

VOLUNTARY CODE OF BEST PRACTICES

INDUSTRY TRIPARTITE COUNCIL
HOTELS, RESTAURANTS AND RESORTS IN
CLOONCAPO CITY
(ITC - HRRO)

LABORERS
DEPARTMENT OF LABOR AND EMPLOYMENT
REGIONAL OFFICE NO. III



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



VOLUNTARY CODE OF BEST PRACTICES



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

OLONGAPO CITY A LIFESTYLE DESTINATION



Olongapo City / Subic Bay are one of the most complete tourist destinations close to Metro Manila. Less than three hours North from the Swagman Hotel Manila, Olongapo City / Subic Bay offer the possibility of enjoying water sports (sailing, windsurfing, kayaking, scuba diving, swimming, jet skiing, game fishing, bay cruises) plus golf, tennis, go-kart racing, hiking and bird watching. On top of this Olongapo City and Subic Bay are steeped in history that spans the era of the Philippine War of Independence (1897-1898) to the departure of U.S. Forces from the Philippines in 1992.

OLONGAPO CITY HISTORY

Olongapo City and nearby Subic Bay town were once sleepy fishing villages, until 1885. In 1885 the Spanish built a Naval Arsenal at Olongapo City, to protect Manila from invasion from the North. Unfortunately, the protection did not take into account the passions of the local people who, having resented Spanish rule for centuries, thought they had found an ally in America and conspired to allow the American fleet to enter Subic Bay unopposed in 1898. From 1898 to 1992 (except for a short period during World War II, 1942-1945) the U.S. Navy built up the facilities & defenses of what is today Subic Bay Freeport Zone and the adjacent Olongapo City. In 1992, the U.S. Navy relinquished Subic Bay to the Philippine Government.

Olongapo City and nearby Barrio Barreto / Baloy Beach were the playground for U.S. Forces stationed in Subic Bay and today you can still find romantic reminders of the bars and restaurants that entertained the thousands of U.S. Forces personnel that passed through Subic Bay during the Vietnam War era. During the Vietnam War era, Subic Bay was the favourite R&R (Rest & Relaxation) destination, and Olongapo City and Barrio Barreto / Baloy Beach provided the off-base nightlife, entertainments and beaches.

Since 1992, initially under the stewardship of Senator Richard Gordon, Subic Bay Freeport Zone and Olongapo City have grown into one of the best examples of the coexistence of commerce and tourism throughout the whole of the Philippines. With the completion of the Subic-Clark-Tarlac-Expressway (SCTEx) in 2008,

connecting Subic Bay Freeport directly to the North Luzon Expressway (NLEX), Subic Bay and Olongapo City are now less than three hours drive from anywhere in Metro Manila.

OLONGAPO CITY HOTEL & BEACH RESORT

Olongapo City offer hotel and beach resort accommodation to satisfy almost every budget, from backpacker accommodation to the international 4-star luxury beach resort hotel.

OLONGAPO CITY BAY AREA HOTELS, RESORTS AND RESTAURANTS

- ❖ Arizona International Hotel – National Highway, Barrio Barretto
- ❖ Arlene's Inn – East Tapinac, Olongapo City
- ❖ Blue Rock Beach Resort – Baloy Long Beach, Barrio Barretto
- ❖ By the Sea Resort – National Highway, Barrio Barretto
- ❖ Celzone Lodge – Magsaysay Drive, Olongapo City
- ❖ City Inn – Rizal Avenue, Olongapo City

