



**PHILIPPINES INTERNATIONAL LIFE INSURANCE CO., INC.**

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# Company Policies

## **I: POLICY on EMPLOYEE DISCIPLINE**

### **a. Observance of the Rules and Regulations**

Employees should fully observe the Company Rules and Regulations while he/she is in service with the Company. The employee shall:

1. Faithfully and professionally follow and comply with the instructions and directions of one's immediate superior/manager, executive officers and the management as a whole.
2. Cooperate with his/her co-employees to achieve the objectives of the business organization;
3. Maintain order in the workplace and maintain professionalism when dealing with associates, colleagues and clients.
4. Perform one's duties and responsibilities that is necessary and required with confidence and to accomplish all tasks accordingly and on time.

### **b. Protection of the Company's goodwill and reputation:**

All employees shall always give high regard to, and shall zealously guard, the goodwill and reputation of the Company, one shall not take any action prejudicial to the same. Should one learn of any situation or incidents which may result to damage to the Company's reputation or goodwill, and/or expose the Company's business secrets, he/she is obligated and shall immediately report the same to management.

### **c. Mandatory Provision**

It is the duty and responsibility of all employees to know and familiarize themselves with the company policies, rules and regulations. Thus, ignorance thereof is not an excuse.

## **CODE OF DISCIPLINE**

### **a. OWNERSHIP:**

Ownership of this policy shall properly belong to PILICI which shall provide guidance on the proper implementation of the rules and regulations in coordination with Top management.

### **b. POLICIES and PROCEDURES:**

1. To preserve order, decorum, and discipline among all its employees, the Company has established set of rules and regulations to which all employees are subject to observe and follow upon employment with the Company.
2. All employees shall be advise properly on the proper interpretation and implementation of Company rules and regulations.
3. It is the responsibility of every managerial and supervisory employee to humanely and judiciously implement the rules and regulations for every employee.
4. Guidelines in implementing disciplinary actions.
  - The Department Supervisor/Manager shall gather, compile and consolidate all necessary information and documents relative to the violation of an employee and submit to

Personnel Manager for review and proper evaluation if there is a probable cause for disciplinary actions.

- The Administrative Dept. shall inform the offender (**Notice to Explain**) of the particular rule/regulation he has violated and require him to answer the charges in writing within 48 hours. The "Notice to Explain" memo shall be addressed to the employee at fault. In addition to the "Notice to Explain" memo, all existing evidences shall be provided to the accused employee for him to rebut the evidences presented against him and for him to present his evidences if any.
  - If there is an admission of the case by the accused, a decision can be made. If there is no admission on the case, depending on the gravity of the offense committed and the facts on hand, the Administrative Department may at his option call for a hearing or conference to gather additional facts if necessary. Presentation of additional evidences shall be submitted if any and this shall be provided to the accused for him to clarify and defend him/herself.
  - The Administrative Department shall summarize and evaluate the facts, evidences and investigation result in the following manner:
    - a. Facts of the case (to be supported with evidences)
    - b. Previous related incidents if any
    - c. Aggravating circumstances if any
    - d. Mitigating circumstances if any
    - e. Recommendations and justifications of administrative sanctions or penalty in collaboration with the Department Supervisor/Manager of the concerned employee.
    - f. The administrative sanction or penalty to be imposed would be based on the merits and gravity of the case (corresponding to the level of offenses as stipulated under the 'Table of Offenses' and 'Corresponding Sanction' for schedule of penalties.
  - The Administrative Department shall notify the employee of the decision in writing stating clearly the reasons thereof duly concurred by the Department Manager and of the concerned employees and the top management. In cases of suspension, it is the responsibility of the Department Manager to schedule the suspension dates. In cases of acquittal, the Administrative Department shall issue clearance memo to the employee duly concurred by the Department Manager and the top management.
5. All records of offenses, cases, disciplinary action shall be filed accordingly to the employee's 201 file. A report of these violations and penalties should be made to the Management Team every month.
6. These set of rules and regulations is reviewed periodically in order to adapt to changes in the organization.

### **c. PREVENTIVE SUSPENSION**

Aside from the disciplinary actions mentioned in presented table, an employee may also be sanctioned for a preventive suspension without pay pending investigation not exceeding 30 days based on the grounds as authorized by law.

The accused can be placed under preventive suspension for a period not exceeding thirty (30) days depending on the gravity of the offense or if his presence in the Company premises poses danger to life and property, or that his presence may influence the outcome of the investigation.

