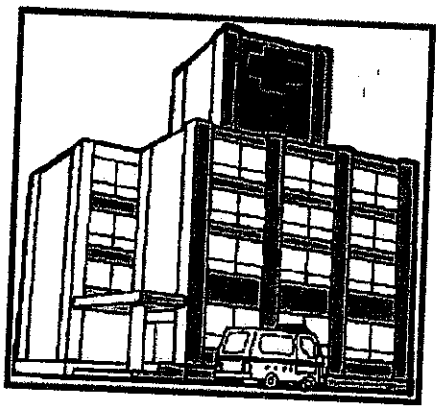
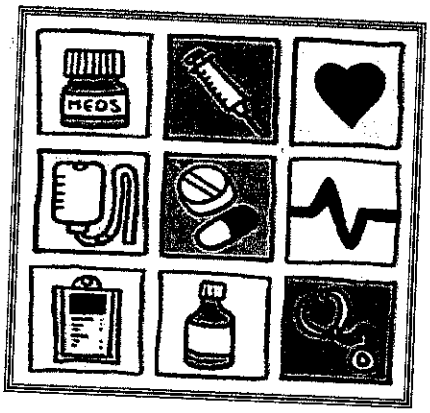
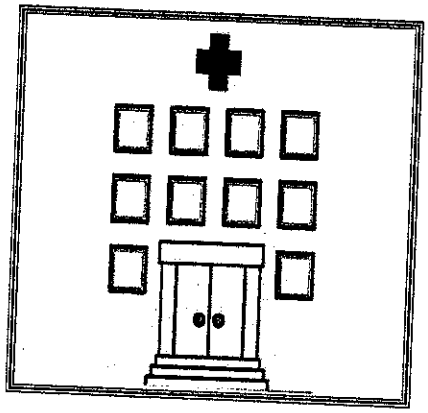
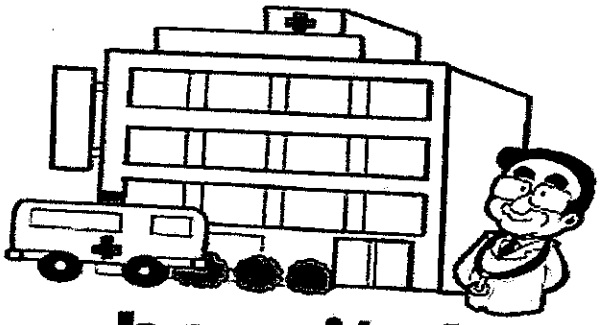
Department of Labor and Employment
Regional Office No. III - ZAMBALES







VOLUNTARY CODE OF GOOD PRACTICES



hospital

OLONGAPO – ZAMBALES HOSPITAL/MEDICAL INDUSTRIAL TRIPARTITE COUNCIL

(OZHM-ITC)

VOLUNTARY CODE OF GOOD PRACTICES FOR OLONGAPO - ZAMBALES HOSPITAL/MEDICAL INDUSTRIAL TRIPARTITE COUNCIL (OZHM-ITC)

Introduction

This code is a collaborative effort of the Department of Labor and Employment Zambales Provincial Field (DOLE-ZPFO) and the Olongapo - Zambales Hospital/ Medical Industrial Tripartite Council (OZHM-ITC). This is a "living document" which will continually be updated to be relevant to the changes of time.

Even if this code had been agreed by the 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 however crafted to provide practical benchmark and best practice guidance among members of medical industry to meet our moral, social and environmental obligations and maintain a high standard of efficiency of services rendered in addition to our commitment to adhere to law, good customs, morals and public policy.

Monitoring mechanisms thru self regulation, best practice/s recognition and benchmarking shall be regularly observed by member medical institution and government agencies.

The Olongapo - Zambales Hospital/ Medical Industrial Tripartite Council (OZHM-ITC) therefore encourages all members of medical industry and stakeholders to extend you voluntary support to this code.