- ❖ Conti Apartelle – Rizal Avenue East Bajac-Bajac, Olongapo City
- ❖ Guezreal Hoteliers Inc. – Magsaysay Drive, Olongapo City
- ❖ Johan's Beach Resort Hotel – National Highway, Barrio Barretto
- ❖ Kokomo's Subic Hotel – Baloy Long Beach, Bo. Barretto
- ❖ La Playa Papagayo – National Highway, Bo. Barretto
- ❖ Mango's Place and Restaurant – Baloy Beach, Bo. Barretto
- ❖ Mart's Lodge – 10 Afable St. East Bajac-Bajac, Olongapo City
- ❖ Sheavens Seafront Resort Hotel – Baloy Long Beach, Bo. Barretto
- ❖ Suzuki Beach Hotel, Inc. – Samar St. Bao. Barretto
- ❖ Subic Grand Seas – National Highway, Bo. Barretto
- ❖ The Lagoon Resort and Hotel – Midway Baloy Long Beach, Bo. Barretto
- ❖ The Coffee Shop – National Highway, Barrio Barretto
- ❖ Tonga Lei Hotel and Restaurant – Mactan St. Bo. Barretto
- ❖ Travel Lodge – Magsaysay Drive, Olongapo City
- ❖ Treasure Island Hotel – Baloy Beach Bo. Barretto
- ❖ Trident Resort – Baloy Beach Bo. Barretto
- ❖ Wild Orchid Beach Resort Hotel – Baloy Long Beach, Bo. Barretto

Things To Do In Olongapo City / Subic Bay

Olongapo City itself offers few things to do except for the historian but the city provides the workforce and the resources that offer so many things to do within the Subic Bay Freeport Zone and in Barrio Barreto / Baloy Beach. In or near Olongapo City/ Subic Bay there is a comprehensive range of exciting things to do including, sports and water sports (sailing, windsurfing, kayaking, scuba diving, swimming, jet skiing, game fishing and bay cruises plus golf, tennis, go-kart racing, hiking and birdwatching, and don't forget to see the fruit bats). In addition, Subic Bay is home to Ocean Adventure (marine park), Zoobic Safari (tiger park), the JEST Camp (jungle environment survival training/experience) and the Subic Bay Maritime Museum.

Visit Olongapo City / Subic Bay also for historical things to do: monuments to World War II victories and atrocities, on land and in the bay. For example: you can go scuba diving on the wreck of the USS New York (U.S. Navy battle cruiser) and the Oryoko Maru (Hell Ship), and scores of other U.S. Navy vessels sunk deliberately or by storms around Subic Bay; walk the ZigZag Pass, where Japanese Forces held out to the last man against returning U.S. Forces in 1945 - some say the Japanese Forces were protecting Yamashita's Gold, others say Yamashita's Gold may still lay undiscovered in the maze of booby-trapped tunnels dotted across the Zambales hillsides overlooking Olongapo City.

Things to do entertainment & nightlife: entertainment in Olongapo City and Subic Bay has started to blossom again, since the opening of the SCTEx. The hotels and beach resorts of Subic Bay Freeport Zone and Barrio Barreto / Baloy Beach are now regular destinations for local and international tourists traveling from Angeles

City/ Clark and Metro Manila. Barrio Barreto / Baloy Beach offer nightlife and entertainment to satisfy every taste and whim. Rummage through the pubs and bars of Barrio Barreto / Baloy Beach and you may have chance upon General Mac Arthur's jeep and a score or more of war stories from the veterans who have returned to Olongapo City / Subic Bay to live out their retirement amongst nightlife revelry and the memorabilia of wartime exploits.

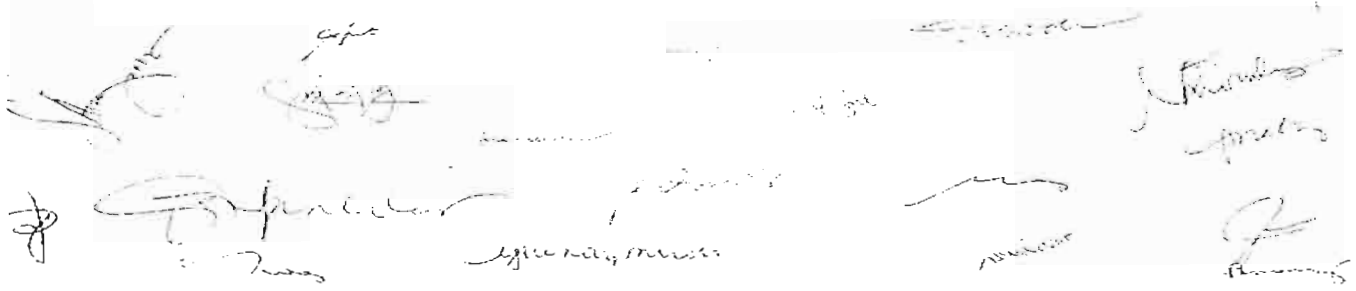
VOLUNTARY CODE OF BEST PRACTICES FOR HOTELS, RESTAURANTS AND RESORTS IN OLONGAPO CITY

Introduction

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.

