

**VOLUNTARY CODE OF GOOD
PRACTICES**

**TRIPARTITE COUNCIL-HOTEL,
RESTAURANT AND TOURISM
INDUSTRY**

BATAAN
More Than Jobs!

**Department of Labor and Employment
Regional Office No III**



VOLUNTARY CODE OF GOOD PRACTICES

TRIPARTITE COUNCIL – HOTEL, RESTAURANT AND TOURISM INDUSTRY



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I. BRIEF SITUATIONER

BATAAN, "The Triumph of the Spirit," a province reminding us of the not-so-distant past in history – old canons, Death March markers, monuments, and shrines like the Shrine of Valor in Mt. Samat are conspicuous in its environs. The landmarks serve as the destinations for local and foreign tourists. But what many people still do not know is there is much more to do in the peninsula.

Bataan lies snugly in the bosom of two major mountains, Mount Natib and Mount Mariveles. About 80% Bataan is mountainous and hilly, among these two towering peaks are secondary ones such as Mount Samat, Mount Limay, Kaput Hill, Mount Malasimbu, et al, making it an ideal destination of mountaineers, mountain bikers and adventurers.

Bataan is likewise a destination for those who respect the beauty and the power of the mountains. We welcome to discover her, to respect her, to be embraced by her beauty and splendour. It lends you enough reason, enough challenge to conquer yourself and your perceived limitations. Explore Bataan and submit yourselves to the Raging Peninsula experience.

II. PROSPECTS FOR THE INDUSTRY

Bataan will about to develop and upgrade additional tourist spots of the province with its goal to become the leading tourist destination in the Philippines. According to Bataan Tourism Council Foundation, Inc., lined-up for improvement is the Limutan Falls in Bagac and Kanawan Hanging Bridge in Binaritan, Morong. Wherein amenities like horseback-riding will be an added attraction at Limutan Falls while Kanawan Hanging Bridge will catch the attention of more tourists more than ever foreigners because the bridge will serve as the way that leads to the Aeta community which surely catch tourists' interest and curiosity.

Funding of those projects are now coordinated by the Provincial Tourism Office and Department of Tourism to ensure the promotion and showcase the beauty of Bataan. The Bataan Tourism Center with Pasalubong Store in Balanga City was built in 2009.

Just about 2.5 hours drive from Metro Manila is the province of Bataan, although more known for its crucial role during the World War 2 in the Pacific is increasingly a shining new eco-tourism destination which offers notable bird-watching sites, turtle sanctuaries, springs, waterfalls and of course countless, and thoughtful shrines to the courage of humanity over the horrors of a not-so distant war.

The Subic-Clark-Tarlac expressway also will to a great extent increase the invasion of tourists to Bataan because trip by land will be reduced. And the soon to finished Port of Orion is another aspect in attracting more tourists to Bataan it will be just an hour away from Manila using ferry boat.

Bataan aims to be at same level if not surpassing Bohol and other primary tourist destinations in the country. In this way, Hotel and Restaurant is seen as a prime industry.

III. OBJECTIVES OF THE CODE

1. To promote continuous growth and development in the hotel, restaurant and tourism industry through prospective strategies in meeting global challenges so it could provide globally competitive service, meet its business goals and provide decent work to its employees;
2. To promote regular and effective good neighbour communication principle thru:
 - a. Sharing, benchmarking, monitoring and recognition of best practices among members
 - b. Policy consultations
 - c. Training programs
 - d. Social dialogues
3. To encourage positive interactions between employers and employees, among member hotel, restaurant and resorts and the community thereby promoting good neighbour communication principles identifying and addressing issues relevant to the tourism industry;
4. To promote best occupational safety, security, health and environmental practice and performance in the hotel, restaurant and tourism industry;

5. To address issues of emigration of trained and skilled tourism employees to other nations by ensuring safety nets so as to cause impairment to the local tourism industry;
6. To partner with the Labor Tripartite Council in Education to equip students with values and skills to careers that match the needs of the hotel, restaurant and tourism industry;
7. To institutionalize productivity and performance based incentive schemes for better return of investments to the management and corresponding higher benefit to the workers;
8. To institutionalize voluntary conciliation mechanisms in the TC-HRTI to provide conciliation/mediation services when sought upon by parties as concurrent or alternate avenue for dispute settlement; and to create and strengthen industry level Labor Management Councils or its equivalent for dispute resolution among member hotel , restaurant and resorts;
9. To provide contractual and intermittent workers decent employment and provide them with skills and trainings for continuous self improvement;
10. To strengthen our collaboration and partnership with DOLE, TESDA, RTWPB, NCMB, DOT, DTI and other government agencies for unified strategies, approaches and programs in advancement of the hotel, restaurant and tourism industry.

