



**RESPONSIVE HEALTH &
INSURANCE BROKERS,
INC.**

**EMPLOYEE HANDBOOK
CODE OF CONDUCT
EMPLOYMENT POLICIES**



RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

WELCOME AND INTRODUCTION

Welcome to Responsive Health and Insurance Brokers, Inc.'s Employee Handbook!

We are thrilled to have you on board. This Employee Handbook has been designed with you in mind. As this contains important information on our history, company policies and guidelines. By getting yourself acquainted with this manual, you will gain a better understanding of who we are and what we do.

This manual will serve as a guide to help you navigate your journey with Responsive. Aside from company policies and procedures this manual will also provide you information on employee benefits and the values that we uphold as an organization. We encourage you to read through it and refer back to it whenever you may have questions and clarifications on any of our policies and procedures.

At Responsive, we endeavor to create a healthy, positive and inclusive working environment where every employee is heard, valued and respected. Our success is built on the collective effort, dedication and hard work of every employee. And we are committed to help and support you in your professional growth and development.

Should you have any more questions, please don't hesitate to reach out to your immediate superior and or the HR department.

COMPANY OVERVIEW / HISTORY

Responsive is professionally managed by highly reputable and seasoned brokers with a combined experience of 60 years, specializing in various employee benefit programs for the medical and non-medical requirements of its corporate clientele. As an Insurance Broker, we provide the facilities of administrative work in the area of employee benefits of which assuring excellent and competitive client representation in all aspects of research, evaluation and negotiation. We help clients focus on taking care of their people and their business.

Since its establishment in 1999, Responsive has succeeded in gaining the trust and confidence of several prestige accounts in different market sectors, establishing a solid niche in the industry. We are proud to have a 100% corporate account renewal rate, signifying continuous support from around 27,000 satisfied covered employee benefit members as of this writing. This keeps us above par with most of the long-established insurance brokers.

In this global age of modern technology, nothing encompasses that of having a personalized service, which upholds human trust and catering to human needs altogether. This is a promise and commitment we at Responsive aim to deliver consistently.



RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

MESSAGE FROM THE PRESIDENT

Dear Responsive and Bespoke Family,

It is with great pleasure that I extend my heartfelt welcome as you embark on your journey with us at Responsive Health and Insurance Brokers, Inc and its subsidiary, Bespoke Wellness Providers, Inc.

At Responsive and Bespoke, we are not just a company; we are a vibrant community dedicated to driving innovation and excellence in everything we do. As you settle into your roles, I am excited to introduce you to our Employee Handbook, a comprehensive guide meticulously designed to provide you with essential insights into our company's history, policies, and procedures.

This manual serves as more than just a handbook; it is a testament to our commitment to fostering a culture of transparency, inclusion, and mutual respect. By acquainting yourself with its contents, you will gain a deeper understanding of the values that underpin our organization and the integral role you play in our collective success.

Within these pages, you will find not only the nuts and bolts of our operational framework but also a reflection of our unwavering dedication to creating a positive and supportive work environment. From employee benefits to company protocols, every aspect of this manual has been carefully curated to empower you with the knowledge and resources necessary to thrive in your role.

As we continue to chart new territories and push the boundaries of innovation in our industry, I am confident that each of you will bring unique perspectives and talents to the table. Your contributions are the driving force behind our continued growth and success, and we are committed to investing in your professional development and well-being every step of the way.

I encourage you to embrace this manual as a roadmap for your journey with us, referring to it whenever you need guidance or clarification on any aspect of our policies and procedures. Additionally, do not hesitate to reach out to your immediate supervisor or our dedicated HR department should you have any questions or require further assistance.

Together, let us embark on this exhilarating adventure of discovery, growth, and collaboration. As we work hand in hand to overcome challenges and seize opportunities, I am confident that we will achieve remarkable feats and make a lasting impact in the world of health and insurance.

Once again, welcome to the Responsive and Bespoke family. Your presence enriches our community, and I am excited to witness the incredible contributions you will undoubtedly make in the days and years ahead.

Yours truly,

A handwritten signature in black ink, appearing to read 'Tess Rodriguez', is positioned above the printed name.

Tess Rodriguez

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.
EMPLOYEE HANDBOOK

EMPLOYEE HANDBOOK

I	RECRUITMENT & ONBOARDING	5
II	EMPLOYMENT STATUS	7
III	WORKING DAYS AND OFFICE HOURS	8
IV	OVERTIME	9
V	UNDERTIME	9
VI	COMPENSATION	10
VII	EMPLOYEE BENEFITS	10
	LEAVE BENEFITS	10
	GROUP LIFE INSURANCE	12
	GROUP MEDICAL PLAN	13
	MANDATORY / STATUTORY BENEFITS	13
	CORPORATE UNIFORMS	13
	FREE DENTAL PROPHYLAXIS ON BIRTH MONTH	13
	MANDATORY 13 TH MONTH PAY	13
	IN-HOUSE INCENTIVE PROGRAM	14
	PRESIDENT’S BONUS	14
VIII	DRESS CODE	14
IX	WORKPLACE HEALTH & SAFETY	14
X	CONFIDENTIALITY & DATA PRIVACY	14
XI	EMPLOYEE ENGAGEMENT	15
XII	PERFORMANCE MANAGEMENT SYSTEM	15
XIII	TRAINING AND DEVELOPMENT	15
XIV	CAREER PROGRESSION	16
XV	DISCIPLINARY PROCEDURES	16
XVI	TERMINATION OF EMPLOYMENT	17

BACK TO COVER PAGE

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

I. RECRUITMENT AND ONBOARDING

1. VACANCIES

In cases of vacancies within the organization, vacant positions are filled either by internal transfer, or recruitment of new personnel.

For internal transfers, the HR department and the Head of Division will evaluate whether the vacancy can be filled by current employees who have the necessary skills or potential. If they decide to proceed with internal hiring, the HR department will recommend the candidate to the President for approval. Once approved, HR will post or announce the job opening. This internal posting will run for two weeks before external applications are considered.

