsibilities (such as proper turn-over or records / documents / files, pending works/jobs/transaction terminal report) with the Management.

**L.2** All claims due to the resigned employee (such as 13<sup>th</sup> month pay, tax refund [if any], and others, including his salary) can be claimed by the end of the last working day (as indicated in his resignation letter) or after five (5) working days from the date effectivity of his resignation depending on what was agreed upon provided that he/she has been cleared of all accountabilities. However, if the nature of the job of the resigned employee pertains to handling cash and/or collection, the Management may release his salary and will determine at a later date within which the resigned employee can collect the remaining claim provided that it shall not exceed ten (10)

days from the date of resignation. This is to give time for the Accounting Section to thoroughly audit the transaction made by the employee prior to his resignation.

#### **M. COMPANY DRESS CODE**

The Company Dress Code is a guide for all employees to observe which is in consonance to the mandate that all employees must be comfortably dressed in a professional & presentable manner when reporting for work.

Management attire is worn on Monday to Friday. Casual wear may be worn on Saturday. Except On – Duty Maintenance Personnel who must be in uniform from Monday to Sunday and should also wear Personal Protect Equipment at all times while working. Failure to do so will be subjected to disciplinary action.

Note: In keeping with professional look, slippers or sandal which looks like slippers are not allowed as well as overly inappropriate casual clothes. The Building Administrator will prescribe appropriate dress code from time to time.

#### **N. PRIVATE PRACTICE OF PROFESSION DURING OFFICE / WORKING HOURS**

**N.1** No employee shall be allowed to practice his profession on a purely personal business during office hours.

**N.2** No personal services may be rendered to any resident during working hours, especially if the request impedes the duty and schedule responsibility.

**N.3** Only official instructions directly from the Building Administrator and/or the Management must be complied with. Other instructions given otherwise must first be verified with proper authority or with immediate superior before implementing such instruction

**N.4** Maintenance personnel shall not entertain requests from occupants specially in reconnection of electric power supply which was cut-off by Meralco Electric Company, even the occupants may present a copy that he/she was already paid their bills.

**Note:** *An employee who violated any of the above provision is subject to disciplinary action as defined under Part II of this manual.*

#### **O. GENERAL BEHAVIOR AND APPEARANCE**

**O.1** Employees shall at all times be neat, properly attired and well groomed and most of all be courteous and respectful to unit owner/s occupants, visitors, officials and co-employees.

**O.2** No employee shall bring any form of liquor, alcoholic beverages or illegal drugs into the CPTI's premises.

**O.3** No gambling or betting within CPTI's premises is allowed. Employees are encouraged to refrain from any form of gambling.

**O.4** Employees shall at all time refrain from committing acts that may embarrass the residents / Management.

**O.5** Employee shall refrain from discord or petty jealousies among themselves with intent to discredit the reputation of anyone.

**Note:** *An employee who violated any of the above provision is subject to disciplinary action as define under Part II of this manual.*

**P. CONFIDENTIAL INFORMATION**

**P.1** Confidential folders, files and any other confidential materials containing confidential matters (CD's, floppy disk, etc.) are not allowed to be taken out of the office (or copied for that matter) without prior approval of Management.

**P.2** Employees responsible for confidential records are not at liberty to discuss confidential matters with anyone other than the employees who are duly authorized to have access.

**Note:** *An employee who violated any of the above provision is subject to disciplinary action as define under Part II of this manual.*

**Q. CLEANLINESS, SANITATION AND HOUSEKEEPING**

Management maintains suitable work facilities and employees are expected to keep their office, workstations and the office premises safe, clean and neat.

For Maintenance team, all equipment, tools and materials must be placed in storage areas at all times. Top priority is to secure and maintain the building premises keeping it sound, safe, clean and in good sanitary working environment.

**Q.1 Work Area & Employee's Desk**

**R.1.a** Employees are expected to maintain cleanliness and sanitation in their respective working areas.

**Q.1.b** Employees/staff must clear their working tables at the end of each working day. All unfinished works must be secured in a drawer. All materials and working paraphernalia's must be cleared.

**Q.1.c** No food scraps are to be placed in any garbage bin. Any food related trash must be taken out of the office every afternoon and must never remain in the office overnight or longer.

**Q.1.d** For maintenance personnel tools, store room and work place that was worked on shall always be left clean and in good sanitary condition.

## **R. USE, CARE AND HOUSE KEEPING OF OFFICE EQUIPMENTS, TOOLS, INSTRUMENTS AND SUPPLIES**

- R.1** Every employee must take care of the company property with proper diligence and care.
- R.2** Computers, equipment, cables and adapters must be secured, cleaned and operated only by the person authorized to use it. Nobody understands the fragility of the computer than the person responsible for it. Do not take chances in repairing equipment if you have no knowledge of it.
- R.3** An employee to whom a machine or equipment is assigned, assumed responsibility over its safe keeping. An employee going on schedule or prolonged leave shall turn over his assigned equipment or tools to his immediate and/or co-employee, who in turn, shall assume responsibility for the same.
- R.4** Company property, facilities, equipment and supplies should be solely for company business. They are not to be used for personal purposes without proper approval from Management.
- R.5** Borrowing and lending of machine and equipment within a work group shall be made only with the knowledge and approval of the Building Administrator.
- R.6** In any case, where a particular machine and equipment is lost or missing, the employee responsible for the same must immediately notify his immediate supervisor, who, in turn, shall report the matter to the Building Administrator. But it doesn't relieve the employee accountable for payment or replacement who lost the equipment and machine.
- R.7** Filing cabinets must be locked at the end of each working day as they may expose / endanger confidential files.

