



# EMPLOYEE HANDBOOK



## INTRODUCTION

Welcome to the Tourism Infrastructure and Enterprise Zone Authority!

We are happy to have you as part of our growing family. You were hired because we believe that you can contribute to the success of the organization and share our commitment in delivering high quality and customer-centric public service to the Filipino people.

As part of the team, we hope you will discover that public service and pursuit of excellence in a government organization to be rewarding aspects of your career as a civil servant. This Employee Handbook ("Handbook") contains relevant information that you will need in your stay in the organization. The information contained in this Handbook applies to all regular employees.

As TIEZA employee, you are highly encouraged to go through the Handbook to further understand the organization, benefits, policies, and procedures. This Handbook is reviewed and updated when deemed necessary from time to time. Any revision in the Handbook shall be released through Memorandum, Office Orders or through any official communication, and it shall be the responsibility of all regular employees.

### **Legal Disclaimer** ***For TIEZA Employees Only***

*This handbook/manual is intended as a general reference or resource only. The guidelines and policies in this handbook are not to be construed as a contractual obligation.*

*Company policies are to be updated from time to time to reflect changes in the workforce, government employment trends, economic conditions and state regulatory conditions.*

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## OVERVIEW

The Tourism Infrastructure and Enterprise Zone Authority (TIEZA), a government corporation, was created by virtue of Republic Act No. 9593 or the Tourism Act of 2009 on May 12, 2009, replacing the Philippine Tourism Authority (PTA) mandated to continue the functions previously exercised by PTA under Presidential Declaration 564, unless otherwise inconsistent with the provisions of RA 9593.

TIEZA acts as Department of Tourism's implementing arm in providing support infrastructures and facilitating investments in Tourism Enterprise Zones (TEZ) nationwide. This is carried out through its main functions – infrastructure development; designation; regulation and supervision of TEZ's; management of its existing assets or facilitation of their privatization; and administration of the collection of the Philippine Travel Tax.

As the country's builder of tourism infrastructures, TIEZA brings development to areas with high cultural, historical, religious, heritage and/or eco-tourism values, helping shape a deep sense of awareness and pride for the Filipino's traditions, natural bounties and uniqueness as a race.

Through the designation, regulation and supervision of TEZs nationwide, private stakeholders are lured to be shared-partners in tourism development. Their investments will indubitably help create jobs and economic activities for the local communities.

The travel tax collection share of TIEZA fuels the priority tourism projects, activities and programs which is in sync with the Philippine Development Plan and the National Tourism Development Plan.

The TIEZA operating properties have served clients from Luzon to Mindanao, bringing services from hotel management to recreation to specialized sports such as golf and scuba diving. TIEZA also developed partnerships with the private sector and with local governments in the management of some of its assets to empower them and their communities.

Proof of its continuing efforts to provide excellence in public service, TIEZA, through teamwork, achieved the ISO 9001:2008 Management System Certification of its core processes in travel tax, infrastructure and asset management. TIEZA pursues continual improvement of its systems, products and services with innovation and creative business undertakings.

## Mandate

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The Tourism Infrastructure and Enterprise Zone Authority (TIEZA) shall:

- Designate, regulate, and supervise the Tourism Enterprise Zones (TEZ's) established under the Act;
- Develop, manage, and supervise tourism infrastructure projects in the country;
- Supervise and regulate the cultural, economic and environmentally sustainable development of TEZs towards the primary objective of encouraging investments therein;
- Ensure strict compliance by the TEZ Operator with the approved development plan. Pursuant thereto, the TIEZA shall have the power to comply with the approved development plan, which shall also be considered a violation of the terms of registration; and
- Continue to exercise functions previously exercised by the PTA under Presidential Decree no. 564, not otherwise inconsistent with the other provisions of the Act.

## Vision

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By 2026, TIEZA is a globally recognized tourism development agency and a primary catalyst for inclusive and sustainable socio-economic growth

## Mission

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To contribute to national tourism development goals and showcase Philippine culture by designating, supervising, and regulating sustainable Tourism Enterprise Zones; undertaking viable Tourism Infrastructure Projects; and managing assets.

## Core Values

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**Excellence**

**Integrity**

**Innovation**

## Quality Policy

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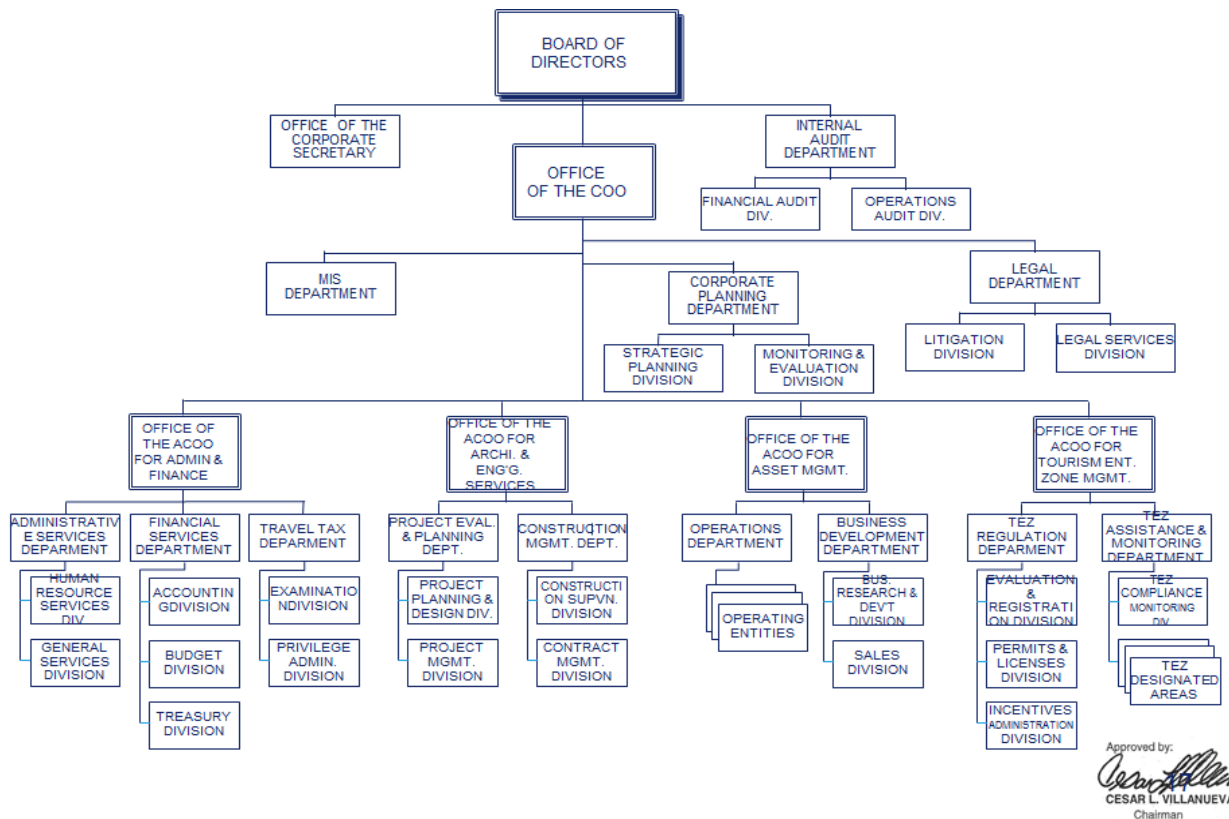
We at TIEZA, in the pursuit of our mandate and to align our organizational objectives with national goals, are fully committed to:

1. Implement quality infrastructure and development projects to spur inclusive tourism growth;
2. Continually improve systems, processes and prudent management of travel tax, assets, tourism enterprise zones, infrastructure projects and other financial resources for the satisfaction of our stakeholders;
3. Enhance competencies, provide conducive work environment, and encourage employees engagement in quality management;
4. Comply with public policies and all statutory and regulatory requirements, and the requisites of the ISO 9001 Standards of Quality Management Systems; and
5. Review periodically the suitability of our quality policy to make it adaptive and resilient through the changing times.

We affirm to adopt this policy as we uphold our corporate values of excellence, integrity and innovation.



## ORGANIZATIONAL STRUCTURE



TIEZA is governed by Board of Directors (TIEZA Board) chaired by the Secretary of the Department of Tourism, TIEZA's Chief Operating Officer, as Vice-Chair, with members composed of Tourism Promotion Board Chief Operating Officer, Department of Public Works and Highways Secretary, Department of Internal and Local Government Secretary and the Department of Environmental and Natural Resources Secretary and five (5) representative directors to be appointed by the President upon recommendation of the Tourism Congress. The five (5) representative directors shall represent each of the following groups:

1. Tourism Estate Development and Management Services
2. Accommodation Enterprises
3. Air, Sea and Land Tourism Transport Services
4. Travel and Tours Enterprises; and
5. Other Tourism Enterprises

## PART II – DEFINITION OF TERMS

**Next in Rank Position** – refers to a position which by reason of the hierarchical arrangement of positions in the agency or in the government is determined to be in the nearest degree of relationship to a higher position as contained in the agency's Systems of Ranking Position (SRP). (CSC MC No. 03, s. 2001)

**Deliberation** – is the process conducted by the HRMPSB to recommend the submission of the shortlisted candidates to the Chief Operating Officer.

**HRMPSB** – (Human Resource Merit Promotion and Selection Board) they shall assist the appointing authority in the judicious and objective selection of candidates for appointment in the agency in accordance with the approved Agency Merit Selection Plan (MSP).

**Induction** - is the process of receiving and welcoming a new employee upon assumption to duty.

**Non-Career Positions** – These positions include coterminous with the appointing authority / officer, officials being served including other non-career positions such as contractual and casual identified under Section 9, Subtitle I, Book V of EO No. 292.

**Placement**- the process of assigning specific jobs and work places to the selected candidates.

**Preliminary Screening** - a process often referred to as sight screening conducted by the Human Resource Management Officer (HRMO) to see if employee complies with the minimum requirements/qualification standards of the position being applied for.

**Primarily Confidential Positions** – refers to the positions that are highly technical which includes policy determining.

**Qualification Standards** - A qualification standard expresses the minimum requirements for a class of positions in terms of education, training and experience, civil service eligibility, physical fitness, and other qualities required for successful performance. The degree of qualifications of an officer or employee shall be determined by the appointing authority on the basis of the qualification standard for the particular position. (ORAOHRA)

**Recruitment**- refers to the process of job posting/advertising and pre-screening of applicants.

**Selection**- refers to the process of preliminary interview, conducting selection tests, employment interview, reference and background checks, and selection decision.

## PART III – GENERAL POLICIES, PROCEDURES AND GUIDELINES

### A. RECRUITMENT, SELECTION AND PLACEMENT





*It is TIEZA's policy to engage, appoint, and promote personnel based on merit and competence as per set of standards; and based on fair competition; and all in accordance with the Civil Service Rules and Regulations. As regards to its Board members and Officers, the Fit and Proper Rule.*

#### A.1 BASIC POLICIES

This is established as guide of agency in taking personnel action pursuant to the Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA).

- a. The selection of employees for appointment in the government service shall be open to all qualified men and women according to the principle of merit and fitness.
- b. There shall be equal employment opportunity for men and women at all levels of position in the agency, provided, minimum requirements of the position to be filled are met.
- c. There shall be no discrimination in the selection of employees on account of gender, age, status, disability, religion, ethnicity or political affiliation.
- d. For vacancies in the first and second levels, all qualified next-in-rank employees, including those on official leave for local and foreign scholarships/training and those on maternity leave and other form of leaves, shall be considered candidates for promotion to the next higher position.
- e. The HRMPSB shall maintain fairness and impartiality in the assessment of candidates for appointment at all times.

## A. 2 PROCEDURES:

PHASE	PROCESS	TIMELINE
PHASE 1	<div>RECRUITMENT</div> 	10 CALENDAR DAYS
PHASE 2	<div>SELECTION</div> 	3 WEEKS
PHASE 3	<div>PLACEMENT</div> 	UPON ASSUMPTION TO DUTY
PHASE 4	<div>INDUCTION</div>  <div>END</div>	

All appointments issued after an election up to June 30 by outgoing elective appointing officer/authority shall be disapproved/invalidated.

