



CODE OF ETHICAL PRINCIPLES AND RULES OF CONDUCT FOR TIEZA OFFICERS AND EMPLOYEES

A. RATIONALE

High moral conduct and ethical standards among government officers and employees are essential to the conduct of public service.

In order to give practical effect to the relevant constitutional provisions and statutory regulations relative to Public Service, all TIEZA Officers and Employees are hereby expected to comply with the ethical standards and norms provided in this Code.

Further, Management believes that TIEZA Officers and Employees have a commitment to serve the best interests of the Filipino people and to discharge their duties conscientiously and to the best of their ability, vis-a-vis the establishment of sustainable tourism infrastructure projects and tourism enterprise zones, as well as the implementation of travel tax rules and regulations.

The Code shall act as a policy guideline to all TIEZA Officers and Employees with regard to their activities and relations with their colleagues, subordinates, TIEZA stakeholders and the public.

The Code, likewise, indicates behaviors which every TIEZA Officer and Employee must show to promote exemplary conduct and professionalism at all times, so as to ensure strong public confidence and trust in the integrity and impartiality of the Authority's every dealings/transactions.

B. PURPOSE

The purpose of this Code is to mainly provide guidance and establish common ethical standards and accountability each TIEZA Officer and Employee must adhere to on a consistent basis, to prevent conflicts between personal interests and public responsibilities.

The Code also establishes touchstones for public service and imposes a statutory duty on all TIEZA Officers and Employees to maintain proper standards of integrity, fairness, conduct and concern for the public interest in all their working relations with the public and TIEZA stakeholders.

Specifically this Code is created to:

1. Prevent TIEZA Officers and Employees from using their public positions and/or authority for personal and financial benefit;
2. Improve standards of public service;
3. Promote and strengthen the trust and confidence of the public and TIEZA stakeholders in the Authority;
4. Ensure that TIEZA Officers and Employees conduct themselves independently and impartially; and
5. Avoid the creation of unnecessary barriers to public service

C. SCOPE

This Code applies to all officers and employees of TIEZA offices nationwide, regardless of rank and employment status(i.e. permanent/regular, co-terminous, job order, contractuels, consultants, etc.).

D. ETHICAL PRINCIPLES

Through its core values of excellence, integrity and innovation, TIEZA is committed to uphold the highest standards of public service by practicing the following ethical principles categorized under three (3) types of responsibilities:

I. RESPONSIBILITIES TO SOCIETY

TIEZA Officers and Employees have a fundamental responsibility to safeguard and advance the interests of society. Thus, TIEZA Officers and Employees act with trustworthiness, integrity and objectivity through the following Ethical Principles:

- a. **Commitment to Public Interest** through upholding public interest over and above personal interest. All TIEZA resources and the powers of its offices are to be employed and used efficiently, effectively, honestly and economically, particularly to avoid wastage of public funds, resources and revenues.
- b. **Responsiveness to the Public** by extending prompt, courteous and excellent service to the public. Unless otherwise provided by law or when required by the public interest, officers and employees shall:
 1. Provide information about TIEZA policies and procedures in clear and understandable language;
 2. Ensure openness of information;
 3. Conduct public consultations and hearings wherever and whenever appropriate;
 4. Encourage suggestions;
 5. Simplify and systematize policies, rules and procedures;
 6. Avoid red tape; and
 7. Develop an understanding and appreciation of the socio-economic conditions prevailing in the country, especially in depressed rural and urban areas.
- c. **Professionalism** by performing and discharging duties with the highest degree of excellence, professionalism, intelligence and skill, with due care and judgment. TIEZA Officers and Employees shall also endeavor to discourage wrong perceptions of their roles as dispensers or peddlers of undue patronage.

II. RESPONSIBILITIES TO THE GOVERNMENT

TIEZA Officers and Employees shall always act in accordance with the duties and responsibilities associated with being Public Servants. Thus, they shall perform their work/duties/tasks in a manner which will enhance the image of public service and the government, specifically:

- a. **Political Neutrality** by providing service to everyone without discrimination and regardless of party affiliation or preference.
- b. **Commitment to Democracy** by committing to the democratic way of life and values, maintaining the principle of public accountability and manifesting, by deeds, the supremacy of civilian authority over the military. TIEZA Officers and Employees shall also uphold, at all times, the Constitution and put loyalty to country above loyalty to persons or party.
- c. **Nationalism and Patriotism** by being loyal, at all times, to the Republic and to the Filipino people, promote the use of locally-produced goods, resources and technology, and encourage appreciation and pride of country and people. TIEZA Officers and Employees shall also endeavor to maintain and defend Philippine sovereignty against foreign intrusion.