## **S. USE OF TELEPHONE**

***"First impressiosn are Lasting"*** – As the telephone is one of the main source of inquiry and contacts from unit owners / occupants, it is essential to show a great deal of professionalism while using the telephone.

### **S.1** Observe proper telephone courtesy at all times

Management asks you to answer the telephone politely with:

**"Good Morning / Afternoon. How may I help you?"**

- Answer promptly all telephone calls, on the first ring if possible. After answering the phone, get hold of the person they want to speak to or redirect the call.
- If the person they are inquiring about is not available at that time, make sure to: **(1)** Take note of caller's name, **(2)** The purpose of their call, **(3)** Their contact number.
- All messages are to be acted upon as quickly as possible and all request to return phone calls are to be met as quickly as possible.



- S.2 Please keep personal calls to a minimum.
- S.3 Inform a nearby co-employee nearby where you can be reached before leaving your desk of office.
- S.4 Employees should not “bang” the receiver back in to place after a call.
- S.5 Playing with the telephone is strictly prohibited.

## **T. SAFETY, FIRE PRECAUTION AND OTHER CALAMITIES**

All employees must consider that ensuring safety in their workstation, equipment and facilities is part of their job. Management will always maintain and ensure that the workstations and its facilities and equipment are as safe as possible. Everybody is expected to be conscientious and cooperative in observing safety practices and guidelines. Outlined below are some basic measures that all employees should observe: (See attach Fire Brigade Chart)

- T.1 Employees should not leave their desk and cabinet drawers pulled out.
- T.2 Cords of electric equipments / facilities should not be left along the aisle in the path of the employees.
- T.3 Employees are requested to report at once any faulty electric wiring or defective office furniture and/or equipment to the maintenance personnel and/or to the Building Administrator.
- T.4 All electrical equipment must be turned-off and unplugged after working hours. No employee shall leave electric equipment unplugged for they are fire hazards.
- T.5 Whoever is in charge of locking the door by the end of the working day (or whoever is the last person to leave) is expected to check all electrical outlets to make sure that they are plugged out before leaving.
- T.6 In case of Fire or other calamities the following should be carefully and closely observed:
  - \* Do not PANIC
  - \* Upon hearing the fire alarm, employees shall assist unit owners/occupants during evacuation as per “Fire Emergency Response Team” duties and responsibilities..
  - \* Proceed to Evacuation Area and until the CLEAR signal is given.
  - \* For maintenance personnel, proceed to Fire Pumps and Protection System and check status of fire sprinkler system pressure. (See attach Fire Brigade Organizational Chart)

## **U. SECURITY CONTROL AND MEASURES**

- U.1 Only employees on authorized overtime and maintenance personnel on night duty may stay in the premises after office hours.

U.2 Papers, documents, etc should be kept inside the desk drawers or cabinets after office hours.

U.3 All files must be returned and filed before the end of the working day.

U.4 Employees are expected to report to the nearest guard on duty and/or to the Lobby Guard on Duty any suspicious looking persons hanging around the CPTI's premises

## V. ENERGY SAVING

All employees are advised to turn-off the lights and other electrical equipment except the Fax machine after working hours or when not in use.

## Part II DISCIPLINARY MEASURE FOR VIOLATION OF RULES AND REGULATIONS

### A. REGULATION FOR COMMON GOOD

Management has established certain rules to serve the best interest of everybody and ensure smooth workflow and operations.

### B. POLICY, DEFINITION, ENFORCEMENT, PROVISION ON PENALTY AND COVERAGE

#### 1. Declaration of Policy

It is the policy of the Management:

- a.) To promote peace and order within the CPTI's premises;
- b.) To ensure an atmosphere conducive to working;
- c.) To promote enlightenment to workers concerning behavior and attitude as per employees;
- d.) To provide a basis for handling erring personnel;
- e.) To conduct assistance to unit owners / occupants;
- f.) To contribute to the propagation of proper discipline and community orderliness, in general

#### 2. Definitions

- a.) **"Management"** – The Management of CPTI is composed of a duly elected Board of Directors which promulgates policies, rules, regulations, and decides on project proposals, service contracts, on a collegial basis. Each member of the Board of Directors also assumes a management position in the company. Management ensures the implementation of the rules and regulations toward an efficient and orderly management of the activities of the association and building administration for the common benefit of all unit owners and lawful occupants. Management is also vested with the power and prerogatives to hire, suspend, lay-off, recall, discharge, assign and discipline employees.
- b.) **"Building Administrator"** shall have full delegated powers by the Management to act for and in behalf of Management in the implementation of Personnel Policies, Procedures, Rules and Regulation Manual. He oversees the day-to-day operations and activities of administration employees, maintenance personnel and service providers.

- c.) **“Immediate Superior”** shall mean an employee to whom a subordinate directly reports.
- d.) **“Employees”** shall mean all persons directly under the employ of CPTI.
- e.) **“CPTI’s Premises”** shall mean areas Management and employees perform official duties even if such areas are physically outside the CPTI premises.

