



**ANVAYA COVE BEACH AND NATURE CLUB
EMPLOYEE'S HANDBOOK**



ANVAYA COVE BEACH AND NATURE CLUB EMPLOYEE'S HANDBOOK

OBJECTIVE

The Employees' Handbook is made for the benefit of all employees of the Club with the intention to provide information concerning practices, benefits, policies, regulations, and rules of conduct.

It is the duty of employees to familiarize themselves with all practices and policies of the Club. New policies, rules, and regulations may be established and existing policies may be amended, altered, or repealed as needed and approved by Management.

ABOUT ANVAYA COVE (Property of Ayala Land Premiere)

The name of the club is Anvaya Cove Beach & Nature Club, a recreational and leisure club forming part of the seaside leisure community known as the Anvaya Cove Seaside Leisure Community located in Anvaya Cove, Barangay Mabayo, Morong Bataan, Philippines. The name "Anvaya" means family in the ancient, Asian, spiritual language of Sanskrit.

The Club thus aims to provide a venue for varied opportunities for interactive recreation, relaxation, and respite for the entire family in the context of a natural environment.

ANVAYA COVE'S VALUE PROPOSITION

Anvaya Cove is Ayala Land Premier's first and only seaside leisure community that forges family bonding memories in a distinct natural setting where the mountains meet the sea.

ANVAYA LOGO

The Filipino "kawayan" or bamboo in the logo depicts the unified Asian theme running throughout the landscape of Anvaya Cove. It also evokes ideas of tropical foliage within a natural sanctuary of plant and animal life that is central to the setting of Anvaya Cove.

THE CLUBS

HISTORY AND OVERVIEW

ANVAYA COVE THROUGH THE YEARS

2005- Anvaya Cove was launched together with the Cliffside and Seaside Villas.

2008- Anvaya Cove Beach and Nature Club were opened.

2009- The Sea Escape Ridge- Phase 1 was launched.

2010- The Sea Breeze Verandas Building A was launched and Anvaya Cove expanded its border from 350 to 620 hectares.

2011- The 1st neighborhood in the south part of Anvaya Cove, the Parkway Vistas, was launched.

2013- The Anvaya Cove Golf and Sports Club were opened.

2014- The Sports Center was launched.

2016- The south coast was launched.

2018- The Brookside was launched.

2019- The South Grove was opened.

BEACH AND NATURE CLUB

➤ The Anvaya Cove Beach & Nature Club formally opened in 2008 and forms part of the community which is the Anvaya Cove Seaside Leisure Community, a leisure-oriented development located within Anvaya Cove consisting of membership clubs and residential neighborhoods. As an integral part of the Anvaya Cove Seaside Leisure Community, the land uses and amenities of the Club are intended to complement and reinforce one another within a socially cohesive and environmentally sensitive framework of development. It preserves the natural environment while providing unique bonding experiences for members and their families.

➤ ORGANIZATIONAL CHART

- General Manager
- Financial Director
- Executive Chef
- Food & Beverage Manager
- Chief Engineer
- Housekeeping Executive
- Human Resources Manager
- Front Office/ Membership Manager
- Recreation & Activity Manager

➤ FACILITIES

- Watersports Pavilion
- Pawikan Bath House
- Playground
- Beach Area
- Pool Bath House
- Pool Complex
- Veda Spa
- Kiddie Village
- Game Lounge
- Library Lounge
- Anvaya Shop
- Sambali Lounge
- Welcome Pavilion
- Tennis Court
- Anvaya Suites
- Lagoon Rooms
- Casitas
- Pawikan Beach Bar & Grill
- Sunset Bar
- Tower Bar
- Bamboo Café
- Water Sports
- Clinic
- Driver's Quarter and Lounge
- Laundry

GOLF AND SPORTS CLUB

- The Anvaya Cove Golf & Sports Club is an exclusive, non-profit membership Club featuring an 18-hole all-weather golf course, a world-class golf club, and an extensive sports complex - all delivered in the Ayala Land Premier tradition of excellence.

The golf course aims to be as environmentally sustainable as possible by minimizing earthworks, saving mature trees, landscaping with endemic flora, and designing the fairways and tees so that the course feels as if "it has always been there".

➤ FACILITIES

- 18 holes Golf Course
- Sports Courts
- Group Session Room
- Fitness Gym
- Arcade
- Sports Pool
- Tap-in Bar
- Lake Front 9 Restaurant
- Tee House
- Bath House
- Sea Breeze Veranda (SBV)
- Sauna
- Horizon Hall
- Clinic

➤ ORGANIZATIONAL CHART

- General Manager
- Financial Director
- Golf Operations Manager
- Executive Chef
- Food & Beverage Manager
- Chief Engineer
- Housekeeping Executive
- Human Resources Manager
- Front Office/ Membership Manager
- Sports Club Officer/Supervisor

A. DEPARTMENTS

- Front Office and Membership
- Food & Beverage- Service
- Food & Beverage- Kitchen/Culinary
- Food & Beverage- Stewarding
- Housekeeping
- Human Resources
- Finance
- POMECE
- Recreation & Activity

SUSTAINABILITY ECO POLICY OF ANVAYA COVE

In 2008, through the club and property management, Anvaya Cove has signified its commitment environmental conservation and incorporating sustainability practices in recognition of the impacts of its operations and continuous land development. The Anvaya Eco Policies were drafted to guide all community stakeholders in delivering daily and long-term outputs towards effective and efficient natural resource management.

- A. **GREEN LIVING**- Encourages environmentally-conscious practices among employees, members, and guests; training and development, exposure, engagement, education, and institutionalizing policies and manual
- B. **NATURE PRESERVATION**- Foster protection of landscapes and seascapes and animal and plants life; extended surveys, partnership with experts, local community, advocates, continuous research and monitoring
- C. **WASTE MANAGEMENT**- Promotes recycling and waste reduction programs in all club operations such as; integrating efforts of all the locators, waste data characterization and analysis, policy improvement and enforcement, research, upgrade and investment on 'Green Facilities'
- D. **ENERGY CONSERVATION**- Implement measures and practices for energy efficiency thru usage data analysis, quality and supply monitoring, policy improvement and informant, research, upgrade, and investment in 'Green Facilities'
- E. **WATER STEWARDING**- Mindful use and disposal of available water resources thru usage data analysis, quality and supply monitoring, policy improvement and informant, research, upgrade, and investment in 'Green Facilities'
- F. **ECO-RESPONSIBLE PURCHASING**- Establish ecologically responsible and practical purchasing policies such as an audit of internal operations policies and practices, research of local, economically-sound, and eco-friendly product and services and eco-policy enforcement.
- G. **LOCAL ENGAGEMENT**- Promotes environmental awareness and sustainability livelihood in the local community thru private-public partnerships, support local initiatives and collaboration with local experts and NGOs/Pos and community need assessment.
- H. **SUSTAINABLE ECO-STRATEGIES**- Broader environmental targets will be developed while constantly identifying the impact of our operations with long-term partnerships, improves coordination and encourage staff involvement and institutionalizing programs and campaigns.

BASIC EMPLOYMENT GUIDELINES

EMPLOYMENT PROCESS

It is the policy of Anvaya Cove to uphold the Anti-Child Labor Law and will only recruit candidates who are 18 years old and above, and have passed Anvaya Cove recruitment and selection process. Successful candidates shall be required to submit the pre-employment documents.

In the event that a job vacancy exists in a department as provided for the approved Manning Guide of the company, a Staff Requisition Form must be prepared and accomplished by the respective Department Head or representative. The said form shall then be forwarded to Human Resources Department and General Manager for approval.

Staff Requisition Form should indicate the following;

- Position Title
- Date Needed
- Status and duration of employment
- Reason for the opening
- Essential job functions and qualifications (or a current job description may be attached)

Once the HRD receives satisfactory results from all the required background checks and tests, the candidate will be provided with a final job offer. If a candidate fails to accept an offer of employment within 7 calendar days, the offer may be rescinded by the company.

- Upon submission of the applicant's detailed resume and application form, he/she will undergo series of screening, starting from a preliminary interview and testing with the company's Human Resources Team.
- After this first step, the applicant will then have an interview with the Section Head to which he/ she is applying to, and the Department Head.
- Final interview will be conducted by the General Manager.
- For positions deemed critical, a final interview with the President of Anvaya Cove may be necessary.

REFERENCE CHECK

HRD will conduct a professional reference check and employment verification on the top candidates based on the result of the candidate evaluation form completed by the interviewers. After a decision has been made to hire a candidate, an offer will be made contingent on the satisfactory completion of required background check and testing. A background check will vary depending on the position and may include criminal history, credit history, driving record, drug testing, or any other relevant information for the job. Internal applicants must complete required background checks or tests not previously completed.