III. RESPONSIBILITIES TO THE SELF

Bearing in mind their roles and responsibilities as Public Servants, TIEZA Officers and Employees shall uphold the principles of honesty and integrity in their personal lives, by conscientiously adhering to the following precepts:

- a. **Justness and Sincerity** by acting with fairness and sincerity and not discriminating against anyone, especially the poor and the underprivileged. TIEZA Officers and Employees shall respect, at all times, the rights of others and shall refrain from doing acts contrary to law, good morals, good customs, public policy, public order, public safety and public interest. They shall not extend undue favors on account of their office to their relatives, whether by consanguinity or affinity, except with respect to appointments of such relatives to positions considered strictly confidential or as members of their personal staff whose terms are coterminous with theirs.
- b. **Simple Living.** TIEZA Officers and Employees and their families shall lead modest lives appropriate to their positions and income. They shall not indulge in extravagant or ostentatious display of wealth in any form.

E. RULES OF CONDUCT

The Rules of Conduct provide specific statements vis-à-vis minimum standards of acceptable professional behavior. The Rules provide clearer statements about above-mentioned principles, but do not exhaust the range of enforceable ethical standards.

The Rules are organized under the headings of the Ethical Principles to which they apply, as well as the norms of conduct each officer and employee must practice vis-à-vis their relationships with TIEZA's stakeholders and the public.

I. COMMITMENT TO PUBLIC INTEREST

- a. No unofficial transaction shall be done during office hours, except in cases of emergency or in the expediency of the service.
- b. TIEZA Officers and Employees shall always act in the best interest of the Authority, with utmost good faith in all dealings with the property and funds of the Authority, including the following:
 - 1. Exercise extraordinary diligence, skill and utmost good faith in the conduct of the business and in dealing with the properties/resources of the organization;
 - 2. Apply sound business principles to ensure the financial viability of the organization;
 - 3. Implement the organization's policies and programs promptly, conscientiously, efficiently and effectively; and
 - 4. Elect and/or employ only officers and employees who are fit and proper to hold such office, with due regard to their qualifications, competence, experience and integrity
- c. TIEZA Officers and Employees shall use the Authority's resources wisely and exercise powers responsibly and solely for official matters. These include also the observance of austerity measures and avoidance of the misuse and non-use of human resources, government time, property and funds for personal gain, use or benefit.
- d. TIEZA Officers and Employees shall promote a Green Workplace advocacy by observing the proper disposal of garbage and minimizing or avoiding the use of plastics, styrofoam and other toxic materials. If the utilization of plastics and styrofoam is inevitable, the same must be properly disposed of, in accordance with existing health and safety rules and standards.
- e. TIEZA Officers and Employees shall observe the No Smoking Policy in the workplace so as to promote a healthy lifestyle and a smoke-free and good working environment, in compliance with the CSC Memorandum Circular no. 17 s 2009.
- f. TIEZA Officers and Employees shall promote a drug-free workplace, in accordance with CSC Memorandum Circular nos. 13 and 15 s 2010 and RA 9165 otherwise known as the "Comprehensive Dangerous Drugs Act of 2002).

II. RESPONSIVENESS TO THE PUBLIC

- a. TIEZA Officers and Employees shall be consistently polite and responsive to all its public and stakeholders, and shall strive to produce results that are responsive to the requirements of public service.

- b. For proper identification by the stakeholders and the public, and in accordance with CSC rules and regulations, TIEZA Officers and Employees shall, at all times, wear:
 - 1. The proper office attire or uniform; and
 - 2. The ID, upon entering and while within the office premises
- c. TIEZA Officers and Employees shall, at all times, courteously deliver services in accordance with the procedures and timeframe provided in its service standards, as contained in the TIEZA Citizen Charter and/or other work process manuals.
- d. In reporting for duty, TIEZA Officers and Employees shall be punctual, observe the required office hours and refrain from habitual tardiness and frequent unauthorized absences.
- e. TIEZA Officers and Employees shall transact with its public and stakeholders only within their respective offices, during official government hours and break time, unless expressly authorized.
- f. At all times, TIEZA Officers and Employees shall:
 - 1. Ensure transparency in disclosures over the Authority's operations, public disclosure, financial reporting of all business matters at all time; and
 - 2. Promote policies that lead to a positive and ethical workplace by proscribing retaliation against any officer or employee who may raise issues pertaining to business conduct and ethics.
- g. TIEZA Officers and Employees shall respect and show utmost discretion vis-à-vis confidential or proprietary information of the Authority by taking all appropriate steps to protect the Authority's information and intellectual property assets.
- h. TIEZA Officers and Employees shall not use or divulge confidential or classified information in accordance with Sec. 7(c) of RA 6713.