### **3. Enforcement / Procedure in the Implementation of Discipline**

The enforcement of office discipline, order and efficiency, as well as these rules and regulations, is vested in the Building Administrator. His responsibility is to ensure effective implementation of all the provision in this Manual. It is likewise his responsibility to bring to the attention of Management any incident or any case constituting a violation of any of its provisions. In the same manner, the Building Administrator shall inform the Management of incident or case constituting a violation of any provision of this Manual.

Administrative proceedings or preliminary inquiries into violations of rules and regulations by the staff member shall commence upon complaint or accusation, written or oral. Except in cases of verbal reprimand, the investigation is started by informing the employee in writing about the charge, requiring him to explain his side in writing with in 24 hours.

After a careful study of the nature and gravity of the offense, and after taking in to consideration all circumstances, the Building Administrator and Management (after in-depth discussion with the President) may warn reprimand, discipline, impose forfeiture privileges, suspend or dismiss the employees concerned.

### **4. Administrative Action Defined**

- a.) **Reprimand / Oral warning** – oral admonition to an employee censuring him of his fault and cautioning him on the adverse consequences that may result from a repetition of the same or other offenses.
- b.) **Written warning** – written admonition to an employee censuring him of his fault and cautioning him on the adverse consequences that may result from a repetition of the same or their offenses.
- c.) **Suspension** – an enforced temporary absence from duty on a without pay status for disciplinary reason. Suspensions interrupt the accruals of all employees’ privileges.
- d.) **Final Warning with Suspension** – oral and/or written admonition to any employee censuring him of his fault and cautioning him that if there is repetition of the same or other offenses, the consequence will be dismissal no less. There is an enforced temporary absence from duty on a without pay status for disciplinary reasons. Suspension interrupts the accruals of all employees’ privileges.
- e.) **Dismissal** – complete separation of the employee from the CPTI. It automatically bars an employee from future reinstatement. The penalty of dismissal will not prejudice the right of Management to institute court action against the erring

employee when so warranted. The process for dismissal shall include the following:

- Recommendation from immediate superior
- Recommendation from Building Administrator
- President endorsement
- Board of Directors' decision

**5. Provision on Penalty**

- a.) The rules on reprimand, suspension and dismissal from the service, as promulgated by the Management shall apply.
- b.) In cases not covered by the rules and regulations, the Board of Director and/or Management Committee shall determine the appropriate penalty, taking into consideration the following:
  - previous record of the erring employee
  - gravity of the offense
  - established precedents

**6. Coverage of Persons Subject to the Rules, Regulations and Sanctions on Conduct and Performance**

The rules, regulation and sanction on conduct and performance shall be applicable to all employees of Cityland Pasong Tamo, Inc., regardless of employment status.

**C. THE CODE OF DISCIPLINE**

The provision herein shall be deemed the minimum and shall not prevent the Management from imposing stricter penalties should it be deemed necessary.

**1. ACTS OF DISHONESTY**

**Art. 01 Pilferage or theft of CPTI's property or those belonging to other personnel and/or those belonging to Unit Owners / Legal Occupants and Visitors or being an accessory / accomplice to such.**

1<sup>st</sup> Offense : Dismissal

**Art. 02 Misrepresentation in the availment of company leave privileges**

1<sup>st</sup> Offense : Written Reprimand  
2<sup>nd</sup> Offense : 1 – 3 days Suspension  
3<sup>rd</sup> Offense : Dismissal

**Art. 03 Falsifying documents and/or official records**

1<sup>st</sup> Offense : Dismissal

**Art. 04 Willful and dishonesty in changing the information in Attendance Log Book / and/or Punch Card so as to manipulate said record to serve their own purposes.**

1<sup>st</sup> Offense : Written reprimand  
2<sup>nd</sup> Offense : 1 – 3 days suspension  
3<sup>rd</sup> Offense : Dismissal

**Art. 05 Loss, Damage, Destruction, Wrongful Disposition or Tampering of CPTI Property – Any person who:**

a.) Willfully damages or destroy a CPTI Property

1<sup>st</sup> Offense : Restore, pay or retribute loss or damages & Dismissal

**Art. 06 Only official instructions directly from the Building Administrator, President, and the Board of Directors must be complied with. Other instructions given otherwise must be verified with the proper authority:**

1<sup>st</sup> Offense : Written reprimand  
2<sup>nd</sup> Offense : 1 – 3 days suspension  
3<sup>rd</sup> Offense : Dismissal

**Art. 07 No personal / private jobs from unit owners, residents / occupants shall be entertained by maintenance personnel during working hours except in cases of emergency. Priority of work shall always be the maintenance and repair of common areas and equipment based on daily work assignment duly approved by the Building Administrator.**

1<sup>st</sup> Offense : 1 – 3 days suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 08 Courteousness at all times to every incoming and outgoing person (unit owners, occupants and visitors) shall be observed.**

1<sup>st</sup> Offense : Reprimand / oral warning  
2<sup>nd</sup> Offense : Written reprimand  
3<sup>rd</sup> Offense : 1 – 3 days suspension  
4<sup>th</sup> Offense : Dismissal

**Art. 09 Wearing of proper uniforms, cleanliness and good grooming shall also be observed.**

1<sup>st</sup> Offense : Oral warning  
2<sup>nd</sup> Offense : Reprimand  
3<sup>rd</sup> Offense : Written reprimand  
4<sup>th</sup> Offense : 1 – 3 days suspension  
5<sup>th</sup> Offense : Dismissal

**Art. 10** Maintenance personnel shall not entertain and accept request from Unit Owners and/or Occupants for re-tapping of Meralco electrical wire connection even if the requesting party presented that he/she has already paid their obligations (disconnected by Meralco due to none payment of Bills). Requests for opening, replacement of main door locks and/or any door knob within the units shall not be entertained. Also requests from Unit Owners and/or Occupants for water meter tampering specially those who are disconnected by the Building Administrator shall not be entertained.

