



# EMPLOYEE HANDBOOK

*Last Updated August 2016*

## COMPANY HISTORY

AlliedBankers Insurance Corporation was founded by a group of enterprising Filipino-Chinese businessmen on May 25, 1960 and came into being on March 24, 1980 after the Securities and Exchange Commission (SEC) approved the amendment of 19-year charter of what was once known as the Sincere Insurance Company, Inc.

On December 7, 1993, the Department of Finance issued Order No. 116-93, which required non-life insurance companies to increase their paid-up capital from Ten Million Pesos (P10,000,000.00) to Fifty Million Pesos (P50,000,000.00) to be able to transact business without condition, and on April 13, 1994, the company headed then by the group of Lucio Tan amended Article 7 of the authorized capital stock increasing the paid up capital from Twenty Five Million Pesos (P25,000,000.00) to Fifty Million Pesos (P50,000,000.00).

In 1997, Alliedbankers signed up Citi Insurance System which was later upgraded to Armor General Insurance System by Citisoft Technology, A young but aggressive software designer to computerize the company's collection and underwriting operations. This system was further upgraded to Syntec General Insurance System 2011 to include marketing branch operations and accounting.

Finally on October 15, 1999, the LTG stockholders adapted Board Resolution No. 02-99 which increased the authorized capital stock of the corporation from Fifty Million Pesos (P50, 000,000.00) to Five Hundred Million Pesos (P500, 000,000.00). Likewise, the paid-up capital was also increased from Fifty Million (P50, 000,000.00) to **Two Hundred Eighty Two Million and Five Hundred Thousand Pesos (P282, 500,000.00)** and now **Three Hundred Forty Six Million Two Hundred Fifty Thousand Pesos (P346,250,000.00)**

Alliedbankers is one of the highly respected local insurance companies by the foreign insurance market. As such the company is backed up by investment grade and highly rated foreign insurance such as MAPFRE

Reinsurance, Asia Capital Reinsurance (ACR), TOA Reinsurance, Taiping Reinsurance and Korean Reinsurance Company. At present, we are utilizing Sureway Inlis provided by Infoman.

Based on the competitive ranking analysis in the insurance industry in 2015, Alliedbankers was ranked 19th in net income, 43rd in Premiums Earned, 31st in Gross Premium Written and 20th in Total Assets.

With its reorganization in 2010 and paid up capital of Three Hundred Forty Six Million Two Hundred Fifty Thousand Pesos (P346,250,000.00) the company geared up for major growth. It also gained the advantages of a bigger net retention per subject of insurance to spiral the company to greater heights in its pursuit of expansion. Professional men and women, who are highly trained and fine tuned to the demands of the market, joined Alliedbankers.

At present, we now have a net worth amounting to P1, 411,718, 405.19 and is now ranked **10th** in accordance with the Insurance Commission Net worth Ranking for the year 2015.

## **VISION AND MISSION**

Alliedbankers Insurance Corporation shall be one of the most preferred, trusted, efficient, leading and financially stable non-life insurance companies in the Philippines by providing suitable insurance risk management, innovative insurance products and high quality, responsive customer service to the Lucio Tan Group of companies (LTGC), its allied business undertakings, its business partners, associates, employees, other stakeholders and their customers, with professionalism and integrity thereby enhancing and strengthening its long term viability and profitability.

Alliedbankers Insurance Corporation is the preferred non-life insurance arm of LTGC, its allied business undertakings, its business partners, associates, employees, other stake holders and their customers.

In this regard, Alliedbankers shall strive to be dynamic company, providing and continuously developing a comprehensive range of competitively priced and innovative protection insurance and other allied or supplemental insurance products suitable to the risk and needs of our client base.

We aim to develop and strengthen a synergistic and well-established relationship within the LTGC and other customers.

We shall promote the welfare of our employees, meet expectations and stakeholders, and continuously maintain mutual beneficial relationships with our business partners such as, but not limited to (agents, brokers and reinsurers) and adhere to our corporate social responsibility to our corporate social responsibility to our community.

## **DIRECTORS AND SENIOR OFFICERS**

Lucio C. Tan	-	Chairman
Willy S. Co	-	Vice Chairman
Harry C. Tan	-	Treasurer
Manuel T. Gonzales	-	Director
Lucio K. Tan, Jr.	-	Director
Michael G. Tan	-	Director
Rowena T. Chua	-	Director
Alfredo Jimenez Jr.	-	Independent Director
Peter Y. Ong	-	Independent Director
Rebecca B. Dela Cruz	-	President and Director
Rufina T. Yu	-	SVP/Comptroller / Director
Atty. Arlene J. Guevara	-	Corporate Secretary

## **CORPORATE OFFICERS**

<b>Rebecca B. Dela Cruz</b>	- President/CEO
<b>Rufina T. Yu</b>	- Senior Vice President / Comptroller
<b>Larry G. Ty</b>	- Vice-President for Marketing, Sales & Product Development
<b>Giovanni P. Miranda</b>	- Assistant Vice – President for Marketing, Product Development & Support Services
<b>Eileen A. Sy</b>	- Assistant Vice-President / Chief Accountant
<b>Atty. Arlene J. Guevarra</b>	- Corporate Secretary
<b>Enrico Maurice S. Librea</b>	- Human Resource & Admin Head & Corporate Planning Officer
<b>Rodrigo N. Mangahas</b>	- AVP Information Technology Department
<b>Marcelina F. Valles</b>	- Audit & Compliance Officer
<b>Rodrigo O. Tero</b>	- Chief Underwriter
<b>Engr. Jaycee Santos</b>	- Risk Management Head
	- Cash and Collection, Manager
<b>Susan Regala</b>	-Subsidiaries Marketing and Agencies, Manager
<b>Ruby D. L. Mercado</b>	-Reinsurance &Policy Admin, Manager
<b>Vladimir A. Venturina</b>	- Angeles Branch Manager
<b>Dante A. Patungan</b>	- Assistant Manager Claims Department
<b>Meliton C. Caandoy, Jr.</b>	-Assistant Manager -Fire Department
<b>Roger B. Ofalla</b>	-Assistant Manager Motor Car
<b>Rodelio T. Samarita</b>	-Assistant Manager, IT
<b>Jiggers M. Vergel de Dios</b>	- Corporate Communications/Digital Marketing Specialist