This Rule applies to both incumbent and former officers and employees of the Authority.

- i. Duly authorized TIEZA Officers and Employees who possess, or have knowledge of any confidential information, by virtue of their positions, may grant access to confidential information only to co-employees/officers duly authorized for the purpose and on a need-to-know basis.
- j. Confidential information shall be disclosed only by persons duly authorized to do so, and only to persons duly authorized to receive the same by reason of court order, administrative policy or written and sworn agreement/statement.

- k. TIEZA Officers and Employees shall not alter, falsify, conceal, destroy or mutilate any record containing confidential information. Disposal of the same shall be governed by government rules on Records Disposition.

III. PROFESSIONALISM

- a. TIEZA Officers and Employees shall not engage, directly or indirectly, in any acts considered as Conflict of Interest, in accordance with Rule IX of the IRR of RA 6713:
- b. TIEZA Officers and Employees shall avoid any actual or potential conflict of interest. Each shall avoid any conduct or situation which should reasonably be construed as creating an appearance of conflict of interest. Any question about an officer's or employee's actual or potential conflict of interest with the Authority shall be brought promptly to the attention of the Chief Operating Officer, who will review the question and determine an appropriate course of action.
- c. Employment in TIEZA is a full-time occupation and shall constitute the primary employment of its officers and employees. Hence, TIEZA Officers and Employees cannot engage in outside employment and other activities related thereto, in accordance with Sec. 7(b) of RA 6713.

However, outside employment, if allowed or authorized, shall be done outside office hours and shall not utilize government resources such as supplies, equipment and vehicle.

Outside employment should not compel the TIEZA Officer or Employee to disclose confidential information acquired by reason of his/her employment in the TIEZA. However, in cases authorized by the Chief Operating Officer and allowed under CSC rules, the concerned TIEZA Officer or Employee engaged in outside employment may be required by TIEZA to submit pertinent documents related to his/her outside employment, such as certification of his/her schedule.

- d. TIEZA Officers and Employees who act as lecturers, resource persons, coordinators or facilitators in other government agencies which are outside of the DOT family, may be paid honoraria at such rates as provided for in DBM Issuances.
- e. TIEZA Officers and Employees who are designated lecturers, resource persons and facilitators within TIEZA/DOT family shall not be granted honoraria, as such services are deemed part of the duties and responsibilities of their appointive positions (i.e. to disseminate information, to clarify issues and concerns and to interact with clients and/or implementers of agency mandates, etc.)
- f. TIEZA Officers and Employees who are in charge of the conduct of training and similar programs and activities by virtue of their positions in the Authority, are not entitled to honoraria when they act as lecturers, resource persons, coordinators or facilitators in in-house trainings and similar programs and activities.

- g. TIEZA Officers and Employees may only receive honoraria when invited by private institutions to lecture or train the latter's employees on topics which are not part of their official function and not within office hours.

IV. POLITICAL NEUTRALITY

TIEZA Officers and Employees shall consistently demonstrate impartiality in dealing with its public, regardless of social standing, party affiliations or preference, as well as through non-participation in any partisan political activity at the expense of public service.

V. COMMITMENT TO DEMOCRACY

- a. TIEZA Officers and Employees shall accurately disclose all means of their income in their income tax returns, annual SALN and other documents relating to financial and business ownership or interest. They shall consistently observe the filing procedures prescribed in Sec. 8 of RA 6713.
- b. TIEZA Officers and Employees, upon assumption of office/duty, shall make a full disclosure of their financial or business interests. When a conflict of interest arises, TIEZA Officers and Employees shall observe the rule on divestment under Rule IX of the IRR of RA 6713.

This rule shall also apply where the officer or employee is a partner in a partnership, but shall not apply to those who serve the Government in an honorary capacity nor to contractual or job order hirees.

