

RESOLUTION NO. 1
Series of 2011

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

WHEREAS, the National Tripartite Industrial Peace Council issued Resolution No. 3, series of 2010 endorsing 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 Industrial 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 Hotel, Restaurant and Tourism Industry Code of Good Practices 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, with the following terms of the Hotel, Restaurant and Industry Voluntary Code of Good Practices:

**VOLUNTARY CODE OF GOOD PRACTICES IN
HOTEL, RESTAURANT AND TOURISM INDUSTRY**

Introduction

This code is a product of the collaborative efforts of the founding members of the Tripartite Council in the Hotel, Restaurant and Tourism Industry during its Joint ITC Regional Assembly held at the Leyte Park Hotel on November 25, 2011. This will be a “living document” which may be updated from time to time in order to make it relevant to the changing times.

This code is voluntary and its effectiveness and usefulness will depend on the sustaining commitment of its members.

This code aims at providing practical benchmark and best practice to serve as guide among hotels, restaurants and the wider tourism industry to meet our moral, social and environmental aspirations.

Monitoring mechanism thru self regulation, best practices recognition and benchmarking shall be the guiding policy under the code.

The Hotel, Restaurant and Tourism Industry Tripartite Council (HRT-ITC) therefore calls upon those in the Industry and its stakeholders to freely and fully 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;

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- a) Sharing, benchmarking, monitoring 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 migration of trained and skills tourism employees to other nations/province by ensuring safety nets so as to not to cause impairment to the local tourism industry;
 6. To partner 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 self-regulation of the hotel, restaurant and tourism industry.
 9. To institutionalize voluntary conciliation mechanism in the HRT-ITC 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(LMC) or its equivalent for dispute resolution among member schools of HRTIs;
 10. To provide contractual and intermittent workers decent employment and provide them with skills and training for continuous self improvement;
 11. To strengthen our collaboration and partnership with DOLE, TESDA, RTWPB, NCMB, DOT, DTI, DENR, LGUs, 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 BENEFITS

1. We shall provide our employees with compensation and benefits consistent with existing agreements between employers and employees, laws and regulations;
2. We value the loyalty and exemplary performance of our employees, and we shall establish a reward system which may include the provision to our employees with services charges, performance based incentives, profit sharing scheme, recognitions and awards for exemplary service;

II. ON TRAINING AND EDUCATION

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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 students/trainees with values and skills that would match their careers in our industry;
3. We shall collaborate with the Department of Tourism (Provincial and Municipal Tourism Offices) and the local government units and other government and non-government entities in its programs for the Industry.

III. ON HIRING AND FIRING

1. We shall protect the tenure of our employees and whenever possible, we shall explore all types of flexible work and multi-tasking arrangement in order to prevent or minimize retrenchments when business or economic situation is unfavorable;
2. We shall not in any way discriminate applicants and existing employees on account of age, religion, sex, and physical attributes; our hiring, retention, and firing policy shall be in accordance with existing laws and regulations;
3. We, shall limit the sub-contracting of our operations so as not to circumvent regular employment;
4. We, the workers (migrating to other countries/provinces for employment/transferring to another company) shall observe 30-day resignation notice to allow management to look for our replacement;
5. We, the workers shall strictly observe and comply with company policies and code of conduct for employees;

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IV. ON THE JOB TRAINING 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 by providing them with a work environment that is conducive to learning, health and safety, and other benefits defined by existing laws.
3. We shall limit their work hours to the normal eight hours work and shall require overtime work only in the exigency of the service where total hours shall not exceed ten(10) hours a day;

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Learning

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, child labor 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 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;

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RAMIL A. BALUATO

Vivian B. Talagan

4. 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.
5. We shall adopt the green workplace program in our workplaces acknowledging the value of nature being the show case of our industry.
6. We support all OSH 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, 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 improvement programs 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.
3. The HRT-ITC shall promote industry self-regulation in the implementation of wages and other benefits mandated by law.

Instrance

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VII. ON DISPUTE SETTLEMENT

1. We shall settle labor-management disputes in accordance with the mechanism established by existing laws, and seek guidance and counseling from the HRT-ITC in the event of actual dispute, as part of HRT-ITC's objective of self-regulation.
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 HRT-ITC 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;

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VIII. ON SOCIAL DIALOGUE

The HRT-ITC 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, consistent with HRT-ITC's self regulation objective.

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IX. COLLABORATION OF GOVERNMENT PARTNERS

We in the government agencies – DOLE and its attached agencies, (RTWPB, NCMB, TESDA, NMP) with DOT, DOH, DENR, DTI, Academe 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.

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X. ON MONITORING OF THE CODE

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The Hotel, Restaurant and Tourism Industry Tripartite Council 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 occupational safety practices

Best practice of gain sharing and productivity improvement

Best Academe Practice

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.

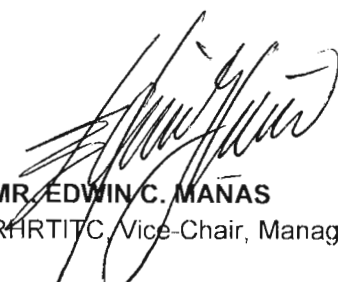
We, members of the Eastern Visayas Hotel, Restaurant and Tourism Industrial Tripartite Council, extend our full support to achieve the noble objectives of this code.


We further agree that the Council meets semi-annually or as the need arises.


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MR. EDWIN C. MANAS
RHRTITC Vice-Chair, Management Sector


ROSALINDA DIMAPILIS-BALDOZ
Secretary of Labor

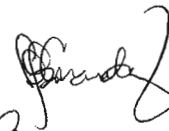
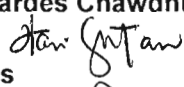
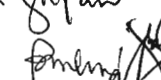

FORTER G. PUGUON
Chairman


LUZYL ORAIS
RHRTITC Vice-Chair, Labor Sector

VICENTE TALAGON
LEAH CINCO *and* *and*
RHRTITC Secretary

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