VOLUNTARY CODE OF GOOD PRACTICES

1. ON COMPLIANCE ON LABOR STANDARDS

We shall promote a culture of compliance with basic labor standards among key players of the industry, for this purpose, we shall:

1. Abide with the existing core labor standards such as:
 - a. Minimum wage
 - b. Holiday pay
 - c. 13th month pay
 - d. Overtime pay
 - e. Service Incentive Leave

- f. Rest Day pay
- g. Night Shift differential pay
- 2. Provide our employees with service charges, performance based incentives, profit sharing schemes, recognitions and awards for exemplary service;
- 3. Value loyalty of our employees and establish salary scales to provide incentives for their long and dedicated service;
- 4. All workers, in our negotiations with management shall observe fairness, reasonableness balancing the capacity of employers to pay with the needs of the employees for a living wage.

II. ON COORDINATION FOR TRAINING AND EDUCATION

We shall recognize all partners in terms of continuous training and education of our employees, for this purpose, we shall:

1. Strengthen our linkage and coordination with TESDA for certification of skills of the manpower requirement for our industry;
2. Partner with the Labor Tripartite Council in Education in designing proactive strategies to prepare the students with values and skills that would match their careers in our country;
3. Collaborate with the Department of Tourism in its programs for the industry.

III. ON RECRUITMENT AND TERMINATION OF EMPLOYEES

We recognize and value Philippine Labor Laws on security of tenure as well as procedural and substantive due process in the termination or dismissal of employees and for this purpose, we shall adhere the following principles:

1. Observe transparency of operations – giving our employees their share during better times of operations while exercising all types of flexible work arrangements to prevent retrenchments when business is down;

2. Not in any way discriminate applicants and existing employees on account of age, religion, sex and physical changes as when they get old or fat; neither shall we terminate employees on account of marriage with their co-employees;
3. Limit the sub-contracting of our operations so as not to circumvent regular employment; and
4. We workers (migrating to other countries for employment) shall observe 30-days resignation notice to allow management to look for our replacement.

IV. ON THE JOB TRAINEES AND INTERMITTENT WORKERS

We value the services of OJTs, seasonal and intermittent workers, being potential part of our regular workforce, for this purpose, we shall:

1. Ensure their capability building and equip them with practical knowledge and experience according to the skills they are trained on;
2. Treat them with utmost care giving them meals, allowance and incentives in a wholesome work environment that promotes their health and safety; and
3. Limit their work hours to the normal eight hours of work and shall require overtime work only in exigency of the service where total hours shall not exceed ten hours a day.

V. OCCUPATIONAL SAFETY AND HEALTH

We shall recognize occupational safety and health as a critical factor in worker's productivity and firm's competitiveness, and for this purpose we shall:

1. Strongly promote policies and programs advocating healthy options and healthy lifestyles to our employees as we commit to drug-free, accident free, HIV-Aids free and sexual harassment free workplaces;
2. Implement policies and programs on health, security, safety and crisis management, the implementation of which we shall clearly communicate to all levels of our organization to include our sub-contractors and our guests as we strive zero accident in our workplaces;

3. Promote "big brother-small brother" programs in our workplaces where we share responsibility with our subcontractors in providing adequate trainings on occupational safety, security and health (OSSH) for the protection of our contractual employees;
4. Include in our contracts of services in the case of contractual employees and memorandum of agreement with the case of OJTs, provisions on occupational safety, security and health in order to safeguard the lives and limbs of our contractual employees, OJTs and other intermittent workers;
5. Promote proactive best practices in security and crime prevention, thru security and emergency preparedness trainings and measures against terrorism attacks and the like; We shall equip our workplaces with emergency management and response capacity, lockdown and evacuation procedures, crisis media and communications in the event of disasters and crisis;
6. Adopt the green workplace program in our workplaces acknowledging the value of nature being the show case of our industry;
7. Support all OSH programs of the DOLE, OSHC, DOH, DENR, and OSHNet and ensure that we abide by their rules and regulations and support their programs;
8. Uphold at all times the safety, security and health among our ranks and shall serve as models of healthy and respectable lifestyles worthy of emulation by our employees. For employees association, we shall endeavour to cooperate with management in promoting safe and healthy workplaces.