1st Offense : 1 – 6 day suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 11** All employees are not allowed to accept TIPS from Unit Owners / Occupants to perform personal services within or outside the unit premises during office hours.

1st Offense : Reprimand  
2<sup>nd</sup> Offense : Dismissal

**Art. 12** All maintenance personnel shall immediately report to the Building Administrator any malfunctioning and/or abnormality in the operation of equipment/tools.

1st Offense : 1 – 6 day suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 13** Unauthorized acceptance, directly or indirectly, of any sum of money, commission, offer, promises in consideration of any act, decision or service connected with the performance of an employees; duties or acts of borrowing or receiving money or soliciting favors for one's benefits from dealers, suppliers, business partners or client, their agent and employees, with which the CPTI has business relationship.

1st Offense : Dismissal

**Art. 14** Failure to inform the Administration of any change in address, civil status, increase / decrease in the number of dependents and other personal data.

1<sup>st</sup> Offense : Reprimand / Oral warning  
2<sup>nd</sup> Offense : Written reprimand  
3<sup>rd</sup> Offense : 1 – 3 days suspension  
4<sup>th</sup> Offense : Dismissal

**Art. 15 Refusal or failure to submit to Medical and Physical Examination if ever required by the CPTI.**

1 <sup>st</sup> Offense	:	Reprimand / Oral warning
2 <sup>nd</sup> Offense	:	Written reprimand
3 <sup>rd</sup> Offense	:	1 – 3 days suspension
4 <sup>th</sup> Offense	:	Dismissal

**Art. 16 Loss of confidence and breach of trust**

- a. Makes any false or fraudulent claim against the CPTI; or
- b. Gives false testimony in order to mislead or cover up something or protect somebody; or
- c. Presents to Management for approval or payment any false or fraudulent claim against the company,
- d. Makes or uses any documents containing any false or fraudulent statement claim against the company,
- e. Forges or counterfeits any signature on any document
- f. Forges or counterfeit any signature on any document and uses such documents for illegal purposes.

1st Offense	:	Dismissal
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**Art. 17 Malversation of funds**

Delivers to any person any amount less than what is stated in the receipt. Also refers to fraudulent appropriation of funds and property entrusted to an employee.

1st Offense	:	Dismissal / Legal Prosecution
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**Art. 18 Diversion of Funds – Any employee who diverts or uses of funds other than the purpose for which it was intended for will be penalized based on the following:**

1 <sup>st</sup> Offense	:	Six (6) days suspension while formal investigation is on-going
2 <sup>nd</sup> Offense	:	Dismissal

**Art. 19 Inability to liquidate advances within the period prescribed by Management.** All liquidation reports or requests should be submitted within 3 days upon return to office.

1 <sup>st</sup> Offense	:	Reprimand / Oral warning
2 <sup>nd</sup> Offense	:	Written reprimand

**Art. 20 Any analogous cases of dishonesty, deceit or fraud against the Company.**

1<sup>st</sup> Offense : Dismissal

## **II. OFFICE DECORUM**

### **Art. 21 Insubordination**

a. Willful disobedience or unreasonable refusal of an employee to comply with proper orders / instructions from a Superior/ recognized authority in connection with official performance by assigned duties and responsibilities.

1<sup>st</sup> Offense : Written reprimand with warning of suspension

2<sup>nd</sup> Offense : Six (6) day suspension

3<sup>rd</sup> Offense : Dismissal

b. Failure to report for overtime work without valid reason after having been fully advised of the schedule for overtime work (especially during on- duty 5:00pm – 10:00pm and onward)

1<sup>st</sup> Offense : Written reprimand with warning of suspension

2<sup>nd</sup> Offense : Six (6) day suspension

3<sup>rd</sup> Offense : Dismissal

### **Art. 22 Indiscretion**

a. An employee who causes discredit, dishonor or embarrassment to CPTI due to his indiscreet act or remark is guilty of indiscretion.

1<sup>st</sup> Offense : Dismissal

b. Any employee went beyond his authority thereby representing CPTI as a duly authorized representative when he is not duly authorized to do so.

1<sup>st</sup> Offense : Dismissal

### **Art. 23 Disrespect, discourtesy or arrogance towards Unit Owner, Occupants, Clients, Visitors, co-employees and other persons**

1<sup>st</sup> Offense : Written reprimand with warning of suspension

2<sup>nd</sup> Offense : Six (6) day suspension

3<sup>rd</sup> Offense : Dismissal

### **Art. 24 Sleeping, loafing or goldbricking on the job**

1<sup>st</sup> Offense : Written reprimand with warning of



2<sup>nd</sup> Offense : suspension  
3<sup>rd</sup> Offense : Six (6) day suspension  
                  : Dismissal

**Art. 25 Gambling or betting within CPTI's premises during and after office hours**

1<sup>st</sup> Offense : Dismissal

**Art. 26 Drug abuse, drug pushing, and drug possession– any employee caught and guilty of any of the above infractions.**

1<sup>st</sup> Offense : Dismissal

**Art. 27 Intoxication from liquor, unlawful substance or illegal drug.**

**a.** Drunkenness and/or under the influence of liquor, unlawful substance or illegal drug and/or disorderly conduct inside the premises.