For recruitment of new personnel, Department Manager in need of staff will submit a recommendation and or request of personnel to the HR Department using the *Personnel Requisition Form*, who will then endorse it to the Vice President of Operations for review and pre-approval and to the President for final approval.

Job vacancy notice will then be sent out through a job advertisement posted on the company's social media accounts and through selected recruitment websites.

1.1. Minimum qualification for all staff regardless of position are the following:

- a. College graduate (4 -year course)
- b. Physically & medically fit
- c. Good moral standing
- d. Good communication skills (oral and written)
- e. Good computer skills (excel, ppt., email)

1.2. Additional qualification per rank

	Rank	Minimum Work Experience
a.	Assistant	6 months experience
b.	Specialist	1 year experience
c.	Senior Specialist	3 years experience
d.	Officer (Junior Supervisor)	5 years experience
e.	Supervisor	7 years experience
f.	Assistant Manager	9 years experience
g.	Manager	12 years experience
h.	Senior Manager	15 years experience
i.	Vice President	15 years experience
j.	Senior Vice President	15 years experience

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

2. SCREENING AND SELECTION

Applications matching the company's set qualifications will be scheduled for initial interview by and with the Human Resources Department to determine if the applicant meets the company's minimum qualifications for the position applied.

He/She will then undergo pre-employment assessment using the *Applicant Questionnaire Form, Essay Test and Sach's Sentence Completion Test* and Interview with the Department/Division Head.

Shortlisted applicants will be sent for final interview with the Vice President of Operations and the President.

Selected candidate will have to sign the following for preboarding:

- a. Job Offer (produced in 3 copies, 1 for employee, 1 for FAD and 1 for 201 file)
- b. Job Description (produced in 2 copies, 1 for employee and 1 for 201 file)
- c. Employment Contract (produced in 4 copies)
- d. Non Disclosure Agreement (produced in 4 copies)

3. PRE-EMPLOYMENT REQUIREMENTS

Pre-employment requirements must be completed prior to onboarding. Below are the required pre-employment documents for new employees which will all form part of his/her 201 file – photocopy of the following documents:

- a. TIN Card
- b. HDMF Card
- c. SSS/UMID Card
- d. Philhealth Card
- e. Philhealth MDR (Member Data Record)
- f. Phil ID Card (if available)
- g. Transcript of Records
- h. College Diploma
- i. Birth Certificate
- j. Exit Clearance from previous employers
- k. NBI Clearance
- l. Police Clearance
- m. COVID 19 Vaccine Card
- n. Pre-Employment Medical Exam
 - Approved selected candidate will be sent for Pre-employment Medical Exam, Drug test included, (reimbursable upon regularization) to the

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

company accredited clinic with the *Endorsement Form* from the Admin department.

- Psychological Test will be included for management staff candidate.

4. ONBOARDING

4.1 New Employee Kit

New employees will be provided with the basic tools and or gadgets necessary for the performance of his/her job. These includes laptop/desktop, company phone and office key (as deemed necessary) and other office supplies which will be prepared by the Admin department. Handover of the New Employee kit must be accompanied by the *Accountability Form* signed by the employee and produced in three copies: 1 for Admin, 1 for 201 file and 1 for the employee.

4.2 Orientation

Successful candidate will be introduced to all company personnel and will undergo an onboarding orientation with the different heads of department. The Human Resources Department will create the onboarding orientation schedule using the *Record of Orientation*, which will be furnished to the concerned parties. New employees are required to submit an Onboarding Orientation Report to the HR department.

He/she will also be given access to the Employee Handbook which contains company policies and procedures as well as Inter-Office Memorandums, for guidance and reference.

II. **EMPLOYMENT STATUS**

1. Probationary – newly hired employees undergoing a probationary period of no less than six months. Probationary employees maybe regularized and or terminated before their probationary period ends based on overall performance and at management’s discretion.
2. Regular – employees who have successfully completed his/her probationary period and is appointed as regular employee.
3. Casual or Contractual / Project – employees hired on a temporary basis to meet business requirements of the company.

For a more detailed information on employment status, please refer to the Company Code of Conduct.

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

III. WORKING DAYS AND OFFICE HOURS

1. Working days are from Mondays to Fridays with eight-hour shift. Regular working hours are from 8:00am – 5:00pm with one (1) hour lunch break: a) 11:30am – 12:30nn (First batch) b) 12:30nn – 1:30pm (Second batch).

An employee's regular working hours may be changed when the need arise and at Management's discretion.

2. Coffee breaks of 15 minutes may be availed in the morning; a) 9:45am – 10:00am (first batch) and 10:00am – 10:15am (second batch) and in the afternoon; a) 2:45pm – 3:00pm (first batch) and 3:00pm – 3:15pm (second batch).

For a more detailed information on Lunch breaks and coffee breaks, see IOM – Signed Policy and General Guidelines on the Use of Office Pantry and Revised Lunch Break Schedules.

3. Record of Attendance

Attendance and Punctuality of employees are recorded using the Dingtalk App, the only official Attendance and Timekeeping system for all Responsive and Bespoke employees. Reports are generated by the Admin Department which will be the basis of computing employee's hours worked. Please refer to the guide below on the use of the Dingtalk App:

- No Dingtalk log during official workdays will be considered absent unless there is a signed leave form submitted.
 - In cases where Dingtalk fails to record attendance and timekeeping logs due to verified technical glitches only, employee may log in / out using current date / time selfie and send it to RHIBI + BWPI skype group chat.
 - The employee must also notify the payroll master accordingly. If no notice was given to the payroll master, the employee will be considered absent / LWOP.
 - In the event where the employee forgets to log in / out via Dingtalk, employee should show proof of presence in the office by providing screenshot of emails sent or other documented conversations via Google or Skype during the day.
- Dingtalk location during login and logout for onsite staff should be Medical Plaza Ortigas.
- In cases of logging in and out outside MPO, employee should explain why location is outside MPO by providing name and address of client visited in Dingtalk app.