## **Treaty Reinsurance Panel**

1. MAPFRE Reinsurance
2. National Reinsurance of the Philippines
3. Malayan Insurance
4. UIB Asia Reinsurance Brokers
5. Pte. Ltd. Singapore
  - General Insurance Corporation of India, Mumbai Labuan Branch
  - MISR Insurance Company Ltd., Egypt
  - Trust International Insurance & Reinsurance Company, B. S. C., Bahrain, Labuan Branch
  - Korean Reinsurance Company, Singapore Branch

## **List of Facultative Reinsurance**

1. National Reinsurance of the Philippines
2. Mapfre Insular
3. Pioneer Insurance
4. PNB Gen
5. Mapfre Reinsurance

## **List of Accreditations with Private and Affiliate Banks, Leasing and Financial Institutions**

1. Philippine National Bank
2. PNB Savings Bank
3. PNB Leasing
4. China Banking Corporation
5. BPI (Case to Case)
6. RCBC (Case to Case)
7. Banco de Oro

## **Government Institutions**

- Regional Trial Court
- Supreme Court
- Securities and Exchange Commission
- BangkoSentral ng Pilipinas (BSP)
- GEMBA

## Line and Service Products

### Fire and Allied Perils

- Fire and Lighting
- Typhoon and Flood
- Earthquake
- Acts of Nature
- Riot and Strike / Malicious
- Damage
- Extended Coverage
- Other Perils

### Casualty

- Personal / Group Accident
- Travel Accident
- Comprehensive General Liability
- Money / Securities / Payroll / Robbery
- Fidelity Guarantee
- Merchandise Floater
- ATMSafe

### Surety

- Fidelity Bonds
- Bidder's Bonds
- Performance Bonds
- Judicial Civil Bonds
- Surety Civil Bonds

### Marine

- Marine Cargo / Aviation
- Cargo
- Marine Hull
- Aviation Hull

### Motor Car

- Own Damage and theft
- Compulsory Third Party Liability
- Third Party Property Damage
- Excess Bodily Injury
- Passenger Liability
- Auto Personal Accident
- Acts of Nature

### Engineering

- Equipment of Property Floater
- Contractors – All Risk
- Erection – All Risk
- Machinery Breakdown

Big. 2016/82-R  
(No.) 2016/82-R



Republika ng Pilipinas  
Republic of the Philippines  
Kagawaran ng Pananalapi  
Department of Finance  
**KOMISYON NG SEGURO**  
INSURANCE COMMISSION

**KATIBAYAN NG PAGKAMAYKAPANGYARIHAN**  
CERTIFICATE OF AUTHORITY

ITO AY PATUNAY na ang ALLIEDBANKERS INSURANCE CORPORATION  
(This is to certify that

NG LUNGSOD NG MAYNILA, PILIPINAS

na isang pang DI-BUHAY  
a NON-LIFE  
(FIRE, MARINE, CASUALTY & SURETY\*)

na kompanya ng seguro ay nakatugon sa lahat ng mga kailangang itinakda ng batas  
*insurance company, has complied with all requirements of law*

ng Pilipinas kaugnay sa gayong mga kompanya ng seguro, kung kaya pinagkakalooban  
*of the Philippines relative to such insurance companies, and it is hereby granted*

nitong **KATIBAYAN NG PAGKAMAYKAPANGYARIHAN** upang makipagnegosyo ng  
*this CERTIFICATE OF AUTHORITY to transact*

uri ng seguro na itinakda sa itaas hanggang ikalabingdalawa ng hatinggabi, ng ikatatumpu't isang  
*the class of insurance business above set forth until twelve o'clock midnight, on the thirty-first*

araw ng Disyembre, taong dalawang libo't labing-walo  
*day of December 2018*

maliban kung agad na bawiin o pigilin ng may makatuwirang dahilan.  
*unless sooner revoked or suspended for cause.)*



Bilang **KATUNAYAN NITO**, inilagda ko ang aking pangalan  
*(In WITNESS WHEREOF, I have hereunto subscribed my name*

at ikinintal ang Opisyal na Tatak ng aking Tanggapan  
*and caused my Official Seal to be affixed,*

sa Lungsod ng Maynila, Pilipinas. Ito ay may bisa  
*at the City of Manila, Philippines. This becomes*

simula ika-isa ng Enero 2016.  
*effective on 1 January 2016.)*

  
**EMMANUEL F. DOOC**  
 Insurance Commissioner

\*AO No. 41 issued on  
December 28, 1962

Date Issued: \_\_\_\_\_

This “ALLIEDBANKERS INSURANCE CORPORATION” Employee Handbook establishes policies, procedures, benefits, and working conditions that will be followed by all AlliedBankers Insurance Corporation employees as a condition of their employment at the Company. The Standards of Conduct describe the expected actions and behaviours of employees while conducting Company business. This (ABIC) Employee Handbook is not an employment nor is it intended to create contractual obligations for the Company of any kind. The policies and procedures outlined in this handbook will be applied at the discretion of (ABIC). Company reserves the right to deviate from the policies, procedures, benefits, and working conditions described in this handbook. Furthermore, the Company reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice. The Company will make every effort to notify employees when an official change in policy or procedure has been made but employees are responsible for their own up-to-date knowledge about Company policies, procedures, benefits, and working conditions. No provision in this employee handbook and expected Standards of Conduct can be waived without written permission from the Company’s President, or designee. Such a waiver, if granted, applies only to the employee for whom the waiver was granted at the time of the waiver. (ABIC) strives to provide an employee-friendly environment in which goal-oriented individuals thrive as they achieve ever more demanding challenges. Your Company commitment to serving customers and to providing quality products at competitive prices is unwavering. These policies, procedures and working conditions provide a work environment in which both customer interests and employee interests are served. (ABIC) values the talents and abilities of our employees and seeks to foster an open, cooperative, and dynamic environment in which employees and the Company alike can thrive. The Company provides an Open Door Policy in which employees are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor. (ABIC) is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development

opportunities, pay, or benefits. It provides for fair treatment of employees based on merit. The company complies with all applicable Federal, state, and local labor laws. Employment at (ABIC) is on an “at will” basis, which means that either you, the employee or ABIC may terminate the employment relationship at any time, for any reason, with or without cause. Only a written agreement, signed by the President of (ABIC), can change the “at will” nature of the employment of any individual. Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have read, understand, agree to abide by, and acknowledge your receipt of this employee handbook and employee Standards of Conduct.