- The prospective employee shall undergo pre-employment medical and physical examinations at the company's accredited medical clinic.
- Upon successful qualification, the new employee must prepare and submit various pre-employment documents such as: NBI Clearance, SSS Number, Official Transcript of Records, TIN Number, and Police Clearance.
- The new employee shall sign the employment contract and undergo a New Employee Orientation Program, and club familiarization tour.

EMPLOYMENT STATUS

There are two types of employees employed at the Club, i.e., direct hires and under temporary employees (Cooperative). All individuals who are directly hired by the Club must undergo a probationary period of six months. Upon completion of the said period where the probationary employee's performance proves at least satisfactory based on a performance evaluation, the said employee will become a regular employee. At such times where there is substantial increase in the number of members/guests visiting the Club thereby requiring additional staff to cope with the peak season in the demand for services, the Club employs a staff from subcons. These employees are employed under the form of subcons (cooperative) but they are certainly part of the Club's operations.

PERFORMANCE APPRAISAL

Employee's performance shall be evaluated based on his/her ability to attain basic requirements and standards of the job and to meet individual targets set for a period of time, conducted on an annual basis. This is to monitor the progress of the Key Result Areas 'KRA', and to ensure the achievement of agreed goals set for the year between supervisors/managers and rank and file.

WORK CONDUCT

All employees are expected to perform their work within the company's specific and/or generally accepted ethical, moral, and professional standards.

ATTENDANCE

Attendance is a fundamental requirement for the organization to carry out its function smoothly, and efficiently. Employees are therefore, expected to be at their designated workplace before or at the start of their work schedule. The success and efficiency of the Club's operation depends to a great extent on the employee's punctuality. If he/she is absent or late in reporting for work, he/she place an extra burden on his/her fellow employees.

If for some valid reason the employee finds it impossible to report for work, he/she is expected to notify his/her immediate supervisor personally at least four (4) hours in advance of his/her shift's reporting time or as soon as he/she determines that he/she will be late or absent. The employee should explain fully the reason for his/her absence and when is your expected return to work.

If you are unable to reach your supervisor, you can call the HRD Office, the Medical Clinic (if the reason is an illness), or the Manager on duty and leave a message to them. You are responsible for properly notifying your supervisor of your absence. Do not depend on friends, relatives, or fellow employees to report your absence for you.

Any employee who takes time off earlier than the scheduled knock-off time should have prior written approval from the immediate superior. Undertime shall also be deducted from the salary of the employee unless it is filed as offsetting. This is subject to disciplinary action if the employee did not follow the proper filing.

TIME KEEPING

All rank and file and supervisory employees are required to time in and out before and after their scheduled duty using the biometric system located at the backdoor area. This is essential in the computation of the salary of each employee. If the employee fails to either time in or time out, policy of NO IN/NO OUT will be applied unless there is written evidence that can be shown to Human Resources Department.

ABSENCES

If an employee goes on leave and is not yet entitled to any leave credits or has used up all his leave credits, his absence/s shall be automatically deducted from his salary. The immediate superior must be notified immediately by the employee in case of absence/s.

The employee must accomplish the Leave Application Form and file the same before the intended leave of absence or on the first day upon return to work, as the case may be. The employee must still secure the approval of the Department/Division Head who will evaluate the leave application based on the validity and acceptability of the reason presented therein. If disapproved, this will be subject to disciplinary action.

Habitual absences, of course, are also subject to disciplinary action.

ABSENCE WITHOUT OFFICIAL LEAVE (AWOL)

An employee shall be considered absent without official leave (AWOL) under the following cases:

- a. When an employee is absent for any reason and fails to notify the immediate superior within the first two (2) hours on the first day of absence or within a reasonable time in case of emergency as determined by the Department/Division Head.
- b. Even if a notice has been given, when he/she is absent for no valid and acceptable reason as determined by the Department/Division Head.

When he/she fails to work after the expiration of an approved leave such as vacation leave, sick leave, maternity leave, etc. without valid and acceptable reason as determined by the Department/Division Head.

In any of the above cases, an employee who is considered AWOL is subject to disciplinary action.

STAFF RE-ENTRY AS GUEST

Staff re-entry to Club premises as a guest will be allowed only after 1 year of resignation, provided that he/she doesn't have any grave violation while performing his/her task at the company.

WORK SCHEDULE

Anvaya Cove is open for business 24 hours a day every day of the year. All employees of the Club are required to work at least a minimum of 8 hours a day and 6 days a week. The Club will be on multi-shift and no particular shift can be guaranteed to any employee. Changes or deviations in work schedules will be necessary and cannot be avoided due to certain causes such as leave of absences, business exigencies and emergencies. Employee's understanding is expected when these changes occur.

It is every employee's responsibility to be aware of his scheduled work hours each week or whenever a change of shift is made. Do not assume that your hours will always remain unchanged as scheduling is adjusted periodically to meet the changing demands of the business. Employees are rotated and should not expect special consideration as to fixed schedules based on holiday preference.

STAFF PROMOTIONS AND TRANSFERS

A transfer is defined as any assignment, to another position of equal level with the employee's present position which is more or less permanent in nature. Transfers may be from one department to another department. Generally, to qualify for a transfer, an employee must have a good performance record in the present department. Any employee who wishes to be considered for transfer must discuss the matter with his/her immediate superior, department head or with the Club's General Manager. All transfers must be subject to the approval/acceptance of the receiving department.

A promotion is defined as any assignment, to a level which is higher than the employee's present level, or which has a higher scope of accountabilities, responsibilities, and corresponding salary range which assignment is of permanent in nature. It is the policy of the Club to promote first from within whenever possible. Hence, regardless of the employee's beginning, performance and development evaluations are constantly conducted for purposes of transfers and promotions.

CHANGE OF STATUS OR INFORMATION

The employee must inform his/her supervisor and the HR Office if there are changes in any of the following: (a) Name, (b) Address and Phone Number, (c) Marital Status and/or Number of Dependents, (d) Person to notify in case of emergency and (e) Beneficiary of Life Insurance and SSS Retirement Benefits.

ENTERING AND LEAVING THE CLUB

All employees are required to enter and leave the Club through the designated employee's entrance/exit. Entering or leaving the premises by any other access other than the designated employee entrance/exit is not permitted. Loitering in your work area and other areas of the Club before or after your scheduled time is likewise not allowed.

RESIGNATION, TERMINATION AND EXIT PROCESS

Anvaya Cove aims to keep and retain its employees and make their stay with the company fruitful, challenging and enjoyable. However, for one reason or another, one may wish to leave and move on with his/her career. In such case, the immediate superior must be informed of the resignation in writing at least 30 days before the intended date. The immediate superior acknowledges the resignation of the employee who goes through the process of clearing all of his/her obligations and accountabilities with the company. An Exit interview shall be conducted by the Human Resources Manager and the General Manager.

LOST AND FOUND ARTICLES

Any articles found within the Club premises should be immediately turned over to the Front Office and or Membership Department for safekeeping and possible redemption by the owner. For non-perishable items, these will be kept for a period of six (6) months prior to disposal (disposal will be covered by the policy and procedures of the Property Custodian). For perishable items, these will be disposed within 24 hours if remained unclaimed.

EMPLOYEE'S ID'S AND NAME PLATES

The Human Resources Department will provide each employee with an Identification Card with a photo at the time they are hired. A name plate will likewise be provided if his/her position requires to wear one. It would be easy for him/her to learn the names of fellow employees and help them in remembering his/her name. It will also help our guests to know the employee on a first name basis which is part of our highly personalized service.

Broken name plates should be returned to HRD for free replacement. However, replacement of lost name plates will be subject to current replacement cost if not used for more than three years. Should you decide to leave the company, you are required to return your I.D. and name plate to HRD before you receive your final pay check clearance and certification of employment.

SECURITY

In addition to the services of the Club's full time Security Department, a Club employee is encouraged to report questionable activities or suspicious circumstances to their supervisor or Security promptly.

SECURITY PASSES AND PACKAGE INSPECTION

A Gate Pass is required in order to bring out any article from the Club. If you are bringing in any article, it is advisable to declare it to the employee entrance security guard for recording in their control logbook. The removal of any unauthorized item from the Club premises is ground for serious disciplinary action which may involve dismissal (refer to established policies and procedures).