### A.3 NATURE OF APPOINTMENT

The following terms are from the Omnibus Rules on Appointment and Other Human Resource Actions (Revised July 2018):

- a. **Original** - refers to the initial entry into the career service of persons who meet all the requirements of the position. This includes those appointed under CSC MC No. 10, s. 1980, as amended by MC No. 11, s. 1996.
  - It is understood that the first six (6) months of service following an original appointment will be probationary in nature and the appointee shall undergo thorough character investigation. A probationer may be dropped from the service for unsatisfactory service conduct any time before the expiration of the probationary period, provided that such action is appealable to the Commission.
  - However, if no notice of termination or unsatisfactory conduct is given to appointee during 6-month probationary period, the appointment automatically becomes permanent.
- b. **Reemployment** - is the reappointment of a person who has been previously appointed to a position in the career or non-career service and separated therefrom as a result of reduction in force, reorganization, retirement, voluntary resignation or of any non-disciplinary actions such as dropping from the rolls and other modes of separation. Reemployment presupposes a gap in the service (MC. 15, s. 1999).
- c. **Reappointment** - is the issuance of an appointment of a person who has been previously appointed to a position in the career service and who has, through no delinquency or misconduct, been separated therefrom or to one who has been exonerated of the administrative charges unless the decision exonerating him specifies restoration to his previous position.
- a. **Transfer** - is the movement of employee from one position to another of equivalent rank, level, or salary without break in the service involving issuance of an appointment.

This transfer may be from one department or agency to another or from one organizational unit to another in the same department or agency. Provided, however, that any movement from the non-career service to the career service shall not be considered transfer.

- a. **Promotion** - the advancement of an employee from one position to another with an increase in duties and responsibilities as authorized by law and usually accompanied by corresponding increase in salary; promotion may be from one department or agency to another or from one organization unit to another within the same department or agency.

An employee who is promoted to another agency shall notify the head of the agency in writing at least thirty (30) days prior to his / her assumption to the position. It is understood that the employee who is promoted to another agency is cleared from all money, property and work-related accountabilities.

The pendency of an administrative case against any employee shall NOT be a bar to promotion.

An employee who has been found guilty of an administrative offense and imposed the penalty of demotion, suspension or fine shall be disqualified for promotion for the same period of suspension or fine. In the case of demotion, the period of disqualification for promotion shall be within one (1) year.

Promotion within six (6) months prior to compulsory retirement shall not be allowed except as otherwise provided by law.

#### **A.4 OTHER PERSONNEL MOVEMENTS**

The following terms are from the Omnibus Rules on Appointment and Other Human Resource Actions (Revised July 2018):

- a. **Reassignment** - is the movement of an employee from one organizational unit to another in the same department or agency which does not involve a reduction in rank, status, or salary. If reassignment is without the consent of the employee being reassigned, it shall be allowed only for a maximum period of one year. Reassignment is presumed to be regular and made in the interest of public service unless proven otherwise or it constitutes constructive dismissal.
- b. **Detail** - is the temporary movement of an employee from one department or agency to another which does not involve a reduction in rank, status and salary.
- c. **Secondment** - is the movement of an employee from one department or agency to another which is temporary in nature and which may or may not require the issuance of an appointment and may either involve reduction or increase in compensation.
- d. **Designation** - is the imposition of additional duties to be performed anytime at the pleasure of the appointing authority and does not involve increase in salary remuneration.

#### **A.5 EMPLOYMENT STATUS**

The classifications of employment in TIEZA are as follows:

- a. **Permanent** – an appointment issued to a person who meets all the qualification requirements of the position to which he/she is being appointed to, including the appropriate eligibility, in accordance with the provisions of law, rules and standards promulgated in pursuance thereof (*ORAOHRA-Revised July 2018*).

- b. **Temporary** – an appointment issued to a person who meets the education, experience and training requirements for the position to which he/she is being appointed to, except for the appropriate eligibility. A temporary appointment may only be issued in the absence of a qualified eligible actually available who is willing to accept the appointment, as certified by the highest official in charge of human resource management. The appointment shall not exceed twelve months, reckoned from the date it was issued but the appointee may be replaced sooner if a qualified eligible who is willing to accept the appointment becomes actually available (*ORAOHRA-Revised July 2018*).
- c. **Coterminous** – an appointment issued to a person whose tenure is limited to a period specified by law or whose continuity in the service is based on the trust and confidence of the appointing officer/authority or of the head of the organizational unit where assigned. Specifically, the categories of coterminous appointments are (*ORAOHRA-Revised July 2018*):
- **Coterminous with the Appointing Authority**- an appointment is coexistent with the term/tenure of the appointing authority
  - **Coterminous with the Official Being Served**- an appointment is coexistent with the term/tenure of the head of the organizational unit to which he/she is assigned, who is not the appointing officer/authority.
  - **Coterminous with the Privatization of the Operating Entity**- an appointment is coexistent with the duration of a particular project for which purpose of employment was made or subject to the availability of funds for the same.
  - **Coterminous with the Incumbent** - an appointment is coexistent with the appointee, in that after the resignation, separation or termination of the services of the incumbent, the position is deemed automatically abolished.
- d. **Job Order** – refers to piecework or intermittent job of short duration (*COA-DBM Joint Circular No. 2, s. 2020*)
- e. **Consultant**- a consultant is one who provides professional advice on matters within the field of his special knowledge or training. There is no employer-employee relationship in the engagement of a consultant but that of a client-professional relationship. Thus, consultancy services are not considered government service (*COA-DBM Joint Circular No. 2, s. 2020*)
- f. **Contract of Service**- refers to the engagement of the services of an individual or technical expert to undertake special project or job within a specific period (*COA-DBM Joint Circular No. 2, s. 2020*)

## B. WORK SCHEDULE AND ATTENDANCE

### B.1. Work Schedule and Work Arrangements

- a. As a civil servant, you are required to render work not less than **eight (8) hours a day** for five (5) days a week, or a total of forty (40) hours a week, exclusive of lunchtime.<sup>1</sup>

The TIEZA Main Office observes **flexible work schedules (“flexitime”)** for its employees.<sup>2</sup> However, for employees detailed in the entities or travel tax satellite offices/airports, a **fixed time schedule** is implemented depending on the requirements of an entity’s/satellite office’s/airport’s operations (i.e. 7:00 AM to 4:00 PM, 8:00 AM to 5:00 PM, or 9:00 AM to 6:00 PM, etc.).

- b. Should the Authority may deem fit, the organization may implement a **10-hour work day**, for four (4) days per week, or a total of forty (40) hours a week, exclusive of lunchtime.

For a four-day work week, a **fixed time schedule** of 8:00 AM to 7:00 PM, inclusive of lunch time, shall be implemented in the workplace.

- c. It is mandatory to observe the **government’s core work hours** of 8:00 AM to 12:00 Noon and 1:00 PM to 5:00 PM on all days, except Saturdays, Sundays and Public Holidays.
- d. Regardless of the work schedule, all employees and personnel shall attend the flag raising ceremony on Mondays at 8:30 AM and the flag retreat on Fridays or every end of the week at 4:30 PM.

### B.2. Working Hours

- a. If detailed at the TIEZA Main Office, the employee or personnel shall be allowed to do the following, for a total of forty (40) hours a week, *provided* that the core work hours are observed:
  1. Start working not earlier than 7:30 AM and not later than 6:00 PM, for eight (8) hours a day for **five (5) days a week**; or
  2. Start working at 8:00 AM and not later than 7:00 PM, for ten (10) hours a day for **four (4) days a week**

If detailed at the TIEZA entities/satellite offices/airports, you will be given a fixed time schedule depending on the nature and requirements of the entity’s/travel tax satellite office’s/airport’s operations (i.e. 7:00 AM to 4:00 PM, 8:00 AM to 5:00 PM, or 9:00 AM to 6:00 PM, etc.), for eight (8) hours a day for five (5) days a week, or a total of forty (40) hours a week, *provided* that the core work hours are observed.

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<sup>1</sup> Section 5, Rule XVII of the Omnibus Rules Implementing Book V of Executive Order No. 292

<sup>2</sup> TIEZA EMPLOYEE HANDBOOK (Revised 2021)



- b. Depending on the nature of your work and the approval of your supervisor, and if the service so requires, your work schedule may be adjusted as needed.
- c. The work schedule, as approved by your supervisor, will be your regular working hours.
- d. In the TIEZA Main Office, the official working hours start from 7:30 AM to 9:00 AM and end at 4:30 PM to 6:00 PM for the five-day work week.

For a four-day work week, the official working hours start from 8:00 AM and end at 7:00 PM.

### **B.3. Timekeeping in the TIEZA Main Office**

- a. **Use of the Bundy Clock.** You are required to register your daily attendance through biometric bundy clocks installed at designated areas of the TIEZA office/building. Likewise, you are required to record your actual time-in (in the morning) and time-out (in the afternoon) in the logbooks located near the biometric bundy clocks.

Contravention of the above already constitute a violation of Reasonable Office Rules and Regulations, to wit:

- 1. Failure/omission to use the biometric bundy clock for more than six (6) times a month; and/or
- 2. Failure to record actual time-entries in the official logbooks for more than six (6) times a month

### **B.4. Daily Time Record**

- a. For offices using the Daily Time Record (DTR) form, your daily time-entries are to be validated by your supervisor.
- b. Your DTR will not be considered as a valid document unless it is duly-signed by your supervisor.
- c. Duly-signed DTRs shall be submitted to the HRSD on or before the 7<sup>th</sup> working day of every month.

Irregularities in the time records, as well as the late or non-submission of duly-signed DTRs already constitute a violation of CSC/office rules and regulations.

- d. Please note that falsification of the DTR is already a ground for your dismissal from the service.

### **B.5. Attendance and Punctuality**

- b. As a civil servant, you are expected to be available and be at your workstation during the required office hours.
- c. At the TIEZA Main Office, you should already be at your workstation starting from 7:30 AM to 9:00 AM, until the end of your eight (8)-hour work schedule, that is from 4:30 PM to 6:00 PM.

If detailed at the entity, you should be at your workstation before your fixed time schedule begins (i.e. before 7:00 AM, 8:00 AM or 9:00 AM)

- d. Failure on the above would mean a violation of CSC/office rules and regulations on attendance and punctuality, to wit:

1. You are already considered **tardy** if:

- a. For a five-day work week, your time-in in the bundy clock is 9:01 AM in the morning and 1:01 PM in the afternoon.
- b. For a four-day work week, your time-in in the bundy clock is 8:01 AM in the morning and 2:01 PM in the afternoon.
- e. It is already considered **Habitual Tardiness** If you are tardy for at least ten (10) times in a month for two (2) months in a semester; or ten (10) times in a month for two (2) consecutive months in a year.

Frequent unauthorized tardiness could either be a grave offense or a light offense, depending on the frequency of its commission, its depravity and its effects to the government service.