Regards,

Company President

## 1. Work Hours

The normal working hours is eight (8) hours of work each day.

Guidelines	Details
<b>Working Days</b>	Monday to Friday
<b>Working Hours</b>	8:30am-5:30pm
<b>Break Time</b>	15 minutes in the morning 1 hour lunch break (12nn – 1pm) 15 minutes in the afternoon

Management has the right to change the schedules any time.

## 2. Attendance

Employees are expected to be punctual in coming to the office to attain maximum efficiency in the performance of their work. Attendance is part of the performance evaluation and all memos issued pertaining to tardiness will be kept in their 201 files.

Employees are required to log their attendance 4x a day using the proximity card:

Time-in	Morning
<b>Time-out</b>	Lunch Time
<b>Time-in</b>	On or before 1pm
<b>Time-out</b>	Before Going Home

Those who will go out of the office during lunch time are required to time-in when they come back. Employees caught not doing this will be issued a memo, see sanctions below. In the afternoon, late time-in after 1pm is for salary deduction. For the officers, they have the option to extend after office hours to make-up for the late time-in

1 <sup>st</sup> Offense	Written Reprimand
<b>2<sup>nd</sup> offense</b>	2 Days' suspension
<b>3<sup>rd</sup> offense</b>	4 Days' suspension
<b>4<sup>th</sup> offense</b>	6 Days' suspension
<b>5<sup>th</sup> offense</b>	8 Days' suspension
<b>6<sup>th</sup> offense</b>	Termination

In a year, employees who forgot to log-in in the morning and/ or log-out before going home will have 6 times only to correct their attendance by submitting a letter to HR & Admin indicating the reason why he wasn't able to log-in or log-out. Attached should be solid proof that he was in the office at that time, for example an email sent with the time on it or an OR/ policy processed with the time on it also.

Another option is to have one officer to testify that he/she saw the employee coming in or going home at that particular time. If anyone is found lying or falsifying documents a corresponding sanction will be imposed.

During working hours, employees are expected to be at their working areas performing their tasks. If there is a need for the employee to leave the office premises on his break time, he/she should inform his/her supervisor. The employee is expected to be back at his/her work station after 15 minutes. Extended break period (going beyond the allowed 15 minutes) will be penalized as follows:

- 1<sup>st</sup> Offense: Oral Reprimand
- 2<sup>nd</sup> Offense: Written Warning
- 3<sup>rd</sup> Offense: 2 Days' suspension
- 4<sup>th</sup> Offense: 4 Days' suspension
- 5<sup>th</sup> Offense: 6 Days' suspension
- 6<sup>th</sup> Offense: Termination

In case of an adverse weather condition or natural calamity affecting Metro Manila, the company has the option to excuse latecomers or the absentees.

## 2.1. Under Time

Employees are allowed to leave the office before 5:30pm but should have prior approval from the department head. Employee has to fill-out the Application for Under Time Form, he/she should indicate the reason/s why he/she needs to go on under time. The approved form should be submitted to the receptionist before leaving the office.

Under time is allowed starting 4:30pm. A one hour salary deduction will be imposed. If time-out is before 4:30pm it will be considered as half-day. If time-out is between 4:31pm and 5:29pm, salary deduction of 1 hour will still be imposed.

## 2.2. Half Day

Those who will go on half day in the morning, time-in should be 1:30pm. Half day in the afternoon, time-out should be 12:30nn.

## 2.3. Grace Period

There is a grace period of 14 minutes. If an employee would time-in between 8:31am to 8:44am there is no salary deduction. However, if they would come-in at 8:45am or would come-in late 4x a week regardless of the number of minutes they are considered as half-day.

If an employee incurred 5xlate in a month regardless of the number of minutes, he/she will be issued a memo. Below are the disciplinary sanctions.

<b>1<sup>st</sup> Offense</b>	<b>Written Warning</b>
<b>2<sup>nd</sup> Offense</b>	1 day suspension
<b>3<sup>rd</sup> Offense</b>	3 Days suspension
<b>4<sup>th</sup> Offense</b>	5 Days suspension
<b>5<sup>th</sup> Offense</b>	Termination

## 2.4. Absences

If an employee is unable to come to the office he/she should inform his/her superior within the first working hour on the reason of his/her absence. Upon return to work, he/she must submit his/her approved leave form. If not, automatic salary deduction will be enforced.