PERSONAL PROPERTY

To the extent possible, employees will be assigned a locker with a standard lock and key issued and duly registered to the HRD. Since the Club cannot assume responsibility for missing items, the employee is strongly advised to not leave valuables or cash in their locker. Lockers are intended to hold only the employee's uniform and personal clothing items and should not be used to store items belonging to the Club, guests, or fellow employees. Periodic locker checks will be made and if any unauthorized property is found in your locker, it will be ground for immediate corrective action including dismissal and/or prosecution. For your security, do not change or share lockers with any other employee without prior clearance and registration to HRD. Posters are not allowed inside locker rooms. Cleanliness and orderliness should be observed at all times in the locker rooms.

UNIFORMS

Since the employee is representing Anvaya Cove to the members and guests, it is important that he/she takes pride in his/her personal appearance and grooming at all times. Employees will be issued uniforms upon hiring and there is no excuse for not having a clean, well-pressed uniform as you will also not be allowed to report to work without one. It is the employee's responsibility to have his/her uniform laundered and cleaned daily, and repaired when needed.

TELEPHONE CALLS

Club telephones are primarily for business use and may not be used for personal calls unless it is an emergency. Personal mobile phones are not allowed while on duty except to the authorized personnel only. Should there be any emergencies, the employee may use the company hotline.

PAYROLL DEDUCTIONS

Salaries are paid every 15th and 30th or 31st day of each month through the employee's Bank of the Philippines Islands savings account. The salary paid on the 15th is for the services rendered for the period of 1st to the 15th of the month; while the salary paid on 30th or 31st is for services rendered for the period of 16th-30th/31st of the month. Adjustment to salaries in case of tardiness or absences shall be reflected on the succeeding pay period.

On each payday, the employee will receive a statement showing gross pay, deductions, and net pay. The following are the standard deductions: (a) SSS, ECC & PhilHealth employee contributions (b) Pag-Ibig contribution (c) Withholding Tax if any, and (d) Other deductions (uniform, excess meals, loan, etc.) Should there be any other deductions, these will be specified on the pay slip. Refer to established policies on other payroll related deductions.

- Five (5) days payroll fund will be implemented by the payroll master.

EMPLOYEE VISITORS

Employees are not allowed to receive personal visitors in his/her places of work. In cases of emergency, the Security Officer or the HRD will inform the employee and he/she shall ask the permission of the Department Head to leave the work area and attend to his/her visitor. Approved authorization form is required.

COMFORT ROOM

The bathroom and toilets for employees are conveniently located at the backdoor and cafeteria only. Help keep these places clean at all times. Employees are not allowed to use the comfort rooms intended for Club members and guests.

CONFIDENTIALITY AND CONFLICT OF INTEREST

Employees shall maintain the strict confidentiality of Company personnel and compensation information, records, projects, and other business matters. He/she must avoid situations that will involve them in conflict of interest. All employees are mandated to observe and follow Data Privacy Act at all times.

DRUG TEST

It is mandated to have a negative drug test result before starting and within engagement at work here in Anvaya Cove. A random drug test will also be conducted at the club at any given time for compliance with the government's mandate that Anvaya Cove is a Drug-Free Work Place.

CONTROL OF PROPERTY

As a general rule, no material, furniture, food, equipment, or movable property shall be taken or moved into or out of company premises without a covering Gate Pass duly approved by the Management. Refer to the Club's established Asset Management policies.

SEXUAL HARASSMENT

All employees are required to observe the Anti-Sexual Harassment Act. Accordingly, sexual harassment is committed when a person who, having authority, influence or moral ascendancy over another in a work environment demands, request, or otherwise requires any sexual favor from the other, regardless of whether the demand, request or requirement for submission is accepted. Therefore, no employee shall;

- Solicit for any sexual favor as a condition for the hiring or employment, re-employment or continued employment of any individual, nor grant said individual favorable compensation, terms, conditions, promotions or privileges, nor limit, segregate or classify employees which in any way would discriminate, deprive or diminish employment opportunities or otherwise adversely affect said employee when refuses to grant sexual favors;
- Impair the rights or privileges of another employee by reason of the latter's refusal to grant sexual favors to the solicitor;
- Commit any of the acts above mentioned when the same will result in an intimidating, hostile, or offensive environment for the employee;
- Induce, directly or indirectly, another employee to commit any act of sexual harassment as herein defined, or cooperate in the commission thereof by another.

EMPLOYEE BENEFITS

Employees are provided reasonable benefits depending on the level of employment agreed to terms and conditions at the time of employment. The benefits may be adjusted depending on career movement in the organization.

The long-term growth of the company is dependent on the knowledge, skills, and attitude of its people. Providing a comprehensive learning system, it enhances the performance of its employees, which will improve productivity and job satisfaction.

ANNUAL MEDICAL EXAMINATION

The company's primary concern is the health care and welfare of its employees. Therefore, included in the benefits package is the annual medical examination under the company's Group Hospitalization Plan wherein employees are required to undergo a physical examination as follows: (a) medical examination, (b) routine physical examination, (c) chest x-ray, (d) complete blood count, (e) routine urine and stool examination, (f) visual Acuity and (g) others as may be specified.

HEALTH CARE PLAN

All regular employees of Anvaya Cove are eligible for coverage under the Club's HMO insurance plan for inpatient and outpatient benefits. The Club pays for the total costs of the employee's own coverage plus free dependent. The employee may also enroll additional eligible dependents at special coverage rates enjoyed by the Club by completing the form available at the HRD authorizing their share of monthly premiums to be deducted from their salary.

VACATION LEAVE

All regular employees of Anvaya Cove are entitled to 15 days' vacation leave after one year of service. Vacation leave shall be scheduled by the Division/Department Head in consultation with the supervisor

concerned to prevent disruption of operations in their respective departments and also in coordination with the employee concerned. All approved vacations must be submitted to the HRD Office at least three (3) days in advance.

Vacation leave shall be non-cumulative. If not availed within a period of one year after it has been earned, the remaining unused vacation leave shall be carried over for the next year.

Management believes that it is necessary for all employees to enjoy time off to reinvigorate their self. Hence, the cash value will not be given in lieu of unused vacation.

In case of an emergency, the employee can file a leave of absence charged to his remaining vacation leave credits. An employee can avail of the leave, subject to the approval of the Department/Division Head, under any of the following cases:

- a. Hospitalization confinement of an immediate family member. As previously defined, an immediate family member is limited to a legitimate spouse, children and parents.
- b. Natural calamity, disaster, or citywide transport strike and
- c. Death of a family member such as spouse, children, parents, brothers, sisters, or parents-in-law.

If permission is not possible due to the urgency of the situation, the employee must notify the company within the first 3-4 hours on the first day of absence; otherwise, the employee will be considered Absent Without Official Leave (AWOL) and subject to disciplinary action.

SICK LEAVE

An employee is eligible for 15 sick leave days' benefits after one year of continuous service. The Club considers sick leave as any temporary absence due to illness or non-occupational injury that prevents the employee from coming to work.

Sick leave of two days or more shall require a medical certificate from your attending physician, which shall be attached to your sick leave application and submitted to your supervisor for approval. Employees who have been afflicted with contagious ailments (i.e. sore eyes, measles, chicken pox, etc.) shall not be allowed to resume work without first securing a medical clearance from the attending physician or the Club's nurse.

If you must go on leave by reason of an illness, you should notify your superior immediately. Sick leave of 3 consecutive days or more will automatically require submission of a medical certificate although, in certain circumstances, management may require a medical certificate for a shorter duration of sick leave.

MATERNITY LEAVE

A regular employee who is pregnant is entitled to maternity leave with pay of 105 days for normal delivery and caesarean, 60 days paid leave for miscarriage or emergency termination of pregnancy. This is in accordance with existing SSS regulations (Pursuant to Section 19 of Republic Act No. 11210).

PATERNITY LEAVE

A regular male employee whose legal wife has given birth is entitled to seven (7) days of paternity leave with pay. A photocopy of the child's certificate of birth shall be submitted to HRD and attached to the leave form of the employee.

GROUP LIFE INSURANCE

On a 24-hour basis, whether on or off duty, inside or outside the club premises, all regular employees are covered with life insurance, upon regularization, all employees should submit the necessary documentation to HRD for insurance coverage (Upon evaluation or approval by the Insurance Provider)

FAMILY MEDICAL ALLOWANCE (FMA)

All regular employees are eligible to reimburse their medical expense such as medicines, doctor's consultation, or any related matters concerning health and medication expense. The employee should submit the official receipt of the purchased medicines named to Anvaya Cove Beach and Nature Club.

BEREAVEMENT

Employees are entitled to bereavement assistance following the death of an employee's immediate family member.

MEALS

The Club maintains a fully equipped cafeteria where all employees are to take their meals. Employees on regular shifts are entitled to one duty meal (subsidized). The cafeteria is strictly self-service and employees are expected to follow the scheduled meal time.

