

RESOLUTION NO. 1

Series of 2011

“ADOPTING THE HOTEL, RESTAURANT & TOURISM INDUSTRY VOLUNTARY CODE OF GOOD PRACTICES.”

WHEREAS, the National Tripartite Industrial Peace Council issued Resolution No. 3, series of 2010 indorsing and extending tripartite support to the DOLE initiated reforms in labor arbitration and adjudication system and in strengthening tripartism and social dialogue;

WHEREAS, being an integral part of the NTIPC, the HRT Industry Tripartite Council (HRT ITC) concurs and supports the reforms specifically, in the implementation of item 6 of TIPC Resolution No. 3 to develop responsible and mature engagement of the social partners through self-regulation and Voluntary Code of Good Practices, the tripartite partners hereby agree to adopt a Manufacturing Industry Code of Good Practice to enhance the enterprise level bipartite dialogue and provide and afford an industry venue for any industry issues.

NOW THEREFORE, BE IT RESOLVED, AS WE HEREBY RESOLVE TO adopt and abide without force or compulsion, of the HRT-ITC Voluntary Code of Good Practices as hereunder provided:

BILIRAN VOLUNTARY CODE OF BEST PRACTICES IN HOTELS, RESTAURANT AND TOURISM INDUSTRY

Introduction

This code is a collaborative effort developed in various stages from the deliberation of the member of the Board of Trustees of the Tripartite Council in Hotel, Restaurant and Tourism Industry until its presentation and approval by the general assembly. This is a “living document” which will continually be updated to the relevant to the changing of times thereof;

Even if this code had been agreed by a number of our members, this does not set a binding effect on the 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, restaurant and the wider 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 mechanism thru self regulation, best practices/s recognition and benchmarking shall be regularly observed by our members.

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Secretary
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The Tripartite Council for Hotel, Restaurant and Tourism Industry (TC-HRT) therefore calls upon those in the Industry and its stakeholders to support this voluntary code.

OBJECTIVE 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 goals and provide decent work to its employees;
2. To promote regular and effective good neighbor communication principle, thru:
 - a) Sharing, benchmarking, monitoring/evaluation and recognition of best practices among members
 - b) Policy consultations
 - c) Training programs
 - d) Social dialogue
3. To encourage positive interaction between employers and employees, among member schools and community thereby promoting good neighbor communication principles identifying and addressing issues relevant to the tourism industry;
4. To promote best occupation safety, security, health, and environmental practices and performance in the tourism industry;
5. To address issues of emigration of trained and skills tourism employees to other nations by ensuring safety nets so as not to cause impairment to the local tourism industry;
6. To intensify partnership with the Labor Tripartite Council in Education to equip students with values and skills for careers that match the needs of the tourism industry;
7. To institutionalize productivity and performance based incentive schemes for better return of investment to the management and corresponding higher benefit to the workers;
8. To institutionalize voluntary conciliation mechanism in the TC-HRTI 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 Council or its equivalent for dispute resolution among member schools.
9. To provide contractual and intermittent workers decent employment and provide them with skills and training for continuous self improvement;
10. To strengthen our collaboration and partnership with DOLE, TESDA, RTWPB, NCMB, DOT, DTI, DOH, the academe & other government agencies for unified strategies, approaches and programs in advancement of the tourism industry.

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VOLUNTARY CODE OF GOOD PRACTICES

I. ON SALARIES AND BENEFIT

1. We shall provide our employees with service charges, 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 services;

II. ON TRAINING AND EDUCATION

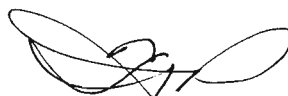
1. We shall strengthen our linkage and coordination with TESDA for certification of skills of the manpower requirement for our industry;
2. We shall partner with the Labor Tripartite Council in Education on designing proactive strategies to prepare the student with values and skills that would match their careers in our industry;
3. We shall collaborate with the Department of Tourism, TESDA, LGUs, NGOs, DTI, DOLE, DOH, DENR, Academe and other government agencies in its programs for the industry;

III. ON HIRING AND FIRING

1. We shall not in any way discriminate applicants and existing employees on account of age, religion, sex, and physical changes; Neither shall we terminate employees on account of marriage with their co-employees;
2. We shall limit the sub-contracting of our operations so as not to circumvent regular employment;
3. We workers shall observe 30-day resignation notice to allow management to look for our replacement;
4. We workers shall be provided with proper orientation on company policies, guidelines and standard operating procedures.

IV. ON THE JOB TRAINESS 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 on;
2. We shall treat our OJTs with utmost care giving them meals and incentives in a wholesome work environment that promotes their health, safety;
3. We shall limit their work hours to the normal eight hours work and shall require overtime work only in exigency of the service where total hours shall not exceed ten hours a day;



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V. 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 drug-free, accident free, HIV-Aids free, 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 shall promote "big brother – small brother" programs in our workplaces where we share responsibility with our sub-contractors in providing adequate trainings on occupational safety, security and health (OSSH) for the protection of our contractual employees;
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 response capacity, lockdown and evacuation procedures, crisis media and communications in the event of disasters and crises.
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 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 the safety, security and health among our ranks and shall serve as models of healthy and respectable lifestyles worthy of emulation by our 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 our stakeholders.**
2. We shall cooperate and coordinate with the Regional Tripartite Wages and Productivity Board (RTWPB) 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 TC-HRTI;

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 TC-HRTI 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 (NCMB);

VIII. ON SOCIAL DIALOGUE

The IT-HRTI shall be a vehicle for social dialogues between and among stakeholders in the 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.

IX. COLLABORATION OF GOVERNMENT PARTNERS

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

X. ON MONITORING OF THE CODE

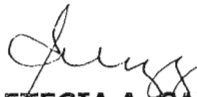
The Tripartite Council in Hotel, Restaurant and Tourism Industry shall institutionalize monitoring mechanisms of this code to include recognition of best practices program in individual industry category for:

- Best Human Resource Management (HRM) practices
- Best management practices
- Best company practices
- Best health and safety practices
- Best practice of remuneration 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 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 Board of Trustees of the Biliran Tripartite Council in Hotel, Restaurant and Tourism Industry, in behalf of our members extend our full support to achieve the noble objectives of this code.


DIR. FORTER G. PUGUON
Chairman, RTIPC


MA. LETECIA A. CAYANONG
Chairman, PTIPC-Biliran

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