## 2.5. Absence without Official Leave (AWOL)

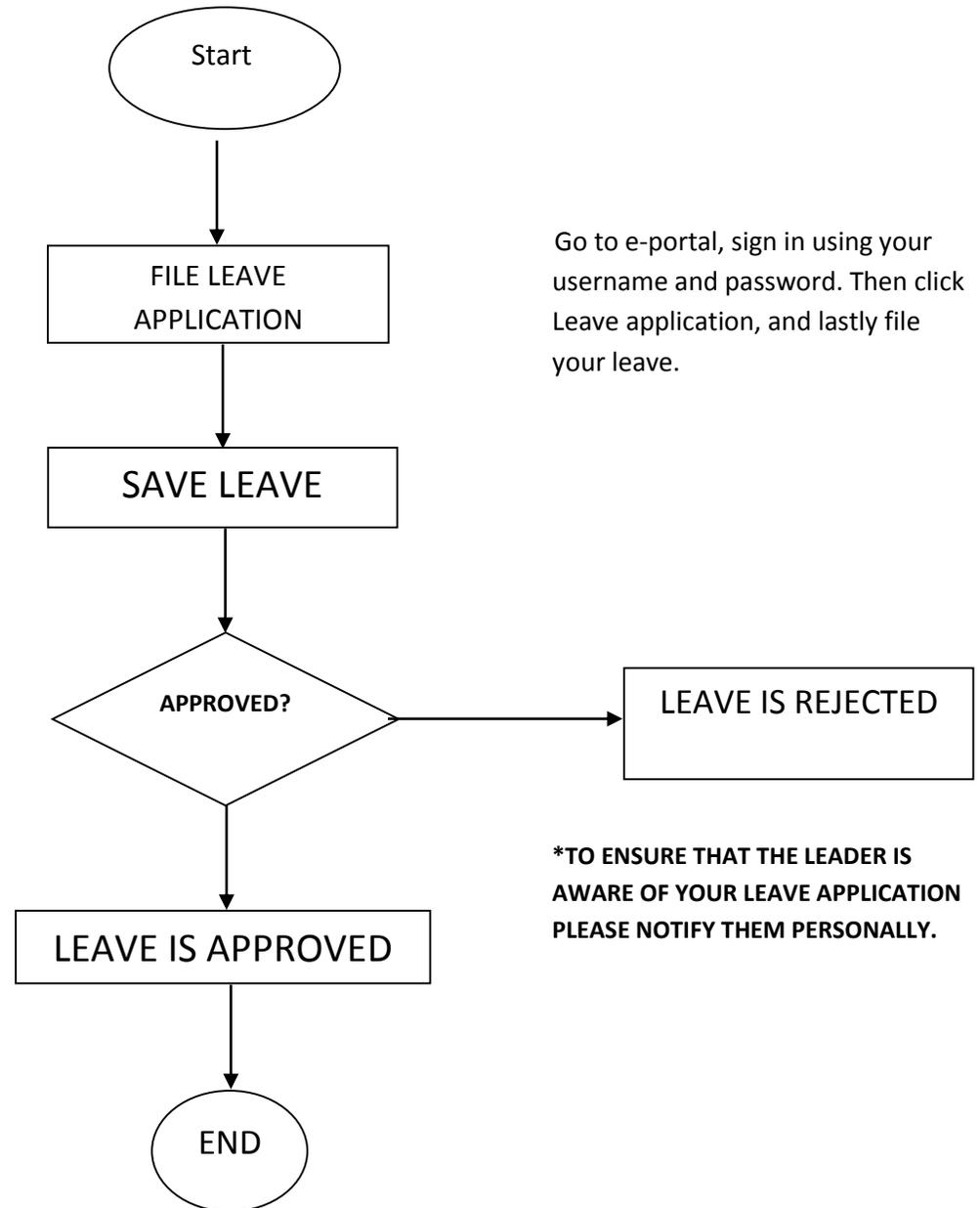
AWOL is committed when an employee absents himself/herself or went on half-day without prior notice or approval from his/her supervisor. Violators will be penalized as follows:

1 <sup>st</sup> Offense	Written Warning
2 <sup>nd</sup> Offense	1 day suspension
3 <sup>rd</sup> Offense	3 Days suspension
4 <sup>th</sup> Offense	5 Days suspension
5 <sup>th</sup> Offense	Termination

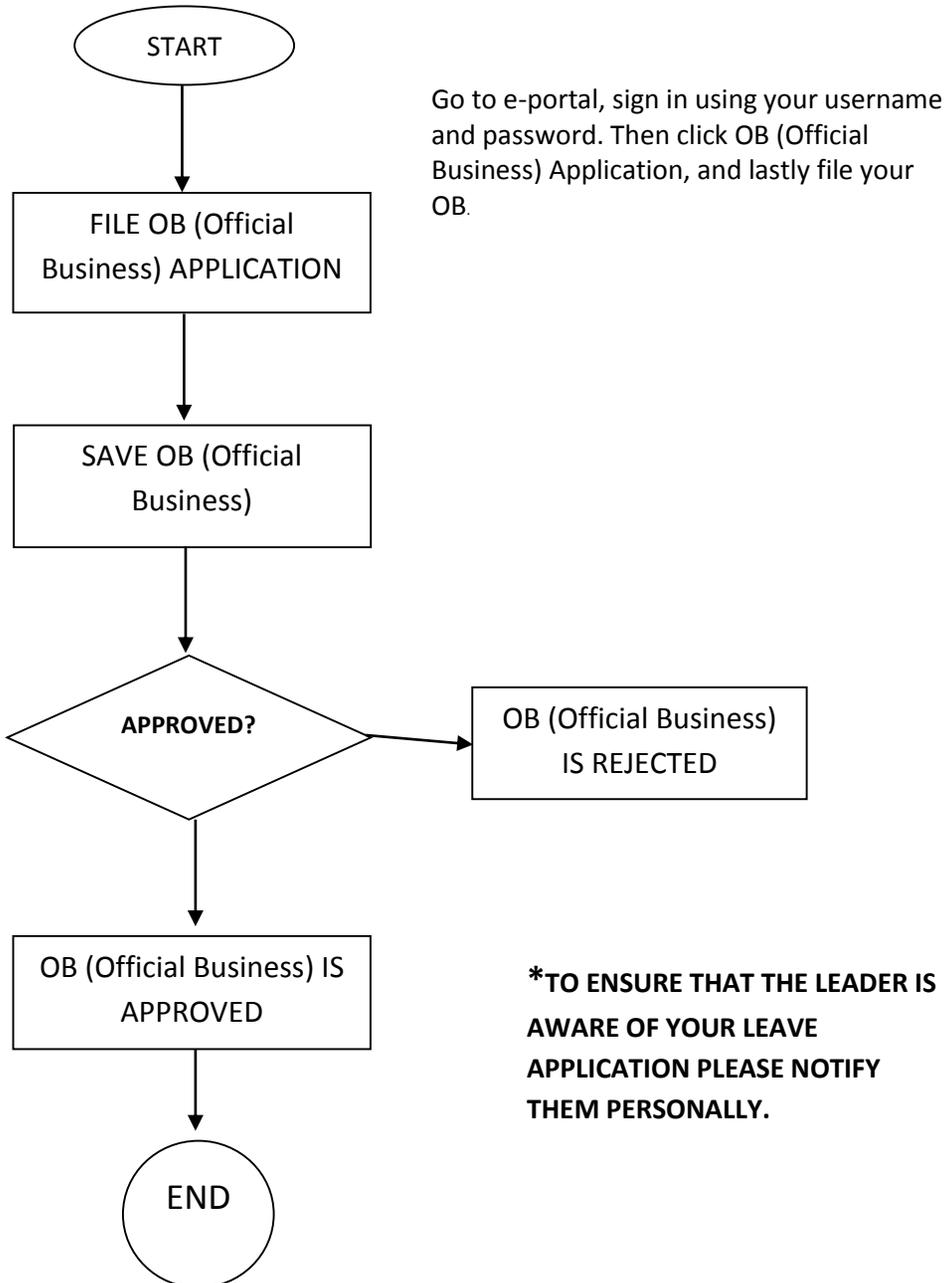
An employee who is AWOL for a total of 10 working days in the 12-month period serves as a ground for dismissal.