If considered a grave offense, **frequent unauthorized tardiness** in reporting for duty is punishable by:

- i. 1<sup>st</sup> Offense – Suspension of six (6) months and one (1) day to one (1) year
- ii. 2<sup>nd</sup> Offense – Dismissal from the service

As a light offense, **frequent unauthorized tardiness** in reporting for duty is punishable by:

- i. 1<sup>st</sup> Offense – Written Warning
- ii. 2<sup>nd</sup> Offense - Suspension for one (1) to thirty (30) days
- iii. 3<sup>rd</sup> Offense – Dismissal from the service

- f. Failure to bundy-out in the afternoon, at the end of the work day, is already an **undertime** on your part, and the Policy on Undertime shall apply.
- g. Failure to register your attendance for one (1) day is already considered an **absence**.
- h. The following shall be considered **Unauthorized Absences**:

- i. Disapproved Leave Applications for justifiable reasons;
  - ii. Unfiled Leave Applications to the HRSD
  - iii. Late submission of Leave Applications to the HRSD within the prescribed period.
- i. It is already **Habitual Absenteeism** if you incur unauthorized absences (i.e. no approved/official leave) for more than 2.5 days for at least three (3) months in a semester, or for three (3) consecutive months in a year. Note: You may consider changing habitual to excessive and change for at least 3 months to for the last 3 months

Frequent unauthorized absences are punishable by:

- i. 1<sup>st</sup> Offense – Suspension for six (6) months and one (1) day to one (1) year Note: how many consecutive working days of absence to consider 1<sup>st</sup> offense...too harsh for the employee. Check if salary and all benefits are suspended as well
  - ii. 2<sup>nd</sup> Offense – Dismissal from the service
- j. If you are absent in the morning, you are already considered **tardy** and the rules on Habitual Tardiness shall apply.
- k. If you are absent in the afternoon or failed to bundy-out in the afternoon, you have already incurred an **undertime** and the Policy on Undertime shall apply.
- l. **Undertime** is not classified as tardiness. However, considering that undertimes by civil servants have an inimical effect to public service, you will be liable for ***Simple Misconduct and/or Conduct Prejudicial to the Best Interest of the Service***, as the case may be, if you:
  - a. Incur undertime, regardless of the number of minutes/hours, ten (10) times a month for at least two (2) months in a semester; and
  - b. Incur undertime, regardless of the number of minutes/hours, ten (10) times a month for at least two (2) consecutive months during the year.

**Simple Misconduct** is punishable by:

- i. 1<sup>st</sup> Offense – Suspension for one (1) month and one (1) day to six (6) months
  - ii. 2<sup>nd</sup> Offense – Dismissal from the service

**Conduct Prejudicial to the Best Interest of the Service** is punishable by:

- i. 1<sup>st</sup> Offense – Suspension for six (6) months and one (1) day to one (1) year
  - ii. 2<sup>nd</sup> Offense – Dismissal from the service
- m. You cannot offset your tardiness and/or absences by working the equivalent number of minutes or hours beyond your regular or approved working hours.

- n. Frequent unauthorized absences during regular office hours in the TIEZA workplace, or **loafing** from duty, is also considered an attendance infraction.

Loafing from duty during office hours is punishable by:

- i. 1<sup>st</sup> Offense – Suspension for six (6) months and one (1) day to one (1) year
- ii. 2<sup>nd</sup> Offense – Dismissal from the service

- o. Inclement weather.

The organization is always open for business unless there is a government-declared state of emergency or unless you are advised otherwise by TIEZA management.

Use your best judgment when traveling to work in inclement weather.

There may be times when the TIEZA Main Office may have to close. In the event that the Main Office is closed by the management or the government, personnel who are able to bundle-in will be paid for the day.

If the Main Office is open and you are:

- a. Delayed getting to work, you will be considered **tardy** for the day; or
- b. Cannot get to work at all because of inclement weather, you will be considered **absent** for the day. Emergency leave may be applied.

When severe weather develops or is anticipated to develop during the day and a decision is made by the management to close before the official closing hours, you will be compensated as if you had worked to the end of your regularly scheduled hours for that day. If you elect to leave prior to the time the Main Office closes, you will be considered to have incurred **undertime** for the day.

- p. Your tardiness and undertime shall be deducted from your vacation leave credits, or salary when your leave credits are already exhausted.

## B.6. Overtime Services

- a. In the exigency of the service, the Chief Operating Officer may extend the daily work hours of work of all officers and employees of the TIEZA.
- b. Your supervisor may require you to render overtime work not only on work days, but also during weekends and/or holidays.
- c. You can mainly offset such overtime work through Compensatory Time-Off, unless the Chief Operating Officer approved your overtime work to be compensated through Overtime Pay.

## **B.7 Field Work and Travel**

- a. Depending on the nature of your work, your responsibilities may require you to leave your regular/official workstation.
- b. For official business within the 50-kilometer radius from your official workstation, you are required to submit an Official Business (OB) form, duly-signed by your Department Manager/Office Head, to the Human Resource Services Division (HRSD) at least one (1) day before the date of your OB.
- c. For official travels (i.e. beyond the 50-kilometer radius of your official workstation), you are required to submit a Travel Order (TO) form that is already numbered and recorded by the General Services Division (GSD), to the HRSD at least one (1) day before the start of your official travel.
- d. You will be considered absent for the days you are on OB and/or on official travel if you fail to submit your OB and/or TO forms to the HRSD on time.
- e. For your official travels, you are allowed cash advances for your actual and necessary travel expenses, including but not limited to the following:
  - 1. Transportation fare;
  - 2. Baggage;
  - 3. Subsistence and/or lodging; and
  - 4. Per diems and/or daily allowance
- f. You have to liquidate your cash advances upon your return from your official travel.

## **B.8. Personal Business**

- a. As a civil servant, you are not allowed to engage in the private practice of your profession if such practice conflicts with your official duties.
- b. You are also prohibited from transacting personal matters during regular office hours.

## **C. LEAVE BENEFITS ADMINISTRATION**

### **C.1. Leave Benefits**

- a. As a civil servant, you are entitled to 15 days vacation leave (VL) and 15 days sick leave (SL) annually with full pay, exclusive of Saturdays, Sundays and Public Holidays.
- b. Your VL and SL are cumulative and such credits which are not availed within the year may be carried over to the succeeding year.
- c. Once you have an accumulated 15 days VL credits, you may be allowed to monetize a minimum of ten (10) days, subject to the availability of TIEZA funds.

- d. Monetization of 50% or more of your VL/SL credits may be allowed if approved by the Chief Operating Officer for justifiable reasons.

## **C.2. Leave of Absence**

- a. For leave of absence, whether with or without pay, you have to file/submit, on-time, a duly-signed/approved Application for Leave to the HRSD.
- b. Failure to file your leave application on-time will mean that your absence will be considered an unauthorized absence.
- c. Your unauthorized absences will automatically be deducted from your payroll and may be a ground for disciplinary action.
- d. If you are continuously absent without approved leave for at least thirty (30) working days, you shall be considered on absence without leave (AWOL), and shall be separated from the service or dropped from the rolls without prior notice.

## **C.3. Types of Leave**

- a. **Vacation Leave (VL)** - refers to the leave of absence granted to you for personal reasons -- other than illness or disability on your part or any member of your immediate family -- the approval of which is contingent upon the exigency of the service.
  - 1. After the initial probationary period of six (6) months, you are already entitled to 7.5 days VL with pay, exclusive of Saturdays, Sundays and Public Holidays.
  - 2. The granting/approval of application for VL shall be at the discretion of your Department Manager/Office Head, for VLs are contingent in the exigency of the service.
  - 3. VLs for thirty (30) calendar days or more shall be accompanied by a duly-signed clearance.
  - 4. If the service so requires, the approved VL may be cancelled or revoked by your Department Manager/Office Head.
  - 5. Your duly-signed and approved VL application form must be submitted to the HRSD at least one (1) to five (5) days before the start of your VL.
  - 6. Late/Non-filing or non-submission of VL forms to the HRSD will be considered an unauthorized leave of absence.

b. **Sick Leave (SL)** - refers to the leave of absence granted to you only on account of your sickness or disability, or sickness or disability of any member of your immediate family.

1. After the initial probationary period of six (6) months, you are already entitled to 7.5 days' SL with pay, exclusive of Saturdays, Sundays and Public Holidays.
2. If sick or if there is illness within your immediate family, you must notify your supervisor about such matters as soon as possible.
3. You must submit your duly-signed and approved SL application form to the HRSD immediately upon your return from such leave.
4. You must attach a proper medical certificate to your SL application of more than five (5) successive days.
5. SLs for thirty (30) calendar days or more must be accompanied by a duly-signed clearance and medical certificate.
6. In case you need to undergo medical examination, operation or are advised to rest in view of ill health, you may file/submit your SL application in advance, at least one (1) day before the start of your leave, with the appropriate medical certificate attached to your application.
7. Late/Non-filing or non-submission of SL forms to the HRSD will be considered an unauthorized leave of absence.

c. **Forced Leave (FL)** - refers to the annual five (5) working days mandatory VL granted to you, which you can avail continuously or intermittently throughout the year.

1. Once you have garnered 10 or more VL credits, you shall be required to go on forced leave, whether continuously or intermittently, for five (5) working days annually.

If you have accumulated less than 10 VL credits, you are given the option to go on FL or not

2. The granting/approval of your FL application shall be at the discretion of your Department Manager/Office Head, for FLs are contingent in the exigency of the service.

If deemed necessary by the service, your approved/scheduled FLs may be cancelled or revoked by your Department Manager/Office Head.

3. Your duly-signed and approved FL application forms must be submitted to the HRSD at least one (1) to five (5) days before the start of your FL.

4. If you retire or resign from the service within a particular year (i.e. without completing the year), the unused FLs for the year will not be deducted.
  5. If you have already accumulated VL credits of 15 days but availed of a 10-day monetization, you shall still be required to go on FL.
  6. Late, non-filing or non-submission of FL forms to the HRSD will be considered an unauthorized leave of absence.
  7. The FL is non-cumulative, so if you are not able to avail of the FL within the year, your FL will automatically be forfeited and will be carried-over to the succeeding year.
- d. **Special Leave Privileges (SLP)** – are the three (3) days leave of absence granted to you, in addition to your vacation, sick, maternity and paternity leaves, to cover your personal milestones, parental obligations, filial obligations, domestic emergencies, personal transactions and other force majeure events.
1. After the initial probationary period of six (6) months, you are already entitled to 3 days SLP, exclusive of Saturdays, Sundays and Public Holidays.
  2. If your birthday or wedding anniversary falls on a Saturday, Sunday or a Public Holiday, you can avail of your birthday or wedding anniversary SLP either **before or after the occasion**. This SLP must be availed within the birth or wedding anniversary month.
  3. You can avail of the SLP continuously or intermittently within the year.
  4. The SLP is non-cumulative, so if you have not availed of your SLPs within the year, it is automatically forfeited and will not be carried-over to the succeeding year.
  5. Your duly-signed and approved SLP application forms must be submitted to the HRSD at least one (1) to five (5) days before the start of your SLP.
  6. For emergency cases, you must file/submit your SLP application to the HRSD immediately upon your return from such leave.
  7. Late, non-filing or non-submission of SLP forms to the HRSD will be considered an unauthorized leave of absence.
  8. The SLP is non-cumulative, and is deemed automatically forfeited for the year and cannot be carried-on to the succeeding year.
- e. **Expanded Maternity Leave (EML) pursuant to Republic Act 11210**- refers to the leave of absence granted to female government employees in every instance of pregnancy, irrespective of frequency, in addition to VL and SL.



1. As a female government employee, you can avail of the following under the Expanded Maternity Leave Law:
  - i. For live birth: 105 days with pay
  - ii. For solo parent: additional 15 days
  - iii. Optional: additional 30 days without pay, *provided* that the Authority is given due notice (Note: Due notice must be in writing and must be given at least 45 days before the end of your EML. In case of medical emergency, a subsequent notice must be given to the Authority).
  - iv. Optional allocation of up to seven (7) days of the ML benefit to the child's father or an alternate caregiver in the absence of the father
  - v. For miscarriage/emergency termination of pregnancy: 60 days with pay
2. The availment of EML cannot be deferred (i.e. non-cumulative and non-commutative), and should be availed of either before or after the actual period of delivery/miscarriage in a continuous and uninterrupted manner.
3. Your duly-signed and approved EML application with clearance and medical certificate must be submitted to the HRSD at least one (1) to seven (7) days before the start of your ML.
4. For emergency cases, you must file/submit your EML application to the HRSD within the maternity leave period is allowed, provided that your supervisor is immediately informed.
- f. **Paternity Leave (PL)** - refers to the privilege granted to a married male employee allowing him not to report for work for seven (7) days with pay.
  1. As a married male employee, you are entitled to a PL of seven (7) working days for the first four (4) deliveries of your legitimate spouse, with whom you are cohabiting.
  2. If you have more than one (1) legal spouse, you shall be entitled to avail of PL for a maximum of four (4) deliveries, regardless of which spouse gives birth.
  3. PL is be non-cumulative and strictly non-convertible to cash.
  4. You may avail of your PL either in a continuous or in an intermittent manner on the days immediately before, during and after the childbirth/miscarriage of your legitimate spouse.
  5. Your duly-signed and approved PL application with medical certificate and Birth Certificate must be submitted to the HRSD at least one (1) to five (5) days before the start of your PL.