- c. TIEZA Officers and Employees shall avoid the practice of cronyism or showing preference/patronage to friends when appointing people to positions of power, awarding contracts and delegating tasks related to their office, regardless of their qualifications.
- d. TIEZA Officers and Employees shall respect and obey the Constitution and shall comply or cause the organization to faithfully and timely comply with all legal provisions, rules and regulations and corporate governance standards applicable to them and to the Authority, and to act within the bounds of the Authority's charter and by-laws

VI. NATIONALISM AND PATRIOTISM

- a. TIEZA Officers and Employees shall act with utmost and undivided loyalty to the Philippine Government and to the TIEZA.
- b. TIEZA Officers and Employees shall honor the flag and are encouraged to regularly attend the flag-raising ceremony every Monday, as an expression of respect and loyalty to the Authority and to the country.

However, this rule does not cover officers and employees whose religious affiliation prohibits attendance to the flag-raising ceremony.

- c. TIEZA Officers and Employees shall value and imbibe Filipino traditions, as well as patronize and support the country's goods and products.

VII. JUSTNESS AND SINCERITY

- a. Except for confidential positions, no appointment shall be made in favor of a family member or relative within the third degree of either consanguinity or affinity of the appointing authority or recommending authority, or of the Chief of Office or of the person exercising immediate supervision over the appointee, in accordance with Sec. 4 (c) of RA 6713.
- b. While TIEZA recognizes freedom of speech and expression as inalienable human rights, TIEZA Officers and Employees shall ensure that their decisions, directions, activities and conduct in the office do not encourage or induce others to defy the law, public order, morals, good customs, established policies, lawful orders, decrees and edicts.
- c. TIEZA Officers and Employees are prohibited from associating with the following persons or groups:
 - 1. Persons or groups with known bad records; and
 - 2. Persons or groups engaged in illegal, immoral or reprehensible activities or behavior
- d. TIEZA Officers and Employees shall report activities/conduct of fellow officers/employees constituting malpractices, fraud, mal-administration, official misconduct, negligent management resulting in waste of government funds regardless of amount or at great risk to the environment, graft and corruption, either openly or anonymously, in accordance with the GCG Memorandum Circular no. 2014-04, otherwise known as the "Whistleblowing Policy in the GOCC Sector" and other relevant rules and regulations in the civil service (i.e. Section 37 of EO 292, CSC Memorandum Circular No. 2 s 2001 re the Revised Policies on the Settlement of Grievance in the Public Sector, etc.).
- e. TIEZA Officers and Employees shall strictly adhere to the Authority's No Gift Policy, in accordance with Sec. 7(d) of RA 6713.
- f. TIEZA Officers and Employees shall ensure that their work environment is free of discrimination and harassment.
- g. Incumbent TIEZA Officers and Employees must not entertain pressure or influence from former officers and employees who have joined the private sector, and whose present employment bears a direct relationship with their former position in TIEZA.
- h. Former TIEZA Officers and Employees are prohibited for a period of one (1) to five (5) years after their separation from public office, from directly or indirectly doing the following:

1. Having any financial or material interest in any transaction requiring the approval of TIEZA;
2. Owning, controlling, managing or accepting employment in any private enterprise regulated, supervised or licensed by TIEZA, unless expressly allowed by law;
3. Practicing profession in connection with any matter before the office they used to be with/TIEZA; or
4. Recommending any person to any position in a private enterprise which has a regular or pending official transaction with their former office/TIEZA.

VIII. SIMPLE LIVING

- a. TIEZA Officers and Employees shall live within their means and shall, at all times, avoid ostentatious display of wealth in any form.
- b. TIEZA Officers and Employees shall not engage in illegal gambling and betting activities, as well as indulge in lavish spending in night clubs, bars and other places of entertainment.

IX. RELATIONSHIP WITH THE PUBLIC AND STAKEHOLDERS

The TIEZA considers its relationships with its public and stakeholders as fundamental in determining if it is on-track in fulfilling its mandate and mission.

TIEZA Officers and Employees accepted their positions, fully aware that they assume certain responsibilities, not only to the Authority, but also to the Authority's various publics and stakeholders, who have the right to expect that the TIEZA is being managed and run in a prudent manner and with due regard to the interest of the public and stakeholders.

Thus, TIEZA Officers and Employees shall deal fairly with its publics and stakeholders and shall not take unfair advantage of such through manipulation, concealment, abuse of confidential or privileged information, misrepresentation of material facts or any other unfair-dealing practices.

