



DEPARTMENT OF LABOR AND EMPLOYMENT  
Regional Office No. III  
Bulacan Provincial Field Office

# Voluntary Codes of Best Practices in Hotels, Restaurants and Tourism-Related Industry



## INTRODUCTION

This code is a collaborative effort developed by the members of the Tripartite Council for Hotel, Restaurant and Tourism-Related Industry in Bulacan presented and approved by the general assembly this 23rd of August 2011. This is a “living document” which will continually be updated to cater the needs of the Industry Tripartite Council (ITC).

This code had been agreed by a number of our members and is voluntary in nature. While it is not mandatory, signatories are committed to give their best efforts to abide by the provisions of this code. In this spirit, we monitor our members in their adherence to observe and implement mechanisms thru self-regulation, best practice/s, recognition and benchmarking. This does not set a binding effect on members which have adopted or joined the code.

The code was crafted to guide and to provide practical benchmark for good and best practices for hotels, restaurants and tourism-related industry to meet our moral, social and environmental obligation[s] and maintain a high standard of effectiveness. This code manifests our commitment to adhere to law, good customs, morals and declared public policies.

The Tripartite Council for Hotel, Restaurant and Tourism-Related Industry (TC-HRTRI), therefore, calls upon those in the industry and its stakeholders to provide their utmost support to this voluntary code of good practices.

## OBJECTIVES

1. To promote continuous growth and development in Hotel, Restaurant and Tourism-Related Industry through proactive strategies in meeting challenges so it could provide quality services, attain business goals and provide decent work to its employees;
2. To promote regular and effective information and communication, thru:
  - Sharing, benchmarking, monitoring and recognition of best practices among members,
  - Policy consultations,
  - Training Programs, and
  - Social dialogues;
3. To encourage employers and employees to work together in inculcating national pride and promoting cultural heritage among guests, customers & people in the community;
4. To promote best occupational safety, security, health and environmental practice and performance in the Tourism-Related Industry ;
5. To partner with school based Public Employment Service Office (PESO) to equip students who applied as On-Job-Training (OJT) with values and skills for careers that match the needs of the Tourism-Related Industry ;
6. To institutionalize productivity and performance based incentive schemes that will benefit both workers & employees ;
7. To institutionalize voluntary conciliation mechanisms or grievance machinery to ensure 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 as far as practicable;

8. To provide contractual and intermittent workers decent employment opportunities by providing them with relevant skills and trainings for continuous self improvement;
9. To strengthen our collaboration and partnership with Department of Labor and Employment (DOLE), Technical Education and Skills Development Authority (TESDA), Regional Tripartite Wages and Productivity Board (RTWPB), National Conciliation and Mediation Board (NCMB), Department of Tourism (DOT), Department of Trade and Industry (DTI) & other government agencies and private organizations like Bulacan Association of Resort Owners (BARO) for unified strategies, approaches and programs in advancement of the Tourism-Related Industry.

## **VOLUNTARY CODE OF GOOD PRACTICES**

### **I. ON SALARIES AND BENEFITS**

1. We shall provide our employees partition to service charges, if any, performance-based incentives, recognition and awards for exemplary service;
2. We value loyalty of our employees and give incentives for their long and dedicated service aid to provide assistance during emergencies and personal contingencies;
3. We provide in-kind benefits to supplement/augment cash benefits in order to meet the needs of the employees for a living wage; and
4. We shall strengthen collaboration and partnership with the Department of Tourism, DOLE and other government agencies and other private sector associations specifically in its programs for the Industry.

### **II. ON COORDINATION FOR TRAINING AND EDUCATION**

1. We encourage strong linkage and coordination with Technical Education and Skills Development Authority (TESDA) for certification of skills of the manpower requirements of our industry to include housekeeping, bartending, reception, lifeguards etc;
2. We shall initiate partnership with school-based PESO in designing proactive strategies that will prepare students to develop values and skills most needed in their careers in our industry.
3. We shall strengthen collaboration and partnership with the DOT, DOLE and other government agencies in its programs for the Industry.

### **III. RECRUITMENT AND TERMINATION OF EMPLOYEES**

1. We shall not in any way discriminate applicants and existing employees on account of religion, gender and civil status;
2. 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 during lean season;
3. We, workers, shall observe 30 day notification period for resignation or termination to allow management to look for replacement.