VI. ON PRODUCTIVITY

We believe that we have an obligation on the promotion of employment in the region. We commit therefore toward the adoption of programs that will increase productivity and harness competitiveness of the industry. Toward this end, we shall:

1. Initiate productivity incentive and performance based schemes where both management and our employees shall commit to continuous productivity improvement as our moral and social obligation to ourselves and our stakeholders

2. Cooperate and coordinate with the Regional Tripartite Wages and Productivity Board in its policies and programs enhancing the productivity and quality of our services.

VII. ON DISPUTE SETTLEMENT

We value the importance of effective labor management relations program as an indispensable requirement for the maintenance of industrial peace, and recognize the importance of conciliation-mediation in dispute resolution. Toward this end, we shall:

1. Institutionalize dispute settlement mechanism, and create labor management councils or its equivalent at both plant-level and industry level through TC-HRTI;
2. 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. Take advantage of the continuing labor and management education program of the Department of Labor and Employment in order to enhance labor-management relations, human skills and productivity in workplaces; and
4. Continue to be active members of TC-HRTI which is an effective avenue for social dialogue, policy review and consultations and for capacity trainees and seminars on conciliation and mediation techniques and other alternative dispute resolution mechanisms through the National Conciliation and Mediation Board

VIII. ON SOCIAL DIALOGUE

The TC-HRTI shall be a vehicle for social dialogues between and among stakeholders in the hotel, restaurant and tourism industry, addressing issues and concerns of the times, conducting policy review and consultations and capability trainings and seminars upgrading the social awareness of its members.

IX. COLLABORATION OF GOVERNMENT PARTNERS

We, in the government agencies – DOLE and its attached agencies (RTWPB, NCMB, TESDA) with DOT, DOH, DENR, and the LGU shall establish collaboration and partnership sharing a common roadmap to provide the hotel, restaurant and tourism industry the support and commitment to achieve the objectives of this code.

X. ON MONITORING OF THE CODE

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 hope 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, gain sharing, 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 (2011 – 2015)

INDICATORS	YEAR		
	2011	2012	2013-15
On compliance on labor standards			
Increased compliance to core labor standards			
Number of trainings conducted	1	1	3
On coordination for training and education			
Increased number of establishment conducted training and education		10	10
On recruitment and termination of employees			
Number of workers provided mandatory benefits			
Number of workers hired			
On the job trainings and intermittent workers			
Number of trainees provided knowledge and skills	100% of OJTs	100% of OJTs	100% of OJTs
On occupational safety and health			
Increased number of plant level Safety and Health Organization Committee		5	15
Number of trainings conducted		2	3
On productivity			
Number of trainings conducted		2	6
On dispute settlement			
Number of dialogues conducted		2	6
Number of LMCs organized		1	3
On social dialogue			
Number of dialogues conducted		1	3
On collaboration of government partners			
Number of government agencies collaborated		5	5

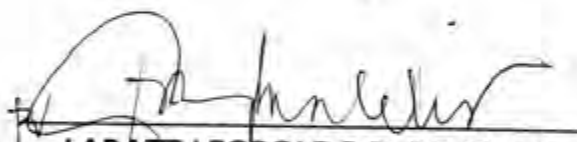
Aside from the monitoring measures stated above, the Tripartite Council in Hotel, Restaurant and Tourism Industry shall institutionalize monitoring mechanisms of this code to include recognition of best practices program in individual and industry category for:


- Best HR practice
- Best management practice
- Best company practice
- Best health and safety practice

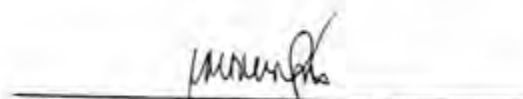
We shall promote benchmarking and self-regulating strategies in keeping up with this code. We shall continue to upgrade this code to keep its dynamism and relevance to the hotel, restaurant and tourism industry. We are committed to formulate an evaluation tool to be used as guidelines in assessing best practices of our members.


We, Officers of the Tripartite Council in Hotel, Restaurant and Tourism Industry, in behalf of our members extend our full support to achieve the noble objectives of this code.

