

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

The Tripartite Council for Hotel, Restaurant and Tourism Industry (TC-HRTI) 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 member schools 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 practice and performance in the tourism industry;
5. To the address issues of emigration of trained and skilled tourism employees to other nations by ensuring safety nets so as 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 investments to the management and corresponding higher benefits to the workers
8. To institutionalize voluntary conciliation mechanisms 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 Councils or its equivalent for dispute resolution among member schools;
9. To provide contractual and intermittent workers decent employment and provide them with skills and trainings for continuous self improvement;
10. 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 tourism 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 unions, 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 Labor Tripartite Council in Education 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;
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 on;
2. We shall treat our OJTs with utmost care giving them meals, allowances and incentives in a wholesome work environment that promotes their health, 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

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 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 crisis.
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 times the safety, security and health among our ranks and shall serve as models of healthy and respectable lifestyles worthy of emulation by our students. For unions, we shall*

endeavor to cooperate with management in promoting safe and healthy workplaces.

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 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;
4. ***We , the unions, shall observe utmost tolerance in exercising our right to strike;***

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, 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 HR practice

Best union 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 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 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.