The TIEZA recognizes and observes the following duties and obligations towards its public and stakeholders, and undertakes to resolve conflicts of interest involving such, to wit:

a. National Government

1. TIEZA Officers and Employees shall fulfill the special obligations that the Authority has contracted with the Philippine Government and provide unequivocal support to the government's goal of inclusive growth, financial viability and operational excellence consistent with national tourism development plans, policies and programs.
2. TIEZA Officers and Employees shall help create employment opportunities, alleviate poverty and set-up the country's productive capacity

b. Regulatory Agencies

1. TIEZA Officers and Employees shall provide timely and accurate reports vis-à-vis its operations, and disclose to the appropriate regulatory agencies and bodies such as the GCG, COA, CSC, DOF and DBM, among others, all relevant information as required by law.
2. TIEZA Officers and Employees shall view the regulatory agencies as partners in upgrading the Authority's systems and procedures, as well as in crafting new laws, policies and guidelines.

c. Bilateral/Multilateral Agencies

1. TIEZA Officers and Employees shall acknowledge the fiduciary nature of the funds entrusted by its funders by administering these resources in a manner befitting their trust, and with respect for the lending conditions established.
2. TIEZA Officers and Employees shall establish partnerships with the said agencies in the preparation of project details, negotiation on loan terms and subsequent evaluation of project accomplishments

d. Clients/Customers

1. TIEZA Officers and Employees shall provide high quality and reliable service through excellent customer relations.
2. TIEZA Officers and Employees shall provide service of the highest professional standards through efficient systems of processing, project management and servicing, taking into account the complexity of each transaction.

e. Investors

TIEZA Officers and Employees shall provide its investors with competitive TEZ investment opportunities and alternatives, and complete information relative thereto that judiciously balances risks and returns, whenever applicable.

f. Local Government Units (LGUs) and other Government Agencies (GAs)

1. TIEZA Officers and Employees shall work closely with the LGUs and GAs to help contribute to the country's competitiveness through the development of sustainable tourism zones and support infrastructure.
2. Guide LGUs and GAs on TEZ and tourism infrastructure-related processes, evaluation, safeguards and project monitoring to ensure project integrity and sustainability, as needed

g. National Government Organizations (NGOs)

As an integral part of the National Government, TIEZA is inherently mandated to be socially responsible and to act and operate as a good corporate citizen. Thus, the TIEZA recognizes and performs its obligations towards the National Government, its public and stakeholders, as well as the communities in which it operates its properties and/or subsidiaries.

TIEZA Officers and Employees shall work in tandem with NGOs in undertaking the Authority's corporate social responsibility (CSR) projects, activities, and programs.

h. Private Sector

1. TIEZA Officers and Employees shall adhere to the initiatives and best practices of the private sector on good governance, most especially on the Performance Governance System (Balanced Scorecard).
2. TIEZA Officers and Employees are committed to uphold the highest standards of ethics in all its transactions with the private sector.

i. Entrepreneurs

TIEZA Officers and Employees shall promote Public-Private Partnerships (PPPs) vis-à-vis tourism infrastructure development projects and Tourism Enterprise Zones.

j. Officers and Employees

TIEZA is committed to enhance the quality of life of its officers and employees through the following:

1. Provide a competitive compensation package in accordance with the GCG's GOCC Compensation and Position Classification System (CPCS);
2. Provide opportunities for training and values formation to assist officers and employees in their career development and growth;
3. Enact policies providing for regular employee development discussions and the creation of structured training programs for the continuous personal and professional development of officers and employees;
4. Strengthen their commitment to excellent public service; and
5. Cultivate their social and environmental awareness and nationalism

F. RESPONSIBILITIES OF TIEZA OFFICERS AND EMPLOYEES

TIEZA Officers and Employees shall:

- a. Remember that the biggest stakeholder is the Government;

- b. Share the vision of the TIEZA;
- c. Be accountable to the public. TIEZA Officers and Employees shall, at all times, be accountable to the public for their decisions and actions;
- d. Listen and learn from his/her co-employees/officers;
- e. Think and act as a team. TIEZA Officers and Employees shall promote teamwork and camaraderie, and shall treat each other equally with respect, courtesy and without malice, notwithstanding disagreements on issues and policies;
- f. Focus on the public and strive for TIEZA customer/client satisfaction;
- g. Respect others. TIEZA Officers and Employees shall, at all times, deal with their fellow officers and employees in a manner that respect the latter's ability, experience and dignity;
- h. Communicate with the public and stakeholders, when needed;
- i. Deliver results and celebrate success; and
- j. Protect the reputation of the TIEZA. TIEZA Officers and Employees shall not take any course of action that would bring the organization into disrepute. They shall not deliberately place themselves under any financial or other obligation to outside individuals or organizations that might adversely influence them in the performance of their official duties.