#### **d. APPEAL PROCESS**

Any employee, who feels aggrieved by virtue of a disciplinary or corrective action received, may submit a motion for reconsideration within 24 hours after such corrective action was received with his immediate superior who would resolve the issue within 2 days. In the event that the employee may elevate his motion for reconsideration to his Department Head who will settle the employee's concern within a period of 3 days upon receipt.

#### **e. DISMISSAL**

The following are grounds for termination for cause:

- Fraud or willful breach by the employee of the trust bestowed upon him by the Company or its duly authorized representative.
- Commission of a crime or offense by the employee against co-employees, company officers, agents, or representatives of the Company, or any immediate member of the family of any of the foregoing.
- Intolerable misconduct and intolerable offenses against public morals and offenses against company interest (dishonesty and loyalty issues) and intolerable offenses affecting the security, property, health and safety of its employees in connection with his work.
- Gross and habitual neglect of duties.
- Other causes analogous to the foregoing.

#### **f. RESERVATION CLAUSE**

1. In cases wherein the offense/s committed constitute/s CRIMINAL ACT/S under existing penal laws, the company reserves the right to institute the appropriate criminal and/or civil actions for the protection of its interest. In other cases where the offense committed results to loss or damage to company property or funds, or those belonging to other parties but which the company is held answerable, the offender shall further be obliged to restore the loss or damage by either repayment or replacement of the article lost or damaged. In case of repayment, the amount thereof shall be based on the replacement cost. If the property is replaced by another, the replacement shall be in such a condition that the company may specify.
2. Any relaxation or non-enforcement of any of the provisions of the company rules and regulations and its table of offenses or other subsequent regulations thereof, even when repeated at any time or for any duration, shall not be a bar to the imposition of the corresponding disciplinary action, or to be construed as constituting a precedent or deserved as an implied waiver on the part of the company.
3. Miscellaneous Provisions
  - The Company may, from time to time, issue rules, regulations or policies, which shall amend or supplement the provisions hereof. No vested right to the particular provisions in these Company Rules and Regulations shall be created as would prohibit or prevent the Company from issuing such amendment or supplemental rules, regulations or policies.

## **II: POLICY on REMUNERATION**

Remuneration is the compensation package given to the employees for their services rendered to the company in parallel with employee's position and rank. The remuneration is composed of;

- a. Basic Salary plus overtime
- b. Allowances (if any)

It is of company policy that remuneration shall be:

- a. Confidential in nature
- b. Salary can appraised after every performance evaluation should the result be of very satisfactory and above.

### **a. PAYROLL:**

1. **Payroll Procedures** – salary can be received through Automated Teller Machine (ATM) accounts.
  - Employee salary may received through accredited bank account set-up for payroll.
  - Requirements needed in processing of ATM:
    - Valid ID – two (2) pieces of any valid and unexpired ID.
    - Opening Deposit – depending on the prevailing opening amount required by the bank.
2. **Payroll Cut-off** – all employee's attendance time record will be consolidated by the Personnel Dept. for time keeping on the following payroll cut off.
  - **Monthly** - Every 12th and 26th of the month for the office monthly based employee
3. **Payroll Period**
  - **Monthly Basis** - given on every 15<sup>th</sup> and 30<sup>th</sup> of the month
4. **Overtime Work and Corresponding Pay** – overtime work will be computed only if with prior approval and properly filed in the company's official Overtime Form and indicated therein the valid reason and the nature of work to be done with the notified confirmation of its immediate superior. The OT Form should be submitted to the Personnel department prior to every payroll cut. Late submission and no prior approval of OT Form will no longer be consider for compensation computation.
5. **Undertime and Tardiness** - corresponding deductions for tardiness – for less than or more than one (1) hour
6. **Salary Components**
  - a. Regular Working Days (with or without OT)
  - b. Rest Day / Sunday Worked
  - c. Special Holiday pay / Special Holiday Worked with premium (if reported for work).
  - d. Legal Holiday pay / Legal Holiday Worked with premium (if reported for work).

