

**VOLUNTARY
CODE
OF GOOD
PRACTICES**

ITC
HOTEL
RESTAURANT,
& TOURISM RELATED
INDUSTRY
Ilocos Norte

46

**INDUSTRY TRIPARTITE COUNCIL
HOTEL, RESTAURANT, AND TOURISM RELATED INDUSTRY
ILOCOS NORTE**

Introduction:

Ilocos Norte has been the favorite tourist destination in Region I. Among the four (4) provinces, Ilocos Norte has been the prime destination among the local and overseas tourist/visitors. The data from the National Statistical Coordination Board data as of May 2011 reflects that as of last quarter of 2010, the province ranked number 1 in terms of the number of visitors. Most visitors favored touring the province of Ilocos Norte. Data showed that out of the 142,073 visitors in the region last year, 55,961 (39.39%) visited the famous tourist spots of Ilocos Norte.

This could be attributed to various factors, foremost of which is the alluring scenic spots in the region, a combination of the ancestral and majestic, such as the old churches of Paoay, the windmill of Bangui; the pristine beaches of Pagudpud, and the hotel and restaurants bursting with the flavor of the Ilocos. Accentuating the scenic spots, the province also boast of their Ilocano trademark of hospitality; the local government unit's decisiveness to boost its tourism sector and the prevailing harmonious labor management relations in the hotel, restaurant and tourism industry of the province.

Motivated by its modest growth in 2010, and recognizing the importance of the tourism sector, the Trade, Industry and Tourism (TIT) sector of the Regional Development Council (RDC) of Pangasinan/ Ilocos Area is bent on pursuing the Ilocos region as agribusiness and tourism powerhouse in Northern Philippines. To achieve the dream, the sector will push for the economic integration of the region with the dynamic North-East Asian countries taking advantage of the region's strategic location for greater market opportunities.

Owing to its significant importance and the future's cash cow of the region, the stakeholders hopes to transform the tourism sector of Ilocos Norte into a globally competitive sector significantly contributing to economic wealth

Voluntary Code of Good Practices

ITC-Hotel, Restaurant and Tourism, Ilocos Norte

creation, employment generation, poverty reduction, environmental conservation, and creation of an environment conducive for business for sustainable growth and development.

Sustaining the momentum, the Department of Labor and Employment initiated the organization of an Industry Tripartite Council for the Hotel, Restaurant, and Tourism Related Industry in the Province of Ilocos Norte. With its thrust of ensuring a stable labor management relations in the industry, the members of the ITC agreed to develop a Voluntary Code of Good Practices as their contribution in making the province's tourism industry globally competitive.

OBJECTIVE

Anchoring on the gains of the province on the areas of tourism, and committing to maintain the status of the province as the number one (1) prime tourist destination in the province, the members of the Industry Tripartite Council for the Hotel, Restaurant, and Tourism Industry of Ilocos Norte, agreed to adopt a Voluntary Code that will foster and promote continuous growth and development in the hotel, restaurant, and tourism industry. The primary aim is to enable the member industries to voluntarily comply with labor laws and other related labor laws and issuances, with the cooperation and assistance of concerned government agencies.

The adoption of the Code aims to achieve the following;

1. Increase number of establishment with Code of Conduct/Company Policy;
2. Increase number of organized Labor Management Committee (LMC)
3. Reduce incidence of complaints/labor dispute through plant level Labor Management Committees;
4. Decrease turn over/termination rate;
5. Increase compliance to core labor standards laws;
6. Increase number of establishments providing non-wage benefits;
7. Increase number of plant level Safety & Health Committee;
8. Decrease incidence of workplace accidents;
9. Increase number of establishment implementing HIV-AIDS, Drug Free, TB Free Programs;
10. Increase number of establishment implementing Productivity Gain-Sharing Mechanisms;

11. Increase number of establishments complying with SSS, PhilHealth and Pag-Ibig laws and issuances.

VOLUNTARY CODE OF GOOD PRACTICES

We, the members of the Industry Tripartite Council for the Hotel, Restaurant, and Tourism Industry of Ilocos Norte recognize that voluntary compliance along the areas of labor management relations, labor standards and social protection, employment security and employment generation, are the penultimate objective of this Code.