G. COMPLIANCE AND REPORTING VIOLATIONS

TIEZA Officers and Employees must comply with the provisions of this Code in carrying out their functions as Public Servants. It is the personal responsibility of TIEZA Officers and Employees to ensure that they are familiar and comply with the standards in the Code at all times.

The protection of the reputation and goodwill of the Authority is of fundamental importance such that TIEZA Officers and Employees should be aware of the disciplinary implications of breaches of ethical policies as indicated by this Code, and as mandated by the GCG, CSC and other regulatory bodies.

Every officer and employee is encouraged to promptly report any potentially illegal, improper and/or unethical conduct that he or she may become aware of at the workplace or in connection with work.

Any complaint against any TIEZA personnel under this Code shall be handled in accordance with the relevant CSC and GCG rules and regulations, in accordance with provision E.VIII.d of this Code, without prejudice to other appropriate legal or authorized action, if warranted.

TIEZA Management shall create an environment that enables its people (i.e. officers and employees) to raise genuine and legitimate concerns internally, and shall take swift and decisive actions on any verifiable information in violation of any provisions of this Code or any other applicable laws.

Any TIEZA Officer or Employee who has personal knowledge of an infringement of this Code or any applicable laws shall raise this issue with his/her concerned Supervisor or Official for appropriate action. Such infringement may, likewise, be reported anonymously to the Ombudsman, Civil Service Commission, GCG or to an appropriate Superior or Official, in accordance with the relevant rules and regulations.

Likewise, any TIEZA Officer or Employee being harassed or coerced in relation to any investigation or case concerning any provisions of this Code or any applicable laws, shall resort to appropriate mechanisms as mandated by the CSC, GCG and other regulatory bodies, as appropriate (please refer to Annex 2 for the additional Rights and Privileges of an Internal Complainant/Aggrieved Party).

Grievance Mechanism procedures (please refer to Annex 1) and/or procedures promulgated by the GCG, vis-à-vis its Whistleblowing Policy, and other applicable rules and regulations shall be followed relative to the adjudication of violations relative to this Code.

H. PENALTIES AND SANCTIONS

Any violation of the provisions of this Code shall be subject to administrative sanctions under the CSC rules and regulations and other applicable laws.

I. INCENTIVES AND AWARDS SYSTEM

The TIEZA PRAISE, approved by the CSC, shall be continuously improved and updated.

J. SUPPLEMENTARY RULES

All provisions of law, rules and regulations governing or regulating the conduct of public officials and employees shall, likewise, apply to these rules.

K. SEPARABILITY CLAUSE

If any provision of the Code is held null or invalid, other provisions not affected thereby shall remain valid and binding to all TIEZA Officers and Employees.

L. IMPLEMENTING BODY

The Legal Department (LEGD) and the Administrative Services Department (ADSD) shall be the lead offices in the implementation of this Code, and shall have the concomitant duties and functions relative to its implementation including, but not limited to, the following:

1. Act as the Hearing Office in the event that there is breach of this Code and other applicable rules and regulations;
2. Act on complaints in relation to the implementation and enforcement of this Code;
3. Coordinate with the Office of the Ombudsman in conducting and monitoring the lifestyle of its employees; and

4. LEGD shall handle appealed cases regarding violations of this Code and other applicable rules and regulations which were decided and/or recommended by the Investigation Committee or Grievance Committee

M. COMMUNICATION STRATEGIES

ADSD-Training Section shall be responsible for communicating this Code to all TIEZA Officers and Employees.

Once the Code is approved, the Training Section shall ensure that all TIEZA Officers and Employees (i.e. incumbents, newly-hired, job orders, etc.) shall be furnished copies of the Code (handbook style).

Each officer and employee shall sign a statement to the effect that she/she has received a copy of the Code, understand its contents and agrees to abide by the established guidelines (please refer to attached template).

This Code shall also be made available in the TIEZA website.

A General Assembly may be held to initially communicate the Code to all officers and employees.

