



## **VOLUNTARY CODE OF BEST PRACTICES**



## **INDUSTRY TRIPARTITE COUNCIL HOTELS, RESTAURANTS AND RESORTS IN OLONGAPO CITY (ITC-HRRO)**

# VOLUNTARY CODE OF BEST PRACTICES FOR HOTELS, RESTAURANTS AND RESORTS IN OLONGAPO CITY

## *Introduction*

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This code is a collaborative effort developed in various stages from the deliberations of the Officers of Industry Tripartite Council for Hotels, Restaurants and Resorts in Olongapo City until its presentation and approval by the general assembly. This is a “living document” which will continually be updated to be relevant to the changes of times.

Even if this code had been agreed by a number of our members, this does not set a binding effect on members which have adopted or joined the code. The commitment to this code is voluntary.



This is however crafted to provide practical benchmark and best practice guidance among hotels, restaurants and resorts to meet our moral, social and environmental obligations and maintain a high standard of effectiveness in addition to our commitment to adhere to law, good customs, morals and public policy.

The Industry Tripartite Council for Hotels, Restaurants and Resorts in Olongapo City (ITC-HRRO) therefore calls upon those in the Industry and its stakeholders to support this voluntary code.

## OBJECTIVES OF THE CODE

1. To promote continuous growth and development in the hotel, restaurant and resort industry through proactive 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 communication principles, 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 of hotels, restaurant and resorts thereby promoting good communication in identifying and addressing issues relevant to the industry;
4. To promote best occupational safety, security, health and environmental practice in the industry;
5. To address the issues of emigration of trained and skilled employees to other nations by ensuring safety nets so as not to cause impairment to the local industry;
6. To institutionalize productivity and performance based incentive schemes for better return of investments to the management and corresponding higher benefits to the workers;
7. To institutionalize voluntary conciliation mechanisms in the ITC-HRRO to provide conciliation/ mediation services when sought upon by parties as concurrent or alternate avenue for dispute settlement; and to create & strengthen industry level Labor Management Councils or its equivalent for dispute resolution among members;
8. To provide the contractual and intermittent workers decent employment and provide them with skills and trainings for continuous self improvement;
9. To strengthen our collaboration and partnership with DOLE, TESDA, RTWPB, NCMB, DOT, DTI & other government agencies for unified strategies, approaches and programs in advancement of the industry.



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# VOLUNTARY CODE OF GOOD PRACTICES

## *I. ON SALARIES AND BENEFITS*

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1. We shall provide our employees with service charges, performance based incentives, profit sharing schemes, recognitions and awards for exemplary service;
2. We value loyalty of our employees and establish salary scales to provide incentives for their long and dedicated service;
3. We employees representative, 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 TRAINING AND EDUCATION*

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1. We shall strengthen our linkage and coordination with TESDA for certification of skills of the manpower requirement for our industry;
2. We shall partner with the CHED-TESDA in designing proactive strategies to prepare the students with values and skills that would match their careers in our industry;

3. We shall collaborate with the Department of Tourism in its programs for the Industry.

### ***III. ON HIRING AND FIRING***

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1. We shall 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. We shall 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. We shall limit the sub-contracting of our operations so as not to circumvent regular employment;
4. We workers (migrating to other countries for employment) shall observe 30 – day resignation notice to allow management to look for our replacement;

### ***IV. ON THE JOB TRAINEES AND INTERMITTENT WORKERS***

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1. We value the services of OJTs, seasonal and intermittent workers, being potential part of our regular workforce, we ensure their capability building and equip them with practical knowledge and experience according to the skills they are trained for:



2. We shall treat our OJTs with utmost care giving them meals, allowances, transportation incentives in a wholesome work environment that promotes their health, security, and safety;
3. We shall 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***

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1. We shall 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. We shall 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 to achieve **zero accident in our workplaces**;
  3. We shall include in our contracts of services in the case of contractual employees and memorandum of agreement with schools in 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;
  4. We shall adopt the green workplace program in our workplaces acknowledging the value of nature being the show case of our industry.
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5. We support all OSSH programs of the DOLE, OSHC, DOH, DENR and OSHNeT and ensure that we abide by their rules and regulations and support their programs.
6. We, employees shall 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 co-workers.