## 3. Leave

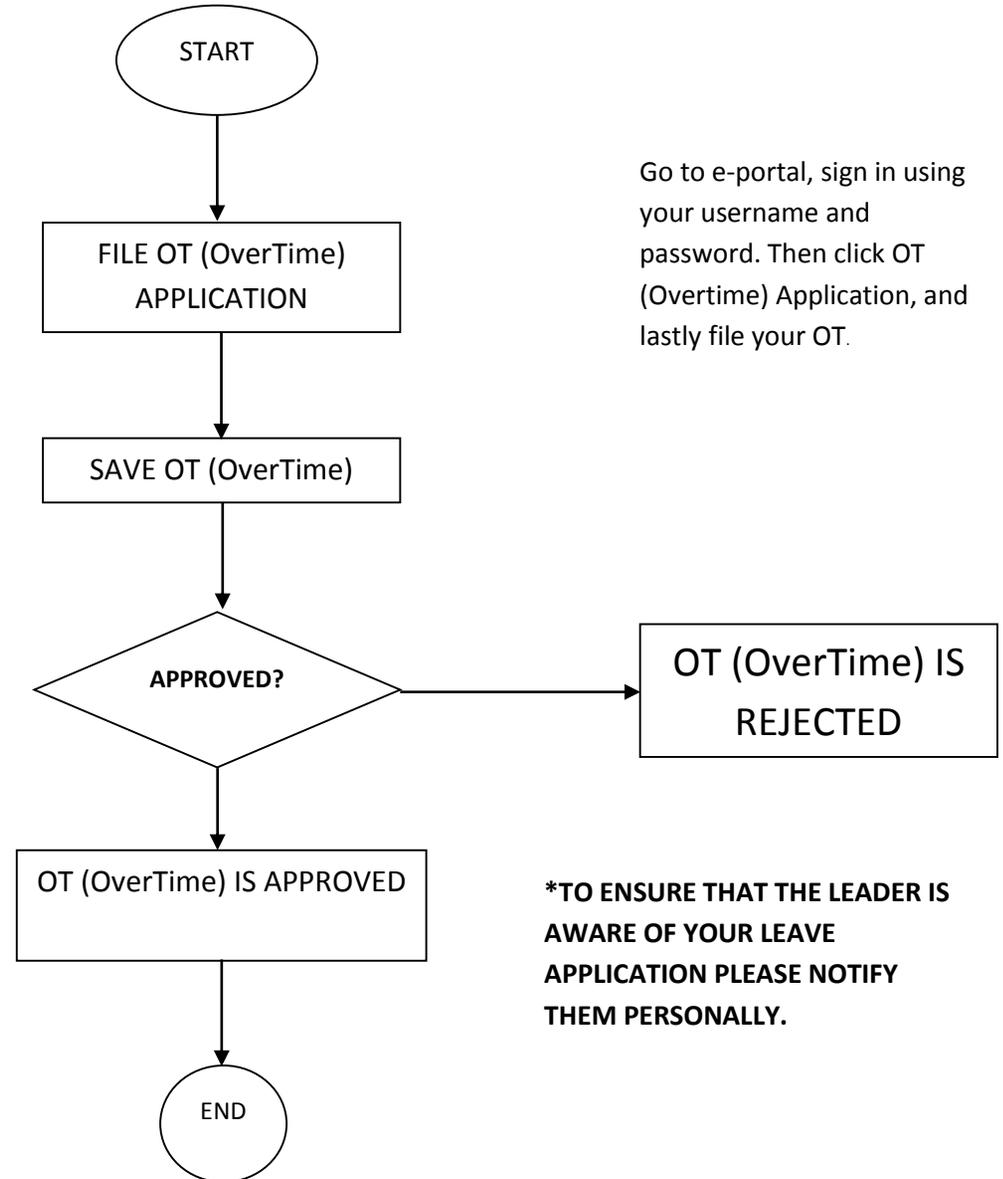
### Application for LEAVE



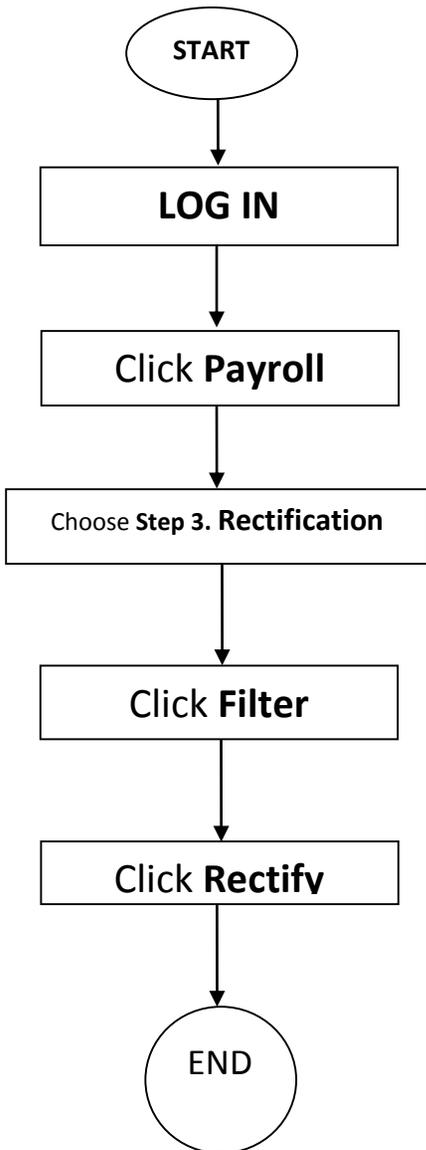
### Application for OB (Official Business)



### Application for OT (OverTime)



## Rectifying of records



Go to hrdesk.ph and log in using your username and password to access it.