N. SUSTAINABILITY OF IMPLEMENTATION

Each Officer and Employee of TIEZA is charged with knowledge of this Code and is expected to follow its mandates and intent. Should any Officer or Employee have reason to doubt the applicability of any provision of the Code to his/her conduct, it is the duty of that person to seek clarification from their Division Manager or Department Manager.

From time to time, officers and employees may require additional training and/or orientation on issues related to ethics and employee conduct. Thus, each officer or employee shall be required to participate in any such additional training and/or orientation

O. PERIODIC UPDATES, REVISIONS AND AMENDMENTS

The Code is not a static document. While the Code seeks to capture timeless ethical principles and conduct, the guidelines and related information the Code contains are to be regularly reviewed and monitored, and revisited/evaluated/updated every two (2) years in light of changes that may occur in the organization's business and/or regulatory environments.

P. EFFECTIVITY

This Code shall take effect immediately upon approval by the Board of Directors.

ANNEX 1

TIEZA GRIEVANCE MECHANISM

In line with Section 37 of Executive Order no. 292, otherwise known as the Administrative Code of 1987 and the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC Resolution no. 010113 dated January 10, 2001 and implemented through CSC Memorandum Circular no. 02 s 2001, the Tourism Infrastructure and Enterprise Zone Authority hereby adopts herein Grievance Mechanism.

I. OBJECTIVES

In order to foster a hamonious work environment, TIEZA aims to:

1. Strengthen the grievance machinery of the organization;
2. Settle grivenace at the lowest possible level in the organization; and
3. Develop capabilities of personnel, most especially Supervisors, relative to dispute-settlement in the organization

II. SCOPE

The Grievance Mechanism, hereafter referred to as the Mechanism, applies to all TIEZA officers and employees, regardless of status and/or rank. It may also be applied to non-career employees, whenever applicable.

III. BASIC POLICIES

1. A grievance which refers to wrok-related issues giving rise to employee-dissatisfaction shall be resolved expeditiously, at all times, at the lowest level possible in the organization or as close to the point of origin as possible.

However, if settlement at the lowest possible level is not possible, an aggrieved party shall present his/her grievance step-by-step following the organization's protocol on the hierarchy of positions as laid out in ;

2. The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.

No officer or employee shall be victimized or prejudiced as a result of lodging a grievance;

3. No officer or employee shall lodge malicious grievances or abuse the Mechanism by repeatedly lodging a grievance on the same matter;
4. Grievance proceedings shall not be bounded by legal rules and technicalities. Even a verbal grievance must be acted upon expeditiously.

The service of a legal counsel or legal representation shall not be allowed;

5. Officers or Supervisors who refuse to take action on a grievance brought to their attention shall be liable for neglect of duty, in accordance with existing civil service rules and regulations;
6. In the formation of the Grievance Committee, only permanent officers and employees shall be appointed or elected as members thereof.

The integrity, probity, sincerity and credibility of the Committee Members shall always be considered in choosing the members.

Equal opportunity for men and women to be represented in the Committee must be ensured.

IV. CASES COVERED UNDER THE GRIEVANCE MECHANISM

The following cases shall be acted upon through the grievance mechanism:

1. Non-implementation of policies, practices and procedures on economic and financial issues and other terms and conditions of employment fixed by law, including salaries, incentives, working hours, leave benefits and other related terms and conditions;
2. Non-implementation of policies, practices and procedures which affect employees from recruitment to promotion, such as detail, transfer, retirement, termination, lay-offs and other related issues that affect them;
3. Inadequate physical working conditions, such as lack of proper ventilation in the workplace and insufficient facilities and equipment necessary for the safety and protection of employees whose nature and place of work are classified as high-risk or hazardous;
4. Poor interpersonal relationships and linkages;
5. Protest on appointments; and
6. All other matters giving rise to employee dissatisfaction and discontent outside of those cases enumerated above.

The Committee shall not act on the following cases:

1. Protest on appointments as provided in CSC Resolution no. 091718;
2. Disciplinary cases which shall be resolved pursuant to the Revised Rules on Administrative Cases;
3. Sexual harassment cases as provided for in RA 787; and
4. Union-related issues and concerns

V. GRIEVANCE COMMITTEE

TIEZA shall establish a Grievance Committee who shall be in-charge of addressing work-related grievances of the organization.