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

- Staff on authorized WFH arrangements should use Dingtalk when logging attendance records. Dingtalk location should be the home address stated in company records.
- The company Driver should log in / out using Dingtalk from wherever location he is every working day.
- During work hours, staff is required to be inside the office premises at all times except during official business trips outside the office.

IV. OVERTIME

All Overtime work must be approved by the Head prior to rendering of the Overtime through the use of the *Request for Overtime Form*. The overtime pay shall be calculated in accordance with the existing provisions of the Department of Labor and Employment (DOLE) and Labor Code. In filing overtime, the below procedure must be observed:

- a. Approved OT request must be uploaded to the Employee Portal.
- b. Payroll Administrator should submit OT requests to the Payroll Approver during payroll review.

V. UNDERTIME

Undertime may be allowed to accommodate employees' personal errands and emergencies provided that a *Request for Undertime* is accomplished and approved by the Head. In filing of Undertime, the following procedure must be observed:

- a. Approved undertime requests must be submitted to the Payroll Administrator on or before the applicable payroll cut-off date.
- b. Payroll Administrator should submit approved undertime requests to the Payroll Approver during payroll review

For a more detailed information on Overtime and Undertime, please refer to IOM – Payroll Policy and Guidelines.

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

VI. COMPENSATION

Employee compensation is paid bi-monthly, every 15th (covering the period 23rd of previous month – 7th of the current month) and 30th (covering the period 8th – 22nd of the current month) through ATM Payroll Savings Account.

Finance will issue an endorsement letter and temporary ID to the new employee or Certificate of Employment (in the absence of the latter) from the HR Department one week after his/her starting date, as part of his/her requirements for opening a payroll account with EastWest Bank.

Salary deductions such as withholding tax and loans (SS and Pagibig) are deducted every pay day (15th and 30th), while contributions such as SS, PhilHealth and Pagibig are done every end of the month.

VII. EMPLOYEE BENEFITS

1. LEAVE BENEFITS Leave credits are earned and usable after regularization.

- a. **Vacation Leave** = 15 days. To ensure that departments are adequately manned at all times, vacation leave shall be scheduled at the start of the calendar year. Unused Vacation Leave credits shall be forfeited. All Vacation Leave Forms should be filed and approved by the immediate head prior to availment.

When one or more legal or special holidays fall within the scheduled vacation leave taken by personnel, he/she shall be entitled to a corresponding additional number of days.

Personnel who over-extend the vacation leave granted to them without prior approval shall be considered absent without leave and subject to appropriate disciplinary action.

When regularized, new personnel are entitled to use Vacation Leave credits on regularization year based on schedule below:

Date of Regularization	No. of Days Entitled on Year of Regularization
January 1 -15	15 working days
January 16 – February 14	14 working days
February 15 – March 15	13 working days
March 16 – April 15	11 working days
April 16 – May 15	10 working days
May 16 – June 15	9 working days

[BACK TO TABLE OF CONTENTS](#)

RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

June 16 – July 15	8 working days
July 16 – August 15	6 working days
August 16 – September 15	5 working days

- b. **Sick Leave** = 15 days. When availing of the Sick and or Emergency leave, direct superior must be notified within the first hour of the working day. Sick leave exceeding three (3) days will require a medical certificate from the attending physician. Unused Sick leave shall be convertible to cash and will be paid on the following year (subject to funding).

The cash value of unused sick leave benefits shall be computed in accordance with the following formula:

Basic pay daily rate * as of
Jan 1 of the year such SL X Unused Sick Leave (days) Credits = Unused Sick Leave Pay
credits should have been
availed

*Basic pay daily rate = $\frac{\text{Monthly Rate} \times 12}{262}$

When regularized, new personnel are entitled to use Sick Leave credits on regularization year based on schedule below:

Date Hired	No. of Days Entitled on Year of Regularization
January 1 -15	15 working days
January 16 – February 14	14 working days
February 15 – March 15	13 working days
March 16 – April 15	11 working days
April 16 – May 15	10 working days
May 16 – June 15	9 working days
June 16 – July 15	8 working days
July 16 – August 15	6 working days
August 16 – September 15	5 working days

Failure by any personnel to file an approved *Application for Leave of Absence (ALA)* for absences incurred shall render the absences unauthorized and without pay (AWOL).

For standard payroll guidelines on filing of leaves please refer to IOM – Payroll Policy and Guidelines.

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

- c. **Paternity Leave.** All married male employees may avail of the seven (7) days paternity leave after complying with certain condition as provided by law.
- d. **Maternity Leave.** This benefit is granted to pregnant employees where they can avail of the 105 days maternity leave with pay and with an option to extend for an additional 30 days without pay.
- e. **Solo Parent Leave.** A parental leave of seven (7) days with pay in addition to leave privileges under existing law which is granted to solo parents. Solo Parent leave may be availed on the following conditions:
 - A service of one (1) year has already been rendered (continues or broken).
 - The company has been notified of the availment within a reasonable period of time.
 - Presentation of Solo Parent ID
- f. **Victims of Violence Against Women & Children Leave.** 10 days paid leave benefit granted to victims of domestic violence.
- g. **Special Leave for Women.** A two-month leave benefit with pay for women employees who have undergone surgery due to gynecological disorders in the private or government sector.

When an employee wishes to take a leave for whatever reason, the following should be observed:

- Employees should submit a leave form to their immediate head for approval.
- Signed ALA must be uploaded to the Google shared drive for Leaves not later than the applicable payroll cut off dates.
- Payroll Administrator will record the approved Leaves in the Leave Ledger and submit it to the Payroll Approver with corresponding attachments during payroll review.