## 3.1. Vacation Leave

Upon regularization, employees start to earn 1.25 days vacation leave per month for a total of 15 days. To avail of the leave, application for leave form must be filed at least two (2) days before the scheduled leave.

Failure on the part of the employee to file the approved leave form would make his leave unauthorized/unexcused and will be considered as AWOL. All absences will be for salary deduction.

No vacation leaves are allowed in January and December of any year, vacation leave is to be scheduled only from February to November of the year. This is due to the closing of the accounts of all departments particularly, the Accounting Department. If the leave is unavoidable or emergency in nature, it should have prior approval from the department/ group head and the President. When filling for leave, it is a must to attach a proof why the leave is considered as emergency example doctor's certificate, death certificate, etc.

Unapproved leaves, will be penalized as follows:

- 1<sup>st</sup> Offense: Written Warning
- 2<sup>nd</sup> Offense: 1 day suspension
- 3<sup>rd</sup> Offense: 3 Days' suspension
- 4<sup>th</sup> Offense: 5 Days' suspension
- 5<sup>th</sup> Offense: Termination

No two employees in the same work unit can take their vacation leave at the same time so as not to disrupt the operation. If vacation leave is already exhausted, any vacation leave will be subjected to salary deduction.

Half-day vacation leave is allowed.

### 3.2. Sick Leave

Upon regularization, employees start to earn 1.25days sick leave per month for a total of 15 days. When filing for a sick leave, a medical certificate should be attached if the leave is at least 3 days. If there is a need for an employee to undergo an operation or prolonged leave due to illness, the employee should prepare a letter requesting for a prolonged leave. Attached in the letter should be the doctor's certificate stating his/her health condition and the number of days/ months needed for him/her to rest. The letter will have to be approved by the department head and the President.

Unused sick leave is convertible to cash and will be paid to all concerned on or before the 15<sup>th</sup> of December of each year. Reference period for the computation of unused sick leave is from December 1 of the previous year up to the November 30 of the current year.

If sick leave is already exhausted, all sick leaves will be charged to salary deduction. Half-day sick leave is allowed.

### 3.3. Emergency Leave

In case an employee suffers from a critical illness requiring hospitalization or rest, over and beyond the allowable leave privileges, he/she may apply for an emergency leave without pay. But if the employee has leave credits, his/her leave will be deducted from his/her vacation leave if used-up already it will be deducted from his/her sick leave.

When applying for an emergency leave, a leave form should be submitted and the doctor's certificate stating his/her health condition and the number of days/ months needed for him/her to rest should be attached. The form will have to be approved by the department head and the President.

### 3.4. Maternity Leave

Aside from the vacation leave and the sick leave benefits, female employees are entitled to maternity leave of sixty (60) calendar days for normal delivery, abortion or miscarriage, and seventy-eight (78) calendar days in case of caesarian operation

### 3.5. Paternity Leave

The company grants to regular male employees a paternity leave of seven (7) working days with pay for the first four (4) deliveries of the legitimate spouse. On the condition that his spouse has delivered a child or suffered a miscarriage.

When the employee reports for work, he must submit a clear photocopy of his new born child's birth certificate or a miscarriage/ abortion certificate from the doctor.

## 4. Office Attire

	Monday to Thursday	Friday
<b>Regular Employees</b>	Company Issued Uniforms	<b>Casual Attire:</b> <b>Female:</b> Maong pants, blouse, t-shirt with collar, closed shoes or sandals with straps at least 2 inches high. Sneakers are not allowed.
<b>Consultants, Casual &amp; Probationary Employees</b>	<b>Business Attire</b> <b>Female:</b> Slacks, skirt, blouse, closed shoes or sandals with straps at least 2 inches high.  <b>Male:</b> Slacks, long sleeves, polo shirt & black shoes.	<b>Male:</b> Maong pants, t-shirt with collar & black shoes. Sneakers are not allowed.

Everyone is required to wear the company ID. If the employee cannot wear the prescribed uniform and company ID, he/she should submit an excuse letter signed by his/her Department Head stating the reason why. The letter will be assessed by HR if the reason is valid or not.

Non-compliance on office attire will be penalized as follows:

1 <sup>st</sup> Offense	Oral Reprimand
2 <sup>nd</sup> offense	Written Warning
3 <sup>rd</sup> offense	2 Days' suspension
4 <sup>th</sup> offense	4 Days' suspension
5 <sup>th</sup> offense	6 Days' suspension
6 <sup>th</sup> offense	10 Days' suspension
7 <sup>th</sup> Offense	Termination

## 5. Health & Safety

The company is committed to providing and maintaining a safe work environment for the health, safety and welfare of our staff, visitors and clients.

### 5.1. Smoking

The company employs a non-smoking policy. Smoking is not permitted inside the building at any time. Smoking is harmful to the health of those who smoke and those around them (passive smokers).

Consequently, smoking while on company premises will be considered as gross misconduct and will be penalized as follows.

1 <sup>st</sup> Offense	Written Warning
2 <sup>nd</sup> Offense	1 day suspension
3 <sup>rd</sup> Offense	3 Days suspension
4 <sup>th</sup> Offense	5 Days suspension
5 <sup>th</sup> Offense	Termination

### 5.2. Alcohol, Drugs (& Other Substance Abuse)

This policy applies to all levels throughout the organization. The policy is not concerned with social drinking or the taking of prescribed drugs for medical purposes, the concern is directed to instances where alcohol or other drug dependence or abuse affects the job performance and or/safety of any employee(s). The company has a zero tolerance policy in regards to the use of illicit drugs in the office premises or attending business related activities (e.g. clients) while under the influence of illicit drugs. Violators will be dismissed.

Attending work under the influence of alcohol will not be tolerated and may result in disciplinary action or ultimately dismissal.

### 5.3. Office Security

For the safety of the employees, guests and our clients, we shall implement the following.