## **VI. ON PRODUCTIVITY**

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1. We shall 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. We shall 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**

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1. We shall institutionalize dispute settlement mechanisms and create labor management councils or its equivalent at both plant-level and industry level through Industry Tripartite Council For Hotel, Restaurants and Resorts in Olongapo City (ITC-HRRO) ;



2. We shall 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;
3. We shall continue to be active members of ITC-HRRO which is an effective avenue for social dialogue, policy review and consultations and for capability trainings and seminars on conciliation and mediation techniques and other alternative dispute resolution mechanisms through the National Conciliation and Mediation Board;

### ***VIII. ON SOCIAL DIALOGUE***

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The ITC-HRRO shall be a vehicle for social dialogues between and among stakeholders in the 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***

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

## ***X. ON MONITORING OF THE CODE***

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The ITC-HRRO shall institutionalize monitoring mechanisms of this code to include recognition of best practices program in individual & industry category for:

Best HR practice

Best management practice

Best company practice

Best health and safety practices

Best practice of gain sharing and productivity improvement

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 resorts industry. We are committed to formulate an evaluation tool to be used as guidelines in assessing best practices of our members.

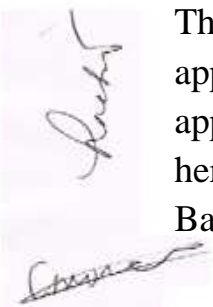
We, the officers of the ITC-HRRO, in behalf of our members extend our full support to achieve the noble objectives of this code.

## ***XI. EFFECTIVITY***

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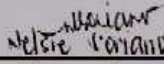
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The rules of this code shall take effect within a period of one (1) year upon its approval and adoption by its members. Accordingly, and with the unanimous approval of the majority of its members, this Voluntary Code of Good Practices is hereby approved this 19th day of October 2011, at Wild Orchid Beach Resort, Bo. Baretto Olongapo City .

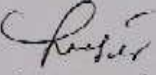


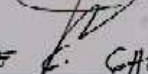
MANAGEMENT SECTOR:

  
WILDA GONZALES  
Vice-Chairman  
Wild Orchid Beach Resort

  
Melite Lomano  
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Melina P. Maresca  
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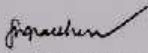
  
MARIA ANTONIA A. SANTOS  
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Michelle F. Galvez  
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JESSICA MORALES  
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Arriana P. Morales  
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GERSTEIN PINA  
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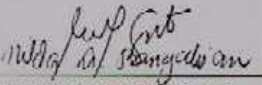
  
MARY BRAZI HERRERA  
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Analiz Analee Ong  
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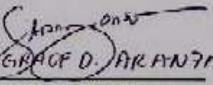
LABOR SECTOR:

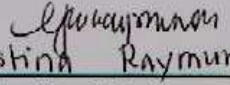
  
BEBE OLIVAR  
Vice-Chairman  
Blue Rock Subic

  
Michael Paynegaran  
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Welford S. Sampedano  
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Edmarito D. Benerio  
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PHOEBE GRACE D. ARANZANO  
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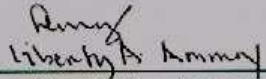
  
Cristina Raymundo  
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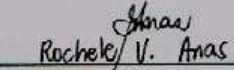
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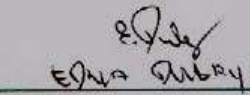
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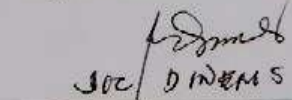
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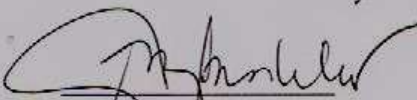
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**GERALDINE M. PANLILIO**  
Officer-in-Charge,  
Office of the Assistant Regional Director  
DOLE-Regional Office No. 3

\_\_\_\_\_  
**LEOPOLDO DE JESUS**  
Officer-in-Charge  
Office of the Regional Director  
DOLE-Regional Office No. 3

Witness my hand and official seal this \_\_\_\_\_ day of \_\_\_\_\_ 2011, at \_\_\_\_\_.

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Page No. \_\_\_\_\_

Notary Public \_\_\_\_\_

Book No. \_\_\_\_\_

Series of 2011



The image shows a collection of approximately 15 handwritten signatures and initials in various styles, including cursive and block letters, scattered across the page. Some are clearly legible, while others are more stylized or abbreviated. The signatures include names like 'John', 'John', 'John', 'John', 'John', 'John', 'John', 'John', 'John', 'John', 'John', 'John', 'John', 'John', and 'John'. There are also some initials and symbols, such as a large 'J', a 'P', and a 'K'. The handwriting is in black ink on a white background.

## ITC – HRRO OFFICERS



***Chairman*** : *Efren M. Reyes*  
***Vice-Chair-Management*** : *Wilda Gonzales*  
***Vice-Chair-Labor*** : *Bebe Olivar*  
***Secretary*** : *DOLE Staff*  
***Treasurer*** : *David Hermes*