6. For emergency cases, your PL application must be submitted to the HRSD within the PL period, or immediately upon your return from such leave, provided that your supervisor is informed.
- g. **Terminal Leave (TL)** - refers to the money value of your total accumulated leave credits based on the highest salary rate you had received prior to or upon your retirement date/voluntary separation.
1. TL is applied when you intend to sever your service with the TIEZA.
  2. The filing of application for your TL requires, as a condition *sine qua you're your* resignation, retirement or separation from the service. It must be shown first that public employment ceased by any of the said modes of severance.
  3. Your application for the commutation of your VLs and SLs, in connection with your separation, through no fault of your own, shall be sent to the Department Head concerned for approval.

In this connection, clearance from the Ombudsman is no longer required for the processing and payment of your TL since such clearance is needed only for the payment of your retirement benefits.

4. When you retire, voluntarily resign or get separated from the service, and if you are not covered by special law, you shall be entitled to the commutation of your leave credits, exclusive of Saturdays, Sundays and Public Holidays, without limitation and regardless of the period when the credits were earned.
  5. Your request for the payment of your TL benefits must be brought within ten (10) years from the time the right of action accrues upon an obligation created by law.
- h. **Parental Leave to Solo Parents (PLSP)** - In addition to existing leave privileges, the Parental Leave is a seven (7)-day leave that can be availed of by Solo Parents (Basis: CSC MC 8 s 2004)
1. As a solo parent, you can avail of the PLSP if you have already rendered at least one (1) year in government service. This leave is reckoned at the time of the effectivity of RA 8972 (i.e. 22 September 2002).
  2. You can avail of the PLSP on a staggered or continuous basis, subject to the approval of your Department Manager/Office Head.
  3. Your approved PLSP application, with its supporting documents as per CSC MC 8 s 2004, has to be submitted to the HRSD at least one (1) week prior to your availment.

4. For emergency cases, your PLSP application must be submitted to the HRSD immediately upon your return from such leave, provided that your supervisor is informed.
  5. This leave is non-commutative and non-cumulative.
- i. **Rehabilitation Leave (RL)** - is for a maximum period of six (6) months. This leave is for injuries you have sustained while in the performance of your official duties, and from accidents that occurred while you were going to work and going home from work (Basis: CSC & DBM Joint Circular 1 s 2006; CSC & DBM Joint Circular 1 s 2015)
    1. You can apply for RL within one (1) week from the time of your accident.
    2. Your applications for RL may be made, in your behalf, by a member of your immediate family
  - j. **Special Leave Benefits for Women under RA 9710 (Magna Carta of Women)** - This is a special leave, for a maximum of two (2) months -- with full pay based on gross monthly compensation, given to female public sector employees, regardless of age and civil status (Basis: CSC MC 25 s 2010)
    1. You are entitlement to this special leave benefit if you have rendered at least six (6) months aggregate service, in any or various government agencies for the last twelve (12) months prior to undergoing surgery for gynecological disorders.
    2. You can avail of this special leave for every instance of gynecological disorder requiring surgery for a maximum of two (2) months per year.
    3. The availment of this leave is in accordance with the List of Surgical Operations for Gynecological Disorders as per CSC MC 25 s 2010.
    4. The earned leave credits may be used for preparatory procedures and/or confinement prior to the surgery.
    5. Your duly-signed and approved application must be submitted to the HRSD at least five (5) days prior to the scheduled date of the gynecological surgery, with the RA 9710 requirements attached to your application form.
    6. In case of emergency, you must file your leave application immediately you're your return from such leave, following the procedure set forth in CSC MC 25 s 2010.
    7. This special leave benefit is non-cumulative and not convertible to cash.
  - k. **Leave Under RA 9262 (Violence Against Women and Their Children Act)** - The ten (10)-day-leave under RA 9262 is a paid leave of absence for women

employees in government or their child who is a victim of violence as defined under Sec 3 of RA 9262. (Basis: CSC MC 15 s 2006)

1. Your duly-signed leave application must be submitted to the HRSD with its supporting documents, whenever practicable, at least one (1) to five (5) days before your availment of such leave, or immediately upon your return from such leave.
2. This leave is non-cumulative and non-commutative.

l. **Special Emergency Leave to Government Employees affected by Natural Calamities/Disasters** - This special emergency leave, for a maximum of five (5) days in a year, is granted to employees directly affected by all natural calamities/disasters that occurred after typhoon “Ondoy” (Basis: CSC MC 2 s 2012, CSC MC 16 s 2012)

1. You are entitled to this leave if your residential area is declared under a state of calamity by the President of the Philippines or by the City/Municipality (Local Sanggunian).
2. The Chief Operating Officer may also grant this special emergency leave in case a specific area was not declared under state of calamity but was, nonetheless, severely affected by the national calamity/disaster, based on proof or evidence by news account.
3. You may avail of this leave within thirty (30) days from the actual occurrence of the natural calamity/disaster.
4. This leave is non-cumulative and non-commutative

m. **Study Leave** - is a time-off from work, not exceeding six (6) months with pay, for the purpose of assisting qualified employees to prepare for their Bar or Board examinations.

For completion of Master’s Degree, study leave shall not exceed four (4) months. (Basis: CSC MC No. 21 s 2004)

**C.4. Monetization of Leave Credits** – officials and employees in the career and non-career service who have accumulated fifteen (15) days of VL credits shall be allowed to monetize a minimum of ten (10) days; provided that at least five (5) days are retained after monetization, and provided further, that a maximum of thirty (30) days may be monetized in a given year.

- a. You can monetize fifty percent (50%) of your accumulated leave credits for valid and justifiable reasons.
- b. Your monetization of 50% or more shall be upon the approval of the Chief Operating Officer, and subject to the availability of funds

## **PART IV – COMPENSATION AND BENEFITS**

### **A. GOVERNMENT COMPENSATION**

The following are some basic principles governing the Compensation and Position Classification System of the government:

- All government personnel shall be paid just and equitable wages.
- The total compensation provided for government personnel must be maintained at a reasonable level, in proportion to the national budget.
- Government compensation rates are to be reviewed periodically, taking into consideration the possible erosion in purchasing power due to inflation and other factors.
- The Salary Schedule that TIEZA currently follows under the Salary Standardization Law is composed of thirty-three (33) Salary Grades (SG), from SG 1 to SG 33, with corresponding salary rates.

#### **A.1 Salary Standardization**

1. Your salary is based on your position title which is allocated to a certain SG. Each of SG 1 to 32 consists of eight (8) salary steps which are used to provide incentives for length of service in the position. SG 33 has only two (2) salary steps.
2. Upon appointment, you initially receive the first step of the SG allocated to your position.

#### **A.2. Payment of Salaries**

1. Your salary starts on the first day of your service and its initial payment shall be made through voucher.
2. You have to submit the following basic employment documents for the processing of your first salary:
  - Appointment paper;
  - Oath of Office;
  - Daily Time Record;
  - Statement of Assets and Liabilities;
  - Certificate of Assumption of Duty;
  - Completion of Employment Requirements; and
  - Medical Certificate
  -

3. Subsequent salary payments are made through a monthly payroll, through which salary is distributed weekly through Automated Teller Machine (ATM)

### **A.3. General Deductions and Withholding of Salaries**

- a. The statutory deductions from your salary are the following:
  - Government Service Insurance System (GSIS) Life Insurance and Retirement Premium contribution – 9% of the Basic Salary
  - Welfare Fund contribution – 5% of the Basic Salary
  - PAG-IBIG/HDMF contribution – From PhP100.00 to PhP150 by January 2021 and adjusted to PhP 200 by January 2023
  - PHILHEALTH contribution – depends on your Basic Salary vis-à-vis The New PhilHealth Premium Contribution Schedule for Employed Sector effective December 07, 2019.
  - TIEZA Employees Association Membership contribution – optional PhP50.00 monthly dues
- b. If your salary is less than the take-home pay/month as required by the annual GAA rules, PAG-IBIG premium is voluntary.
- c. Unauthorized leave of absence shall automatically be deducted from the salary.
- d. Your salary may be withheld should you be under suspension or separated from the service, until you obtain clearances from money and property accountabilities.

## **B. STANDARD ALLOWANCES & BENEFITS**

*(Pursuant to the provisions of the relevant DBM/GCG and CSC Guidelines)*

### **B.1. Personal Economic Relief Allowance (PERA)**

The PERA is given every month with the employee's Basic Salary, so as to supplement his pay due to the rising cost of living.

### **B.2. Representation and Transportation Allowance (RATA)**

Granted to employees occupying Division Manager positions and above, including those designated in acting capacity if specified in the Office Orders.

### **B.3. Uniform/Clothing Allowance (UA/CA)**

You have an annual uniform allowance, which can be given in cash or as a complete set of office uniforms.

### **B.4 Mid-Year Bonus (MYB)**

You will be entitled to the MYB if you have already rendered at least a total, or an aggregate of four (4) months of service, including leaves of absence with pay, from July 1 of the preceding year and is still in the service as of 15 May of the current year.

### **B.5. Year-End Bonus (YEB) and Cash Gift**

You will be entitled to the YEB and Cash Gift if you have already rendered at least a total, or an aggregate of four (4) months of service, including leaves of absence with pay, from January 1 to October 31 of the current year.

## **C. GOVERNMENT SERVICE INSURANCE SYSTEM BENEFITS**

As an eligible member, you can avail of GSIS benefits on the following contingencies:

- C.1.** Life Insurance
- C.2.** Retirement
- C.3.** Separation
- C.4.** Unemployment
- C.5.** Disability
- C.6.** Survivorship
- C.7.** Funeral
- C.8.** Employees Compensation

## **D. PAG-IBIG (HOME DEVELOPMENT MUTUAL FUND) BENEFITS**

As a member of Pag-IBIG, you are entitled to the following benefits:

- D.1.** Total Accumulated Value (**TAV**) of Pag-IBIG Fund contributions
- D.2.** Housing Loan
- D.3.** Short-term Loan
- D.4.** Modified Pag-IBIG 2 (MP2) Savings Program

## **E. PHILHEALTH BENEFITS**

As an automatic member, you and your qualified dependents may avail of PhilHealth benefits pursuant to Republic Act 78785.

## **F. OTHER BENEFITS AND INCENTIVES**

To further motivate deserving employees to improve the quality of their performance and instill excellence in public service, the government and TIEZA may give other awards and incentives.



## **PART V- PERFORMANCE MANAGEMENT**

### **A. TIEZA STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)**

In 2015, TIEZA adopted the CSC's Strategic Performance Management System (SPMS) as a tool for human resource and agency management performance measurement.

The SPMS shall ensure that agency goals and objectives are well defined in its strategic plan that would guide and encourage officials and employees to work as a team in achieving these objectives.

#### **A.1. Performance Evaluation System**

The TIEZA harmonizes its performance appraisal system across all levels with the adoption of CSC's SPMS IPCRs and OPCR.

The TIEZA Performance Evaluation System is done twice a year (i.e. Semestral), from January to June and from July to December.

#### **A.2. Office Performance Commitment and Review (OPCR)**

- a. At the beginning of the performance period, the Office Heads, along with Management, set work targets for the whole year.
- b. The Office Heads shall also identify success indicators (i.e. specific outputs/targets and performance measures) for which a particular work unit would be primarily accountable for.
- c. The success indicators must be specific, measurable, attainable, realistic and time-bound (SMART).
- d. The OPCR are approved by Management. Once approved, the OPCR shall serve as basis for individual performance targets and measures to be prepared in the Individual Performance Commitment and Review (IPCR) form.
- e. The OPCR form is used by Management to monitor, measure and evaluate the offices' performance for the whole year, based on the commitments made at the beginning of the rating period.