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**b.** Bringing or attempting to bring alcoholic beverages within the office without approval from proper authorities

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**c.** Reporting for work intoxicated from liquor

1<sup>st</sup> Offense : Dismissal

**Art. 28 Fighting, creating trouble, disturbing the peace or creating undue disturbances resulting in apprehension (in imposing the penalty, the deciding body shall consider the gravity of the injuries and such other factors and circumstance to the offense)**

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 29 Inflicting bodily injury or assaulting another except in self defense within CPTI's premises at any time.**

1<sup>st</sup> Offense : Dismissal

**Art. 30 Threatening, intimidating, coercing or harassing unit owners, occupants, visitors, guest and fellow employee within the CPTI's premises.**

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 31 Use or threat of use of dangerous weapons of any against unit owner, occupants, clients, visitors, and any employee.**

1<sup>st</sup> Offense : Dismissal

**Art. 32 Unauthorized carrying of Firearms, other deadly weapons or explosive within the CPTI's premises.**

1<sup>st</sup> Offense : Dismissal

**Art. 33 Committing a grave felony against any person**

1<sup>st</sup> Offense : Dismissal

**Art. 34 Committing an immoral act, as defined in Penal Code of the Philippines.**

1<sup>st</sup> Offense : Dismissal

**Art. 35 Circulation of written or printed materials contrary to Law, Public Order, morals or policy within the CPTI's premises**

1<sup>st</sup> Offense : Dismissal

**Art. 36 Unauthorized disclosure of confidential information or divulging CPTI secrete (divulging is the disclosure, transmission, and/or communications by a personnel entrusted with confidential company information, to unauthorized person/s)**

1<sup>st</sup> Offense : Dismissal

**Art. 37 Stealing or attempting to steal CPTI or personal property**

1<sup>st</sup> Offense : Dismissal

**Art. 38 Any act of disloyalty to CPTI in words or deed and/or circulation of malicious rumors circulated to harm or destroy the reputation of the Management and its staff members.**

1<sup>st</sup> Offense : Dismissal

**Art. 39 Negligence in the Care / Improper use of CPTI property and equipment, etc. resulting in wastage, damage or destruction, without prejudice to rights of Management to demand indemnification from erring employee.**

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 40 Unauthorized use of CPTI property for personal use.**

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 41 Unauthorized removal or tampering of the following:**

**a.) Safety devices, tools and/or equipment.**

**b.) Any maintenance personnel found not wearing Personal Protective Equipment while working**

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 42 Giving false testimony during official investigation authorized or conducted by the Management.**

1<sup>st</sup> Offense : Dismissal

**Art. 43 Removal from the CPTI premises any package or items without a written pass duly approved by the Administration and/or Management. The Guard on duty reserves the right to inspect any package carried by an employee going in or going out of CPTI premises**

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 44 Refusing to submit to authorized security checks.**

1<sup>st</sup> Offense : Dismissal

**Art. 45 Fraud and deception in dealing with co-employees, unit owners, occupants, visitors and clients.**

1<sup>st</sup> Offense : Dismissal

**Art. 46 Failure to report injuries.**

1<sup>st</sup> Offense : Reprimand / Oral  
2<sup>nd</sup> Offense : Written warning  
3<sup>rd</sup> Offense : 1 – 3 days suspension

4<sup>th</sup> Offense : Final warning with suspension  
5<sup>th</sup> Offense : Dismissal

**Art. 47 Violation of safety rules and regulations.**

1<sup>st</sup> Offense : Reprimand / Oral warning  
2<sup>nd</sup> Offense : Written warning  
3<sup>rd</sup> Offense : 1 – 3 days suspension  
4<sup>th</sup> Offense : Final warning with suspension  
5<sup>th</sup> Offense : Dismissal

**Art. 48 Allowing the use of CPTI ID cards by person other than those to whom it was issued.**

1<sup>st</sup> Offense : Written warning  
2<sup>nd</sup> Offense : Final warning with six (6) days suspension  
3<sup>rd</sup> Offense : Dismissal

**Art. 49 Unauthorized disposal of CPTI property.**

1st Offense : Dismissal

**Art. 50 Smoking inside office premises, Equipment and Facilities Room**

Management has declared the “**No-Smoking**” policy on the above premises. Non observance of this regulation will penalize the employee based on the following:

1<sup>st</sup> Offense : Final warning with six (6) days suspension  
2<sup>nd</sup> Offense : Dismissal

**Art. 51 Slander**

Libelous utterances, bickering or gossiping which tend to cause dishonor, discredit, injuries to reputation, contempt or embarrassment of another employee or superior is strictly prohibited. Commission of this act shall be dealt with the following manner:

1<sup>st</sup> Offense : Written warning  
2<sup>nd</sup> Offense : 1 – 3 days suspension  
3<sup>rd</sup> Offense : Final warning with six (6) days suspension  
4<sup>th</sup> Offense : Dismissal