With our commitment to the principle of voluntary compliance, we envision the hotel, restaurant and tourism related industry of the province of Ilocos Norte to achieve the following:

1. Enhanced labor management relations arising from the implementation of labor management relations program;
2. Sustained employment generation and security through adoption of programs that shall increase productivity, enhance skills of our workers and harness competitiveness of the industry;
3. Improved compliance to labor standards and working conditions as well as occupational safety and health provisions of the Labor Code through effective training programs and partnering with safety organizations;
4. Ensured full coverage of all qualified workers to Social Welfare Benefits.

AREAS OF VOLUNTARY COMPLIANCE

ENHANCEMENT OF LABOR MANAGEMENT RELATIONS

We give primordial value to social dialogue and effective labor-management relations program as an indispensable requirement for the maintenance of industrial peace, and recognize the importance of conciliation-mediation in dispute settlement/resolution.

Toward this end:

1. We shall organize Labor Management Committees in our respective establishment as forum for development of programs that shall promote employee's welfare;
2. We shall adopt Conciliation and Mediation approach as primary mode of settling disputes and ensure that strikes and lock-outs shall not be resorted to in any case;

3. We shall adopt a policy on Sexual Harassment to ensure that our establishment remain to be sexual harassment free workplaces;
4. We shall give priority, in the matter of hiring to residents of Ilocos Norte;
5. We shall observe and promote Gender and Development programs and provide equal opportunities to both men and women in terms of promotion, training, and career development of workers;
6. We shall promote and respect right of employees to security of tenure, and shall exercise utmost restraint in termination of employees, taking into consideration compliance to substantive and procedural due process of termination.

IMPROVEMENT OF COMPLIANCE ON LABOR STANDARDS AND PROMOTION OF SAFETY AND HEALTH

We value our people as our most important resource. While ensuring compliance with labor standards, we also commit to adhere to the occupational safety and health provisions of the Labor Code.

Toward this end:

1. We shall abide to comply with existing laws on Minimum Wage, Holiday Pay, 13th Month Pay, Overtime Pay, Service Incentive Leave, Rest Day Pay and Night Shift Differential Pay
2. We commit to continue providing non-wage benefits already enjoyed by our workers and provide other non-wage benefits as a result of mutual agreements and Productivity Gainsharing Mechanisms.
3. We shall organize plant level Safety and Health Committee's in accordance with the Occupational Safety and Health Standards to undertake programs for the promotion of safety and health in the workplace;
4. We commit to provide reasonable working conditions to make our workplace safe and healthy
5. We shall ensure that our establishment shall remain TB, HIV-AIDS and drug-free workplaces; and
6. We shall ensure that our establishment should be child labor free, accident/hazard free and a conducive workplace.

EMPLOYMENT PROMOTION/SECURITY

To contribute to the achievement of global competitiveness of the industry, we recognize our roles in employment promotion and generation in the region. We therefore commit to the adoption of programs that will increase productivity of our people.

We recognize the need to pursue human resource development program that shall build and enhance the capabilities of our workers.

Toward this end:

1. We shall develop and implement Productivity Improvement Programs/Productivity Gain-Sharing Program where incentives arising from the implementation of Productivity Improvement measures will be equally shared among our employees participating in the programs;
2. We shall collaborate with TESDA in enhancing the skills and competitiveness of our workers;
3. We shall develop an effective linkage with the ITC on Education Industry relative to On the Job Training Programs of educational institutions.

FULL COVERAGE TO SOCIAL PROTECTION

Our goal is to ensure that our workers are fully protected from any vulnerabilities, and shall be duly protected during their time of employment until the time of their retirement.

Toward this end:

1. We shall collaborate with SSS, Phil Health and Pag-Ibig to provide continuing awareness on their specific programs;
2. We shall work for the full coverage of all qualified employees with SSS, PhilHealth and Pag-ibig; and
3. We shall comply with SSS, PhilHealth and Pag-Ibig laws and issuances.

IMPLEMENTING STRATEGIES:

With the continuing support and assistance of the program partners, we believe that we could achieve the desired objectives of this Code through the following strategies:

On Improvement of Labor-Management relations:

- Conduct of continuing labor education on labor management relations, particularly on the rights and obligation of workers and employers, management prerogatives, effective Labor-Management Cooperation and Alternative Dispute Resolution mechanisms;
- The adoption of conciliation-mediation as primary mode of settling disputes;
- The observance of limitations on the engagement of fixed term employment, to ensure balance on management's right to hire and protection of the employees' right to security of tenure;
- The formulation/adoption/enhancement of Company Policy/Code of Conduct and Discipline.