#### **A.3. Individual Performance Commitment and Review (IPCR)**

- a. As TIEZA Management's partner in meeting the organization's performance goals, employee performance is linked with the organization's strategic priorities as summarized in the OPCR form.
- b. The IPCR form is done twice a year (i.e. Semestral) by rank-and-file employees.

- c. At the beginning of the performance period, the employee and Supervisor agree on the success indicators (i.e. specific outputs/targets and performance measures) that employee are to accomplish within the Semester)
- d. The IPCR form is used by Management to measure the employee's performance, based on the commitments made at the beginning of the rating period.
- e. Before the start of every Semester, the employee prepares his IPCR with his Supervisor.
- f. The employee, with his Supervisor, shall monitor his performance to ensure that programs/activities are on-track.
- g. An employee's performance shall be monitored and evaluated based on the approved IPCR at the end of every Semester.

#### **A.4. Sanctions**

Unless justified and accepted by the Performance Management Team (PMT), non-submission of the OPCR to the PMT and the IPCRs to the ADSD-HRSD within the specified dates shall be a ground for the following:

- a. An employee shall be disqualified for promotions, trainings or scholarship grants and performance-based bonus/incentives, if the failure of submission is the fault of the employee.
- b. Administrative sanction for violation of reasonable office rules and regulations and simple neglect of duty shall be enforced for the supervisor or employee responsible for the delay or non-submission of the OPCR and/or IPCR.
- c. Failure on the part of the Head of Division/Office to comply with the required notices to their subordinates of their unsatisfactory or poor performance during a rating period shall be ground for an administrative offense for neglect of duty.

## PART VI- CAREER AND PERSONNEL DEVELOPMENT

### A. LEARNING AND DEVELOPMENT

As the Authority recognizes the human resources component as the most valuable asset of the organization, it is, therefore, imperative for TIEZA to maintain a good core of human resources who can contribute to the attainment of its goals and objective. A Career Development Plan was formulated to provide a continuing program for career development that will equip, maintain and retain a core of competent and efficient workforce.

#### A.1 Basic Policies

- a. A competency-based proficiency assessment is conducted to determine the learning needs of employees. The department heads shall be provided with a copy of the results of assessment of their respective departments as basis for coaching and counselling.
- b. The assessment shall be the basis for the preparation of the Learning and Development Plan by the HR Services Division, subject to revision if necessary.
- c. All employees shall be given equal opportunities regardless of gender in any learning and development programs. However, only employees who possess the minimum requirements and qualifications under governing laws and circulars shall be given the opportunity to participate in relevant learning and development interventions.
- d. Cascading of learning from training and seminars shall be institutionalized. Participants shall be required to prepare an exit report or make a presentation to his/her co-employees if necessary, within one month after return from the training. Copies of exit reports of foreign seminars attended, or field studies or thesis for scholars should be deposited in the TIEZA Library or resource center as reference materials.
- e. A feedback mechanism shall be designed to determine the results of a training program covering the four levels of evaluation namely: reaction, learning, behaviour and its impact in the overall performance of the organization.
- f. An employee should be provided with the opportunity to attend at least one competency or skills training per year, in addition to government mandated programs such as ARTA program and Gender and Development seminars. The clustering and grouping of the attendees for common programs shall be based on the position and job function.
- g. New employees must undergo an induction and orientation training.

- h. All existing guidelines on the grant of scholarships and study leaves shall be part of the Career Development Plan.

## A.2 Types of Learning and Development Programs

- a. **In-House Training Programs** –Organized and/or outsourced programs by the Administrative Services Department’s Human Resource Services Division which can be conducted within the office premises and/or other venue outside the office for which a live-in set-up is favourably considered, depending on the type and/or logistical requirements. The In-house training programs are categorized as follows:
- **Competency Enhancement Programs** - These are trainings conducted to address competency (knowledge, skills and attitudes) gaps of employees based on a proficiency assessment result of each employee.
  - **Organizational Development Programs** – These are organization-wide trainings being conducted to manage the Authority’s targeted deliverables anchored in the Strategic Objectives, in compliance with the Governance Commission for GOCCs (GCG) and Civil Service Commission directives.
  - **Corporate Orientation Programs** – these are programs which include trainings to orient newly-hired employees about the organization – it’s mission vision, mandate, programs/activities/projects (PAPs) and various policies of the Authority.
- b. **Outside Training Programs** – These are training program invitations from private and public Learning Service Providers (LSPs) or institutions. The applicability of the training to the employees’ current functions/tasks to address competency gaps is the basic consideration under these programs.
- c. **E-Learning Programs** – these are courses offered via online platforms that support the further professionalization and development of government employees and officers.
- d. **Scholarship Programs** – allows qualified employees to take review classes for licensure bar/board exam and pursue/complete a post-graduate degree. Local and foreign scholarship programs shall be evaluated by the Human Resource Development Committee.

## A.3 Conditions/Obligations of the Employee

In consideration of an employee’s acceptance of a scholarship, training, study grant, attendance in seminar, and relevant programs, the participant binds him/herself to certain conditions provided in relevant issuances such as policies and memoranda of the Authority.

## PART VII – REWARDS AND RECOGNITION

### A. TIEZA PRAISE (Program on Awards and Incentives for Service Excellence)

In line with the Revised Policies on Employee Suggestions and Incentive Awards System (ESIAS) provided under CSC Resolution No. 010112 and CSC MC No. 01, s. 2001, the Authority adopts the Program on Awards and Incentives for Service Excellence (PRAISE) and referred to as TIEZA PRAISE.

TIEZA PRAISE aims to encourage, recognize and reward employees, individually and in groups, for their suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behavior, extraordinary acts or services in the public interest and other personal efforts which contribute to the efficiency, economy and improvement in government operations, which lead to organizational productivity.

The System shall apply to all employees in the career and non-career service (*or those with plantilla items*) of this Authority.

#### A.1 TYPES OF AWARDS

- a. **National Award** - The agency shall participate in the search for deserving employees who may be included in the screening of candidates for awards given by other government agencies, private entities, NGOs and other award giving bodies such as the Presidential Lingkod Bayan Award, Outstanding Public Official/ Employee or Dangal ng Bayan Award, Civil Service Commission or the Pag-asa Award
- b. **Incentive Awards** - The agency shall continuously search, screen and reward deserving employees to motivate them to improve the quality of their performance and instill excellence in public service. As such the following types of incentives shall be regularly awarded:
  - i. **Academic Achievement Incentive** – conferred to officer or employees who have exerted extra effort to develop their job competencies at their own initiative and expense such as:
    - **PRC Licensure Exam / Supreme Court Bar** - granted to officers of employees who passed a licensure examination administered by authorized government agency while working in the Authority without receiving financial assistance/scholarship/training grant from the Authority or any other government or private institutions. The said license may or may not be directly related to his/her current job in the Authority.

- **Post-graduate Degree** - granted in recognition to an officer or employee who has satisfactorily completed a masteral or doctoral degree from a recognized Philippine or foreign educational institution at one's own expense and time.
- i. **Loyalty Incentive** – granted to an employee who has served the government continuously and satisfactorily for at least ten (10) years.
- ii. **Longevity Incentive** - granted to active employees and officers who have rendered 30 years or more satisfactory service in PTA/TIEZA.
- iii. **Retirement Incentive** - granted to a retiree in recognition of his/her continuous and long years of government service and his/her contribution to public service during his active career life, on or immediately after the date of retirement.

#### c. Agency Awards

- i. **TIEZA Lingkod Kawani Award** - given to an employee, a supervisor, a manager or a top official who has demonstrated exemplary behavior and work accomplishments and who has projected a positive image for the agency or enhanced organizational productivity and effectiveness.
- ii. **Gantimpala Agad Award** – given outright to an employee commended by clients for their courtesy, promptness, efficiency and dedication to duty.
- iii. **Cost Economy Measure Award** – Shall be granted to employees or a team of employees whose contributions, which may be in the form of ideas, suggestions, innovations or program, resulted in savings to the organization in terms of man-hours and cost or otherwise benefit the agency and government as a whole.
- iv. **Perfect Attendance Award** - given to an employee with perfect attendance or has not incurred any absences and tardiness during the period September to August of the year preceding the award.
- v. **Valor Award** – shall be conferred to an employee or group of employees for a courageous or selfless act that involves the risking of one's life and safety for the benefit of others for the common good which may either be work or non-work-related.
- vi. **Entity of the Year** - given to a TIEZA entity, which met or excelled the standards set by the Authority in running currently operating entities. The targeted occupancy rate for every year must be submitted to the HRD every last day of January.

The award is divided into 2 categories:

- *Entity with accommodation* – entities that have shown excellence in every aspect including facilities, services, commitment to guests, and operation, etc. Only 1 entity may be awarded per year.
  - *Entities with no accommodation* - entities that do not have board and lodging facilities. Only 1 entity may be awarded per year.
- vii. **Posthumous Award** – shall be conferred to an employee or group of employees who died for a courageous or selfless act that benefited others for the common good which may either be work or non-work related. The cash award will be given to the nearest surviving relative of the deceased employee.

#### **d. Non-Monetary Form of Awards and Incentives**

Any one or a combination of the following awards and incentives shall be given separately or together with the monetary awards, subject to the discretion of the Head of Agency as recommended by the PRAISE Committee:

- i. **Travel Packages** – granted to distinguish and acknowledge employee for exemplary performance and/or significant contributions. The award shall consist of a trip to one of the TIEZA projects where facilities are available. It shall include transportation/ plane fare tickets, accommodation, meals and authorized allowances for a maximum of five (5) days inclusive of travel time good for 2 pax.
- ii. **“Salu-salo” Together** – meal hosted by managers or supervisors for employees who have made significant contributions and/or excellent service.
- iii. **Personal Growth Opportunities** – incentives, which may be in the form of agency sponsored attendance in conferences on official business; membership in professional organizations; books, journals, tapes and other learning opportunities.
- iv. **Incentives in kind** which may be in the form of merchandise, computer, laptops, smart phones, reserved parking space, recognition posted at the Wall of Fame, feature in agency publication, official websites, social media platforms and others.

## **PART VIII – EMPLOYEE HEALTH AND SAFETY**

### **A. SMOKE-FREE ENVIRONMENT**

An employees must strictly observe TIEZA's "No Smoking Policy", in accordance with Civil Service Memorandum Circular No. 17 s 2009. Violation of this policy is a ground for disciplinary action.

### **B. DRUG-FREE WORKPLACE**

TIEZA is committed to protecting the safety, health and well-being of all its officials and employees in the workplace. The Authority, thereby, absolutely prohibits the use of dangerous drugs in and outside the office by all its officials and employees, specifically:

- An official or employee shall not report for work or work impaired by any substance that is legal or illegal;
- An official or employee is prohibited from possessing whatever quantity of any legal or illegal substance which, in sufficient quantity, could cause impaired performance, except for authorized substances; and
- If found positive for use of dangerous drugs, an official or employee shall be subjected to disciplinary/administrative proceedings, with a penalty of dismissal from the service at the first offense, pursuant to Sec. 46(19) of Book V of EO 292 and Sec. 22 (c) of its Omnibus Rules (Source: CSC MC 13-10)

Any violation of this Policy will be punished in accordance with the related provisions in RA 9165, otherwise known as the Comprehensive Dangerous Drugs Act of 2002

### **C. EMERGENCY RESPONSE GROUP (ERG)**

In compliance with the provisions of the Building Code and in the interest of safety and security, the Authority has created its committee on ERG. The group is expected to lead the agency in all disaster/ emergency-related activities. It shall identify ways to build a communication system to coordinate among the different departments within TIEZA in anticipation of possible problems with regard to the safety and security of its employee, e.g. earthquakes, typhoon and other forms of disasters.



**A. EMPLOYEE RELATIONS**

**A.1. Sexual Harassment Policy**

Pursuant to Section 4 of Republic Act 6713, you are expected to act without discrimination against anyone. Further, as a civil servant, you shall at all times respect the rights of others and refrain from doing acts contrary to law, good morals, good customs, public policy, public order, public safety and public interest.

As a policy, the Authority does not tolerate any behavior that amounts to sexual harassment in the workplace, and in its training and education environments, as well as in the streets, public places and online.

