



Republic of the Philippines  
**DEPARTMENT OF LABOR AND EMPLOYMENT**  
**TRIPARTITE INDUSTRIAL PEACE COUNCIL**  
**INDUSTRIAL TRIPARTITE COUNCIL**  
Regional Office No. XII  
Koronadal City



## **VOLUNTARY CODE OF BEST PRACTICES IN HOTELS, RESTAURANTS AND TOURISM INDUSTRY**

### **INTRODUCTION**

This code is a collaborative effort developed in various stages from the deliberations of the members of the Hotel, Restaurant and Tourism Industry Tripartite Council (HRTITC) until its presentation and approval by the general assembly. This is a "living document" which will 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 to widen tourism industry 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.

Monitoring mechanisms thru self regulation, best practices/recognition and benchmarking shall be regularly observed by our members.

The Hotel, Restaurant and Tourism Industry Tripartite Council 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 tourism 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 neighbor 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, among members of hotel, restaurant and tourism group and the community thereby promoting good neighbor communication principles identifying and addressing issues relevant to the tourism industry;
4. To promote best occupational safety, security, health and environmental practices and performance in the hotel , restaurant and tourism industry.
5. To partner with the Technical-Vocational Schools to equip students with values and skills for careers that match the needs of the tourism 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 provide contractual and intermittent workers decent employment and provide them with skills and trainings for continuous self improvement;
8. 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**

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

1. We shall provide our employees with performance based incentives, 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;

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

1. We shall strengthen our linkage and coordination with TESDA for certification of skills of the manpower requirement of our industry;
2. We shall partner with the Commission in Higher Education (CHED) 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**

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;

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

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 promote proactive best practices in security and crime prevention, through security and emergency preparedness trainings and measures against terrorism attacks and the like;
4. We shall equip our workplaces with emergency management and response capacity, lockdown and evacuation procedures, crisis media and communication in the event of disasters and crisis;
5. We shall adopt the green workplace program in our workplaces acknowledging the value of nature being the showcase of our industry;
6. 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;
7. We, employers, shall uphold at all times the safety, security and health among our ranks and shall serve as a models of healthy and respectable lifestyles worthy of emulation by our staff.

#### **V. ON PRODUCTIVITY**

1. We shall cooperate and coordinate with the Regional Tripartite Wages and Productivity Board in its policies and programs enhancing the productivity and quality of service.

#### **VI. ON DISPUTE SETTLEMENT**

1. 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;
2. We shall continue to be active members of this council 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.

#### **VII. ON SOCIAL DIALOGUE**

This council shall be 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.

## VIII. COLLABORATION OF GOVERNMENT PARTNERS

We, in the government agencies- DOLE and its attached agencies (RTWPB, NCMB, TESDA) with DOT, DOH, DENR and the LGU's, DTI 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.

## IX. ON MONITORING OF THE CODE

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 & industry category for:

BEST IN HR PRACTICE

BEST MANAGEMENT PRACTICE

BEST COMPANY PRACTICE

BEST HEALTH AND SAFETY PRACTICES

BEST PRACTICE OF PRODUCTIVITY IMPROVEMENT


We shall promote benchmarking, self-regulating strategies in keeping up with this code. We shall continue to upgrade this code to keep 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, members of the Hotel, Restaurant and Tourism Industry Tripartite Council in behalf of our members extend our full support to achieve the noble objectives of this code.

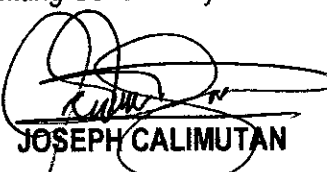
Unanimously adopted this 9<sup>th</sup> day of **November 2012**, at Koronadal City, South Cotabato, Region XII, Philippines.

  
**LUCILA ZINGAPAN**


Vice Chairman for Management, HRTITC  
Sueno Group of Companies

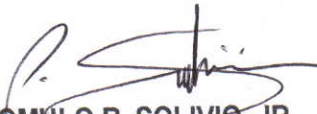
  
**MARILOU DEQUILLO**  
Secretary, HRTITC  
Punta Isla Lake Resort

  
**JANINE KATE C. BALDOVE**  
Vice Chairman for Labor, HRTITC  
Mang Gorio Bahay Kainan

  
**JOSEPH CALIMUTAN**  
Treasurer, HRTITC  
Ramona Plaza Hotel

  
**CATHERINE VARGAS**  
Auditor, HRTITC  
Punta Isla Lake Resort

  
**BAHANDI B. SUENO**  
General Manager  
Cinco Ninas Filipino Cuisine

  
**ROMULO B. SOLIVIO, JR.**  
Punta Isla Lake Resort

  
**OFELIA F. ESMA**  
BFE Food Products

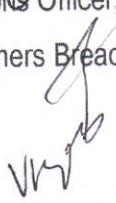
  
**JENNIFER G. LASTIMOSA**  
Fortune Field Resort

  
**JOHN MICHAEL DARAUG**  
Greenstate Suites

**ALBERT KO**  
Lantaw Marbel Picnic Grove  
and Resto Grill

**FLORA GABUNALES**  
South Cotabato Provincial Director  
Department of Trade and Industry

  
**RAFAEL PENETRANTE**  
Press Relations Officer, HRTITC  
Farmers Bread

  
**VICTOR A. VILLA**  
General Manager  
MG Milestone Corporation


  
**DAGNY B. SUENO**  
General Manager  
Paraiso Verde Resort and Water Park

**DINA O. HIDALGO**  
Proprietor  
DVO Realty (Ramona Plaza Hotel)

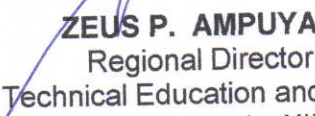
  
**MAYBELINE PALMA ALMADIN**  
Dolores Lake Resort

  
**EVELYN LAGASCA**  
Cresta Del Rio Splash Resort


  
**MARK HAROLD J. MAULIT**  
Villa Princessita

  
**CHONA M. MANTILLA**  
Regional Director  
Department of Labor and Employment XII

**ATTY. ARTURO P. APONESTO**  
Executive Labor Arbiter  
National Labor Relations Commission XII

  
**ZEUS P. AMPUYAS**  
Regional Director  
Technical Education and Skills  
Devt. Authority XII

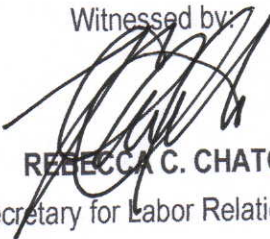
  
**FELICIANO R. ORIHUELA, JR.**  
OIC Director  
National Conciliation Mediation Board XII

  
**JESSIE M. DELA CRUZ**  
Board Secretary VI  
Regional Tripartite Wages and Productivity  
Board XII

**ARTURO Y. PINGOY, JR. M.D.**  
Provincial Governor  
Province of South Cotabato

**PETER B. MIGUEL**  
City Mayor  
City of Koronadal

Witnessed by:

  
**REBECCA C. CHATO**  
Undersecretary for Labor Relations Cluster  
Department of Labor and Employment and Employment