VI. FUNCTIONS AND RESPONSIBILITIES OF THE GRIEVANCE COMMITTEE

Besides looking for best—practices to address specific grievances, the Committee shall have the following responsibilities:

1. Establish its own internal procedures and strategies. Membership in the Committee shall be considered part of the member's regular duties;
2. Develop and implement pro-active measures or activities to prevent grievance such as employee assembly, which shall be conducted at least once every quarter, "talakayan", counseling and other HRD interventions. Minutes of the proceeding of these activities shall be documented for audit purposes;
3. Conduct continuing information drive on the Mechanim among officers and employees, in collaboration with the Administrative Services Department;
4. Conduct dialogue between and among the parties involved;
5. Conduct and investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the Committee, the aggrieved party may submit the grievance to top management;
6. Direct the documentation of the grievance, including the preparation and signing of written agreements reached by the parties involved;
7. Issue certification on the final Action on the Grievance (CFAG) which shall contain, among other things, the following information:
 - a. History; and
 - b. Final action taken by the organization on the grievance
8. Submit a quarterly report of its accomplishments and status of unresolved grievances to the TIEZA Chief Operating Officer, CSC Field Office and the CSC Regional Office concerned

VII. GRIEVANCE PROCEDURES

The procedures relative to the redress of grievances are as follows:

1. **Discussion with Immediate Supervisor.** At the first instance, the aggrieved party shall present his/her grievance verbally or in writing to his/her Immediate Supervisor.

The Supervisor shall inform the aggrieved party of the corresponding action within three (3) working days from the date of presentation of the grievance.

However, if the object of the grievance is the Immediate Supervisor, the aggrieved party may bring the grievance to the next Higher Supervisor.

2. **Appeal to the Higher Supervisor.** If the aggrieved party is not satisfied with the verbal decisions, he/she may submit the grievance in writing, within five (5) days to the next Higher Supervisor. The latter shall render his/her decision within five (5) working days from receipt of the grievance.

3. **Appeal to the Grievance Committee.** The decision of the next Higher Supervisor may be elevated to the Committee within five (5) working days from receipt of the decision of the former.

The Committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation, through the CFAG.

Where the object of the grievance is the Committee itself, the aggrieved party may submit his/her grievance to the TIEZA Chief Operating Officer (Top Management).

4. **Appeal to Top Management.** If the aggrieved party is not satisfied with the decision of the Committee, he/she may elevate his/her grievance within five (5) working days from receipt of the decisions, through the Committee, to the TIEZA Chief Operating Officer (COO). The COO shall make the decision within ten (10) working days after the receipt of the grievance.

Where the object of the grievance is the COO, the aggrieved party may bring his/her grievance to the Civil Service Commission.

5. **Appeal to the CSC Field/Regional Office.** If the aggrieved party is not satisfied with the decision of the COO, he/she may appeal or elevated his/her grievance to the CSC Field/Regional Office concerned within fifteen (15) working days from receipt of such decision. Together with the appeal, the aggrieved party shall submit a CFAG.

The CSC Field/Regional Office shall rule on the appeal in accordance with existing civil service laws, rules and regulations.

ANNEX 2

RIGHTS AND PRIVILEGES OF AN INTERNAL COMPLAINANT/AGGRIEVED PARTY

1. Any officer or employee disclosing any grievance, information and/or evidence of malpractice, fraud, mal-administration, official misconduct, negligent management resulting in waste of government funds regardless of amount or great risk to the environment, graft and corruption shall have the right to demand immediate action by the Implementing Body;
2. TIEZA shall ensure that the identity of the informant/aggrieved party and the grievance, information and/or evidence shall be kept confidentially and be protected from any retaliatory actions, such as criminal, civil and administrative suits, including threats of transfer, unwarranted poor performance evaluation, withholding of benefits and denial of work necessary for promotion.

Any officer or employee making or causing any retaliatory action shall be held liable depending on the circumstances of the case and shall be punished in accordance with existing applicable laws, rules and regulations.

3. An internal complainant/aggrieved party who has an obligation by way of oath, rule or practice to maintain confidentiality of information shall not be deemed to have committed a breach of such duty if he/she makes a protected disclosure of such information; and
4. An internal complainant/aggrieved party shall be entitled to a commendation, promotion and any other form of incentive as may be deemed appropriate; provided, however, that in cases involving graft and corruption, the internal complainant/aggrieved party may be granted a monetary incentive proportionate to the amount of savings brought to the TIEZA as a result of the protected disclosure