Any officer or employee found to have committed sexual harassment shall be subjected to disciplinary action up to, and including, dismissal, in accordance to the following laws and regulations:

1. **CSC Resolution No. 01-0940 s 2001**, otherwise known as “Administrative Disciplinary Rules on Sexual Harassment Cases”, dated 21 May 2001;
2. **Republic Act 1131**, otherwise known as the “Safe Spaces Act”; and
3. **Republic Act 7877**, otherwise known as “The Anti-Sexual Harassment Act of 1995”

The Authority also adopts the mechanisms laid down by the CSC in giving assistance to victims of sexual harassment.

**A.2. Grievance Machinery and on Sexual Harassment Complaints**

In line with the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC Resolution no 010113, dated 10 January 2001 and implemented through CSC MC no 2 s 2001, TIEZA has its own Grievance Mechanism to settle grievances in the organization, as well as its own Committee on Decorum and Investigation (CODI) for sexual harassment cases in the organization.

**A.3. Employee Organization/Union**

TIEZA is required by law to recognize your right to join employee associations or unions.

TIEZA Management recognizes the TIEZA Employees’ Association (TEA) as the sole union body that can negotiate with Management vis-à-vis the TIEZA employees’ well-being, safety, security, etc.

Unless your position prohibits you from joining the TEA, you are expected to cooperate with your co-workers in ensuring that the TEA attain its objectives, including the following:

- As a mechanism to promote harmonious relationship between rank-and-file and management;
- As a force to compel management to faithfully observe the democratic process relating to the merit system;
- As a factor influencing legislations which will further protect and uplift employee welfare;
- As a partner of management in policy-making, as well as in policy implementation and monitoring;
- As an agent of change in bringing about a more efficient and effective delivery of public services; and
- As a bargaining agent for improved terms and conditions of work, particularly those which are not fixed by law

#### **A.4. Prohibited Actions**

- Never allow TEA to declare a strike or similar forms of concerted actions
- The Supreme Court has ruled that civil servants are prohibited from declaring or staging strikes or similar forms of concerted actions.

#### **A.5. Allowable Concerted Actions**

The following actions are allowed for TEA, by laws and rules:

- Dialogue
- Formal petition
- Informal petition (streamers/posters/placards)
- Peaceful assembly (short of strike and work stoppages)
- Wearing of symbolic ribbons/badges

## A.6. Dispute Settlement

In addition to the grievance machinery and the CODI, the following are the avenues available for settling employee-management conflicts:

1. **Negotiation** is a process whereby representatives of TEA and TIEZA Management meet for the purpose of reaching an agreement and how such agreements are to be administered.
2. **Conciliation** is a process whereby a conciliator designated by the Civil Service Commission (CSC) brings the representatives of the TEA and management together, encourages them to discuss their differences and assist them in developing their own proposed solutions.
3. **Mediation** is a process whereby a third party designated by the CSC as mediator takes a more active part in assisting the parties reach an acceptable solution to the problems and helps the conflicting parties come up with an acceptable solution. The mediator may submit his/her own proposals for the settlement of disputes.
4. **Arbitration** is a process where a third party, not acting as a Court, is empowered by the CSC to make a decision which disposes of the dispute.

## B. EMPLOYEE DISCIPLINE

### B.1. Grounds for Disciplinary Actions

In accordance with EO 292, the following shall be grounds for disciplinary actions for neglect in the performance of duties and obligations and violations of office and civil service rules:

1. Dishonesty;
2. Oppression;
3. Neglect of duty;
4. Misconduct;
5. Sexual harassment
6. Disgraceful and immoral conduct;
7. Notoriously undesirable;
8. Discourtesy in the course of official duties;
9. Inefficiency and incompetence in the performance of official duties;

10. Receiving for personal use of a fee, gift or other valuable thing in the course of official duties or in connection therewith when such fee, gift, or other valuable thing is given by any person in the hope or expectation of receiving a favor or better treatment than that accorded other persons, or committing acts punishable under the anti-graft laws;
11. Conviction of a crime involving moral turpitude;
12. Improper or unauthorized solicitation of contributions from subordinate employees and by teachers or school officials from school children;
13. Violation of existing Civil Service Law and rules or reasonable office regulations;
14. Falsification of official document;
15. Frequent unauthorized absences or tardiness in reporting for duty, loafing or frequent unauthorized absences from duty during regular office hours;
16. Habitual drunkenness;
17. Gambling prohibited by law;
18. Refusal to perform official duty or render overtime service;
19. Disgraceful, immoral or dishonest conduct prior to entering the service;
20. Physical or mental incapacity or disability due to immoral or vicious habits;
21. Borrowing money by superior officers from subordinates or lending by subordinates to superior officers;
22. Lending money at usurious rates of interest;
23. Willful failure to pay just debts or taxes due to the government;
24. Contracting loans of money or other property from persons with whom the office of the employee concerned has business relations;
25. Pursuit of private business, vocation or profession without the permission required by Civil Service rules and regulations/moonlighting;
26. Possession and use of illegal/prohibited drugs;

- 27. Possession of firearms and ammunitions;
- 28. Verbal Abuse;
- 29. Sexual Harassment;
- 30. Forgery;
- 31. Non-filing of SALN;
- 32. Insubordination;
- 33. Engaging directly or indirectly in partisan political activities by one holding a non-political office;
- 34. Prejudicial actions committed against service interest;
- 35. Lobbying for personal interest or gain in legislative halls or offices without authority;
- 36. Promoting the sale of tickets in behalf of private enterprises that are not intended for charitable or public welfare purposes and even in the latter cases if there is no prior authority;
- 37. Nepotism;
- 38. Rumor-mongering without proofs/basis;
- 39. Administrative complaints/cases by officers and employees

## **B.2. Jurisdiction**

- 1. The Chief Operating Officer (COO) has original concurrent jurisdiction with the Civil Service Commission (CSC) over TIEZA officers and employees.
- 2. Management shall take cognizance of complaints involving TIEZA personnel and may also initiate administrative proceedings against the latter.
- 3. Complaints by a private person may be filed with TIEZA or directly with the CSC which may hear and decide the case itself or it may deputize any department, agency, or official, or group of officials to conduct the investigation

## PART X – WORKPLACE ATTIRE, GROOMING AND DECORUM

### A. Appropriate Office Attire

- a. **Official Attire.** The prescribed office uniform shall be worn while in the office, during regular office hours, and in accordance with the assigned schedule.
- b. **Appropriate Attire.** On days when there is no prescribed office uniform for the day or when employees are exempted from wearing the office uniform, an employee is expected to be dressed in appropriate business attire.

The wearing of “maong” pants, although generally prohibited, may be considered as appropriate attire when paired with a collared polo/shirt (for male employees), or any appropriate blouse or collared shirt (for female employees).

- c. **Prohibited Attire.** As provided under CSC MC no 19 s 2000 (Revised Dress Code for All Government Officials and Employees), prohibition from wearing the following attire while performing official functions is imposed:
  - 1. Gauzy, transparent or net-like shirt or blouse;
  - 2. Sando, strapless or spaghetti-strap blouse (unless worn as an undershirt), tank-tops, blouse with over-plunging necklines;
  - 3. Micro-mini skirt, walking shorts, cycling shorts, leggings, tights, jogging pants;
  - 4. Rubber sandals, rubber slippers, *bakya*;
  - 5. Ostentatious display of jewelry, except for special occasions and during official celebrations; and
  - 6. Wearing of heavy or theatrical make-up
- d. **Allowed Exemptions.** In accordance with the above CSC MC, certain exemptions may be allowed on the following grounds:
  - 1. When the nature of work of the official or employee demands that he/she wears clothing other than those prescribes above;
  - 2. When religious affiliation or creed or any legitimate practice by the employee in relation thereto, requires him/her to wear a particular clothing;
  - 3. Physical disabilities and other legitimate health reasons;
  - 4. Pregnant female employees are allowed to wear maternity dress during the period of their pregnancy;

- Employees who lost a loved one can wear mourning clothes during the period of mourning; and
  - Other circumstances analogous to the foregoing.
- e. Failure to wear the appropriate office attire shall be considered a ground for disciplinary action for Violation of Reasonable Office Rules and Regulations, punishable by:
- 1<sup>st</sup> Offense – Reprimand
  - 2<sup>nd</sup> Offense - Suspension for one (1) day to thirty (30) days
  - 3<sup>rd</sup> Offense – Dismissal from the service

## **B. Wearing of Identification Card**

Wearing of office ID, while in the office premises and during regular office hours, forms part of the official uniform.

Failure to wear the office ID shall be considered a ground for disciplinary action for Violation of Reasonable Office Rules and Regulations, punishable by:

- 1<sup>st</sup> Offense – Reprimand
- 2<sup>nd</sup> Offense - Suspension for one (1) day to thirty (30) days
- 3<sup>rd</sup> Offense – Dismissal from the service

## **C. Proper Grooming**

- a. Hair must be kept neatly cut and combed.
- b. Beards, goatees and moustaches must always be neat and trimmed.
- c. Hair must be kept at a length and style that can be properly maintained.
- d. Extreme hair color and styles are not permitted in the TIEZA workplace.
- e. Shoes must always be properly cleaned.
- f. Male employees must wear socks at all times. Socks must be long enough to cover the ankles.
- g. Wearing of bright-colored socks or patterned socks is to be avoided.
- h. Fingernails must be kept clean and neatly trimmed.
- i. Nail polish is permitted. However, it should be in one (1) color only, without designs and must not be chipped or look untidy.
- j. Body art/tattoos must be discreetly covered while in the workplace.
- k. Visible body piercing, other than on the ears, is unacceptable.

e. Violation of the above rules shall be considered a ground for disciplinary action for Violation of Reasonable Office Rules and Regulations, punishable by:

1<sup>st</sup> Offense – Reprimand

2<sup>nd</sup> Offense - Suspension for one (1) day to thirty (30) days

3<sup>rd</sup> Offense – Dismissal from the service

## **D. Office Decorum**

### *General Office Decorum*

As a TIEZA employee, maintenance of proper office decorum at all times while in the office premises, must be observed:

- a. Conduct must be appropriate and supportive of a hospitable and productive work environment, free of discrimination, any forms of harassment and abusive and aggressive behaviors.
- b. Properly observe and respect office working time and hours. Avoid actions which are sources of distraction to others or disrupt the workflow and office operations, including but not limited to:
  1. Noise and voice levels are kept to a minimum. Avoid, at all cost, talking very loudly so as to cause disturbance to others; and
  2. Loafing, malingering, gossiping and needlessly going from one table or office to another are avoided. Going to other departments unless necessitated by duty is prohibited.

### *Handling Sensitive/Confidential Information*

- c. Properly handle Government and TIEZA information, records and documents.
- d. Safeguard and handle appropriately all classified and unclassified information that should not be given to general circulation.
- e. Ensure that any sensitive and/or classified information, in any form, is protected from uncontrolled or unauthorized release. Disclosure of any information that is inimical to the interest of the company will not be tolerated.
- f. Strictly observe confidentiality of information whenever you have access to TIEZA's confidential/sensitive information by nature of your job and position.