**Art. 52 Collecting contribution for any purpose or selling commodities and/or services within the premises without authority from the Management**

1<sup>st</sup> Offense : Reprimand / Oral warning  
2<sup>nd</sup> Offense : Written warning  
3<sup>rd</sup> Offense : 1 – 3 days suspension  
4<sup>th</sup> Offense : Final warning with suspension of \_\_\_\_ days

5<sup>th</sup> Offense : Dismissal

**Art. 53 Failure to disclose communicable ailment which may endanger the health of the unit owners, tenants, member's guest, co-employees and others.**

1<sup>st</sup> Offense : Reprimand / Oral warning  
2<sup>nd</sup> Offense : Written reprimand  
3<sup>rd</sup> Offense : 1 – 3 days suspension  
4<sup>th</sup> Offense : Dismissal

### **III. ON ATTENDANCE**

**Art. 54 Unexcused Absences / Absence without Official Leave or Notice (AWOL) – Any employee who during any calendar year:**

- a. Leaves his place of duty or absent himself from work for more than one hour of any given work period without proper permission; or
- b. Fails to seek prior permission from his superior, fails to notify the Building Administrator on the 1<sup>st</sup> hour of the day of absence; and
- c. Fails to file Leave of Absence Form upon reporting for work shall be guilty of Absence Without Leave or Notice and shall be penalized as follows:

1<sup>st</sup> Offense : Reprimand / Oral warning  
2<sup>nd</sup> Offense : Written warning  
3<sup>rd</sup> Offense : Suspension for six (6) days  
4<sup>th</sup> Offense : Suspension for twelve (12) days  
5<sup>th</sup> Offense : Dismissal

**In addition to the above, Absence Without Official Leave or Notice shall be deducted against the employee's salary based on the actual number of days of leave of absence.**

**Art. 55 Habitual Absenteeism (Absence in excess of three (3) times within the month regardless of whether excused or unexcused).**

1<sup>st</sup> Offense : Interview & counseling with written warning of suspension  
2<sup>nd</sup> Offense : Suspension for six (6) working days  
3<sup>rd</sup> Offense : Suspension for twelve (12) days  
4<sup>th</sup> Offense : Termination

**Art. 56 Unexcused tardiness- Three (3) or more unexcused tardiness within a month. Coming in late for work for more than fifteen (15) minutes shall be considered tardiness.**

1<sup>st</sup> Offense : Interview & counseling with written warning of suspension

2 <sup>nd</sup> Offense	:	Suspension for three (3) working days with written warning of suspension for twelve (12) working days
3 <sup>rd</sup> Offense	:	Suspension for twelve (12) days
4 <sup>th</sup> Offense	:	Termination

In addition, corresponding salary deductions shall also be imposed on the erring employee.

**Art. 57 Habitual Tardiness (Excessive tardiness regardless whether excused or unexcused of 4 times or more in a month; each in excess of the 15 minutes grace period).**

1 <sup>st</sup> Offense	:	Interview & counseling with written warning of suspension
2 <sup>nd</sup> Offense	:	Suspension for three (3) working days with written warning of suspension for twelve (12) working days
3 <sup>rd</sup> Offense	:	Suspension for twelve (12) days
4 <sup>th</sup> Offense	:	Termination

In addition, corresponding salary deductions shall also be imposed on the erring employee

**IV. OTHER SERIOUS OFFENSES**

**Art. 58 Sexual Harassment** – any employee who shall have committed acts of sexual harassment as defined by Law shall be dealt with as follows.

1 <sup>st</sup> Offense	:	Dismissal
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**Art. 59 Conspiracy** – Employees who conspire with another to commit an offense under this Manual shall be dealt with as follows.

1 <sup>st</sup> Offense	:	Dismissal
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**Art. 60 Sabotage** – any employee who willfully causes serious damage to utilities, tools, equipment and facilities of the company resulting to disruption or work stoppage or interferes with the company business and operations. without prejudice to right of Management to demand indemnification from erring employee.

1 <sup>st</sup> Offense	:	Dismissal
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This is without prejudice to the rights of Management to demand indemnification from erring employee.

## V. GENERAL ARTICLE

**Art. 61 General Article** – Though not specifically mentioned in this code, all disorders and acts of negligence which results to the prejudice of good order and discipline in the company, any conduct of a nature which brings discredit upon the Management and offenses of which person subject to this code may be guilty of, shall be taken cognizance by Management, and shall be punished according to the nature and degree of the offenses.

## VI. INTERPRETATION

**Art. 62 Interpretation** – Any offenses or violation which may not be clearly interpreted shall be handled and disposed of by the Management Committee (which is composed of the Building Administrator, a Director and the President).

## VII. COURT PROSECUTION

**Art. 63 Court Prosecution** – The punishment of any employee under this code of Conduct shall not bar his prosecution in the proper Court of Law if the same acts constitute a violation of law.

# PART III THE BENEFIT PROGRAM OF CITYLAND PASONG TAMO, INC.

## A. LEAVE BENEFITS

### 1. Vacation Leave

All employees shall be required to take a vacation leave every year as Management recognizes the importance of rest towards maintaining mental and physical fitness.

Permanent employees completing one (1) year of continuous service from the date of permanency are entitled to a vacation leave with full pay of seven and one-half (7.5) working days exclusive of Sundays and Holidays. However, vacation leaves can only be granted after every full year of continuous service.