- Employees must wear their company ID at all times when inside the office.

- Messengers, guests, relatives, etc. are required to log their names, company, time-in and affix their signature in our logbook at the reception area. For us to know and document the people coming in and out of our office.
- Guests or clients are not allowed to enter the office area unless escorted by an employee.
- We discourage entertaining family, relatives/ friends in the work area for they can disrupt the operation or see/hear confidential information. If cannot be avoided, they can stay in the work area for a maximum of 30minutes only. Beyond this, they can wait at the reception area.
- Guests, relatives, etc. are not allowed to use the office equipment like the computer and printer unless it is official business.

Non-compliance on the guidelines will be subject to appropriate disciplinary action.

## 6. Training and Development

To equip employees with the needed skills to effectively perform their tasks, Management will provide in-house and external trainings.

In-house trainings include:

- \* The Basic Non-Life Insurance to be attended by new employees.

- \* Branch Training Module for the newly hired branch personnel to ensure that they are knowledgeable with our products and the different processes.

Department	Topics
<b>Fire</b>	*Policy preparation *Computation of premium *Tariff *Limits of underwriting *Issuance of policy & endorsement
<b>Motor Car</b>	*Policy preparation *Computation of premium *Tariff *Limits of underwriting *Issuance of policy & endorsement
<b>Marine &amp; Other Lines</b>	*Policy preparation *Computation of premium *Limits of underwriting *Issuance of policy & endorsement
<b>Claims</b>	*Overview *Standard Requirements *Proper assessment if claimable or not
<b>Cash &amp; Collections</b>	*Commission Computation * Releasing of Commission *OR and Taxes
<b>Accounting</b>	Reports preparation: *Collection *Petty Cash
<b>Marketing</b>	*Quotation preparation *Check completeness & prepare for mailing the contracts, policies, invoices & ORs *Sales Call training (actual preparation & sending of quotation) *Call clients for renewal of accounts *2 days OJT (receiving calls, quotation preparation, etc.)

Supervisors and managers can now recommend their staff, officers or themselves to attend the needed internal or external trainings. Below are the Training Guidelines.

1. The supervisor/ manager should forward to HR the name of his/her staff/ officer and the title of the training that he/she wants him/her to attend. Below are the qualifications especially for the external trainings.
  - a. Attending employee should have a very good performance/ or at least meets the standards.
  - b. The employee should be able to transfer the knowledge he learned during the training to his colleagues.
  
2. We shall implement a training bond, below are the details.

Training Cost	If Did Not Pass the Exam	If Passed the Exam or Attended the Training with No Exam
<b>Php5,000 - 15,000</b>	Pay the training cost if did not pass the exam.	Stay with the company for 1 year.
<b>Php 15,001 - 30,000</b>	Pay the training cost if did not pass the exam.	Stay with the company for 2 years.
<b>Php31,000 &amp; above</b>	Pay the training cost if did not pass the exam.	Stay with the company for 3 years.

If the employee resigned without finishing the bond, he/she will have to pay for the training cost depending on the number of years that he/she stayed after the training. To compute for the training bond, the actual training cost will be divided based on the number of year/s for the bond. Example, employee attended a P12, 000 training he/she is therefore required to stay for 2 years. However, if he/she resigned after

1 year, he/she will therefore have to pay P6,000 (P12,000 training cost / 2 years' bond requirement).

## 7. Travel and Accommodation Allowance

### 7.1. Travel within the 50-Kilometer Radius from Official Station

Gas allowance is provided to personnel who do field work especially those under the Sales, Marketing & Product Development Group. Management will approve the request for gas allowance or reimbursements.

- Junior Officer: Maximum of P3, 000 monthly. Should submit receipts and itinerary.
- Senior Officer: Maximum of P4, 000 monthly. Should submit receipts and itinerary.

If the staff decided to use a privately-owned and he/she shall be allowed for the reimbursement of fuel consumption provided that the amount to be reimbursed shall not exceed the transportation fare had h/she used the allowable public mode of transportation.

### 7.2. Allowable Public Mode of Transportation

The company shall reimburse the transportation expenses based only on the actual cost/fare of allowable public mode of transportation. These are the jeepney, regular air-con bus, FX or Utility Vehicle Express Service, MRT/LRT, etc. If there is a need to take the taxi, there should be prior approval from the department head.

### **7.3. On Temporary Assignment, Due to Job Rotation/Temporary Detail**

The company shall reimburse any additional transportation expenses incurred by an employee on official travel as a result of job rotation, temporary assignment located within a 50-kilometer radius from his/her official/permanent station.

The formula to be used in the computation for the reimbursement of transportation expenses incurred shall be as follows:

$$\text{Reimbursement} = A - B$$

Where:

A = transportation expense from employee's residence to the branch/office, and back, where he/she is on job rotation/temporary detail or assignment.

B = transportation expense incurred from employee's residence to official station, and back.

### **7.4. Travel for Training Purposes**

The company shall reimburse travel expense of P100 per day of the duration of the training, provided that the training or seminar is conducted outside of the employee's official station. Example: Head Office employees who attend a training program that is conducted at the Head Office shall not be entitled to this Travel Expense.

### **7.5. Travel Outside The 50-Kilometer Radius from Official Station: Accommodation of Branch Personnel When on Official Business at the Head Office**

The company will cover the accommodation of the branch personnel especially the staff when they are required to report to the head office to attend trainings, meetings, etc. This will be more efficient and cost saving rather than have the company shoulder the daily transportation expenses to and from the province to Manila and vice-versa.

Below is the process in availing the accommodation assistance.

1. Employee has to fill-out the Accommodation Assistance Form.
2. HR & Admin will access if there is a need for the request.
3. If the request is valid and approved by the President, HR & Admin will source for an affordable accommodation for the employee.

### **7.6. Per Diem**

The per diem shall cover expenses for meals, local transportation, baggage/porter and other related incidental expenses.