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

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 being trained on;
2. We shall treat our OJTs with utmost care giving them meals or allowances or incentives based on the financial capability of the establishment, provide them with wholesome work environment as well as ensure their safety and health;
3. We shall limit their working hours to the normal eight hours of work per day and shall require overtime work only in exigency of service provided that the total number of hours shall not exceed ten hours a day.

### **IV. OCCUPATIONAL SAFETY AND HEALTH**

1. We shall strongly promote policies and programs advocating health options and healthy lifestyles to our employees as we commit to a drug-free, accident free; HIV-Aids free and sexual harassment-free workplace;
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 promote “big brother-small brother” programs in our workplaces;
4. 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;
5. We 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 evacuation procedures, crisis media and communications in the event of disasters and crisis;

6. We shall adopt the green workplace program in our workplaces acknowledging the value of nature being the show case of our industry;
7. We support all Occupational Safety and Health Programs of the DOLE, Occupational Safety and Health Center (OSHC) , Department of Health (DOH) , Department of Environment and Natural Resources (DENR) and OSH Network and ensure that we abide by their rules and regulations and support their programs by providing trainings;
8. 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 OJT students.

#### **VI. ON PRODUCTIVITY**

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 all stakeholders.

#### **VII. ON DISPUTE SETTLEMENT**

1. We shall institutionalize dispute settlement mechanisms and create labor management councils or grievance machinery;
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; and
3. We shall continue to be active member of TC-HRTRI which is an effective venue for social dialogue, policy review and consultations and for capability trainings and seminars on conciliation and mediation techniques and other alternative dispute resolution mechanisms.

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

The IT-HRTRI shall be a regular vessel for social dialogues between and among stakeholders in the Tourism-Related 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 LGUs shall establish collaboration and partnership sharing a common roadmap to provide Tourism-Related Industries the necessary support and commitment to achieve the objectives of this code.

## X. ON MONITORING ADHERENCE TO THE CODE

The Tripartite Council on Hotel, Restaurant and Tourism-Related Industry shall institutionalize a monitoring mechanism of this code to include recognition of best practices program in individual & industry category for:

- Best HR practice
- Best Company Practice
- Best Management Practice
- Best Health and Safety Practice
- Best Green Work Place Program
- Promotion of Cultural Heritage

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

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

### MANAGEMENT SECTOR

  
**REMIGIO DEL POSO**  
Del Pozzinos Resort

  
**ROSIE RENZAL**  
Virgoni Resort

  
**CRISTINA E. VEGA**  
Stonebridge Resort

**LUZVIMINDA TANCANGCO**  
Daily Bread Farm and Resort

  
**RAFFY DESUYO**  
Shakey's Restaurant

  
**MELANIE T. FLORES**  
Four kings Hotel & Resort

  
**LUCIA C. SANTIAGO**  
Green Trees Resort & Hotel

**ISMAEL CRUZ**  
Coolwaves Ranch &  
Waterpark Resort

**JASON B. TECSON**  
St. Agatha Resort &  
Country Club, Inc.

**EVELYN D. DURLAO**  
Enlins Restaurant

  
**LOURDES M. CRUZ**  
JOGIMA Resort

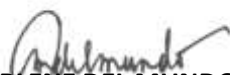
  
**WILFREDO J. PADILLA**  
Galilee Mansion &  
Garden Resort

**ADRIAN PAGTALUNAN**  
Luntiang Paraiso Resort

**CRISPIN CABILING**  
Long Meadows Country Resort

**ARMINE GARCIA**  
Malolos Resort Club Royale

**WORKERS SECTOR**



**ARLENE DEL MUNDO**

St. Agatha Resort and Country Club, Inc.



**JOY M. POLICARPIO**

Four Kings Hotel & Resort



**OFELIA FERNANDEZ**

Virgoni Resort



**MARK J. ADRIANO**

Stonebridge Resort



**DENNIS GUBALLA**

Shakey's Restaurant



**JOSE FLORES**

Del Pozzinos Resort



**JOEL G. MARCELO**

Green Trees Resort & Hotel



**MA. TERESA RUADEL**

St. Agatha Resort



**EDITHA C. GREGORIO**

Jogima Resort

**GRACE BUENCONSEJO**

Luntiung Paraiso

**NERISSA CAMARISTA**

Cool Waters Resort

**SHIRLEY MARTIN**

Gerry's Grill

**CECILLE MAÑETO**

Sitio Lucia Resort

**GOVERNMENT SECTOR**



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Regional Office No. III



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