2. GROUP LIFE INSURANCE

Employee is covered by FREE Life Insurance coverage of P250,000 with Accidental Death Benefit effective on the date of hiring, co-terminus with employment with the company.

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

3. GROUP MEDICAL PLAN

Employee is covered by a Company-subsidized HMO Plan of up to P10,000 of premiums per annum. Premium cost in excess of the subsidy will be paid by the employee through salary deduction.

4. MANDATORY / STATUTORY BENEFITS

a. Social Security System

- Loans, Maternity, Funeral, Retirement, Social Services

b. PhilHealth

- Government Health Insurance

c. Home Development Mutual Fund

- Provident Fund and Loans

5. CORPORATE UNIFORMS

Employee is entitled to FREE four (4) sets of Corporate Uniforms after regularization. Probationary employees are given the option to avail of the Corporate Uniform benefit prior to entitlement under a staff loan program, payable through salary deductions which will be refunded upon regularization.

6. FREE DENTAL PROPHYLAXIS ON BIRTH MONTH

The Company values the health and well-being of employees. As part of the Company's commitment to employee welfare, all employees, regardless of the status is entitled to a complimentary dental prophylaxis treatment valued at One Thousand Five Hundred Pesos (P 1,500) which may be availed on their birth month and is non-convertible to cash.

For a more detailed information on its availment, please refer to IOM – Free Dental Prophylaxis Treatment on Employee's Birth Month.

7. MANDATORY 13TH MONTH PAY

A benefit given to all employees regardless of employment status. This benefit is paid on or before the 25th of December.

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

8. IN-HOUSE INCENTIVE PROGRAM (IHIP)

New Business Account Referral program for employees regardless of employment status, where sales commissions will be paid to employees who refer and close new business accounts for Responsive and Bespoke.

9. PRESIDENT'S BONUS

Service income earned by the company for direct accounts will be shared to regular employees.

For a more detailed information on IHIP and President's Bonus, please refer to IOM – President's Bonus and In-house Incentive Program.

VIII. **DRESS CODE**

All employees are required to be neat, clean, well-groomed and smart in appearance. All regular employees are required to wear the company-prescribed uniform from Monday – Thursday. Every Fridays, employees are allowed to wear proper civilian clothing.

For a more detailed information on company dress code, please refer to IOM – Company Dress Code.

IX. **WORKPLACE HEALTH AND SAFETY**

The company is committed to providing its employees a safe and healthy workplace. A health and safety committee were formed to create and maintain a safe and healthy work environment, promoting a safety culture and ensuring the well-being of employees, leading to improved safety performance and morale. Below are the eight (8) workplace health and safety policies:

1. Smoke-Free Workplace Policy and Program
2. Alcohol-Free Workplace Policy and Program
3. Drug-Free Workplace Policy and Program
4. Fire & Earthquake Evacuation Plan
5. Hepatitis B Workplace Prevention Program and Policy
6. HIV/AIDS Workplace Prevention Program and Policy
7. Sexual Harassment Policies and Procedures
8. Tuberculosis (TB) Workplace Prevention Program and Policy

For more information about the company's health and safety committee, please refer to Company Policy – Health and Safety Committee Structure and Roles.

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

X. CONFIDENTIALITY AND DATA PRIVACY

All employees are expected to keep in strict confidence any and all company-owned information gathered during the course of employment. Any reproduction and or possession of copies of all documents relating to the company's business for personal use, either during or after his/her term of employment, without prior approval from the company shall be a violation and will entitle the company to seek legal remedies.

XI. EMPLOYEE ENGAGEMENT

The company believes that employee engagement is essential for creating a motivated and committed workforce which is a strong driving force for organizational success and creates a positive work culture. This can be achieved through the implementation of employee engagement programs such as social events, health and wellness, and recognition and awards.

The company has also launched its Corporate Social Responsibility program called "ARUGA", a Filipino term often used in the context of taking care of someone. This program aims to empower orphaned children by providing them with a solid foundation for a brighter future through education, proper nutrition and wellness programs.

The company is committed to being a responsible corporate citizen by integrating sustainable practices into all aspects of its business, with the belief in its responsibility to contribute to the well-being of society and the environment.

XII. PERFORMANCE MANAGEMENT SYSTEM

Employee performance is evaluated using a three-dimensional performance review method, where there will be a Self-Assessment (0%), Peer Evaluation (10%) and Performance Manager Evaluation (90%). The Frequency and schedule of evaluation are as follows:

- a. Probationary Employees
 - 3rd Month Appraisal
 - 5th Month Appraisal
- b. Regular Employees
 - Quarterly Performance Appraisals
 - Year End Performance Appraisals

For a more detailed information on Performance Evaluation, please refer to IOM – Enhancement of Employees Performance Appraisal System.

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

XIII. TRAINING AND DEVELOPMENT

Trainings for employees are determined by the department head through the *Performance Evaluation Form* where he/she may recommend training needs of employees under his/her supervision.

The company also provides online training programs to ensure a skilled and positive workforce. The Human Resources Department collects and reviews online training programs from reputable sources. A post training report shall be submitted by the employee using the *Post Training Report Form*, which will serve as feedback to determine effectiveness of the course.

For a more detailed information on the company's online training program policy, please refer to the IOM – Signed Policy on Mandatory Attendance in Online Training Programs.

XIV. CAREER PROGRESSION

The company is committed to the career development of its employees and has instituted a comprehensive policy on Career Progression. This policy is designed to ensure that employees are given opportunities to take on higher responsibilities, reflecting their growing capabilities and contributions to the organization. To determine an employee's overall fitness for promotion, the company employs a rigorous evaluation process based on four key criteria. These criteria encompass performance metrics, skill development, leadership potential, and overall contribution to the company's goals. Each employee's performance is meticulously scored, and the cumulative score is used to assess their eligibility for promotion.