### *Personal Transactions during Official Work Hours*

- g. Private activities for personal or non-personal financial gains or for any other unauthorized purpose (i.e. canvassing, soliciting, selling, etc.) while in TIEZA office premises or the use of office time, personnel and equipment for such purposes are prohibited



### *Internet & Social Media Protocols*

- h. Use the internet and the social media to protect and advance TIEZA's core values, mission and vision.
- i. Whenever possible, try to maintain separate personal and professional online profiles.
- j. Be mindful of the standpoint from which you are expressing your opinion. If you are reasonably identified with TIEZA, always clarify if you are commenting on an issue from a personal or organizational standpoint.
- k. Post responsibly. Never post comments or pictures in the social media, nor participate in online discussions about topics that may have inimical consequences to the organization. Any work-related personal comments in social media does not excuse you from your professional obligations as a public servant.
- l. Avoid using statements, photographs, video or audio that could reasonably be viewed as malicious, obscene, threatening or intimidating, and that might disparage customers, co-workers or suppliers, or that might constitute harassment or bullying.
- m. Act in accordance with the Code of Ethical Principles and Rules of Conduct for TIEZA Officers and Employees, RA 6713 (Code of Conduct and Ethical Standards for Government Officials and Employees), Data Privacy Act of 2012 and other related statutory and regulatory laws. Any violation or non-compliance to the above regulations, shall be acted upon with due diligence by the Authority.
- n. Refrain from posting on social media during work hours, while performing official duties or while on official travel. Use of personal devices to access social media for personal use may be used during non-work hours and outside public view.
- o. When documenting or posting office meetings, activities, concerns and other related matters on social media, always secure the permission of your supervisor.
- p. Uphold privacy and confidentiality by refraining from discussing office-related concerns and/or activities on social media. Remember that comments on social media may be deemed public and may be quoted on other media, even if the original post was made in a private, secret or closed group or in a non-professional context.
- q. Refrain from using social media to escalate concerns, unless it involves legitimate public interest.
- r. Be mindful of the privacy of colleagues, co-workers and others when posting content that includes them.

- s. Avoid commenting online on legal matters or litigation involving TIEZA. It is best to let the official spokesperson comment publicly on such matters.
- t. When posting information, ensure that all the facts are accurate and have the appropriate permission. Respect copyrights and fair-use laws.

#### *Personnel Safety in the TIEZA Workplace*

- u. Observe all rules and instructions relating to personnel safety in the workplace.
- v. Report potentially unsafe or unhealthy working conditions and/or practices to your supervisor.

#### *Observance of Cost-Saving Measures*

- w. Practice/observe due economy, consistent with quality, particularly in utilizing the following:
  - a. Electricity and electrical appliances
  - b. Paper and other consumables
  - c. Telephone
  - d. Copying and facsimile machines
  - e. Water; and
  - f. Office supplies

#### *Dedication to Public Service*

- x. Devote full professional time and expertise to working for the organization.

Before accepting any outside professional engagement (i.e. activities/projects which requires professional work to another office other than TIEZA, teaching jobs, etc.), an employee must obtain the necessary clearance and approval from his Supervisor and the Chief Operating Officer so as not to affect the efficiency and productivity of the office, and prevent any conflicts of interest.

### **E. External Communications**

- a. All external communications must be consistent with the organization's mandate, mission, vision and core values.
- b. All external communications must represent the organization's perspective accurately and effectively.
- c. Public statements to the media are prohibited, unless given a written authorization by the Chief Operating Officer.

## **F. Intellectual Property**

Any invention, discovery or software which is the result of the performance of an employee's regularly-assigned duties, unless there is an agreement either express or implied, shall be the sole property of TIEZA.

If there are any doubts about the value of or whether the organization has rights to any piece of intellectual property, an employee should file a disclosure and receive a written consent from Management.

## **G. Telephone Etiquette**

As a civil servant, an employee must exercise basic courtesy and protocols in answering phone calls, to wit:

- a. The office telephone is for official use. Minimize personal calls during office hours.
- b. Answer promptly. Allow no more than two (2) or three (3) rings before picking up the handset.
- c. Sound professional and ready to deal with the concerns of the caller.
- d. Answer the phone by identifying the office and acknowledge the caller with proper greeting:

SAMPLE: "(Name of Office), Good morning/afternoon/evening."

- e. Avoid letting the caller wait on the line. If the caller has to wait, tell him/her so.
- f. Let the caller be the one to end the call first. Place the handset gently on the cradle only after the caller has put the phone down.

## **H. Mobile Phone Etiquette**

- a. The ring tone of mobile phones should be suitable and appropriate to the workstation and one's profession, and the volume should be at a minimal.
- b. Whenever at official meetings or attending conferences/workshops/seminars, keep mobile phone on silent or vibrate mode, or switch it off completely. Do not disturb others by taking calls or answering call during such times.
- c. At all times, personal conversations should be done privately.

## **PART XI- CODE OF CONDUCT**

### **A. CODE OF ETHICAL PRINCIPLES AND RULES OF CONDUCT FOR TIEZA OFFICERS AND EMPLOYEES**

#### **A.1. 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 abilities, 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 colleagues, subordinates, TIEZA stakeholders and the public.

The Code, likewise, indicates proper behaviours which every TIEZA Officer and Employee must show to promote exemplary conduct, professionalism and integrity at all times, that would merit public confidence and trust.

#### **A.2. Purpose**

The purpose of this Code is to mainly provide guidance and establish common ethical standards and accountability which TIEZA Officers and Employees must adhere consistently, 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 always maintain proper standards of integrity, fairness, and professionalism in the conduct of work for public interest with TIEZA stakeholders.

Specifically this Code is created to:

1. Prevent TIEZA Officers and Employees from using their public positions and/or authority for personal vested interest and financial benefits;
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

### **A.3. 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.).

### **A.4. 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 must 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 favours 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 are encouraged to lead modest lives appropriate to their positions and income. They shall not indulge in extravagant or ostentatious display of wealth in any form.

## **A.5. Rules of Conduct**

The Rules of Conduct provide specific statements vis-à-vis minimum standards of acceptable professional behaviour. 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 also 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, loafing and frequent unauthorized absences.
- e. TIEZA Officers and Employees shall transact with its public and stakeholders only within their respective offices, during official 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 accountability, financial status reports of all business matters at all times; 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 OP, 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 engage in 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, fast and reliable service and products 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 and clients 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 wherein its entities/properties are located.

TIEZA Officers and Employees shall work in partnership 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, TIEZA Assets/Properties 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); or any other compensatory schemes provided by law.
2. Provide opportunities for training and values formation to assist officers and employees in their career development and growth; competency schemes provided
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

### **A. RESPONSIBILITIES OF TIEZA OFFICERS AND EMPLOYEES**

TIEZA Officers and Employees shall:

1. Remember that the biggest stakeholder is the Government;
2. Share the vision of the TIEZA;
3. Be accountable to the public. TIEZA Officers and Employees shall, at all times, be accountable to the public for their decisions and actions;
4. Listen and learn from his/her co-employees/officers;

5. 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;
6. Focus on the public and strive for TIEZA customer/client satisfaction;
7. 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;
8. Communicate with the public and stakeholders, when needed;
9. Deliver results and celebrate success; and
10. Protect TIEZA Reputation. TIEZA Officers and Employees shall not take any course of action that would bring disgrace/shame to the organization. They shall not deliberately place themselves under any financial or other obligations to outside individuals or organizations that might adversely influence or affect performance of their official duties.



## **PART XI – OTHER POLICIES AND REGULATIONS**

### **A. Statement of Assets and Liabilities and Financial Disclosure**

As a civil servant, an employee has an obligation to accomplish and submit declarations, under oath, of his assets, liabilities, net worth and financial and business interests, including those of spouse and of unmarried children under eighteen (18) years of age living in the household.

Failure to submit/correct the SALN, in accordance with the procedure and within the given period stated in the relevant provisions in RA 6713, and failure to disclose or a misdeclaration of any asset, liability, business interest, financial connection and relative in the government in the SALN shall be a ground for disciplinary action, and shall be punishable by:

- 1<sup>st</sup> Offense – Suspension for one (1) month and one (1) day to six (6) months
- 2<sup>nd</sup> Offense – Dismissal from the service

### **B. Identification and Disclosure of Relatives in the Government**

It is an employee's duty as a civil servant to identify and disclose, to the best of his knowledge and information, his relatives in the Government in the form, manner and frequency prescribed by the Civil Service Commission.

As an SOP, nepotism is prohibited in the TIEZA. As a civil servant, an employee shall not hire and/or appoint or cause to be hired and/or appointed, nor supervise, any of his relatives within the third degree of consanguinity or affinity, while employed by the organization. This is to ensure that a competent and professional workforce is hired and/or appointed based on fairness, merit and fitness.

This provision covers all personnel employed and/or hired by the TIEZA (i.e. Permanent/regular employees, Job Order and Contract of Service personnel, Consultants, etc.)

### **C. Conflict of Interest/Divestment**

As a civil servant, a TIEZA employee must avoid conflicts of interest at all times. When a conflict of interest arises, an employee must resign from his position in any private business enterprise, within thirty (30) working days from one's assumption to office and/or divest himself of shareholdings or interest within sixty (60) days from such assumption.

The same rules apply for:

1. Those who are already in the service, and conflict of interest arises. The reckoning will be from the date when the conflict of interest had arisen; and
2. if an employee is a partner in a partnership.

However, the requirement on divestment shall not apply to those who serve the Government in an honorary capacity. nor to laborers and casual or temporary workers.

#### **D. No Gift Policy**

In line with the Governance Commission for GOCC's (GCG's) Code of Corporate Governance for GOCCs, strict observance and compliance with the TIEZA's "No Gift Policy" shall be imposed, to wit:

"TIEZA Board of Directors, Officers and Employees, regardless of status of appointment, including contractual employees and consultants, shall not solicit or accept, directly or indirectly, any gift, gratuity, favor, entertainment, loan, or use anything of monetary value from a person, groups, associations or juridical entities, whether from the public or the private sector, at any time, on or off the work premises, in the course of their official duties or in connection with any operation being regulated by, or any transaction which may be affected by the functions of their office where such gift:

- Would be illegal or in violation of law;
- Is part of an attempt or agreement to do or refrain from doing anything in return;
- Has a value beyond what is normal and customary in the business of TIEZA;
- Is being made to influence the officers and employees' actions as such; or
- Could create the appearance of a conflict of interest."

Violation of this Policy shall be dealt with in accordance administratively, in accordance with the Revised Rules on Administrative Cases in the Civil Service, without prejudice to any civil or criminal liability that may arise therefrom.

#### **E. Whistleblowing Policy**

By virtue of the GCG's Memorandum Circular (MC) no 2014-04, otherwise known as the Whistleblowing Policy for the GOCC Sector, an employee is encouraged to report and provide information to the GCG --- anonymously, using the modes and procedures identified in above-stated MC, any and all issues and concerns involving the actions or omissions of the Directors/Trustees, Officers and Employees of GOCCs, as well as of the Chairman, Commissioners, officers and Employees of the Governance Commission, that are:

1. Illegal;
2. Unethical
3. Violate good governance principles;
4. Are against public policy and orals;

5. Promote unsound and unhealthy business practices; and
6. Are grossly disadvantageous to the GOCC and/or the Government

## PART XIII: MODE OF SEPARATION FROM THE AUTHORITY

When an employee leaves TIEZA, he/she is required to accomplish the following:

- **Clearance Form.** All TIEZA personnel shall process clearance documents as soon as separation has been accepted by the Chief Operating Officer;
- **Exit interview** to assess an existing employee's overall employee experience within the organization and identify opportunities to improve retention and engagement

### A. OPTIONAL AND COMPULSORY RETIREMENT

**Compulsory retirement** is when an employee is required by law to leave government service when he/she reaches 65 years of age, while **Optional retirement** is when an employee opts to retire from the service as early as 60 years old, *provided* that he/she meets all the requirements prescribed by government retirement laws.

**Procedure for processing of retirement.** For the Authority to facilitate an employee's retirement, the following must be submitted to the Human Resource Services Division:

1. **Letter of Intent to Retire** addressed to the Chief Operating Officer, indicating the date of retirement, at least two (2) months prior to the employee's actual retirement date;
2. Completely signed **Clearance Form**, once the Chief Operating Officer accepts the employee's resignation, vis-à-vis his/her accountabilities in the office; and
3. Filled-up **GSIS Retirement Application Form** with the required documents attached to it.

### B. RESIGNATION

Is an act of an official or employee by which he voluntarily relinquishes in writing his position effective on a specific date which shall not be less than thirty (30) days from the date of such notice.

To constitute a complete and operative resignation of an official or employee, there must be an intention to relinquish the office, accompanied by the act of relinquishment, and must have the acceptance by the head of the agency or office and notice of such acceptance to the Office or employee concerned.

### **C. FILING OF CERTIFICATE OF CANDIDACY**

Is when an employee decides to run for public office and is required by law to vacate his/her appointive position in the TIEZA.

