



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Regional Office No. XII
Koronadal City



VOLUNTARY CODE OF GOOD PRACTICES IN THE TOURISM INDUSTRY OF REGION XII

INTRODUCTION

This Code is created through the collaborative effort established by the officers and members of the Tourism Industry Tripartite Council in Region XII.

The purpose of this Code is to provide best practice guidance among players for benchmarking in the tourism industry, to widen tourism industry's horizon to meet moral, social and environmental obligations and maintain a high standard of effectiveness in addition to the 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 officers and members of the council.

Tourism Industry Tripartite Council therefore calls upon those in the industry and its stakeholders to support this Voluntary Code of Good Practices.

OBJECTIVES

1. To promote continuous growth and development in the 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 through policy consultations, social dialogues, training programs, and sharing, monitoring and recognition of best practices among members;
3. To encourage positive interactions between employers and employees, among members of the tourism industry, and the community thereby promoting good neighbor communication principles in identifying and addressing issues relevant to the industry;
4. To promote best occupational safety, security, health and environmental practices and performance in the tourism industry;
5. To coordinate with the Technical-Vocational Schools to equip students with values and skills for careers that match the needs of the tourism industry;
6. To promote and encourage productivity and performance based incentive schemes and programs 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; and
8. To strengthen our collaboration and partnership with Department of Labor and Employment, Employees Compensation Commission, Technical Education and Skills Development Authority, Philippine Overseas Employment Administration, Regional Tripartite Wages and Productivity Board, National Conciliation and Mediation Board, Department of Tourism, Department of Trade and Industry and other government agencies for unified strategies, approaches and programs in advancement of the 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;
3. We ensure that both employers and workers are enrolled with SSS, PHILHEALTH, and PAG-IBIG.

II. ON TRAINING AND EDUCATION

1. We shall strengthen our linkage and coordination with Technical Education and Skills Development Authority (TESDA) for certification of skills of the manpower requirement of our industry;
2. We shall partner with the Commission on 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 (DOT) 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. ON 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 Occupational Safety and Health programs of the Department of Labor and Employment, Employees Compensation Commission, Occupational Safety and Health Center, Department of Health, Department of Environment and Natural Resources and Occupational Safety and Health Network and ensure that we abide by their rules and regulations;
7. We, employers, 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 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 a vehicle for social dialogue between and among stakeholders in the tourism industry to address issues and concerns of the times through conduct of policy review and consultations, capability trainings and seminars to upgrade the social awareness of its members.

VIII. COLLABORATION OF GOVERNMENT PARTNERS

We, in the government agencies – Department of Labor and Employment and its attached agencies (RTWPB, NCMB, POEA, OWWA, ECC, NLRC, NRCO, TESDA) with the Department of Tourism, Department of Health, Department of Environment and Natural Resources, National Commission on Indigenous People, Department of Trade and Industry, and the Local Government Units shall establish collaboration and partnership by sharing a common roadmap to provide the tourism industry the support and commitment to achieve the objectives of this Code.

IX. ON MONITORING OF THE CODE

The Tripartite Council in Tourism Industry shall institutionalize monitoring mechanisms of this Code to include recognition of best practices on

Human Resource Management;
Health and Safety; and
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

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

We, the officers and members of the Tourism Industry Tripartite Council in Region XII, extend our full support to achieve the noble objectives of this Code.

Unanimously adopted this 20 of November, 2013, at Koronadal City, South Cotabato, Region XII, Philippines.

MICHELLE L. SOLON
Vice-Chairman, Management
ITC Tourism

AMALIALIZA PANINGBATAN
Vice-Chairman, Labor
ITC Tourism

SYDNEY HOTEL


CHARLEMAGNE T. DELFINO


MAY DEDOYO

GREENLEAF HOTEL


ANGEL KANAPI, JR.


AMALIALIZA PANINGBATAN

SUN CITY SUITES


PHILLIP PABELIC


MARY GRACE ESPIEL

EAST ASIA ROYALE HOTEL


LORELYNN D. GRAFILO


PRINCESS LOVELY ARCENAL

ROADHAUS HOTEL


JONATHAN TAYOTO


SEPTRELEN CUIZON

TIERRA MONTANA HOTEL


For: 
LALAIN V. SUHANDA


LORENA LOS BANEZ

SARANGANI HIGHLANDS GARDEN

BOO P. FERNANDEZ

MAE SHEILLE ANGELES

GUSTEAU'S AND TONGYANG


DONNA TORRECAMPO


JOHN PAUL CAPILI

LUCILA ZINGAPAN
Vice Chairman for Management, HRTITC
Sueno Group of Companies

CAROLINE MACAHILOS
Vice Chairman for Labor, HRTITC
Trisha's Burger

MARIESEL TIBA
Secretary, HRTITC
Esma Restaurant

JOHN MICHAEL DARAUG
Treasurer, HRTITC
Greenstate Suites

MARK HAROLD J. MAULIT
Auditor, HRTITC
Villa Princessita

RAFAEL PENETRANTE
Press Relations Officer, HRTITC
Farmers Bread

BAHANDI B. SUENO
General Manager
Cinco Niñas Filipino Cuisine

VICTOR A. VILLA
General Manager
MG Milestone Corporation

ROMULO B. SOLIVIO, JR.
Punta Isla Lake Resort

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

OFELIA F. ESMA
BFE Food Products

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

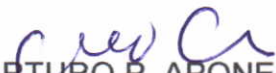
JENNIFER G. LASTIMOSA
Fortune Field Resort

MAYBELINE PALMA ALMADIN
Dolores Lake Resort

JOHN MICHAEL DARAUG
Greenstate Suites

EVELYN LAGASCA
Cresta Del Rio Splash Resort

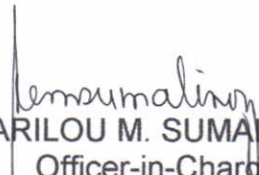
ALBERT KO
Lantaw Marbel Picnic Grove and
Resto Grill



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


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

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


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

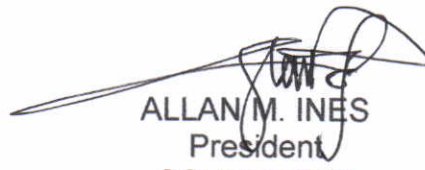

MARILOU M. SUMALINOG
Officer-in-Charge
Overseas workers Welfare Administration XII


EMERITA B. GERMO
Senior LEO
Philippine Overseas Employment Administration XII


CHRISTOPHER D. GAMBOA
Information Officer II
Employees Compensation Commission XII


JEANETTE F. ENOLPE
LEO III Reintegration Coordinator
Nat'l Reintegration Center for OFWs

JONIX A. PANIAGUA
President
PESO Federation XII

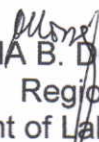

ALLAN M. INES
President
OSHNET R12

IBRAHIM K. GUIAMADEL
Regional Director
Department of Trade and Industry XII

NELLY NITA DILLERA
Regional Director
Department of Tourism XII

PETER B. MIGUEL, M.D., FPSO-HNS
Mayor
Koronadal City

ATTY. FERDINAND L. HERNANDEZ
Congressman
South Cotabato 2nd District


OFELIA B. DOMINGO, CESO III
Regional Director
Department of Labor and Employment XII