On Compliance to Labor Standards and Occupational Safety and Health

- Conduct of in plant and company initiated orientation and participation to fora initiated by concerned government agencies on the following topics:
 1. Wage Issuances;
 2. Pertinent labor standards laws;
 3. Facility Evaluation;
 4. Basic occupational safety and Health(BOSH);
 5. Drug Free Workplace Program;
 6. TB Free Workplace Program;
 7. HIV-AIDS Program;
 8. Sexual Harassment Law;
 9. Anti-Child Labor Program
- Conduct of workplace safety assessments to determine level of compliance to safety requirements ;
- Accreditation of Safety Practitioners shall be encouraged among the members.

Employment Promotion/Security

- Conduct of Training on:
 - a. Productivity & Quality Concepts;
 - b. Productivity Tools and Techniques;
 - c. ISTIV/Service Quality for Hotel & Restaurant Industry;
 - d. Productivity Gain-sharing
- Organization of Plant Level Productivity Committees;
- Adoption of Productivity Improvement Programs.

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Social Protection

- Conduct of Orientation on
 - a. SSS, Philhealth and Pag-ibig laws and issuances;
 - b. Retirement Law.

PROGRAM PARTNERS

We believe that the success of the implementation of this Voluntary Code shall depend not only on our voluntarily commitment thereto, but also through the collaboration and assistance of the following agencies:

The Department of Labor and Employment (DOLE), as our program partner in the conduct of advocacy/trainings on labor management relations, labor standards and occupational safety and health, and in the implementation of Workers Income Augmentation Program.

The Regional Tripartite Wages and Productivity Board (RTWBP), as our program partner in Quality and Productivity Advocacy and implementation of Productivity Improvement Programs;

The National Conciliation and Mediation Board (NCMB), as our program partner in the institutionalization of Conciliation-Mediation as an approach to dispute settlement/resolution;

The Technical Education and Skills Development Authority (TESDA), for the skills training/upgrading programs;

The Local Tourism Council for the advocacy and trainings on tourism industry.

The Department of Health for the advocacy and orientation on TB, Drug Free workplaces, and HIV-AIDS.

The Association of Safety Practitioners of the Phils. (ASSPI)/Region I OSHNET, for workplace safety assessment, advocacy and trainings on occupational safety and health;

The Ilocos Norte Philippine Chamber of Commerce and Industry, as program partners for wider dissemination and institutionalization of the provisions of this Code.

SSS, PhilHealth and Pag-ibig, as program partners in advocacy and monitoring of compliance on Social Protection Benefits.

MONITORING SYSTEM

While we recognize that the monitoring of compliance should be through self-regulation, we agree to adopt a monitoring mechanism that would document our compliance to the salient provisions of this Code. The monitoring shall be aligned with the set performance measures which hopes to make the members become fully compliant with the agreed indicators. The members commit to submit the following periodic reportorial requirements, such as:

1. Checklist indicating compliance to core labor standards, productivity gainsharing, additional non wage benefits such as, but not limited to, incentives, facilities, rewards and recognitions, which shall be submitted on a quarterly basis;
2. Accident/Illness Exposure Report, which shall be submitted annually;
3. LMC Organization and Monitoring Report(annual); and
4. Safety Committee Report (annual)

PERFORMANCE MEASURES (2012-2015)

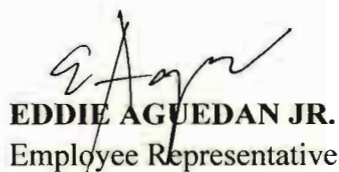
Indicators	2012	2013	2014-15
ENHANCEMENT OF LABOR MGMT. RELATIONS			
Increased number of establishment with Code of Conduct/Company Policy	20	30	35
COMPLIANCE TO LABOR STANDARDS			
Increased compliance to core labor standards	20	30	35
Increased no. of establishments providing non-wage benefits	20	30	35
OCCUPATIONAL SAFETY & HEALTH			
Increased no. of plant level Safety & Health Committee	20	30	35
Increased no. of establishment implementing HIV-AIDS, Drug Free, TB Free Programs	20	30	35
EMPLOYMENT PROMOTION/SECURITY			
Increased no. of establishment implementing Productivity GainSharing Mechanisms	20	30	35
SOCIAL PROTECTION	20	30	35
Increased no. of establishments complying with SSS, PhilHealth and Pag-ibig laws and issuance	20	30	35

IN WITNESS WHEREOF, we have hereunto affixed our signatures signifying our commitment to this Code this 18TH day of November 2011 at San Nicolas, Ilocos Norte.