Payment of the full amount of the applicable per diem rates shall be allowed if the official business is for one (1) full day (which presupposes an overnight stay) at the intended destination, as follows:

Rank Per Diem:

- EVP and above Actual reasonable expenses
- SVP to FSVP P650/day
- VP to FVP P550/day
- M2 to SAVP P450/day
- AM1 to M1 P350/day
- Rank and File employees P250/day

Senior officers with the rank of Executive Vice President (EVP) and above shall be allowed reimbursement of actual reasonable expenses for meals, local transportation and other incidental expenses, provided said expenses are duly supported by receipts.

In case the official travel/business is for less than one full day, only the corresponding fractional part of the applicable per diem rates shall be allowed, which shall be divided equally into three (3) units corresponding to breakfast, lunch and dinner.

### 7.7. Transportation Fare

The company shall shoulder the actual cost of transportation fare (e.g., airplane, ship/boat, train, regular air-con bus, etc.) in going to his/her final official destination and back.

The class of airplane fares allowed for official domestic travel are as follows:

Rank & Fare:

- EVP and above: Business Class
- Officers below EVP and Rank and File: Employees Economy Class

### 7.8 Foreign Travel

Rank	Per Diem	Maximum Lodging Expense	Total Maximum Expense Per Day
President	US \$250	US \$300	US \$550
EVP/ SEVP	US \$150	US \$200	US \$350
VP TO FSVP	US \$100	US \$150	US \$250
M TO SAVP	US \$75	US \$125	US \$200
SUP TO AM	US \$50	US \$100	US \$150
Rank & File	US \$50	US \$100	US \$150

In case an employee decides to stay with relatives, he/she shall be allowed to collect an amount equivalent to fifty percent (50%) of the maximum rate of lodging expense.

## 8. Employee's Conduct at Work

### 8.1. Disorderly Conduct

This includes gambling, quarreling, threatening, intimidating, coercing, abusing and provoking other employees, creating/contributing disturbance in the office, engaging in scandalous behavior during authorized business functions within and outside the company premises.

Violators will be penalized as follows:

- 1<sup>st</sup> Offense 3 Days suspension
- 2<sup>nd</sup> Offense 1 week suspension
- 3<sup>rd</sup> Offense 1 month suspension
- 4<sup>th</sup> Offense Termination

If such disorderly conduct is committed in the presence of, or against any of the officers, it shall be penalized as follows:

- 1<sup>st</sup> Offense 2 Weeks suspension
- 2<sup>nd</sup> Offense Termination

Before a decision is made on the violation, proper investigation shall be conducted.

## **8.2. Offense against Co-employees**

- A. For threats or intimidation of management personnel.
- B. Intent to harm or to inflict bodily injury, whether or not the harm or injury actually occurred.
- C. Abuse of authority resulting to loss or damage to company property.
  - 1<sup>st</sup> Offense :Two Weeks Suspension
  - 2<sup>nd</sup> Offense :Termination

The following are considered grave offenses and punishable by termination on the first offense.

- A. Physical assault against employee of lower, equal or higher rank.
- B. Fight within the company premises.
  - 1<sup>st</sup> Offense : Termination

## **8.3. Drunkenness**

Reporting for work drunk or drinking liquor inside the company premises during office hours is penalized as follows:

- 1<sup>st</sup> Offense 3 days' suspension
- 2<sup>nd</sup> Offense 1 week suspension
- 3<sup>rd</sup> Offense 2 week suspension
- 4<sup>th</sup> Offense Termination

## **8.4. Indulging in Prohibited Drugs/Possession of explosives, firearms and deadly weapon in the office**

Employees entering the office premises under the influence of drugs or possessing prohibited drugs, explosives, firearms, or deadly weapons are punishable by termination on the first offense. Except when bringing of firearms or deadly weapons are duly licensed by the proper government agency. If this is the case, the concerned employee should inform HR & Admin by submitting a letter approved by his respective department head.

## **8.5. Offenses Involving Company Property/Interest**

The following are considered grave infractions and are penalized with immediate dismissal.

- A. Robbing, stealing, pilferage of company property regardless of the value or amount involved, or substituting the same for inferior quality.
- B. Defalcation of company property and funds.
- C. Sabotage or will full destruction of company property or equipment.
- D. Unjustified and personal use of company equipment and office supplies.
- E. Falsification of company records, production reports, vouchers, and the likes.
- F. Any act of fraud on the procurement of materials, equipment and supplies.
- G. Giving false testimony or information during company investigation, court hearing and other investigation by any government agency.

- H. Favoring suppliers, creditors or clients for personal or monetary consideration.
- I. Deliberately reducing production by willfully holding back, slowing down, and hindering or limiting production.
- J. Encouraging, coercing, inciting or otherwise inducing any practice in violation of company's work rules.
- K. Falsification of attendance or punching another employee's proximity card.
- L. Making false statements or furnishing fraudulent documents in connection with one's employment, including withholding of information regarding personal circumstances, character, educational attainment, etc.

The following offenses shall be penalized as follows:

- A. Unauthorized lending of company property or disclosure of company records, materials and information to outside persons or entities.
- B. Faulty, negligent and careless acts or violation on safety rules resulting to damages in company property or resulting to injury to employees or other persons.
- C. Wasting company time, loafing or loitering in company premises, entering restricted areas without authorization.
  - 1<sup>st</sup> Offense :Two (2) weeks to One (1) month suspension
  - 2<sup>nd</sup> Offense :Termination

### 8.6 Insubordination

Refusal to follow Standard Operating Procedures (SOP) and company policies, refusal to accept work shift, or new work locations as mandated by Management is considered as insubordination. Penalty can either be suspension or termination depending on the gravity of the situation.

### 8.7 Miscellaneous Provisions

- A. Refusal or failure to follow lawful or proper instructions or order from the supervisor.
- B. Failure or refusal to render overtime without valid reason.
- C. Sleeping during office hours.

1 <sup>st</sup> Offense	Written Warning
2 <sup>nd</sup> Offense	3 Days' suspension
3 <sup>rd</sup> Offense	1 week suspension
4 <sup>th</sup> Offense	2 week suspension
5 <sup>th</sup> Offense	Termination

### 8.8 Unauthorized Extra Work

Unauthorized extra work refers to the work extended by an employee beyond the regular working hours and working days, which Management has no knowledge of. Employees shall only receive remuneration for work rendered during regular working hours and the authorized overtime hours.