To support the holistic development of employees, those considered for promotion are also required to undergo psychological testing. This step ensures that candidates are not only technically and professionally ready for higher roles but are also psychologically equipped to handle increased responsibilities and the associated pressures. Refer to IOM – Policy on Career Progression and Salary Management for more details.

XV. DISCIPLINARY PROCEDURES

When an offense against the company code of conduct is committed, the following procedure shall be observed:

- a. Report of Offense
Any employee who had witnessed or has personal knowledge of an offense committed by another employee, should inform the HR, who will then call the

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

attention of the Manager of the concerned employee. An *Incident Report Form* will be accomplished by the Manager and submit it to the HR Department.

- b. Notice to Explain (NTE)
Upon receipt of the Incident Report, HR will furnish a copy to the President and will verify if the offense is covered by the Code of Conduct and if it is a matter meriting disciplinary action. The erring employee will be served a Notice to Explain (NTE) which shall be accomplished within 48 hours upon receipt of the letter. Failure of an employee to submit an explanation shall be deemed a waiver on their part.
- c. Review and Deliberation
Upon receipt of the NTE, HR will review submitted NTE, deliberate with and make recommendations to the President on the penalties based on the company code of conduct.
- d. Approval and Execution
The President may approve or modify recommended penalty by the HR. Upon finalization, HR will send the erring employee notice of penalty for acknowledgement and implementation.

XVI. TERMINATION OF EMPLOYEMENT

An employee who wishes to resign or terminate his/her employment from the company must give the management an advance written notice of at least 30 days prior to date of effectivity for staff and at least 30-60 days prior for Management staff. Resigning employee must also be cleared from all of his/her accountability by accomplishing the *Exit Clearance & Accountability Form*. Proper handover of his/her duties must also be done with handover notes / slides signed by the Manager or the employee who will be taking over his/her position. To ensure proper offboarding of resigning employees, the *Offboarding Checklist* will be accomplished by the HR Department.

In cases were a resigning employee failed to give such notice, he/she may be held liable for any and all damages incurred as a result of not following the 30-day and or 60-day notice period.

CODE OF CONDUCT

I	RATIONALE	19
II	OBJECTIVES	19
III	GENERAL PRINCIPLES	19
IV	DISCIPLINARY ACTION <u>TYPES OF DISCIPLINARY ACTION</u> <ul style="list-style-type: none"> • REPRIMAND • SALARY DEDUCTIONS / FINES • RESTITUTION • SUSPENSION • FORCIBLE RESIGNATION • DISMISSAL 	20
V	OFFENSES AND PENALTIES <u>CATEGORIES OF OFFENSES</u> <ul style="list-style-type: none"> • MINOR • SECOND DEGREE • FIRST DEGREE • GRAVE 	21
VI	ADMINISTRATIVE SACTIONS AND SCHEDULE OF PENALTIES	22
VII	ISSUANCE OF MEMORANDUM	31
VIII	TERMS AND TERMINATION OF SERVICES	31

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

I. RATIONALE

The company recognizes the need to preserve order and harmony within the organization through reasonable policies, rules and regulations and to impose disciplinary corrective measures as warranted.

Discipline is of fundamental importance to the welfare of the company and in achieving efficiency and effectiveness so necessary to corporate growth.

Thus, the following Company Rules and Regulations hereby promulgated to govern all employees of Responsive Health & Insurance Brokers, Inc.

II. OBJECTIVES

1. To foster peaceful and harmonious relationship amongst company personnel and its clients.
2. To provide corporate guidelines in the observance of the Company's Code of Discipline.
3. To establish procedural guidelines on the implementation of disciplinary actions on erring employees.

III. GENERAL PRINCIPLES

It is important to understand and uphold the spirit animating the implementation of this Code. Hence, penalties should be resorted to only when necessary and only to the extent necessary. Sanctions should be to correct unacceptable conduct and to restore integrity and discipline, never to serve as a mere reprisal or display of power.

Before administrative sanctions are applied, the parties are provided due process as mandated by the law.

Administrative actions are timely and appropriate.

Impartiality and open-mindedness should characterize the investigation and consideration of cases. In the application of sanctions, uniformity and fairness should be aimed for.

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

The Company provides a discreet mechanism for employees to report policy violations to Management that an employee personally encountered or witnessed. Through the Incident Reporting procedure, a whistle-blowing mechanism is provided to employees to alert the Company of policy and other types of violations among Company stakeholders.

IV. DISCIPLINARY ACTION

A measure or penalty imposed to stop or correct a wrongdoing of an erring personnel and to establish order and discipline in the company.

TYPES OF DISCIPLINARY ACTION

1. **REPRIMAND:** A written notice calling the attention of the offender to the offense and warning him against repetition of such violation in the future. It is issued out by the immediate superior/ officer or by the Operations & Administration Department (OAD) to those who violate company rules.
2. **SALARY DEDUCTIONS/ FINES:** Penalties for under time, tardiness, loss or damage to property and the like may be accompanied by a fine or salary deduction. The salary deduction shall be equivalent to the employee's salary for the period of under time or tardiness or the current market value of the property lost or destroyed.
3. **RESTITUTION:** This penalty may be imposed along with any of the other penalties for cases of destruction of/ or damage to the property of the company, of its employees, clients or other parties doing business with the company and for cases of theft. The company may recover the amount involved by means of salary deductions, or in installments or by whatever means that shall allow the offender to pay the amount involved. Restitution, however, shall in no way mitigate the other penalties attached to the infraction.
4. **SUSPENSION:** A physical detachment from service, for a designated period of time, without salary and benefits for the period of suspension. The terms of suspension shall be determined by the gravity of the offense committed. If personnel suspended without pay is subsequently exonerated of all charges, he shall be restored to his original position with full pay from the date of his suspension and without any adverse effect on his tenure of employment.
5. **FORCIBLE RESIGNATION:** The penalty for offenses normally punishable by dismissal but mitigated by consideration of other circumstances short of acts of dishonesty. In forcible resignation, the offender shall waive his right to benefits, which would normally accrue to him on retirement or separation for reasons other than for cause. However, he shall be given clearance for purposes of employment in other firms as in the case of voluntary resignations provided, he satisfies all the conditions for a clearance.