## 7. Salary Deductions

- a. Government Mandate Contributions
- b. SSS, PhilHealth, Withholding tax , Pag-Ibig
- c. Amortized payment for Cash Advances / Loans (if any)
- d. Charges (if any)

### **b. BENEFITS:**

#### **1. Statutory Benefits**

- a. SSS (Social Security System)
  - Maternity/ Paternity Benefit
  - Sickness Benefit
  - Salary Loan Benefit
  - Calamity Loan Benefit
- b. Phil. Health (Phil. Health Insurance Corp.)
  - Sickness & Hospitalization
- c. Pag – IBIG (Home Development Mutual Fund)
  - Housing Loan
- d. 13th month pay
- e. Regular Holiday pay
  - **Lists of Mandated Regular Holiday**
    - o New Year's Day                      January 1
    - o Maundy Thursday                   (changeable)
    - o Good Friday                           (changeable)
    - o Araw ng Kagitingan                 April 9
    - o Labor Day                             May 1
    - o Independence Day                  June 12
    - o National Heroes Day                Last Sunday of August
    - o Bonifacio Day                        November 30
    - o Christmas Day                       December 25
    - o Rizal Day                              December 30
  - **Special Holiday as per Presidential Proclamation**
- f. Company Leave Benefits
- g. For just causes – Separation Pay

#### **2. Company Benefits**

- a. Sick Leave
- b. Vacation Leave
- c. Uniform

## **III: POLICY on TRAINING and PROGRAMS**

### **a. OBJECTIVES**

1. It aims to conduct Behavioral and Technical Trainings to ensure the Company's employees are provided the appropriate and timely training and coaching to effectively perform each tasks, duties and responsibilities effectively and efficiently.

2. To address the needs to further the know-how to perform the tasks with ease and confidence.

3. To ensure that the company's employees are properly trained to develop well-rounded personality, maintain and improve the effectiveness and efficiency in the performance of their respective jobs, and the continuing quality of their work.

4. To define the specific needs in the training and development of the PhillInter employees and agents to achieve the high level of competency in the performance of their duties and responsibilities.

5. To impart the know-how, develop and improve certain phases of an individual's skills, attitude and knowledge to make the employees effective in their current job or to prepare him/her for another job level and become a Leader in their own area and utilize their potential to the fullest.

6. Individual development and training plans will be pursued and supported depending on actual need.

## **b. SCOPE**

The Training and Development Programs covers all regular employees including sales agents.

## **c. POLICIES**

1. The Company shall be solely responsible for the effective planning, control and implementation of the Corporate Training and Development Plans and Program.

2. It shall ensure that training and development needs of each employee is identified, analyzed, provided and monitored.

3. The company shall conduct the Training Needs Analysis (TNA) annually for all employee levels.

4. The Training Needs Analysis shall anchor in two-categories, Behavioral and Technical Modules to develop employee's well-rounded personality.

5. Proposal for the Training and Development Plans and Program shall be annually in reference to the result of the TNA.

6. The Human Resources Department shall be responsible for the timely planning, effective implementation and monitoring of Employee's Training and Skills Inventory Records as an effective tool for the performance of their tasks and career improvement as well as advancement.

7. The program shall answer the training needs to further enhance the knowledge and skills of the Employees and Agents Specific Programs.

### **a. BASICS and FOUNDATION**

1. Company History, Mission and Vision
2. Company Policies and Procedures, Code of Discipline
3. Department Orientation
4. Center Operation

b. BEHAVIORAL and SKILL TRAINING PROGRAM – for enhancement

1. Culture Integration
2. Positive Work Attitude
3. Communication Skills
4. Customer Service Excellence
5. Leadership

c. TECHNICAL TRAINING PROGRAM

1. Agents Sales and Training Program
2. Employee Technical Training Program

d. PROCEDURES

a. Prepare the Training and Development Programs and shall be implemented and conducted on a quarterly basis and develop as it progresses.

b. Shall be schedule based on the needs of the each department and employee level.

c. Shall be implemented to all Rank and File and Supervisory Level shall undergo the Culture Integration Module.

d. Shall need to undergo the module to refresh the knowledge thus sharpens each employee skills.

e. Shall maintain all training plans and programs, training records, training materials, certificates, and training evaluation.

f. In case there is a need, shall provide an opportunity to attend any outside Seminar to enhance the skills and know-how.

g. Shall subsidize the training / seminar expenses.

h. Upon completion of the training / seminar, the attendee shall provide Human Resource a copies of manual, handbook or other learning materials and information of the training seminar.

The trainee shall conduct echo training session to other employees. The echo training session shall aim to teach and share new ideas as additional learning skill.

#### IV: POLICY on LOCAL MATERIAL and SUPPLIES PROCUREMENT

A. OBJECTIVE

To establish guidelines for the selection/accreditation of suppliers for locals purchases.