VOLUNTARY CODE OF GOOD PRACTICES

I. ON SALARIES AND BENEFITS

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

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

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;

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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

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

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;

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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.
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

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

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

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

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

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.

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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

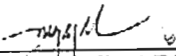
The rules of this code shall take effect within a period of one (1) year upon its approval and adoption by its members. Accordingly, and with the unanimous approval of the majority of its members, this Voluntary Code of Good Practices is hereby approved this 19th day of October 2011, at Wild Orchid Beach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

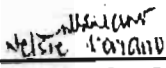
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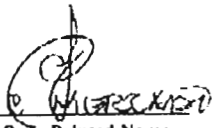
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EFREN M. REYES
CHAIRMAN

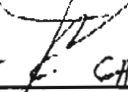
MANAGEMENT SECTOR:



WILDA GONZALES
Vice-Chairman
Wild Orchid Beach Resort


NELCIE CORTADO
Signature Over Printed Name



MYRELLA
Signature Over Printed Name

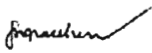

MARIA ANTONIA A. SANTOS
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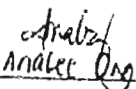

MICHELLE E. ALVAREZ
Signature Over Printed Name


JESSICA MARTINEZ
Signature Over Printed Name

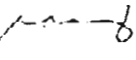

ARRIANA P. MORALES
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GERARDO
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MARY BRAEG HERRERA
Signature Over Printed Name

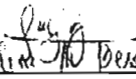

ANDRES
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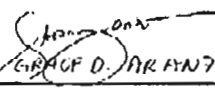
LABOR SECTOR:


BEBE OLIVAR
Vice-Chairman
Blue Rock Subic


MICHAEL
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PHOEBE
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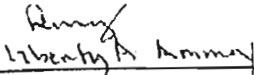

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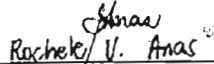
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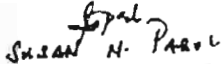
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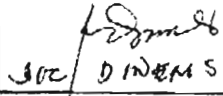
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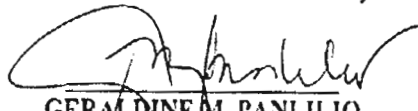
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GERALDINE M. PANLILIO
Officer-in-Charge.

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

ITC – HRRO OFFICERS



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

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

ACTION PLAN

KEY AREAS	ACTIVITIES	AGENCY RESPONSIBLE	TIMEFRAME		INDICATORS
			Start	Final Completion	
I. Compliance on Labor Standards	1. Conduct Seminar on Labor Standards. <ul style="list-style-type: none"> • Issuance of Checklist to all members • Identification of members who are not conforming with the Labor standards 	DOLE	Q1 2012	Q4 2012	1 Seminar for 20 participants
	2. Conduct orientation on Social Protection SSS, Pag-Ibig, Philhealth <ul style="list-style-type: none"> • Identification of members who are not yet complying on social protection benefits 	SSS/Pag-Ibig/Philhealth ITC-HRRO	Q1 2012	Q4 2012	1 Orientation for 20 participants
	3. Orientation on BMBE	DOLE/DTI	Q1 2012	Q4 2012	1 Orientation for 20 participants
II. Training and Education	1. Establish linkages and coordination with TESDA for certification of skills of the employees/manpower requirement <ul style="list-style-type: none"> • Conduct regular meeting with TESDA • Schedule employees/manpower skills assessment 	DOLE/TESDA/ITC Officers	Q2 2012	Q4 2012	Attended 2 meetings with TESDA