RECREATIONAL ACTIVITIES

To foster team building and provide employees with much-needed exercise, stimulate interest, and participation in club activities, the Club holds summer outings, Christmas/year-end, and birthday socials, Sports Fest, and other recreational activities for all employees.

EMPLOYEE ACCOMMODATION (MANAGER'S QUARTER, SUPERVISOR'S QUARTER AND MDU).

Managers and Supervisors are entitled to a free accommodation located at the designated areas at the Service Center. Employee who are staying at the quarters should observe the following restrictions below:

- Bringing in visitor inside the employee's quarter without approval from the Human Resources Department is strictly prohibited.
- Transferring or staying in other room that is not designated to the employee is prohibited.
- Going to and from other employee's quarter without approval is prohibited.
- Transferring and getting of furniture's and other items in the employee's quarter is prohibited.
- Disturbance and other loud activities inside the employee's quarter is prohibited with respect to other occupants.
- Regular cleaning and maintenance of the employee's quarter shall be shared by all occupants.

SSS BENEFITS

- **SALARY LOAN**, any member who has paid 24 monthly premium contributions is entitled to a salary loan on terms and conditions set by SSS. This loan should be paid in full before any other loan can be availed.
- **HOUSING LOAN**, any member who has paid 12 contributions is entitled to a housing loan.
- **SICKNESS ALLOWANCE**, any member who becomes sick is entitled to a daily sickness allowance of maximum coverage of 120 days per year. This may only be availed of after the employee has exhausted all his leave credits with the Club.
- **MATERNITY LEAVE**- any female member who is unable to work due to childbirth or miscarriage will be granted a daily cash allowance for a maximum of 105 days paid.
- **DISABILITY BENEFITS**, any member who become either permanently or partially disabled are provided cash benefits.

- **DEATH BENEFITS**, Is provided to a retired member who is no longer able to earn a living.
- **EMPLOYEE COMPENSATION**, All members of SSS are automatically members of Employee Compensation. Any member who becomes ill or injured while performing his work is entitled to Employee Compensation. Medical services are likewise provided free of charge in case of injury or sickness, requiring hospitalization.
- **HOSPITALIZATION**, Medicare benefits are given to employees who have contributed at least 3 months' contributions prior to the month of confinement. These benefits also cover the spouse, children, and parents of members (immediate families only).

NATIONAL HEALTH INSURANCE PROGRAM (PHILHEALTH) BENEFITS

National Health Insurance Program aims to effectively provide accessible, affordable, acceptable and adequate health care services. A member, therefore, with at least nine (9) monthly contributions within the one (1) year period prior to the month of confinement and confined in any accredited hospital for not less than 24 hours due to an illness or injury requiring hospitalization can avail of the following benefit items subject to hospital categorization:

- Room & Board
- Drugs & Medicines
- X-ray, Laboratories, etc.,
- Professional Fees,
- Operating Room,
- Surgeon,
- Anesthesiologist.

Outpatient benefits are also included such as chemotherapy, radiotherapy, cataract extraction, hemodialysis and minor surgical procedures done in an operation room complex. Likewise, surgical family planning procedures such as vasectomy, and tubal ligation.

UNIFORMS

Club employee who is required to wear club uniforms at work shall be provided with uniforms. He/she is entitled to three (3) sets of uniforms, 1 set for charge and 2 sets for free provided that he/she does not resign or get terminated within year. Uniforms should be worn only while on duty.

HR LEARNING AND DEVELOPMENT

The company is committed to an effective human resource development program that ensures that its employees possess the necessary skills and competencies as well as the right attitude on the job. It considers the training of its manpower not as an expense but as an investment because a trained individual will deliver better performance, thus, be an essential and productive resource of the Company.

OVERTIME

Overtime work is equivalent to rendered extended working hours after minimum 8 working hours that they can use for offsetting. Applicable overtime to file as follows;

- Junior Supervisor- Minimum of two (2) hours.
- Supervisor/ Officer- Minimum of (4) hours.

NIGHT DIFFERENTIALS

A night differential or night premium of 10% of the basic salary is paid to all employees working on the 10pm to 6am shift.

HOLIDAYS

Every employee covered by the Holiday Pay Rule is entitled to his daily basic wage for any un-worked regular/legal holiday and special holiday. This means that a daily paid employee is entitled to at least 100% of his basic wage even if he did not report for work, which is converted to additional earned leave or lieu leave

13TH MONTH PAY

As provided for under the law, employees who have worked with the company for one year during the calendar year shall receive a 13th month pay equivalent 1/12 of the total basic salaries earned by the employee for the calendar year to be given not later than December 24 of every year.

If the employee has been with the company for less than a year or at least one month during the calendar year, his 13th month shall be computed on a pro-rata basis.

The "basic salary" of an employee for the purpose of computing the 13th month pay shall include all remunerations or earnings paid by his employer for services rendered. It does not include allowances and monetary benefits which are not considered or integrated as part of the regular or basic salary, such as the cash equivalent of unused leave credits, overtime, premium, night differential and holiday pay and cost of living allowances.

COMMUNICATIONS

In line with the spirit of open communication and fairness, we believe in an open-door policy. This enables every employee to discuss problems, ideas or suggestions. If the employee has a problem, he/she shall discuss the matter first with the immediate superior or the employee may arrange a meeting with his/her Department/Division Head. The hierarchy should be observed in escalating any concern.

There is nothing more challenging than maintaining an open and honest communication line between and among employees. This means getting the right information from the right person at the right time in the right way and for the right reasons.

The following are means to facilitate communications with all employees of the Club:

BULLETIN BOARDS

Announcements of employees' activities, upcoming events, job openings, and job information of general interests are posted on bulletin boards located at the timekeeper's area and the Employees' Cafeteria. You are advised to regularly check the bulletin boards for important information and job opportunities within the Club.

Distribution or posting of any notice, sign, or writing is strictly subject to the approval of the Human Resources Department in accordance with the rules covering Employees' Bulletin Boards.

DEPARTMENTAL MEETING/ BRIEFING

Meetings/briefings in your department will be scheduled daily on all shifts in which you are given a chance to participate and communicate your suggestions, ideas or any problem you may be experiencing in your job. Attendance and minutes of these meetings are required and scheduled during regular work shift.

GENERAL MEETING

A General Meeting for all employees may be called from time to time. The purpose of the General Meetings is to give you an opportunity to get together with your fellow employees, supervisors and management to share information and experience relating to your job and/or the Club.

GRIEVANCE

Problems may come up from time to time. If any work-related problem remains unresolved, the steps to be considered are as follows: (a) Discuss the matter with your supervisor and/or Department Head. It is important that you are prepared to discuss your suggestions for solving the problem. (b) If unsolved, take your problem to your appropriate Department Head. (c) If you are not satisfied with the results, then contact the HRD Officer for a meeting. (d) If a mutually satisfactory agreement is not reached, the matter may be elevated to the General Manager for final resolution.

PERFORMANCE APPRAISAL

PERFORMANCE APPRAISAL SYSTEM

The rationale for having a system to evaluate performance is for the employees to meet the goals and standards of the company. Management must tell them what to do, judge how well they have done it, and reward or correct them accordingly. The Performance Appraisal system has the following elements:

- A Job Description that defines the tasks and the responsibilities of the job holder.
- A superior who assigns tasks, supervise performance, and gives the employee feedback (praise, criticism, etc).
- A periodic summary of the employee's performance on a standardized rating form.
- An appraisal session during which the superior discusses the employee's ratings and/or the actions that should be taken.
- An evaluation of the ratings and recommendations so that appropriate personnel action can be taken (i.e. administration of salaries, promotions, transfers, training programs, etc.).

OBJECTIVES

- **IMPROVED EMPLOYEE PERFORMANCE-** To achieve this objective, the appraisal process must include analysis of employee's performance, development of specific plans for improved performance, implementation of the plans, and year-end review which starts the process over again.
- **DETERMINATION OF TRAINING NEEDS** – The superior's written analysis of the strengths and weaknesses of employees can assist in establishing general objectives for group training programs and in tailoring these programs to the needs of specific employees.
- **MANPOWER INVENTORY** – Written appraisal records can be valuable as future references, either when the employee is promoted or when a new man takes over the operation of the department. Manpower inventory can be of material assistance in management planning. By matching the skills and abilities of employees against planned business strategies, management is in a better position to provide for orderly growth or change.
- **IMPROVED PERSONAL ACTIONS** – Performance review can aid managers in taking more realistic and equitable personnel actions. These include the identification of employees for promotion or reassignment within the operating unit to utilize their skills better. The information gained from performance appraisals can also serve as a basis for disciplinary action or when ability and performance are part of the employment security policy. Finally, the results of performance appraisal are the key input to individual pay actions.
- **ORGANIZATIONAL DEVELOPMENT** – This refers to activities designed to improve the effectiveness of people at work. Performance appraisal is, in this context, a key analytical tool in organizational development.