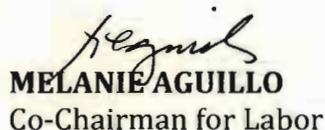
ITC Hotel, Restaurant and Tourism Related Industry-Laoag City
Members of the Executive Board



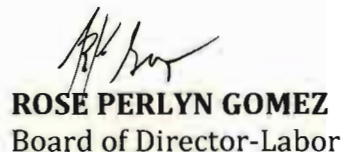
ATTY. ERIC CUA
Co-Chairman for Management
Formosa Grille, Laoag City



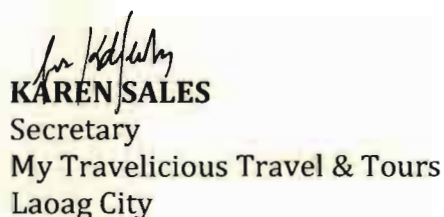
EDDIE AGUEDAN JR.
Employee Representative



MELANIE AGUILLO
Co-Chairman for Labor



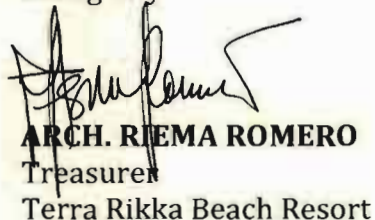
ROSE PERLYN GOMEZ
Board of Director-Labor



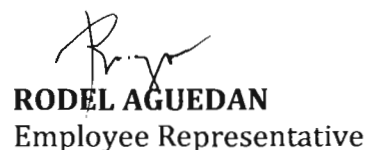
KAREN SALES
Secretary
My Travelicious Travel & Tours
Laoag City



ANGEL JOY S. SIMON
Employee Representative



ARCH. RIEMA ROMERO
Treasurer
Terra Rikka Beach Resort



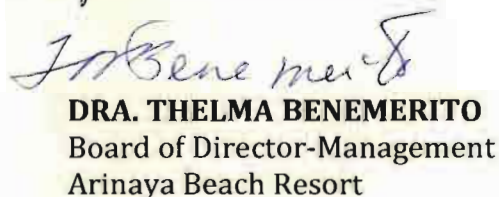
RODEL AGUEDAN
Employee Representative



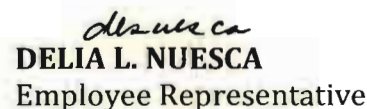
ROBERT COLLADO for
Auditor
Las Gracias Travel & Tours



GRETCHEN C. EDRA for
Employee Representative



DRA. THELMA BENEMERITO
Board of Director-Management
Arinaya Beach Resort

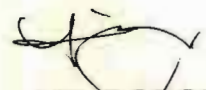


DELIA L. NUESCA
Employee Representative

ASIAN GARDEN GRILL RESORT

Laoag City

by:



MR. RODOLFO SOU

Employer



FE GUDOY

Employee Representative

AURELIO'S MANSION

Laoag City

for Imabanag

DR. VENANCIO PASTOR

Employer

for Imabanag

LORELIE MABANAG

Employee Representative


BALAY DA BLAS PENSION HOUSE

Laoag City



SAM BLAS

Employer

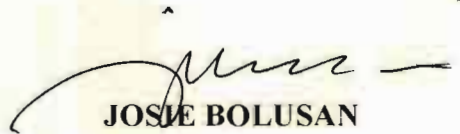


NOMER MERCADO

Employee Representative

BULOSAN RESTAURANT AND CATERING SERVICES

Laoag City



JOSIE BOLUSAN

Employer



DIOXANNI RAGUDO

Employee Representative

CHICKEN ATI-ATIHAN RESTAURANT

Laoag City



JOSEPH CANADEN

Employer



MARICHU PACUPAC

Employee Representative

for Imabanag

CHOWKING LAOAG

Laoag City



CECIL LLANES

Employer



VERNICE MAALA

Employee Representative

CURRIMAO GREEN NIPA

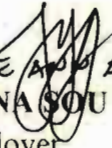
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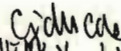