Vacation leave credits may be accumulated up to seven and one-half (7.5) days in a year if not consumed at year-end and it will not be forfeited. The Administration is advised to schedule the leaves of their subordinates, spreading this out for a period of 12 months.

Vacation leave schedules maybe altered in the following circumstances:

- Recall for work, in case of urgent necessity - Management may recall for work any employee who is on vacation leave. In such an event, the balance of the employee's leave schedule shall be re-scheduled for another period by Management. Any employee who refuses to be recalled without any valid reason shall be subject to Administrative sanctions.

- Postponement - Vacation leave may be subject to postponement when the exigency of the service requires, as determined by the Building Administrator.

Vacation leave credits do not accrue during period of suspension or when on leave without pay

Earned Vacation Leaves in excess of seven and one-half (7.5) days are commutable to its cash equivalent after a period of two (2) years, and every year thereafter. The seven and one-half (7.5) days of vacation leave is reserved for availment during the current year.

## 2. Sick Leave

For every year of continuous service from date of permanency, permanent employees may charge absences due to illness against earned sick leave credits. There is seven and one-half (7.5) days Sick Leave per year. Unused Sick Leave credits are commutable to cash equivalent after a period of two (2) years and every year thereafter.

The sick leave benefit is used by the employee solely whenever they are sick and could not report for work. Sick leave with pay will not be granted to employees suffering from venereal disease or sexually transmitted disease, drug addiction, alcoholism, self-infected or other diseases contracted in places of ill-repute as determined by a Physician.

In case the sick leave credits have been exhausted, absence due to illness may be charged to the available vacation leave credits. Sickness charged to vacation leave credits may be covered by the Social Security System (SSS) Sickness Benefits provided the employee has complied with the required number of contributions.

In case both vacation and sick leaves have been exhausted, absence due to illness will be charged against salary deductions. Such absences may also be covered by the SSS Sickness Benefits

Management shall check on the illness of an employee and may refuse sick leave pay if it believes such payment is unjustified. Any misrepresentation shall subject the employee to immediate dismissal.

**Absences of three (3) days or more.** - In case of absences due to illness of three (3) days or more, a medical certificate from a physician/doctor is required as an attachment to the approved leave application form and should be presented to the Administration Office not later than the second day of employee's report to work. In instances where the employee did not avail himself of a physician/doctor's services, written notification signed by the employee's immediate superior is required as attachment to the approved leave application form and to be forwarded to the Administration not later than the second day the employee reported for work:



***Absence of 1 to 2 days.*** In case of absences for 1 to 2 days due to illness, a medical certificate may no longer be needed, but in order that such absence could be charged to sick leave, the employee should submit a duly approved leave application form immediately upon reporting for work. Failure to present this form shall mean that the absence is unexcused, and will be charged to the employee's pay and shall subject the employee to disciplinary action;

***Illness of 15 days or more,*** Employees who had been sick for 15 days or more are required to undergo a physical/medical examination and shall be allowed to report for work only upon written certification of a physician that the employee is well enough to resume work or fit to work again;

***Frequent illness,*** An employee who had been frequently ill or sick during the year shall be subjected to counsel since his absences will have a great impact on his performance when appraised and the employee concerned shall be required to undergo a physical and medical examination and shall be allowed to report for work only upon written certification of a government physician that the employee is well enough to resume work or fit to work again.

### **3. Maternity Leave**

In accordance with Section 14-A of the Social Security Law, Republic Act No. 7322 and Circular No. 15-V dated April 28, 1992 amending the Circular No. 103-T.

### **4. Emergency Leave**

A permanent employee is entitled to emergency leave of three (3) days in a year which shall be chargeable to sick leave in case of illness or death or natural catastrophe affecting the home and immediate members of the employee's family limited to his/her parents, brothers, sister, wife/husband and children. Leave Application Form duly approved by Building Administrator shall be submitted to Administration on the day the leave shall commence but not later than the first day of employee's return to work.

### **5. Paternity Leave**

In accordance with Republic Act No. 8187 dated June 11, 1996, also known as Paternity Leave Act of 1976 and its implementing rules and regulations for the private sector effective July 5, 1996, granting paternity leave of seven days with full pay to all married male employees for the first four (4) deliveries of the legitimate spouse.

## **B. Bonus**

Depending on the company's financial capability and status, a Bonus will be given to all permanent employees based on varying factors (length of service, monthly pay, job performance etc.)

*Please note that it is the sole discretion of the Management when and if a bonus will be given out. It is not obligatory in nature in anyway whatsoever.*

**C. 13<sup>th</sup> Month Pay**

The Management grants 13<sup>th</sup> month pay to employee's who are covered by the provision of the existing Labor Laws on this subject.

**D. SSS / Medicare /Employees Compensation / Pag-Ibig**

In addition to the company benefits, all employees are entitled to the benefits provided by the social insurance program of the government. These are: (1) Social Security System, (2) Philhealth, (3) Employee Compensation and (4) Pag-ibig

**E. Other Benefits and Privileges**

Management may also provide its employees, the following benefits and privileges depending on the company's financial capability and status and as may be determined by the Management Committee and approved by the Board of Directors. Management therefore, reserves the right to modify, suspend or totally withdraw these benefits and privileges at its option anytime..