PURPOSE OF THE CODE

1. To promote sustainable harmony in medical industry as envisioned by the OZHM-ITC towards:
   - Efficient and accurate medical service
   - Meaningful, Fulfilling, Productive Employment
   - Continuous growth and development of medical industry

2. To address the need for employment generation by creating job opportunities as well as upholding the efficient service of medical industry in the province.

3. To promote regular and effective "good neighbor" communication principles, thru:
   - Sharing, benchmarking, monitoring and recognition of best practices among members;
   - Policy consultations;
   - Training programs; and
   - Social dialogues

4. To promote industrial peace and encourage positive relationships not only between employers and employees but also among member institution and the community thereby promoting good neighbor communication principles identifying and addressing issues relevant to medical industry.

5. To promote occupational safety, security health and environmental practice and performance in the medical institutions.

6. To address issues of apprentices, OJTs and intermittent workers and afford them training and work environment that are decent, safe, healthy and fulfilling thus providing them with the knowledge, skills and high values needed in the field of work;

7. To institutionalize voluntary conciliation mechanisms among medical institution through the OZHM-ITC when sought by parties as concurrent or alternate avenue for dispute settlement and to create & strengthen institutional level Labor Management Councils for dispute resolution among member medical industry;

8. To strengthen our collaboration and partnership with DOLE, CHED, TESDA, OSHC, 8DOH & other government agencies for unified strategies, approaches and programs in advancement of the medical industry.

VOLUNTARY CODE OF GOOD PRACTICES

I. DEFINITION OF TERMS

Apprentices – Person who learns a job or skill by working for a fixed period of time for someone who is very good or adopt at that job or skill.

OJT'S (On-the-Job Training/ Trainees) – a form of training taking place in a normal working situation. Sometimes called direct instruction, it is one of the earliest forms of Training where someone who has experience at the job site shows or trains another how to perform a related task at work.

Intermittent Workers – Described as a worker or employee who generally works only when needed, less than 1,000 hours per year.

Migrating - To move from one position to another which depends on the reason of moving.

Lockdown – Lockdown event – refers to a continuous improvement initiative in which services in a specific area is halted in order to contain, and determine what are the issues that are preventing the efficiency of service.

II. COMPLIANCE WITH LABOR STANDARDS

We shall promote a culture of compliance with basic labor standards among key players of the industry, for this purpose employees regardless of status shall be entitled to all rights and privileges as provided for in the Labor Code, in view of these, we shall:

1. Abide with the existing core labor standards such as;
   a. Minimum wage

b. Holiday pay
c. Premium pay
d. 13th month pay
e. Overtime pay
f. Service Incentive Leave
g. Rest Day pay
h. Maternity Leave
i. Paternity Leave
j. Night Shift differential pay
k. Separation pay
l. Special Leave (Magna Carta for Women)
m. Solo Parent Leave
n. VAWC Leave
o. Social Security and Welfare Benefits

2. Value loyalty of our employees and establish salary scales to provide incentives for their long and dedicated service;

3. We shall coordinate with our partner industries like the Zambales Hotel and Restaurant Tripartite Council, Zambales Construction Industrial Tripartite Council, Zambales Education Industrial Tripartite Council and Zambales Industrial Peace Council for partnership and cooperation toward a productive and efficient industry province-wide.

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. Guarantee security of tenure of all employees regardless of whether the contract of employment is co-terminus with the service agreement, or for a specific job, work or service, or phase;

4. Observe the required standards of due process and necessary notices in terminating the services of the employees; and

5. We workers (migrating to other countries for employment) shall observe 30-days resignation notice to allow management to look for our replacement.

IV. ON PROMOTIONS and QUALIFICATION STANDARDS

1. We shall provide clear criteria for promotions, ranking and performance ratings, salary, increases and giving of bonus incentives to provide an objective treatment and evaluation of our employees' performance.

2. We shall give due recognition and awards for the notable achievements of our employees as well as their loyalty of good service to our institution.