➤ FACTORS OR MEASURES

- **JOB KNOWLEDGE-** This factor measures the adequacy of knowledge applied by the individual in performing his/her assigned tasks satisfactorily.
- **QUALITY OF WORK-** This factor measures the ability to work accurately, and thoroughly, in conformance to quality standards. Number of errors, however, should be within an acceptable level.
- **QUANTITY OF WORK-** This factor measures the amount of work outputs the individual accomplishes based on an established schedule and acceptable work standards.
- **DEPENDABILITY-** This factor measures the degree to which the employee can be relied upon in performing and completing assigned tasks based on established schedules, procedures and other work standards.
- **JUDGEMENT-** This factor measures the ability of the individual to grasp situation, draw a logical conclusion and arrive at sound decisions.
- **ATTENDANCE-** This factor measures the regularity and punctuality of the individual in coming to work. It also measures observance of break periods and other work schedules.
- **WORK ATTITUDE-** This factor measures the degree of interest the employee has in the work assigned to him/her, the urgency he/she exercises and the proper accomplishment of assigned tasks. It also assesses the individual's initiative to get other required tasks done without being told and getting along with others effectively.

➤ APPRAISAL PERIOD AND CYCLE

An appraisal is done before the probationary period ends. Upon regularization, an appraisal will be conducted regularly. Ideally, an appraisal must be conducted every six months. Each subsequent appraisal must be scheduled six months after or not later than 12 months from the date of the previous appraisal.

GENERAL GUIDELINES AND HOUSE RULES

EMPLOYEE ENTRANCE AND EXIT

All employees must enter and leave the company premises through the designated employees' entrance/exit. For security purposes, nameplate should be worn inside the company premises at all times, unless the employee is staying at the staff quarters.

IDENTIFICATION CARDS

The company will provide all its employees with the prescribed identification cards. In case of loss, the employee shall inform the Human Resource Department immediately for a replacement.

SAFETY-COVID19 PROTOCOLS

We cannot overemphasize the importance of safety for you and our guests. The company is a safe place to work, but no place is safe for anyone who is careless. Anything around can cause injury if you are not alert and careful at all times and follow established safety protocols. Be alert at all times.

TELEPHONE RESTRICTION

The employee is not allowed to use the company's telephone lines for his/her private calls, except in cases of emergency where prior permission has been obtained from his/her Department/Division Head.

EMPLOYEE ETIQUETTE

Filipinos are well known for warm and gracious hospitality, and we would like to encourage all our employees to exemplify this to our Members/Guests. Let us accommodate our clients with a sincere friendly smile, and warmth that exudes from the heart.

Below are some guidelines on how we can show our hospitality in interacting with our guests:

ANSWERING TELEPHONE CALLS

Answer the call within three (3) rings. Greet the caller with: "Good Morning/Afternoon/Evening, (Name of the Company), this is (state your name) speaking, how may I help you?"

WHEN TRANSFERRING CALLS

Acknowledge the request of the caller before transferring by saying, "Certainly, one moment please." If the line requested is busy, say: "I'm sorry but the line is busy. Would you like to leave your name so may I ask Mr./Ms. (name) to return your call or would you like to hold?" In case the caller wishes to hold, get back to him/her every 30 seconds until he/she can be transferred.

TIPS

Remember that it is faster to listen to requests and process than asking the caller to hold and return to the line later.

Learn all the extension numbers as this will help you provide efficient and faster service.

➤ WHEN PLACING THE CALLER ON HOLD

Place the caller on hold only when necessary. In placing the caller on hold;

- Ask the caller's permission to place him/her on hold;
- Listen to their request before placing the caller on hold;
- Return to the caller as soon as possible and apologize for the delay.

➤ TAKING MESSAGES

In taking messages, make sure you write the following:

- Name of the Caller,
- Name of caller's company or organization,
- Caller's telephone number,
- Message of the Caller,
- Name of the person who received the message,
- Date and time of the call,
- Repeat the message to make sure you have the correct information especially the name and phone number

Remember that all messages are confidential and should never be discussed with your co-employees or anyone else.

ATTENDING TO CLIENT GUESTS

- Greet the client guests in clear tone within speaking distance, make eye contact and smile.
- Upon completing any interaction, thank the client guest and bid them a warm farewell with a smile and eye contact.
- Maintain a straight, open and confident posture if you are in the presence of client guests.
- Use the client guest's name at least twice during any interaction

If engaged with another client guest, acknowledge the approaching client guest within 10 seconds

- by making eye contact and smiling. Apologize verbally for the delay within 60 seconds and give estimated time upon which assistance will be given.

TRAINING POLICY

Regardless of position, all newly hired employees in the company will be trained on their specific assignments. The training will be planned, implemented and evaluated in such a manner as to ensure that every employee is provided the opportunity to develop their potential to perform at a level of excellence that is commensurate with the performance standards established in every operational area.

For each kind of job, there will be a list of specific skills, job tasks, or duties that are required to be performed by the employee. Schedules will be prepared to cover the training in each skill area. Experienced employees must also be trained to ensure consistency of standards and methods of performance.

All employees must be able to perform the established basic duties of their positions before they are assigned to a workstation.

STAFF ORIENTATION PROGRAM

Every employee of the company will be required to participate in the General Orientation Program on his/her first day of employment with the company. The objectives of the program are as follows:

- Welcome the employees,
- Familiarize the employees with information relating to policies and procedures, benefits, and company rules regulations,
- Instill the importance of customer satisfaction by providing the best service, quality and products,
- Familiarize employees with the company's facilities and services and
- Develop a sense of ownership and pride towards the attainment of the company's goals and objectives.

CORPORATE IMAGE

GROOMING GUIDE

Personal appearance is of utmost importance in the industry. A good appearance says a lot about you and the company before you even say a word, and our clients form their opinion about our level of service from seeing how well presented we are. Our appearance could make the difference in terms of service satisfaction. If you look good, you feel good too. Therefore, it is vitally important that all of us always maintain the highest standards of personal hygiene.

PERSONAL HYGIENE

This is a delicate issue to talk about, but it is worth remembering the following rules of hygiene:

- Take a bath or shower every day especially before coming to work.
- Use an effective anti-perspirant or deodorant. Body odors are offensive to all guests.
- Wash your hair regularly. If you have a scalp problem, use a corrective shampoo.
- Clean your ears regularly.
- Brush your teeth after every meal. Mouthwash or breath freshener should be used regularly. The dentist should be visited regularly for scaling and polishing.
- Wash your hands regularly-especially after using the toilet and before going on duty.

- Always bring alcohol with you.

INCENTIVE AND RECOGNITION PROGRAM

LOYALTY SERVICE AWARD

Employees who have reached a significant period in their employment life in Anvaya Cove shall be recognized through the 'Loyalty Service Award'. This is given at the employee's 5th, 10th, 15th 20th year of service and every 5 years thereafter.

COMPLIANCE WITH THE STATUTORY REQUIREMENTS AND RULES AND REGULATIONS OF THE LABOR CODE OF THE PHILIPPINES AND THE BUREAU OF STANDARD

The Anvaya Cove Beach and Nature Club upholds the right of the employees under the Labor Code of the Philippines and its compliance to all statutory requirements, i.e., SSS, PhilHealth, Pag-Ibig and BIR, to the Policies, Rules, and regulations of the Department of Labor & Employment and of the other national and local government agencies and instrumentalities

EMPLOYMENT OF MINORS (CHILD LABOR LAW)

Anvaya Cove Beach and Nature Club will ensure that no child below eighteen (18) years of age shall be employed in any department or sections of the Company and resort.

DRUG-FREE WORKPLACE

Anvaya Cove Beach and Nature Club will maintain a drug-free workplace through pre-employment requirements and random Drug Testing.

SEXUAL HARASSMENT LAW

It is the policy of Anvaya Cove Beach and Nature Club to strictly implement Republic Act No. 7877, otherwise known as the Anti-Sexual Harassment Law.

GENDER SENSITIVITY LAW

Anvaya Cove Beach and Nature Club uphold the right of women to equal opportunities on the corporate ladder based on their qualifications, skills, competencies and experience.

INFORMATION TECHNOLOGY POLICY

➤ USER ACCESS AND PASSWORD POLICY

The company will enforce user access requirements for certain software systems to protect the confidentiality of corporate data and the integrity of data stored on a such computer system.

Corporate data is defined as any sensitive information, i.e., books of accounts, documents, plans, drawings, and other related materials that may jeopardize the operations and interests of the company.