VALENTINE RANADA
Employer


REMELYN AGLIPAY
Employee Representative

DOHAN FOODHOUSE AND BAKEHOUSE

Laoag City


BY: 
MYRNA SOU
Employer

BY: 
MARGIE DE PEDRO
Employee Representative

FORT ILOCANDIA RESORT HOTEL

Laoag City

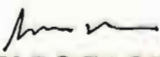

VEN LAU
Employer


CATHERINE DELA ROSA
Employee Representative

GRAND OCTAGON RESORT

Laoag City


DR. JEAN GALAT
Employer


JAY BOGAOISAN
Employee Representative

GORDION TRAVEL AND TOURS

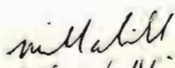
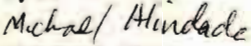
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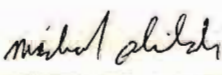

VICTOR LOUIE C. VELASCO
Employer

ELIZABETH TEMPURA
Employee Representative

HOTEL DEL NORTE

Laoag City


By: 
EINSTEIN CUA
Employer


MICHAEL ALINDADA
Employee Representative

HANNA'S BEACH RESORT AND CONVENTION CENTER


Laoag City


COL. RICARDO LLANOS JR.
Employer


RIO DE VILLA
Employee Representative

HOTEL TIFFANY


Laoag City

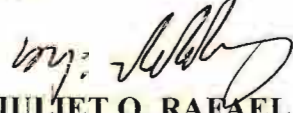

MAICO C. TENG
Employer


RICHARD T. BUMANGLAG
Employee Representative

ILOCOS ROSEWELL HOTEL AND RESTAURANT

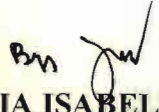
San Nicolas, Ilocos Norte


GERRY G. YOUNG
Employer


JULIET Q. RAFAEL
Employee Representative

ISABEL SUITES AND CAILIAN GRILL RESTAURANT


Laoag City


MARIA ISABEL J. CARAG
Employer


ELIZABETH MORALES
Employee Representative

JOLLIBEE FOODS CORPORATION-CENTRO

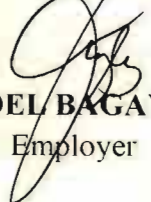
Laoag City



FE ROMOSOD
Employer


ROBERT MACASIO
Employee Representative

LA-ELLIANA HOTEL AND RESTAURANT

Laoag City


JOEL BAGAY
Employer


BENJAMIN JACINTO JR
Employee Representative

LA PRECIOSA RESTAURANT

Laoag City



PAMELA ARAGOZA
Employer


AURORA TABANIAG
Employee Representative

LAS GRACIAS TRAVEL AND TOURS

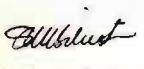
Laoag City


ROBERT COLLADO
Employer


GRETCHEN EDRA
Employee Representative

LAOAG PARKLANE HOTEL

Laoag City



for **CUA-KEE JR.**
Employer


for **REINA SILVESTRE**
Employee Representative

Caaguivan
LAOAG RENZO HOTEL

Laoag City



for **MARILYN SY**
Employer


for **MAYBEL ALONZO DUEY**
Employee Representative

MACY'S DINER

Laoag City



MARX MARTY C. TENG
Employer


CRISELDA M. GALLANDEZ
Employee Representative

MAX'S RESTAURANT

Laoag City


for **HENRY CHUA**
Employer

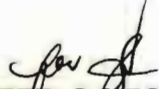

MARILOU ALONZO
Employee Representative

MIRA DE POLARIS HOTEL & RESTAURANT

San Nicolas, Ilocos Norte


DR. GRETCHEN V. RANADA


Employer


JENIFFER OCHOADA

Employee Representative

MISTER DONUT

Laoag City


SALLY M. DE LEON

Employer


SONIA G. SINGSON

Employee Representative

NORTHVIEW HOTEL & RESTAURANT

Laoag City


GENNY SANTIAGO

Employer


RODA MATEO

Employee Representative

PANGIL BEACH RESORT