B. SCOPE

This covers the procedure of selecting the best suppliers and accrediting new supplier for all local purchases of the company

C. POLICIES and PROCEDURES

a. Purchase Requisition



1. All materials and supplies needed to be purchased shall be subject for assessment and evaluation.
2. A Requisition Form shall be used as a request form for any items to be purchased indicating the name, description, quantity and purpose for its use.
3. The request shall be used for canvassing of brand, price and supplier's service (if required) prior to the approval of the purchase.

**b. Selection of Suppliers**

1. The selection of suppliers shall be from regular suppliers accredited by the company.
2. In case of new suppliers, it should be accredited by the company following the accreditation process and once approved, then such purchase and arrangement of terms and condition shall be made between the supplier and the company.

**c. Databank of Suppliers**

1. The Purchasing Officer shall maintain a databank of suppliers for all purchases. Sources of this information will be:
  - a. Telephone directory
  - b. Previous suppliers
  - c. Referral from other companies
  - d. Unsolicited suppliers offering their products and services
2. The databank shall contain the following information:
  - a. Full name of the company
  - b. Complete address
  - c. Website (if applicable)
  - d. Contact Person and Position (at least two officers)
  - e. Email addresses of contact persons
  - f. Products and services offered

**d. Accreditation Process for Suppliers**

1. All suppliers shall be checked as to
  - a. Compliance with government regulations.
  - b. Trade background and references (major suppliers, clients, trade partners).
2. The following documents shall be required from prospective suppliers:
  - a. Filled up Supplier Accreditation Form (Company Form)
  - b. DTI/SEC Registration
  - c. Mayor's Permit and Business Permit

**e. Supplier selection**

- Supplier will be selected according to the following standards.
1. Previous experience and past performance with the product/service to be purchased.
  2. Relative level of sophistication of the quality system, including meeting regulatory requirements or mandated quality system registration (for example, ISO 9001, QS- 9000).

3. Ability to meet current and potential capacity requirements, and do so on the desired delivery schedule.
4. Financial stability.
5. Technical support availability and willingness to participate as a partner in developing and optimizing design and long-term relationship.
6. Total cost of dealing with the supplier (including material cost, communications methods, inventory requirements and incoming verification required).

The suppliers track record for business- performance improvement.

## **V: POLICY on CUSTOMER WELFARE and SECURITY**

### **A. OBJECTIVE**

To establish guidelines to ensure customer welfare and providing immediate response and service needed by the clients.

### **B. SCOPE**

This covers the procedure of how the clients/customers be provided appropriate, timely and of good service to protect their interest and welfare.

### **C. POLICIES and PROCEDURES**

#### **a. AGENTS ROLE**

1. All agents shall attend to all inquiries made by the clients on its interest to purchase an insurance from the company.
2. Disclose all necessary information, requirements and procedures to be accomplished by the clients.
3. Any concerns that requires Home Office decision or intervention must be made immediately in the presence of the clients.
4. No clients will be coerced or push to purchase an insurance, the decision should be made by clients with full certainty and of free will.
5. No agent shall not violate the Code of Ethics by exercising rebating, twisting, knocking and most specially misrepresentation in order to close a transaction with a client.
6. Cover the entire process of handling an account from the preliminary stage of offering the product up to the deliverance of the Policy to the client.
7. Conduct post follow-up with any concerns of the clients.

#### **b. HOME OFFICE ROLE:**

1. Any concerns regarding clients application should immediately informed the agents in order to settle any matters in order to complete the process of application.
2. Conduct cross communication with the clients of how the agents conducted themselves during the negotiation period in order to monitor the agent's action and observance of the Ethical Standards set.
3. Exercise proper and professional communication system in addressing concerns of the clients.
4. Deliver immediately written advisory or notices to the clients in order to disseminate information to the clients in order to have transparency of the status of the account.
5. Transparency of records of transactions, details, computation, deliverance of benefits and any other related services that maybe required by the clients.

6. Full disclosure of any information that would affects the clients interest or the status of the clients account with the company should immediately be advised in favor of the clients.
7. Willful assistance to the clients as to availing benefits and other services should be made without reservation in following the standards of good service and welfare of the client.

## RATIFICATION

This is to certify that the Company Policies had been reviewed, discussed and approved by the members of the Executive Body and legal team, thus releasing the copies to the employees of the Company for information and compliance.

The rules and regulation as stated in the revised Company Policies was ratified and shall be in full effect on January 1, 2014.

Approved by:

JOSE C. LEE (sgd)  
President