**a. Uniform**

At the moment, Maintenance Personnel are given a set of CPTI's prescribed uniform/shirt every year.

**b. Transportation Allowance**

Transportation allowance shall be reimbursable based on actual expense incurred upon presentation of receipt or breakdown of cost incurred. Reimbursement is subject for approval by Building Administrator duly noted by the President.

**c. Cost of Living Allowance**

Emergency Cost of Living maybe granted to all personnel regularly as supplemental assistance for daily fare and lunch expenses.

## **PART IV COMPANY GUIDELINES ON VALUES & ETHICS**

### **COMPANY GUIDELINES ON VALUES AND ETHICS**

The Company's values and ethics are professed and practiced to enhance productivity and organizational effectiveness. They are critical to the Company because they closely relate smooth operations and implementation of projects and targets.

The values and ethics practiced within the Company will enhance the overall image of CPTI both internally and externally. They will become the employee's way-of-life and employees will act in accordance to the standards envisioned by Management, all geared to promote harmony and team-manship in each workstation or every division/section. Interdependence will be recognized and the value of one's task becomes one's pride as he contributes to the reality of the Managements objectives.

Understanding the relevance and importance of these values and ethics that the Management professes will lead to employee's recognition that these values and ethics

when practiced with discipline will create a wholesome work environment. Employees will be focused on their roles relative to the Company goals and will become more results oriented.

This section of the manual outlines the values and ethics the Management believes in and upholds. These are explained in simple terms so that the employee will understand, accept and use as they perform their duties.

### **1. Honesty**

To be honest is being free from fraud or deception. Honesty implies one's refusal to lie, steal or deceive in any way (on people, task, Company's assets, including money)

Management demands honesty from its employee, irrespective of position or title.

### **2. Loyalty**

An employee is loyal to the company he works for if he is faithful to his company, fully believed in its mission (objectives/goals), performs his task based on the standard set with his superior and co-employees and abides by the Rules, Regulations and Procedural guidelines.

Management expects loyalty among its employees to ensure that continuing better performance will result to the realization of its goals and objectives.

### **3. Teamwork**

Teamwork is the act of working together to achieve goals. It implies common effort extended by two or more persons to realize a desired result. It is synonymous to team effort wherein the team members cooperate with each other through precise and coordinated activities to reach a common goal.

Management expects its employees to practice teamwork in the performance of their duties and tasks.

### **4. Responsibility**

An employee is a responsible person if he is able to stand on his obligations to his employer and is liable to answer for the appropriateness of his conduct.

Management expects all its employees to be responsible

- In meeting timetables on tasks and projects assigned to them
- In achieving the targets, as discussed and agreed with them (on a monthly, quarterly, semestrally and annuals).

### **5. Work Quality**

Work quality is task delivered in conformance to the set standards. Work quality is measured in terms of conformance or non-conformance to the standard or requirement of the task. an employee who ensures work quality in his task, delivers

results following the “Zero Accident” principle, especially for Maintenance staff and within the set timetable.

## **6. Leadership**

The key men in any Organization according to Louis S. Allen, are those who are tasked to deliver results through other people. In our company, they are Supervisor up to the level of the Officers, since they are tasked to generate / deliver results through their subordinates.

The leader, in essence, makes things happen. He asserts performance from his team and when required, assists and supports them, collectively or individually, in solving issues and concerns.

The leader’s role in the Company is very critical; he is the person in focus where the success of the Company operations and activities depend on. Since he generates results through his subordinates, he has to manage and lead his team members with a strong balance of equity in terms of rewards and penalty.

### **Workplace Harmony**

We spend good deals of time at work and it is for this reason that we hope that everyone of the staff members feel comfortable working at Cityland Pasong Tamo, Inc. We should all guard against any individual who makes it an unhappy workplace through gossip and spreading rumors or by causing trouble.

Our ability to perform our work in harmony is bound by discipline and adherence to decorum. All concerned are hereby advised to observe the propriety of conduct under the guidelines stated within this manual.

Every single staff member is expected to be treated with respect and courtesy. Please be guided by the saying which goes “Treat others as you would want to be treated yourself”.

## **Amendment of the Personnel Policies, Procedures, Rules, Regulations and Sanctions**

- |                    |   |   |
|--------------------|---|---|
| <b>Amendment</b>   | - | Management may, at its discretion, amend or alter this Personnel Policies, Rules and Regulations and Code of Discipline any time, as Management may deem proper to do so. |
| <b>Effectivity</b> | - | This Manual takes effect on the first day of employment with Cityland Pasong Tamo, Inc.   |

Prepared by:

**ROMEO P. BUDLONG**  
Building Administrator

As Approved by:

**CITYLAND PASONG TAMO, INC.**

**BOARD OF DIRECTORS**

**MR. MARCELINO M. QUISMUNDO**

**ENGR. JERICO T. BORJA**

**ATTY. CLARENCIA S. REYES**

**MR. VICTOR G. ESGUERRA, JR.**

**MA. TEOFINA Z. LATORRE**

**ACKNOWLEDGEMENT**

I have read, understand, and accept, and will implement and abide by, the Personnel Policies, Procedures, Rules and Regulation, Code of Discipline, the Benefit Program and Guidelines on Values and Ethics consisting of Thirty Seven (37) pages.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Department / Division

\_\_\_\_\_  
Date