V. ON OCCUPATONAL SAFETY AND HEALTH

We believe that member medical industries are leaders in safeguarding the safety and health of its employees, clients, stakeholders and community.

1. We adopt the Green program which includes the three Rs on waste Reduction, Recycling, Re-using and waste management as well as other frameworks that support a sustainable and healthy learning environment.

2. We adopt a clear rational policy for "smoke-free" institutions with clear procedures for communicating the said policy to those affected by it including employees, clients and visitors.

3. We adopt all measures to ensure that our institutions are free from Drugs, Sexual Harassment and HIV Aids thru strong advocacy and implementation of DOLE Mandates which we apply to the institutions, employees and also to clients and visitors.

4. We promote zero accident institutions and provide for periodic safety and security assessment for security and crisis preparedness planning, violence prevention procedures, physical security measures, after hours safety and physical design. We assure safety and security in the/our premises, to include:
    a. facilities.
    b. food services,
    c. transportation & parking are,
    d. laboratory areas

5. We promote proactive best practices in security and crime prevention, thru:
   a. Institutions security and emergency preparedness trainings and measures against violence, attacks and the like;

   b. Improvement of emergency management and response capacity, lockdown and evacuation procedures, crisis media and communications issues.

6. We ensure that all employees have sufficient information, instruction and supervision as to raise their level of consciousness on safety, security and health as integral part of their discipline as persons thru continuing health and safety education, first aid training and other trainings relevant to the emerging risks in the changing environment.

7. 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.
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.

VI. ON PROTECTION & WELFARE OF ON THE JOB TRAINEES AND INTERMITTENT WORKERS APPRENTICES and INTERMITTENT WORKERS

1. We recognize the need for on the job trainees to achieve a balance of work and study hence we observe a maximum number of 40 work hours per week/ or 8 hours/day; we provide them health and safety measures in the event of work-related accidents or illness;

2. We shall ensure that apprenticeship contracts between schools and our medical institutions with provisions on the following:
   a. Protection on OJT's Health, Security and Safety to include security measures to be undertaken by parties for night shift duty.
   b. Specifications of skills training to be provided to ensure that OJTs are given the necessary preparation for actual work as they graduate from their courses.
   c. Other terms and conditions promoting the OJTs' welfare and enhancing their skills and productivity

VII. ON QUALITY SERVICE

1. We shall comply the ideal bed capacity for our patient and clients to ensure comfortability and efficient services.
2. We shall abide on the continuing medical education of medical, paramedical and allied medical personnels to be responsive to the changing needs of times, providing and health services that will continue to improved over the years.

VIII. ON PRODUCTIVITY

1. We shall initiate productivity incentive and performance based schemes where both medical institutions 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.

IX. ON CONCILIATION/ MEDICAL AND MAINTENACE ON INDUSTRIAL PEACE

1. We shall institutionalize dispute settlement mechanisms and create labor management councils or its equivalent at industry level through the OZHM-ITC

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 our institutions.

3. We shall continue to be active members of OZHM-ITC as an effective avenue for social dialogue, policy review and consultations and for capability trainings and seminars on conciliation/ mediation through the National Conciliation and Mediation Board.

X. COLLABORATION OF GOVERNMENT PARTNERS

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

XI. ON MONITORING OF THE CODE

The Olongapo - Zambales Hospital/Medical Industrial Tripartite Council shall institutionalize monitoring mechanisms to include best practice recognition and awards, 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 institutions.

In view of the above Voluntary Code of Good Practices, 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 hospital/medical industry.

We, Officers of the Olongapo - Zambales Hospital/ Medical Industrial Tripartite Council (OZHM-ITC), in behalf of our members extend our full support to achieve the noble objectives of this code.

Witness my hand and official seal this 15th day of May, 2014 at Olongapo City.

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Department of Labor and Employment
Regional Office No. III - ZAMBALES

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