[BACK TO TABLE OF CONTENTS](#)

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

6. **DISMISSAL:** A dishonorable separation of personnel from the service. In cases of dismissal, the personnel automatically forfeit all benefits, which would normally accrue on retirement or separation for reasons other than for cause.

V. OFFENSES AND PENALTIES

All acts or omissions and constituting violations of established company procedures in the conduct of its business or other acts prejudicial to the interest of the Company are punishable offenses. These include crimes involving moral turpitude as well as other offenses or improper acts which adversely affect the good name of the company, whether or not these are explicitly defined herein.

CATEGORIES OF OFFENSES

The seriousness of an offense is determined by a combination of factors, which include the subject matter of the act, the degree of malice intended and the actual harm resulting.

1. An offense is considered **MINOR**, if it involves an infraction of a rule or procedure rather than of a moral precept; or represents more of an omission or an oversight than a positive wrongdoing; or represents rather a mistake or an act of negligence than a malicious intent; and which does not result in serious inconvenience either to another person or the company. Penalties for these offenses range from written reprimand to 4 days suspension.
2. An offense is of **SECOND DEGREE** if it implies a habitual disregard for established criteria of concern for the interests of the company and involves either repeated violations within a relative short time of what otherwise would be minor offenses, or the culpable commission or omission of an act which results in serious embarrassment or inconvenience to another person. Penalties for these offenses range from written reprimand to 10 days suspension.
3. An offense is of **FIRST DEGREE** if it is characterized by wantonness or gross negligence; or if it involves what is generally regarded as substantial matter (e.g., large sums of money, confidential information); or can be occasion for public scandal and consequent erosion of confidence (e.g., dishonesty, habitual drunkenness, immorality); or, is maliciously intended or deliberately planned (whether the intended harm is achieved or not); or, results in serious financial loss or administrative/operational difficulty or corporate embarrassment for the company; or seriously undermines duly constituted authority.

[BACK TO TABLE OF CONTENTS](#)

RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

Penalties for these offenses range from 3 Days Suspension to forcible resignation of dismissal

4. An offense is considered **GRAVE** if it constitutes **GROSS VIOLATION** of the company policies (written or unwritten) that may result to administrative or criminal liabilities. It also includes acts that are detrimental to the welfare of the company, its personnel and properties.

The penalty for this offense is immediate dismissal.

VI. ADMINISTRATIVE SANCTIONS AND SCHEDULE OF PENALTIES

OFFENSE	CATEGORY			
	MINOR	2 ND DEGREE	1 ST DEGREE	GRAVE
A. IMPROPER CONDUCT / BEHAVIOR				
1. Violations of Dress Code/ Uniform Policy	√			
2. Frequently receiving visitors during working hours for personal reasons or frequently making & receiving personal calls (except in case of emergency).	√			
3. Horseplay, catcalls, shouting, creating unnecessary noise, throwing of things inside company premises.	√			
4. Unauthorized Under-time		√		
5. Indecent, lewd or immoral conduct as well as grossly indecent utterances within company premises.		√		
6. Discourtesy to co-employees.		√		
7. Cutting work hours without prior request and authority from immediate supervisor.		√		
8. Inducing, encouraging, coercing, bribing co-employees to violate the House Rules of the Company.		√		
9. Soliciting material favors from suppliers, customers and co-employees.			√	
10. Borrowing money indiscriminately from customers, service providers, co-employees or from any person transacting business with the Company.				√
11. Mismanagement of the Company's Petty Cash Fund.				√

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

12. Receiving fees, commissions, "kickbacks" from suppliers, client for having considered, patronized their products and services.				√
13. Smoking inside the office premises.			√	
14. Committing any other acts which would be scandalous in nature or in any manner disturb the peace and order within the company premises whether on-duty or off-duty.			√	
15. Leaving place of work or duty stations and going outside of company premises during designated working hours without authorization.			√	
16. Malingering, feigning illness.			√	
17. Sleeping or unauthorized rest during Working Hours.			√	
18. Soliciting money or any other form of contribution for the benefit of any person whether employees or not, within the company premises without prior authorization from Management.			√	
19. Holding of unauthorized meeting or attending unauthorized meetings during office hours either as a leader, member or spectator.			√	
20. Soliciting, collecting money or circulating petitions on company premises other than within the rules and regulations of the company, officials and employees.				√
21. Showing or exhibiting of pornographic materials, pictures, films or literature within the company premises.				√
22. Browsing of pornographic internet sites within the company premises.				√
23. Conviction of Any Criminal Offense Under the Law.				√
24. Pushing, selling, and supplying prohibited drugs to employees or possession thereof inside the company premises.				√
25. Financing (banker), acting as collecting agents and the like or engaging or				√

BACK TO TABLE OF CONTENTS



RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

inducing others to engage in any form of gambling in the company premises.				
26. Libel utterances of publication, which tend to cause dishonest, discredit, contempt or embarrassment of an employee, client or officers of the company.				√
27. Bringing intoxicants or drugs onto the company premises, using intoxicants or drugs, having intoxicants or drugs in one's possessions, or being under the influence of intoxicants or drugs inside company premises at any time.				√
28. Abuse of Authority - Requiring subordinate employees to perform job work assignments or task not related to his official function, which directly or indirectly benefits himself or herself. Forcing or requiring any subordinate employees to perform illegal and or indecent acts.				√
29. Participation in any act of money laundering or terrorist financing activities as a Company employee and / or in a personal capacity.				√
B. WORK PERFORMANCE	MINOR	2ND DEGREE	1ST DEGREE	GRAVE
1. Habitual Tardiness a. Staff <ul style="list-style-type: none"> • Tardiness offense is incurred if staff clocks in in the morning after 7:15 am / 8:15 am • Tardiness Memo served if employee incurs more than 5 tardiness offenses in a calendar month. • Salary deductions for incurred tardiness reckoned from 7:00am/8:00am for tardy employees. E.g. 7:16 clock in, deduction shall be 16 mins. b. Management Level Staff	√			