Currimaos, Ilocos Norte


GEORGE PULA

Employer


GEORGIA VILORIA

Employee Representative

PLAZA FOOD HAUZ AND CATERING SERVICES

Laoag City

LYDIA PARAOAN

Employer


EMELYN GRACE MADRID

Employee Representative

RAVANDEN'S GRILL AND CATERING

Laoag City


ALLEN AGUILAR

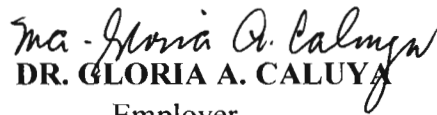
Employer

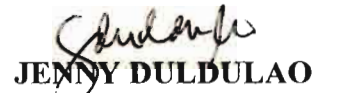

JOSEPH BETARDO

Employee Representative

RIO GRANDE RESORT AND HOTEL

Laoag City



DR. GLORIA A. CALUYA
Employer


JENNY DULDULAO
Employee Representative

SARAMSAM ILOCANO RESTAURANT & BAR

Laoag City



ARNEL CONDEZA
Employer


MARIFE TUMENES
Employee Representative

STARLIGHT LODGING HOUSE

Laoag City

ENGR. SALDY SANTIAGO
Employer


MONA GACHALIAN
Employee Representative

TEXICANO HOTEL & RESTAURANT

Laoag City


HON. YVONNE RANADA
Employer


VIOLETA J. BURNAMAN
Employee Representative

THE PALACIO DE LAOAG

Laoag City


NELSON ABADILLA
Employer


RIZAL VIEJO
Employee Representative

TRAVEL ILOCANDIA AND TOURS

Laoag City


ANGELA A. LAO

Employer


IRA JIMENEZ

Employee Representative

MY TRAVELICIOUS TRAVEL AND TOURS

Laoag City


KAREN SALES

Employer


ANGELIE JOY SIMON

Employee Representative

PAMULINAWEN HOTEL

San Nicolas, Ilocos Norte


VICTOR LOUIE C. VELASCO

Employer


ELIZABETH TAPICERA

Employee Representative

JAVA HOTEL

Laoag City


JOHN ERIC P. FARIÑAS

Employer


LOUIE SANTARIN


Employee Representative

PIZZA HUT
Laoag City

Cecilia Sagao
CECILIA SAGAO
Employer

[Signature]
Employee Representative

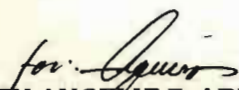
PROGRAM PARTNERS




MR. ROBERTO L. FERRER
President, ASSPI/OSHNET



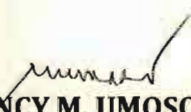
MR. IAN B. RAQUEL
Provincial Tourism Officer, IN




AILEEN ANGELIE F. ABELANES
Department Manager
Pag-Ibig Fund, Ilocos Norte



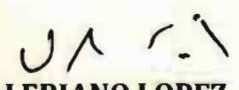
MR. ORLANDO S. PANGILINAN JR.
Service Office Chief
Philhealth, Ilocos Norte



MS. NANCY M. UMOSO
Branch Head
Social Security System



DIR. FELIZA A. CARAG
Provincial Director
Technical Education & Skills
Development Authority, Ilocos Norte




DIR. VALERIANO LOPEZ
Regional Director
DOH-Center for Health Development



MS. MARIE MILAGROS S. GONZALES
Officer-in-Charge
Department of Tourism, Laoag



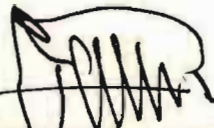
MR. JOHN CHUA
Chairman, PTIPC Ilocos Norte
President, Ilocos Norte Philippine Chamber of Commerce and Industry



EXEQUIEL RONNIE A. GUZMAN
Board Secretary
Regional Tripartite Wages and
Productivity Board-I



DIR. CARMINA ALONZO
Regional Director
National Conciliation & Mediation
Board I



DIR. HENRY JOHN S. JALBUENA
Chairman, Regional Tripartite Industrial Peace Council
DOLE Regional Office No. 1

Witness:

HON. ROSALINDA DIMAPILIS-BALDOZ
Secretary
Department of Labor and Employment