➤ COMPUTER SOFTWARE AND LICENSES POLICY

Ensure that usage of the Company's software is for official business only and no proprietary software is installed in his/her assigned workstation without proper notification and approval from IT or from the concerned higher manager-in-charge.

➤ INTERNET AND WEB BROWSING POLICY

Web browsing and internet access will be provided to all Company Officers and Managers. Other employees who are assigned by their managers to search and retrieve information from the web may be given access.

ELECTRONIC (E)-MAIL POLICY

To encourage and promote the responsible use of electronic mail (e-mail) communications, the Company provides an electronic mail system to assist employees in the performance of their jobs. It should be used to provide service to customers and for other business purposes.

E-mail should be treated with the same importance and confidentiality as any other means of communication, i.e., paper, telephone, or fax

MANAGEMENT'S RIGHT TO ACCESS INFORMATION

The electronic mail systems are the property of the Company. The Company reserves its right to monitor, access, review, copy, delete and disclose electronic mail messages even those marked private, without notice to or consent of the employee.

TELEPHONE POLICY

Employees should exercise care to safeguard the valuable electronic equipment assigned to them. Employees who neglect this duty are accountable for any loss or damage that may result.

CODE OF DISCIPLINE

THE NEED FOR DISCIPLINE

Discipline requires personal self-control and self-direction, knowing what must collectively be achieved. If there is a discipline in a business enterprise, the hotel is able to effectively direct and control the operation of the enterprise so that objectives are attained to the benefit of all. Employees, in return, are able to give their best jobs, and gain the tangible rewards of excellent performance. If, on the other hand, there is no discipline, violence occurs and everybody suffers.

MANAGEMENT'S RIGHT & DUTY TO MAKE & ENFORCE REASONABLE RULES OF BEHAVIOR

- Management is mandated to run the business enterprise. In discharging this serious obligation, it must seek efficiency in all aspects of the operation of the company; it must prevent all forms of losses, whether this is in form of low productivity, wastage of materials, or loss of man-hours or machine hours; it must safeguard all assets and interests of the business. More than this, it must ensure growth and continued existence of the hotel.
- To carry out this obligation, it must foster and maintain discipline, efficiency and harmony among employees.

RESPONSIBILITY OF FIRST-LINE SUPERVISOR

- The first-line supervisor heads an organizational unit with assigned certain tasks to perform. He is responsible for the efficient and effective performance of these tasks. He/she has therefore the right and duty to maintain discipline and foster efficiency among his subordinates such that the goals of his unit are achieved.
- In line with this basic responsibility, the first line supervisor sees to it that the policies and guidelines are being followed.
- In case there is a violation by any of his subordinates of a disciplinary rule, the Supervisor must investigate it.
- If a grievance is presented to him by one of his subordinates, the Supervisor handles it in accordance with the guidelines.

RESPONSIBILITY OF THE DEPARTMENT/ DIVISION HEAD

- The Department/Division Head sees to it that all Supervisors under him are fully aware of their responsibilities in maintaining discipline within their respective units. He ensures that his Supervisors know and understand all relevant policies, rules and regulations.
- The Department/Division Head also sees to it that his Supervisors actually do their jobs of maintaining discipline. He assists and guides them in discharging this responsibility.
- The Department/Division Head reviews and approves (or disapproves) disciplinary actions recommended by his/her supervisors. In doing this, he/she sees to it that objectivity, fairness and constructiveness are observed.
- In case a grievance is elevated or presented directly, he/she handles it in accordance with the procedures.

ROLE OF THE HUMAN RESOURCES DEPARTMENT

- Although the Human Resources Department is not directly responsible for the proper implementation in other departments of the policies and guidelines contained in this manual, it oversees and monitors such implementation. It maintains a sense of disciplinary grip, prevailing in various departments of the company, and it brings to the attention of the Department Head concerned in cases or situations which the latter may not yet be aware of. It also reminds other Department Heads of the disciplinary cases not yet finally acted upon by them, if there is any.
- Moreover, the HRD advises other departments as to how the policies and guidelines ought to be implemented.
- In case an employee seeks the help of, or is referred to HRD, the latter provides appropriate counsel and/or explanation.
- Periodically or as the need arises, HRD reviews the policies and guidelines contained in this manual in close consultation with the other managers. It also receives and studies suggestions from employees as to what changes are advisable. On the basis of these, it formulates recommendations to be submitted to Management for approval.
- HRD advises other departments as to how to handle disciplinary cases where the penalty is dismissal, or preventive suspension leading to dismissal. Consultations between HRD and the department concerned normally occur either before the decision to impose the penalty of dismissal is made or before such decision is implemented.

OFFENSES SUBJECT TO DISCIPLINARY ACTIONS

- Included in this manual are definitions of offenses subject to disciplinary action, together with the corresponding penalties.
- Supervisors and Department/Division Head must see to it that all employees under them are aware of the offenses defined, and the penalty prescribed for each. In case an employee needs enlightenment on a particular provision, the Supervisor or Department/Division Head is duty-bound to explain it clearly and completely.
- Each employee, on the other hand, is duty-bound to read and understand the definitions and penalties. This is because ignorance of the definitions and/or penalties does not excuse the employee from being penalized. If a particular provision is unclear to the employee, he must ask explanation from his immediate superior.
- Whenever necessary or advisable, management may define additional offenses and prescribe corresponding penalties: it may also delete or amend existing definitions and/or penalties. Such additions, deletions or amendments will be issued in memorandum form to be posted on the bulletin board.

DISCIPLINARY ACTIONS: WHAT THEY MEANT

- A disciplinary action, like a reprimand or suspension, may be viewed in two ways:
 - As a punishment for a wrong doing.
 - As a reminder to the offender to adjust back to acceptable norms of behavior, which is actually a form of help to him/her.
- The second (corrective) aspect should be the principal objective to be borne in mind in imposing disciplinary actions, only when corrective operation is no longer likely to result in desired behavior, should the punitive aspect become paramount.
- The basic reason for this is as follows:
 - There were good and valid reasons for hiring and/or assigning the person to his/her present job. And if he/she passed the probationary period, he/she must have performed and behaved at least satisfactorily;
 - Therefore, something must have occurred to the person, either on the job or outside, that caused or allowed him/her to behave in an undesirable manner. If this act can be identified, assessed, and understood clearly, then we would be able to determine whether or not a corrective operation is worthwhile.

DISCIPLINARY PROCEDURES

- In case an "Offense Subject to Disciplinary Action" is committed or supposed to have been committed by an employee, his or her immediate superior must promptly investigate the matter.
- The immediate superior shall require the employee to explain in writing within 48 hours from receipt thereof why he should not be given any disciplinary action for having the offense. The immediate superior will establish and/or check facts. He/she will further ask the "erring" employee to tell their side of the story and the superior will listen to it with an open mind, without any pre-conceived opinion. Similarly, the superior will listen to other "sides" which are relevant to the case.
- The immediate superior will analyze and evaluate his findings. In doing so, he/she will see to it that facts are distinguished from guesses, opinions or conclusions, and are relied upon accordingly. This analysis and evaluation must provide some answers to questions like:
 - What offense was actually committed and how serious was it?
 - How much damage or trouble was caused?

- Who were affected and to what extent?
- Has the offense been committed within the department or section, and if so, who were involved and/or affected?
- What are the future consequences of this offense and the action to be taken on it? On the basis of all these, the immediate superior arrives at appropriate conclusions and decision as to what disciplinary action, if any, must be taken.
- If necessary or advisable, the immediate superior will take steps to preserve the integrity and reliability of evidences. This is particularly true in cases where vital evidences are in danger of being lost or tampered with. Thus, he/she may take custody of physical evidences or get the written testimonies of witnesses.
- The immediate superior will discuss with the Department/Division Head his findings and recommendations. The Department/Division Head will decide whether to approve it as recommended, or increase/decrease it if the extent of damage and the aggravating/mitigating circumstances will warrant it. In making this decision, the Department/Division Head will be as objective and fair as possible and will exercise prudent judgment.
- The decision to impose a disciplinary penalty will be documented using the Disciplinary Report Form.
- Upon approval of the Disciplinary Report form by the Department/Division Head, the immediate superior of the employee will implement it. This means that the immediate superior will talk to the employee and explain the penalty to be imposed and the reason for it. He will take careful note of the employee's reactions since this may prove helpful in correcting, if possible, the employee.
- The immediate superior will serve a copy of the approved disciplinary report form to the employee and ask the latter to acknowledge receipt of it. If the employee refuses to receive his copy of the disciplinary report and/or refuses to acknowledge receipt of it, such fact(s) will be annotated on both copies of the disciplinary report. The immediate superior will then route the copies as indicated on the form. The Security Office should also be informed of the penalty imposed on the employee.