In witness whereof, we are hereunto affixed our signatures signifying our commitment to this Code this 12 day of October at 2018


LABATT LEOPOLDO B. DE JESUS
Regional Director – DOLE / Chairman


NELY P. PUNZALAN
Head, Bataan PFO, DOLE


SYLVIA TOLENTINO
Vice Chairman (Management Sector),
Jollibee


GEYRALDY LATAYAN
Vice Chairman (Labor Sector),
Crown Royale Hotel

National Power Corp

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Raven Resort

Lou - is Resort & Restaurant

[Handwritten signature]

Seashore Restaurant

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MC Lodge

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Dennito Court

Enriquez Lodge

Bistro Timotea

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Denbell's fastfood

Vicarville Realty Dev. Corp.

Goodwill Supermarket

Montemar

Bataan Technology Park Incorporated

The New Orani Bataan Travel Lodge

Caeli Sea Resort

OPALVIEW BEACH RESORT

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Jam's Burger Plus

[Handwritten signature]

ROMANTIC SETPOINT RESTAURANT & LEISURE PARK

[Handwritten signature]

↓ ↓ Sandok At Palayok : HAW - I HAW

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**TRIPARTITE COUNCIL – HOTEL, RESTAURANT AND TOURISM INDUSTRY
Bataan**

ACTION PLAN

CLASSIFICATION	PLANNED IMPROVEMENTS/ACTIVITIES	PERSON RESPONSIBLE/ BUDGET	TIMEFRAME		INDICATORS/ PROOF OF ACCOMPLISHMENT OF ACTIVITIES
			Start	Final Completion	
I. Compliance on Labor Standards	Discussion on core labor standards	DOLE	Q4 2011	2013	1 Training conducted/year
	Lecture on Payroll Preparation	DOLE	Q2 2012	2013	20 companies adopted payroll system
	Orientation on Social Protection SSS, Pag-ibig, Philhealth	SSS/Pag-ibig/Philhealth	Q1 2012	2013	20 companies registered with SSS, Philhealth, Pag-ibig
	Orientation/Registration on BAMBE		Q1 2012	2012	All ITC members
II. Coordination for Training and Education	Coordination with Training and Educations Institutions	DOLE/TESDA/DOT/DTI/ITC	Q1 2012	2013	2 trainings conducted yearly
III. Recruitment and Termination of Employees	Conduct of Labor Relations, Human Relation and Productivity (LHP) and other related Labor Educations	DOLE	Q1 2012	2015	6 LHP conducted yearly
IV. On the Job Trainees and Intermittent Workers	Conduct of capability building and skills training	DOLE/TESDA/DOT/DTI	Q1 2012	2015	2 trainings conducted yearly
V. Occupational Health and Safety	Promotion of policies and programs advocating healthy options and	DOLE, OSHC, DOH	Q1 2012	2015	5 company policies/programs

Standards	healthy lifestyle of employees such as: <ul style="list-style-type: none"> • Training on drug free workplace • Sexual harassment • Hiv-aids • Anti TB, etc 	DOLE, ITC	Q1 2012	2014	2 orientations conducted yearly	prepared yearly
VI. Work and Productivity Improvement	Enhance the productivity and quality of services Accreditation of tourism establishment	DOLE, RTWPB,DTI,DOT DOT	Q2 2012	2015	2 trainings conducted yearly	
VII. Dispute Settlement	Maintenance of industrial peace thru: <ul style="list-style-type: none"> • Creation of labor management councils • Adoption of conciliation and mediation approach in settling disputes 	DOLE, ITC	Q1 2012	2015	1 LMC established yearly	
VIII. Social Dialogue	Upgrading the social awareness of all members thru; <ul style="list-style-type: none"> • Conduct of policy reviews and consultation • Conduct of capability trainings and seminars 	SSS, ECC, Pag-Ibig, Philhealth	Q1 2012	2015	No of consultation attended 1 capability training/	

IX. Collaboration of Government Partners	Continues partnership with different government agencies and stakeholders	DOLE/NCMB/TESDA/DOH/DENR/LGU	Q4 2011	2015	seminar conducted yearly
X. Monitoring	Submission of the following reports: <ul style="list-style-type: none"> • Checklist indicating compliance to core labor standards • Accident/illness exposure report • LMC Organization and Monitoring Report • Safety Committee Report 	All ITC members	End of 2012 End of 2012 End of 2012 End of 2012	2015	All members of ITC Every end of the year