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

<ul style="list-style-type: none"> • Tardiness offense is incurred if management staff clocks in in the morning after 8:00 am • Tardiness Memo served if Management staff incurs more than 3 offenses in a calendar month. • Salary deductions for incurred tardiness reckoned from 8:00am 				
2. Excessive Unscheduled Absences Not Related to Medical Reasons	√			
3. Absences Without Official Leave Incurring AWOL for more than three (3) consecutive days				√
4. Failure to file an approved Leave Form	√			
5. Failure to cooperate in harmony with other employees in consonance with the duties and responsibilities, which disrupts or affects the smooth operation of the business.		√		
6. Insubordination - Willfully defying or disregarding company authority: <ul style="list-style-type: none"> a. Refusing to cooperate with company superiors or representatives of the company. b. Refusing to accept work, change of shift or work locations assigned by a superior/ officer or by Management. c. Willfully refusing to render overtime despite a reasonable advance notice. d. Willfully failing to carry out verbal or written job or work instructions issued by the immediate superior or any officer. Making false, vicious, malicious statements against the company or any of its personnel. e. Refusal to leave place of work or the office premises when required to do so by a supervisor or company officer who is acting within his authority. f. Other Acts of Insubordination. 			√	
7. Undue delay in accomplishing assigned tasks.		√		

BACK TO TABLE OF CONTENTS



RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

8. Gross Negligence - Causing damage to or loss of materials, parts of equipment or endangering the efficiency of machines or safety or personnel or disruption of operations through gross negligence, carelessness or inefficiency.				√
9. Neglect of duty or failure to meet a reasonable and objective measure of efficiency and productivity.			√	
10. Refusal of an employee to follow instructions or to perform designated work that may be required of an employee or refusal to adhere to established rules and regulations.				√
11. Abandonment of Work				√
C. COMPANY PROPERTY AND REPUTATION	MINOR	2ND DEGREE	1ST DEGREE	GRAVE
1. Removal/ destruction of any matters posted on the bulletin boards.		√		
2. Vandalism - Removing, tearing and mutilating or altering the contents and or form of any official posters, announcements, memo, circulars and other official company documents placed on a company bulletin boards by Management for dissemination of information to employees.			√	
3. Unauthorized use of the company's resources, facilities and equipment, whether or not there is loss or damage.				√
4. Committing any act of sabotage on company property equipment or facilities.				√
5. Abuse or damage to company property committed willfully or through negligence.				√
6. Abuse or waste of tools, equipment, fixtures, property, supplies or goods of the company.				√
7. Bringing home of tools, equipment, fixtures, property, supplies or goods of the company for personal use.				√

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

8. Using the company's name in transactions for profit or using company time, premises, vehicles, tools equipment or materials for personal benefit unless otherwise authorized with proper written passes duly signed by the authorized signatories.				√
9. Any act or omission resulting to substantial loss and or damage to the company. Or any act or omission placing the company in jeopardy and or at the risk of substantial loss and or damage.				√
D. CONFIDENTIALITY / UNAUTHORIZED DISCLOSURE	MINOR	2ND DEGREE	1ST DEGREE	GRAVE
1. Violation of the Information Security Policy of the Company.				√
2. Removal / destruction of Company records, files or other documents without authority.				√
3. Hacking of computers and or unauthorized accessing of confidential information.				√
4. Participation in any activities that violate the Data Privacy Act either as an employee and/or in a personal capacity.				√
5. Betrayal of Company's trust.				√
E. CO-EMPLOYEE / CLIENTS	MINOR	2ND DEGREE	1ST DEGREE	GRAVE
1. Spreading rumor or gossip against a co-employee or client.		√		
2. Unprofessionalism.		√		
3. Discourtesy and Insult - Discourteous or disrespectful behavior towards client, officers and co-employees of the company. Refusal to attend to or embarrassing a client (includes quarreling with a client or officers whether in person or over the telephone).			√	
4. Threatening, intimidating or insulting co-employees and clients.			√	

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

5. Flagrant discourtesy either by acts or words, use of disrespectful language, impolite or obscene language in addressing or speaking with co-employees.			√	
6. Bullying, coercing or assaulting another by verbal or physical or other means at any time within office premises, or even outside office premises if work related			√	
7. Failure to treat clients, superiors, and co-employees with due civility.			√	
8. Mismanagement of team staff due to unprofessional behavior / lack of staff guidance training.			√	
9. Disorderly conduct, harassment of other employees (including sexual harassment) or use of abusive language on company premises.				√
10. Engaging in any immoral or unethical practices within company premises or offering services to co-employees (like pimping, providing female companion, etc.), which are immoral or unethical in nature or engaging in any conduct, which violates common decency or morality.				√
11. Quarreling or assault committed inside company premises resulting in the infliction of bodily harm or injury to another, whether employee or guests or outside company premises but within company time, except in case of defense of oneself or another against provoked assault.				√
12. Threats and Coercion - Threatening or intimidating with bodily harm or other illegal or immoral acts another employee or his family in connection with his job or against client within or outside company premises.				√
13. Investing, instigating, provoking or participating in any riot or disorders, disturbance or in any illegal concerted				√