GRIEVANCE PROCEDURES

- A grievance may arise from a number of causes. It may be because of a disciplinary penalty, which the employee views as being unjustified or excessively harsh.
- Whether the cause is real or imagined, the grievance must be heard, evaluated and acted upon one way or another.
- There are four levels at which grievances are handled:
 - First: Immediate Superior
 - Second: Department/Division Head
 - Third: Human Resources Department
 - Fourth: General Manager
- As a general rule, a grievance must first be presented to and discussed with the employee's immediate superior. This requirement is intended to give the immediate superior, who is closest to the situation, the first opportunity to hear and settle the grievance. If it is not settled satisfactorily at this level, then the employee concerned may elevate it to the Department/Division Head level and finally to the General Manager.
- Certain guidelines must be observed in processing grievances in any of the levels. These include the following:
 - With an open mind, hear the version of the employee who is presenting the grievance. Even if the grievance is in writing, it is helpful to talk to the "aggrieved" employee and ask him/her for elaboration, explanation and/or clarification.

- Establish the facts of the grievance. In doing so, care must be exercised in differentiating facts from opinions and/or conclusions in order to avoid being misled.
- Determine which policy, rule or regulations applies to the particular case. Understand well the rationale of the policy, rule or regulation, and how it applies to specific cases.
- Evaluate the facts and the “aggrieved” employee’s side in light of the applicable policy, rule or regulation. Identify and define options that might be taken in resolving the grievance. Determine the immediate as well as long-term implications of each of these options
- Talked with the “aggrieved” employee again. This time, the real issues may already be discussed and/or clarified. The feasible options may also be explored. Take note of the “aggrieved” employee’s reaction towards each option. His/her reaction to the different options may indicate which option is more acceptable than others in which he/she is concerned.
- If the appropriate and satisfactory solution is within your authority to decide, make the decision and inform the parties concerned, giving the reason for your decision. If it is not within your authority to approve the solution (for example: if it involves cash outlay), secure approval before informing the parties concerned and implementing the solution. If no solution appears to be appropriate, submit your findings and suggestions to the next higher level; unless you are in the second level, in which case, you must take a definite stand and communicate it to the parties concerned.

OFFENSES SUBJECT TO DISCIPLINARY ACTION

	OFFENSES	SANCTIONS
A -	1 st Offense	Verbal Warning
	2 nd Offense	Written Warning
	3 rd Offense	3 days Suspension
	4 th Offense	7 days Suspension
	5 th Offense	15 days Suspension
	6 th Offense	Discharge
B -	1 st Offense	Written Warning
	2 nd Offense	3 days Suspension
	3 rd Offense	7 days Suspension
	4 th Offense	15 days Suspension
	5 th Offense	Discharge
C -	1 st Offense	3 days Suspension
	2 nd Offense	7 days Suspension
	3 rd Offense	15 days Suspension
	4 th Offense	Discharge
D -	1 st Offense	7 days Suspension
	2 nd Offense	15 days Suspension
	3 rd Offense	Discharge
E -	1 st Offense	Discharge

1. ACTS OR OMISSIONS CONCERNING COMPANY FUNDS AND PROPERTY	
1.1 Stealing, misappropriating or embezzling company funds or property.	E
1.2 Concealing or deliberately misplacing company property without justifiable purpose for doing so.	D
1.3 Concealing damage or loss of company property.	D
1.4 Unauthorized possession or use of company property; unauthorized substitution of company materials, supplies, tools or equipment.	E
1.5 Committing an act of sabotage. Inciting or participating in concerted work stoppage, slow-down, mass leave, sit-down, riot or other similar disruptive activities.	E
1.6 Deliberately causing loss or damage to company property.	E
1.7 Defacing any part of company property like buildings, structures, open areas, etc. (Unauthorized painting, marking, pasting, setting up, or removal of things).	D
1.8 Improperly using or allowing unauthorized persons to improperly use of company supplies, materials, facilities, tools or equipment results in loss and damage. 1.8.1 Unauthorized using of company computers in going into personal social media accounts i.e., FB, IG, YT, etc.	D
1.9 Operating, using, meddling with, or impeding the proper use of machines, tools, equipment resulting in loss or damage.	D
1.10 Unauthorized possession or use of restricted key/s.	E
1.11 Loss through negligence of restricted key/s.	D
1.12 Gross neglect in giving due notification or holding the known and needed information to person(s) concerned resulting in loss or damage to company property.	D
1.13 Culpable carelessness, negligence or failure to follow specific instruction(s) or established procedure(s), resulting in loss or damage to company property. 1.13.1 Refusing 1.13.2 Failing	E D
1.14 Bringing of Company’s properties to the employees’ Staff House without proper authorization.	C
1.15 Committing other acts of dishonesty, deceit or anomaly not embraced by other provisions which caused damage to company property.	E
1.16 Entering restricted areas without prior authorization. 1.16.1 Transferring or entering on an undesignated staff house without approval (i.e. sleeping over in the other rooms / staff house, bringing in visitor or co-employee in the staff house without approval)	D
1.17 Allowing anybody to enter the company premises or restricted area without prior permission from proper authority.	D
1.18 Using or giving false testimony document or information in any company investigation proceeding or inquiry.	E
1.19 Refusal to follow verbal or written orders/instructions of a superior after 2(two) or more successive reminders or warnings.	E
1.20 Absence from seminars/trainings/meetings without proper notification to HR personnel before or during the seminar itself.	C

1.21 Failure of the Managers or Supervisors to report and to take actions against any subordinate who has violated any company rules and regulation.	D
1.22 No material, furniture, food, equipment, or movable property shall be taken or moved out of the company premises without a covering Gate Pass duly approved by the Management. 1.22.1 Availing food without signing the meal stub. 1.22.2 Taking home of food, and other company products without official receipt or gate pass. 1.22.3 Taking home of equipment or furniture without gate pass.	C D C E

2. ACTS OR OMISSIONS AFFECTING COMPANY INTEREST	
2.1 Forging, falsifying or altering official document(s) in such a way as to mislead the user(s) thereof.	E
2.2 Making use of record(s) or document(s) known by the user to be false.	E
2.3 Punching in and out for another employee's time card; tampering with, or unauthorized altering of one's timecard. Writing or falsifying other employees name in Shuttle Manifesto or Attendance Log Book.	E
2.4 Obtaining or accepting money or anything of value by entering into unauthorized arrangement(s) with supplier(s) or other outsider(s)	E
2.5 Offering or accepting anything of value for a job or for a favorable condition or employment	E
2.6 Breach of trust reposed to the employee by the Management or a company representative.	E
2.7 Damaging or jeopardizing company interest(s) through acts or omissions which affect company client(s), guest(s), and official visitors 2.7.1 Stealing from said client(s), guest(s), or visitor(s) within the company premises. 2.7.2 Uttering words, doing acts or making gestures to said client(s), guest(s), or visitor(s) which are manifestly insulting or grossly disrespectful/discourteous. 2.7.3 Prying into the privacy of company guest(s) such as peeping or spying on company's guest(s) 2.7.4 Posting of any work-related matters like schedule, complaints, offsetting, soma, pay slip etc. at FB, twitter, Instagram and the likes is strictly prohibited.	E E E D
2.8 Damaging or attempting to damage company property either willfully or thru negligence	E
2.9 Engaging in any activity which is directly or indirectly competitive with the Company's business or any part of its operation.	D
2.10 Disclosing, giving away, or using restricted or classified company matters/information without proper authorization.	E
2.11 Using Company's name without authorization.	C
2.12 Posting of unauthorized reading materials on company bulletin boards and company emails or unauthorized removal of officially posted notices, announcements, or similar matters.	C
2.13 Deliberate slowing down, holding back, hindering, or limiting of production, or intimidating, coercing, or inducing other employees to do so.	D
2.14 Presence of company property in the employees' locker.	E
2.15 Committing other culpable acts or omissions not embraced by other provisions which cause damage to the interest(s) of the company.	E

ACTS OR OMISSIONS CONCERNING RELATIONSHIP WITH SUPERIOR(S). ATTENDANCE TO AND PERFORMANCE OF ASSIGNED DUTIES.