### **D. DISMISSAL FROM THE SERVICE**

Is the termination or the act of being discharged from employment or service for justifiable cause. It is the definite severance of an officer or employee from government service on the initiative of the agency or office, CSC, Ombudsman, or regular courts

### **E. DROPPING FROM THE ROLLS**

Officers and employees who are either habitually absent or have unsatisfactory or poor performance or have shown to be physically and mentally unfit to perform their duties may be dropped from the rolls subject to the following procedures:

#### **A. Absence without Approved Leave (AWOL)**

- a. An officer or employee who is continuously absent without official leave (AWOL) for at least thirty (30) working days may be dropped from the rolls without prior notice. Dropping from the rolls shall take effect immediately.
- b. An officer or employee shall, however, have the right to appeal his separation within fifteen (15) days from receipt of the notice.
- c. If the number of unauthorized absences incurred is less than thirty (30) working days, a written Return-to-Work order shall be served to the officer or employee at his last known address on record. Failure on the officer's or employee's part to report to work within the period stated in the order, which shall not be less than three (3) days, is a valid ground to drop him from the rolls.
- d. If it is clear under the obtaining circumstances that the officer or employee concerned, has established a scheme to circumvent the rule by incurring substantial absences though less than thirty (30) working days, three (3) times in a semester, such that a pattern is already apparent, dropping from the rolls without notice may, likewise, be justified.
- e. In the determination of whether the absences incurred are substantial, circumstances that would affect the delivery of service shall be taken into consideration.

#### **B. Unsatisfactory or Poor Performance OR POOR**

- a. An officer or employee who is given two (2) consecutive unsatisfactory ratings may be dropped from the rolls after due notice. Notice shall mean

that the officer or employee concerned is informed in writing of his unsatisfactory performance for a semester and is sufficiently warned that a succeeding unsatisfactory performance may warrant his separation from the service. Such notice shall be given not later than thirty (30) days from the end of the semester, and shall contain sufficient information which shall enable the officer or employee to prepare an explanation. This period shall not apply to probationary employees.

- b. An officer or employee, who for one evaluation period is rated poor in performance, may be dropped from the rolls provided he has been informed in writing of the status of his performance within 15 days after the end of third month, with sufficient warning that failure to improve his performance within the remaining period of the semester shall warrant his separation from the service. Such notice shall also contain sufficient information which shall enable the officer or employee to prepare an explanation.

### **C. Physical Unfitness and Mental Disorder**

- e. An officer or employee who is continuously absent for more than one (1) year by reason of an illness may be declared physically unfit to perform his duties, and may be consequently dropped from the rolls.
- f. An officer or employee who is intermittently absent by reason of an illness for at least two hundred sixty (260) working days, during a twenty four-month period, may also be declared physically unfit by the head of office.
- g. An officer or employee who is behaving abnormally and manifests continuing mental disorder and incapacity to work as reported by his co-workers or Immediate Supervisor, and confirmed by a competent physician, may be declared as mentally unfit and may likewise be dropped from the rolls.

For the purpose of the three preceding paragraphs, notice shall be given to the officer or employee concerned, containing a brief statement of the nature of his incapacity to work. The officer or employee who is separated from the service through any of the above modes has the right to appeal his case to the Civil Service Commission or its regional offices within fifteen (15) days from receipt of such order or notice of separation.

## **TIEZA Employee Handbook Acknowledgement Form**

I acknowledge that I have received a copy of the TIEZA Employee Handbook ("Handbook"). I hereby understand that I am responsible for reading, observing, complying and abiding by all policies and procedures in this Handbook, as well as all other policies, rules and procedures of the organization.

That the purpose of this Handbook is to be informed of the policies and procedures of the organization. This is not a contract of employment. Nothing in this Handbook provides for any entitlement or privilege nor it is intended to create contractual obligations of any kind.

I understand and recognize that I shall comply with all policies provided in the Handbook and acknowledge that violation of any policy stated in the Handbook and of any TIEZA policy, rule, or guideline shall be subjected to disciplinary action up to and including termination.

I am aware that the organization has the right to revise and amend any provision of this Handbook at any time and that I will be bound by any such revisions and amendments.

I understand that a copy of this acknowledgment form will be ~~held~~ kept in my Personnel Record as evidence of my receipt of the Handbook and proof of information of TIEZA policies.

I expressly agree to the provisions of Part VIII. I.F under Dispute Settlement of the Handbook, in which I have agreed to alternative means of dispute resolution, as the primary means of resolving any dispute that may arise between the organization and me, subject to the organization's right to seek injunctive relief.

\_\_\_\_\_  
*Printed Name over signature*

\_\_\_\_\_  
*Date*

*Please sign and date one copy of this acknowledgement and return it to Human Resources.  
Retain a second copy for your reference*

## ANNEX A: TABLE OF ADMINISTRATIVE OFFENSES AND PENALTIES

CLASSIFICATION	OFFENSE	PENALTY
Grave Offense	<ol style="list-style-type: none"> <li>1. Serious Dishonesty</li> <li>2. Gross Neglect of duty</li> <li>3. Grave Misconduct</li> <li>4. Being Notoriously Undesirable</li> <li>5. Conviction of a Crime Involving Moral Turpitude</li> <li>6. Falsification of Official Document</li> <li>7. Physical or mental disorder or disability due to immoral or vicious habits</li> <li>8. Receiving for personal use of a fee, gift or other valuable thing in the course of official duties or in connection therewith when such fee, gift or other valuable thing is given by any person in the hope or expectation of receiving a favour or better treatment than that accorded to other persons, or committing acts punishable under the anti-graft laws;</li> <li>9. Contracting loans of money or other property from persons with whom the office of the employees has business relations;</li> <li>10. Soliciting or accepting directly or indirectly any gift, gratuity, favour entertainment, loan or anything of monetary value in the course of one's official duties or in connection with any operation being regulated by, or any transaction which may be affected by the functions of one's office. The propriety or impropriety of the foregoing shall be determined by its value, kinship or relationship between giver and receiver and the motivation. A thing of monetary value is one which is evidently and manifestly excessive by its nature;</li> <li>11. Nepotism; and</li> </ol>	Dismissal from the service



	12. Disloyalty to the Republic of the Philippine and to the Filipino people	
Grave Offense	<ol style="list-style-type: none"> <li>1. Less Serious Dishonesty;</li> <li>2. Oppression;</li> <li>3. Disgraceful and Immoral Conduct;</li> <li>4. Inefficiency and Incompetence in the Performance of Official Duties;</li> <li>5. Frequent Unauthorized Absences (Habitual Absenteeism);</li> <li>6. Habitual Tardiness in Reporting for Duty causing prejudice to the operations of the office;</li> <li>7. Loafing from Duty During Regular Office Hours;</li> <li>8. Refusal to Perform Official Duty;</li> <li>9. Gross Insubordination;</li> <li>10. Conduct Prejudicial to the Best Interest of the Service;</li> <li>11. Directly or indirectly having financial and material interest in any transaction requiring the approval of one's office. Financial and material interest is defined as pecuniary or proprietary interest by which a person will gain or lose something;</li> <li>12. Owning, controlling, managing or accepting employment as officer, employee, consultant, counsel, broker, agent, trustee or nominee in any private enterprise regulated, supervised or licensed by one's office, unless expressly allowed by law;</li> <li>13. Disclosing or misusing confidential or classified information official known by reason of one's office and not made available to the public, to further one's private interests or give undue advantage to anyone</li> </ol>	<p><b><u>1<sup>st</sup> Offense</u></b> Suspension of 6 months and 1 day to 1 year</p> <p><b><u>2<sup>nd</sup> Offense</u></b> Dismissal from the service</p> <p>Note: Inefficiency and Incompetency in the performance of Official Duties may be punishable by Demotion.</p>

	<p>or to prejudice the public interest;</p> <p>14. Obtaining or using any statement filed under the Code of Conduct and Ethical Standards for Public Officials and Employees for any purpose contract to morals or public policy or any commercial purpose other than by news and communications media for dissemination to the general public; and</p> <p>15. Recommending any person to any position in a private enterprise which has a regular or pending official transaction with one's office, unless such recommendation or referral is mandated by:</p> <ul style="list-style-type: none"> <li>a. Law;</li> <li>b. International agreements, commitment and obligation; or</li> <li>c. As part of the function of one's office</li> </ul>	
Less Grave Offense	<ol style="list-style-type: none"> <li>1. Simple Neglect of Duty;</li> <li>2. Simple Misconduct;</li> <li>3. Discourtesy in the Course of Official Duties;</li> <li>4. Violation of existing Civil Service Law and rules of serious nature;</li> <li>5. Insubordination;</li> <li>6. Habitual Drunkenness;</li> <li>7. Unfair discrimination in rendering public service due to party affiliation of preference;</li> <li>8. Failure to file sworn statements of assets, liabilities and net worth, and disclosure of business interest and financial connections including those of one's spouse and unmarried children under 18 years of age living in one's household;</li> <li>9. Failure to resign from one's position in the private business enterprise within 30 days from</li> </ol>	<p><b><u>1<sup>st</sup> Offense</u></b> Suspension of 1 month and 1 day to 6 months</p> <p><b><u>2<sup>nd</sup> Offense</u></b> Dismissal from the service</p>

	<p>assumption of public office when conflict of interest arises, and/or failure to divest oneself of one's shareholdings or interest in private business enterprise within 60 days from assumption of public office when conflict of interest arises; Provided, however, that for those who are already in the service and conflict of interest arises, the official or employee must either resign or divest himself/herself of said interest within the periods hereinabove provided, reckoned from the date when the conflict of interest had arisen; and</p> <p>10. Engaging directly or indirectly in partisan political activities by one holding non-political office</p>	
Less Grave Offense	Simple Dishonesty	<p><b><u>1<sup>st</sup> Offense</u></b> Suspension of 1 month and 1 day to 6 months</p> <p><b><u>2<sup>nd</sup> Offense</u></b> Suspension of 6 months and 1 day to 1 year</p> <p><b><u>3<sup>rd</sup> Offense</u></b> Dismissal from the service</p>
Light Offense	<ol style="list-style-type: none"> <li>Simple Discourtesy in the Course of Official Duties</li> <li>Improper or unauthorized solicitation of contributions from subordinate employees;</li> <li>Violation of Reasonable Office Rules and Regulations;</li> <li>Habitual Tardiness;</li> <li>Gambling Prohibited by Law;</li> <li>Refusal to Render Overtime Service;</li> <li>Disgraceful, Immoral or Dishonest Conduct Prior to Entering the service;</li> </ol>	<p><b><u>1<sup>st</sup> Offense</u></b> Reprimand</p> <p><b><u>2<sup>nd</sup> Offense</u></b> Suspension of 1 to 30 days</p> <p><b><u>3<sup>rd</sup> Offense</u></b> Dismissal from the service</p>

	<ol style="list-style-type: none"> <li>8. Borrowing Money by Superior Officers from Subordinates;</li> <li>9. Willful failure to pay just debts or wilful failure to pay taxes due to the government;</li> <li>10. Lobbying for personal interest or gain in legislative halls and offices without authority;</li> <li>11. Promoting the sale of tickets in behalf of private enterprises that are not intended for charitable or public welfare purposes and even in the latter cases, if there is not prior authority;</li> <li>12. Failure to act promptly on letters and request within 15 working days from receipt, except as otherwise provided in the rules implementing the Code of Conduct and Ethical Standards for Public Officials and Employees;</li> <li>13. Failure to process documents and complete action on documents and papers within a reasonable time from preparation thereof, except as otherwise provided in the rules implementing the Code of Conduct and Ethical Standards for Public Officials and Employees;</li> <li>14. Failure to attend to anyone who wants to avail himself/herself of the services of the office, or act promptly and expeditiously on public transactions;</li> <li>15. Engaging in private practice of one's profession unless authorized by the Constitution, law or regulation or the head of the office where the employee or official is assigned and provided that such practice will not</li> </ol>	
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	<p>conflict with one's official functions;</p> <p>16. Pursuit of private business, vocation or profession without the permission required by Civil Service rules and regulations</p>	
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