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

activity resulting to the disruption or delay in company operations.				
14. Fighting, encouraging a fight or threatening, attempting or causing injury to another person on the premises.				√
F. DISHONESTY	MINOR	2ND DEGREE	1ST DEGREE	GRAVE
1. Robbery, Theft, Pilferage, Misappropriation of funds and Deliberate Submission of Fraudulent Expenses Statement.				√
2. Attempted or frustrated theft or robbery of Company property involving funds, equipment, supplies or the property of clients or co-employees, including accomplices or accessories to persons to be punished.				√
3. Misappropriation, malversation or withholding of funds belonging to the Company and/or being an accomplice or accessory.				√
4. Giving false testimony in any investigation or inquiry conducted in relation with or concerning any matter affecting the company's interest; suppression of evidence relative to any subject matter under investigation; or withholding of information to cover up any irregularity of offense committed.				√
5. Making false statements of furnishing fraudulent information or documents in the application forms for employment, including withholding information intended to cover up any irregularity or offense committed.				√
6. Committing any act that constitutes fraud / fraudulent activity towards the Company, shareholders, business partners, service providers, co-employees and other company stakeholders.				√

BACK TO TABLE OF CONTENTS



RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

7. Commission of an Act of Forgery, Fraud or Any other Act of Swindling or Estafa, Padding of Receipts, Deliberate Over charging in Reimbursements of Expenses, Shortchanging and Tampering Official Receipts.				√
G. SAFETY AND SECURITY	MINOR	2ND DEGREE	1ST DEGREE	GRAVE
1. Carrying, possessing or attempting to bring in firearms, explosives or dangerous weapons such as knives, bolos, dart "balisong" and the like inside the company premises without authorization from Management.				√
2. Creating or contributing to unhealthy or unsanitary conditions or a condition hazardous to another person on the premises.				√
3. Disregard for company safety and security rules/policy resulting to loss or damage to the company or any of its employees and or clients.				√

Listed are the degrees or frequency of the offenses and the corresponding penalties. Management shall not, however, be precluded from imposing appropriate penalties for offenses not included in the enumeration.

MINOR OFFENSES	PENALTIES
1 ST OFFENSE	Written Reprimand
2 ND OFFENSE	Final Warning
3 RD OFFENSE	1 Day Suspension
4 TH OFFENSE	2 Days Suspension
5 TH OFFENSE	3 Days Suspension
6 TH OFFENSE	4 Days Suspension
SECOND DEGREE OFFENSES	PENALTIES
1 ST OFFENSE	Written Reprimand
2 ND OFFENSE	1 Day Suspension
3 RD OFFENSE	3 Days Suspension
4 TH OFFENSE	5 Days Suspension
5 TH OFFENSE	10 Days Suspension

RESPONSIVE HEALTH & INSURANCE BROKERS, INC. EMPLOYEE HANDBOOK

FIRST DEGREE OFFENSES	PENALTIES
1 ST OFFENSE	3 Days Suspension
2 ND OFFENSE	5 Days Suspension
3 RD OFFENSE	10 Days Suspension
4 TH OFFENSE	Dismissal or Forcible Resignation
GRAVE OFFENSES	
PENALTIES	
1 ST OFFENSE	Dismissal

1. This Code of Conduct Discipline is not all-inclusive.
2. The company also desires to maintain high decency, morality and ethical standard within the organization. Should there be willful commission of act that violates decency, morality and ethical standards in whatever manner, concerned employee may be asked a forcible resignation.
3. There may be other acts of omission not explicitly contained herein but which are clearly prejudicial to the welfare/ interest of the Company. The Company reserves its right to consider them punishable and to impose appropriate sanctions/ penalties as warranted by the circumstance of each case.
4. The application of administrative sanctions and to ensure that disciplinary actions taken are neither too lax nor too severe.

VII. ISSUANCE OF MEMORANDUM

Using the standard format, the issuance of memorandum on violation of this code by any personnel shall always be coursed through the concerned Department Head.

VIII. TERMS AND TERMINATION OF SERVICES

Terms of Employment Service

1. All new employees shall undergo a probationary employment period of six consecutive months. A probationary employee is one who is on trial performance period during which the employer determines whether or not he is qualified for employment. While the employer observes the fitness, propriety and efficiency of a probationary employee to ascertain whether he is qualified for permanent employment. The probationary

BACK TO TABLE OF CONTENTS

RESPONSIVE HEALTH & INSURANCE BROKERS, INC.

EMPLOYEE HANDBOOK

employee on the other hand, seeks to prove to the employer that he has the qualifications to meet the reasonable standards for permanent employment.

2. The employee on probation shall be given either a permanent appointment or terminated on or before the expiration of the probationary period.
3. Should the employee fail to meet the reasonable standards or fail to qualify for permanent employment, the probationary period may be extended beyond six months through a mutual agreement to give the employee a second chance to pass the probation standards.
4. Before a permanent appointment can be considered, the immediate Supervisor and the Department Head shall appraise the employee's performance and shall give his recommendation in writing to the HR Department at least thirty (30) days before the date of probation expires.
5. In cases of re-hiring, the re-hired employees shall undergo a probationary period depending on the recommendation of the concerned Department Head.
6. Casual or Contractual/ Project employees are individuals hired on a temporary basis to meet business requirements of the Company.

EMPLOYMENT POLICIES

I	ACGR CODE OF BUSINESS CONDUCT AND ETHICS
II	ACGR CORPORATE GOVERNANCE MANUAL
III	ACGR POLICY ON ANTI-CORRUPTION AND WHISTLEBLOWER PROTECTION
IV	ACRG POLICY ON CORPORATE SOCIAL RESPONSIBILITY
V	ACGR POLICY ON ECONOMIC, ENVIRONMENTAL, SOCIAL & GOVERNMENTAL SUSTAINABILITY
VI	ANTI-MONEY LAUNDERING MANUAL
VII	DATA PRIVACY MANUAL
VIII	IOM FACE-TO-FACE CLIENT VISITS
IX	IOM REVOCATION OF 15-MINUTE GRACE PERIOD FOR MANAGEMENT STAFF
X	IOM ANNUAL EMPLOYEE RECOGNITION AWARD
XI	IOM APPLICANT REFERRAL FORM
XII	IOM TRAINING NEEDS ASSESSMENT