3.1 Threatening, intimidating, coercing, provoking a fight, assaulting, or attacking a superior for reasons directly connected with the superior's discharge of his/her official duties.	E
3.2 Uttering words, doing acts, or making gestures to a superior or vice-versa which is manifestly insulting, or grossly disrespectful.	E
3.3 On the part of the superior, deliberately condoning, tolerating, or participating in an offense committed by a subordinate.	D
3.4 Gross or habitual neglect of assigned duty.	E
3.5 Receiving an "unsatisfactory rating" in the employee Performance Appraisal 3 times within an 18-month period.	E
3.6 Refusing or failing to do assigned task or to obey official orders or instructions, or to follow established procedures. Refusing Failing	E D
3.7 Leaving work assignment during official working hours without punching out and/or without prior permission from the Department Head or immediate superior.	C
3.8 Malingering or pretending to be sick; making or giving false excuse(s) during a sick leave or absence.	C
3.9 Sleeping while on duty. 3.9.1 Day Shift – 7 am – 11 pm 3.9.2 Night Shift – 11pm – 7am	C D
3.10 Doing unauthorized or unofficial work during working hours.	B
3.11 Engaging during working hours in horseplay, scuffling, shoving, or other similar playful activities which are time-wasting or which could be injurious to persons or property.	B
3.12 Wasting time in any other way during official working hours, whether at or away from assigned work place (loafing, loitering, over stretching break periods, idle chatting, etc.).	A
3.13 Abandonment of job. (Absence of 5 consecutive days or more without official explanation being received by the company shall be considered abandonment of job).	E
3.14 Absence from work without notice and/or without authorization per cut-off period 3.14.1 1 day 3.14.2 2 days 3.14.3 3 days or more	A B C
3.15 Habitual tardiness for at least 6 times in a cut-off period.	C
3.16 Changing work schedule without written permission.	B
3.17 Registering another employee's time/log in or time/log out (the employee timing/logging in-out for another and the employee whose time in-out has been registered shall be both subject to disciplinary action).	C
3.18 Falsifying entries in timing/logging in and out for attendance or overtime.	E
3.19 Committing other acts of insubordination, non-attendance or Neglect of duty not embraced by other provisions.	D
3.20 Refusal of an employee to cooperate in due process proceedings that may cause delay or disruption or interfere with administrative proceedings.	D
3.21 Wearing of sunglasses and/ or headset around the company premises are not allowed (Only lifeguards are allowed to wear sunglasses during working hours).	A
3.22 Unauthorized using of cellphone and other gadgets while on duty.	B
3.23 Showing and/or comparing of pay slip and salary rates with other co-workers.	D

4. ACTS OR OMISSIONS CONCERNING HARMONY AND GOOD ORDER, SAFETY AND DECENCY AT WORK

4.1 Extortion of any form of oppressive exaction of money or anything of value from a co-employee or guests.	E
4.2 Stealing, concealing or deliberately misplacing another employee's property within company premises or at assigned job site without a justifiable purpose.	E
4.3 Engaging in money lending at usurious rate of interest, selling tickets of whatever kind, buying or selling goods, making or collecting payments for such good within company premises or during official working hours.	C
4.4 Gambling, placing or collecting bets, or participating in any game of chance within the company premises.	C
4.5 Bringing in unauthorized possession of firearms, explosives or other deadly weapons within the company premises or jobsite.	E
4.6 Using, selling, or pushing prohibited drugs or their substitutes.	E
4.7 Drinking intoxicating drinks within the company premises.	E
4.8 Reporting to work under the influence of liquor.	D
4.9 Drinking, socializing after duty hours while still wearing the company uniform is strictly prohibited.	C
4.10 Usage of shuttle services while already out of duty is prohibited specially when under the influence of alcohol. (Only on-duty staffs are allowed to avail the shuttle services).	C
4.11 Smoking while on duty and in prohibited areas.	B
4.12 Eating in unauthorized areas.	A
4.13 Eating or drinking resort food and drinks other than those provided or made available for employees. Unauthorized eating of leftover food from any outlets is prohibited.	B
4.14 Entering guest rooms or using such places without authorization, or assisting another person to commit this act.	D
4.15 Holding a meeting, conference or similar gathering within the company premises which is not allowed under prevailing company practices nor permitted by the management.	C
4.16 Using guest comfort rooms unless otherwise authorized to do so, or when circumstances reasonable necessitate the commission of said act.	A
4.17 Creating or contributing to the creation of unclean or unsanitary conditions inside company premises.	C
4.18 Failure to comply with the safety and security requirements that may prejudice the company and its employees (Any contagious diseases)	D
4.19 Failure to comply to any periodically scheduled physical examination required by the company.	C
4.20 Failure to report lost and found articles.	D

4.21 Failure or refusal to wear official Company ID and/or uniform.	A
4.22 Failure to follow prescribed procedures in cases of accidents involving company vehicle, equipment, etc.	C
4.23 Rumor mongering. Spreading words or gossiping unsolicited talks that may affect the company's interest or that may cause disagreement among staff. Deliberately spreading malicious/false rumors against the company, employee(s) or guest(s) concerning personal affairs, or deliberate distortion of facts or statements in such a way to enhance one's status or reputation or to discredit co-employee(s), company official(s), and or guest(s).	B
4.24 Refusing to acknowledge receipt of company or management memoranda.	C
4.25 Unauthorized vending, soliciting or collecting contributions for any purposes, at any time inside the company premises.	E
4.26 Committing acts constituting sexual harassment against a co-employee or guest	E
4.27 Engaging in any immoral or unethical practices or offering services to guests or co-employees (providing female/male companion, etc.).	D
4.28 Committing offenses and being penalized with three (3) suspensions for a 12-month period.	E
4.29 Selling merchandise during working hours, frequently receiving visitors for personal reasons, or constant use of telephone for personal use.	A
4.30 Promotion, and/or assistance in operation or actual participation in gambling during working hours within the company premises.	D
4.31 Revealing one's salary to other employees.	D
4.32 Going out with the Club members and guest for leisure and recreation and /or other personal reason outside and inside the club premises.	C
4.33 Capturing pictures, selfies with the guest celebrity inside the company premises.	B
4.34 Modulated voice is observed while walking to any of the public area of the Club's premises. Uttering vulgar or profane language in public area.	D

5. ACT OR OMISSIONS AGAINST ENVIRONMENTAL POLICIES, PRACTICES AND PROGRAM

5.1 Failing or refusing to pick up litter or littering in the work areas and shuttle services	B
5.2 Failing or refusing to follow waste segregation initiatives in the work areas	B
5.3 Refusing to attend any clean-up activity	B
5.4 Engaging in environmentally destructive activities (dynamites fishing, slash-and-burn, etc.)	D
5.4.1 Within company premises during and outside of work hours.	
5.4.2 Outside company premises	C
5.5 Committing such acts that may be considered environmentally destructive or assisting others to commit such acts.	C

GENERAL PROVISIONS

The penalty of dismissal should not be imposed without due process. The report will be reviewed by the Department/Division Head for perusal and/or approval. The notice of dismissal shall be signed by the Director of Human Resources.

When a violation results in injury to a person or damage to property or both, the offender may be required to pay the amount of damage caused by his act in full or in part, omission or negligence as determined by the Department/Division Head.

When a single act constitutes two or more offenses or is a necessary means for committing the other, the penalty for more serious offense shall be imposed.

The company can place the employee concerned under Preventive Suspension as provided under the law, if his/her continued stay poses a serious and imminent threat or danger to the life or property of the company or his/her co-employees, pending the result of the investigation.

No Preventive Suspension shall last longer than thirty (30) days. However, the company may extend the period provided the company pays for the wages and benefits due to the concerned employee.

Imposition of any of the penalties shall be without prejudice to any civil or criminal actions by the company or parties concerned.

Anyone who is convicted of crime against persons or property or a crime involving moral turpitude, regardless when or where it was committed shall be subject to immediate outright dismissal.

EMPLOYEE ACKNOWLEDGEMENT & AGREEMENT

I, _____ employed as _____ (position) under _____ Department of Anvaya Cove Beach and Nature Club hereby acknowledge that I have received and read my copy of the Employee Handbook of Anvaya Cove Beach and Nature Club which outlines the corporate information, basic employment guidelines, Code of Conduct, resort rules & regulations, and personal grooming and hygiene guide of the Anvaya Cove Beach and Nature Club

I have familiarized myself, at least generally, with the contents of this Handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Handbook provided to me by Anvaya Cove Beach and Nature Club.

I acknowledge that the contents of the Handbook do not fully cover all the rules of the company and the Management reserves the right in the exercise of its sole prerogative to add, delete, amend and/ or revise the contents as it may deem necessary.

Signed by: _____
Signature over Printed Name

Date Issued: _____

(Note: This Employee Acknowledgement should be filed in the employee's 201 file. Employee handbook issued to the employee should be surrendered to the HR Department upon separation of employment with the Anvaya Cove Beach and Nature Club as part of employee's clearance).

Signed: _____
Signature over Printed Name

Date Issued: _____