	<p>2. Establish partnership with CHED-TESDA in designing pro-active strategies to prepare the students with values and skills that would match their careers in the industry</p> <ul style="list-style-type: none"> • Sit down with CHED /TESDA re: formulation of policy <p>3. Establish collaboration with DOT regarding its program for the Industry.</p> <ul style="list-style-type: none"> • Join DOT in promotion of its program for the industry 	<p>DOLE/TESDA/CHED/ITC Officers</p> <p>DOLE/DOT/ITC Officers</p>	<p>Q1 2012</p> <p>Q2 2012</p>	<p>Q4 2012</p> <p>Q4 2012</p>	<p>Attended 2 meetings with CHED</p> <p>Join 2 activities to be conducted by DOT</p>
III. Recruitment and Termination of Employees	<p>1. Conduct of Labor Relations, Human Relation and Productivity (LHP) and other related Labor Educations</p> <p>2. Conduct Orientation on DO 18-02</p>	<p>DOLE</p> <p>DOLE</p>	<p>Q2 2012</p> <p>Q2 2012</p>	<p>Q4 2012</p> <p>Q4 2012</p>	<p>3 LHP with 20 pax each</p> <p>1 Orientation for 20 pax</p>
IV. On the Job Trainees and Intermittent Workers	<p>1. Conduct of capability building and skills training</p>	<p>DOLE/TESDA/DOT/DTI</p>	<p>Q2 2012</p>	<p>Q4 2012</p>	<p>1 training for 20 pax each</p>
V. Occupational Health and Safety Standards	<p>1. Promotion of policies and programs advocating healthy options and healthy lifestyle of employees such as:</p> <ul style="list-style-type: none"> • Training on drug free workplace • Sexual harassment • Hiv-aids • Anti TB, etc 	<p>DOLE, OSHC, DOH</p>	<p>Q1 2012</p>	<p>Q4 2012</p>	<p>2 companies prepared policies on health and safety</p> <p>2 trainings will be conducted for 20 pax</p>

	<p>2. Issuance of Checklist for all the members.</p> <ul style="list-style-type: none"> • Identification of members that are not complying with standards 	DOLE	Q1 2012	Q1 2012	All members submitted checklist
	<p>3. Conduct Orientation on Family Welfare</p> <ul style="list-style-type: none"> • Establish Family Welfare Committee 	DOLE	Q3 2012	Q4 2012	1 Orientation for 20 pax 1 Family Welfare Committee to be established
VI. Work and Productivity Improvement	<p>1. Initiate productivity Incentive performance based schemes for both management and employees.</p>	ITC Officers & Members	Q4 2012	Q4 2012	2 companies initiate incentive performance based schemes
	<p>2. Cooperate and Coordinate with the RTWPB in its policies and programs enhancing the productivity and quality of the service.</p> <ul style="list-style-type: none"> • Conduct seminars on productivity • Establish productivity programs in the workplace 	DOLE/ ITC Officers & Members	Q1 2012	Q4 2012	2 seminars to be conducted with 20 pax 2 companies will establish productivity programs in the workplace
VII. Dispute Settlement	<p>1. Maintenance of industrial peace thru:</p> <ul style="list-style-type: none"> • Creation of labor management councils • Adoption of conciliation and mediation approach in settling disputes • Conduct LHP 	DOLE, ITC	Q1 2012	Q4 2012	1 LMC will be established

VIII. Social Dialogue	<p>1. Upgrading the social awareness of all members thru;</p> <ul style="list-style-type: none"> • Conduct of policy reviews and consultation • Conduct of capability trainings and seminars 	SSS, ECC, Pag-Ibig, Philhealth	Q1 2012	Q4 2012	<p>2 consultation to be attended</p> <p>1 capability training/ seminar to be conducted</p>
IX. Collaboration of Government Partners	Continues partnership with different government agencies and stakeholders	DOLE/NCMB/TESDA/DOT/DOH/DENR/LGU	Q1 2012	Q4 2012	
X. Monitoring	<p>Submission of the following reports:</p> <ul style="list-style-type: none"> • Checklist indicating compliance to core labor standards • Accident/illness exposure report • LMC Organization and Monitoring Report • Safety Committee Report • Improvement plan vis-à-vis accomplishment 	All ITC members	Q4 2012	Q4 2012	All the required reports should be submitted
XI. Renewal of the Voluntary Code of Best Practices	<ol style="list-style-type: none"> 1. Conduct consultation with all the members 2. Review the existing code if there is a need for revision 3. Signing and adoption of the new code 	DOLE & ITC Members and Officers	Q4 2012	Q4 2012	New approved Voluntary Code of Best Practices was prepared.