

CODE OF DISCIPLINE

The Company recognizes that rules and regulations are necessary to guide employees in their job conduct and behaviour. The disciplinary measures are generally aimed to correct mistakes that employees may have committed, but also be punitive in cases where the offense is so gross, reprehensible or pernicious, or where the offender has shown a habitual or incorrigible pattern.

STATEMENT OF POLICY

The Company's rules and regulations is written to instill in every employee the value of discipline and proper conduct and decorum in the workplace, appreciation and upholding at all times for values, integrity, honesty, industry, and teamwork and maintenance of harmonious professional relationship with every member of the organization.

DISCIPLINE

All employees are expected to be at their best conduct at all times and to observe the Company's rules and regulations. Any action whatsoever harmful or detrimental to the staff or the Company caused by any employee will be subject to disciplinary action.

IMPLEMENTATION OF POLICIES

It is the responsibility of the Manager to report any incident of infraction or violation committed by an employee to the Human Resource Department. Failure to do so will subject the superior to the same penalties as the subordinate depending on the nature of infraction.

Guidelines for Managers:

1. Seek employee's version of the matter.
2. Check the employee's record of disciplinary action in his/her 201 file.
3. Check whether the action is in accordance with the step listed in the Table of Offenses.
4. Once proven, employees will then be informed about the offense committed.
5. Study the appropriate disciplinary action that is reasonable for the severity of the problem and based on the company's Table of Offenses.

The HR Department shall then investigate based on the incident report, testimonies of witnesses and other evidence on the commission of the offense.

SUBSEQUENT ACTION

- A. Correction and improvement by an employee after disciplinary action will be noted in the employee's 201 file. It is the responsibility of the Manager to carefully note of the employee's performance over a significant time period.
- B. If there is no marked improvement, immediate dismissal is required. All termination will require final approval of HR Manager.

DEFINITION OF TERMS

- A. **Verbal Warning** – an oral reprimand given by the immediate Manager to an erring employee, to make the person realize that an action is disallowed and that it should not be repeated again.
- B. **Written Warning** – a memo issued by the immediate Manager/ HR Department to the erring employee, to clarify that he/she committed a violation of the Code and that a repeat of the same or similar offense will be dealt with more severely.
- C. **Suspension** – this disallows an employee to work for a specific number of working days, during this time, the employee will receive no pay. Erring employee will receive a memo from HR department explaining the violation and the administering of the work suspension starting and ending on specified dates.
- D. **Dismissal** – this is the removal from service of an employee for committing a grave offense as defined in the Code of Discipline. It is administered with strict compliance with all prescribed requirements of Labor Laws which includes giving the erring employee due process.

COVERAGE

- A. The Company's rules and regulation cover all employees regardless of rank and status.
 - B. There is a period of 6 months after the administration of disciplinary action that the offending employee should stay clear of committing the same or similar offense as defined in the Code. If this should happen, the next graver penalty prescribed in the Code will be administered to the employee.
 - C. The offenses stated in the Code do not constitute a final listing; similar offenses not found in the Code can be given the same penalties based on the better judgement of the Company. Management is given the discretion to modify appropriately the penalties recommended by the Code.
 - D. Preventive Suspension may be applied in specific cases to give way for investigation.
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TABLE OF OFFENSES AND PENALTIES

The Table of Offenses and Penalties are written below to ensure proper understanding and to establish the standards of conduct between the Management and employees.

VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
I. WORK ATTENDANCE						
1	Being absent from work without approval of one’s Manager or absent without official leave (AWOL) or without notice (AWON).	Written Warning	Final Written Warning	Minimum of seven (7) days suspension	Dismissal	
2	Accumulated more than one (1) hour of unexcused / habitual tardiness in a cut-off.	Verbal Warning/ Counselling and applicable charges	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
3	Accumulated more than one (1) hour of unexcused / habitual undertime in a cut-off.	Verbal Warning/ Counselling and applicable charges	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
4	Failing to or not properly doing timekeeping; or neglecting to complete on time the required attendance sheet and IF.	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
5	Cutting working hours or leaving work early without permission of one’s immediate Manager.	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
6	Wasting time, prolonging rest periods or loitering in other places while doing assigned work.	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
7	Changing one’s work hours, rest day or day-off without the approval of one’s Manager.	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
8	Failure to report upon expiration of leave of absence without valid reason or permission.	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
9	Giving false reason for wanting to be absent or for being absent from work.	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	

VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
II. PROFESSIONALISM AND OPERATIONS						
1	Doing unauthorized things during official work hours (e.g. sleeping, attending to frequent personal calls and visitors, loitering, playing cell phone games, making loud noises).	Written Warning	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
2	Being rude/ disrespectful or discourteous with co-employee.	Verbal Warning/ Counselling	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
3	Quarrelling with or treating customers or suppliers disrespectfully.	Final Written Warning and re-assignment to another store	Minimum of fifteen (15) days suspension	Dismissal		
4	Conducting personal business within Company premises.	Final Written Warning and re-assignment to another store	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
5	Using vulgar or profane language when talking to fellow employees or other people inside the Company premises or during work hours.	Final Written Warning and re-assignment to another store	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
6	Using demeaning, offensive, insulting or sexually explicit or suggestive language or gestures, or showing indecent pictures and materials on Company time or inside Company premises.	Final Written Warning	Minimum of fifteen (15) days suspension	Dismissal		
7	Engaging in gambling or any other game of chance inside Company time or premises.		Minimum of fifteen (15) days suspension	Dismissal		
8	Instructing, influencing fellow employees to slow down or limiting work output or productivity.	Written Warning	Final Written Warning	Minimum of fifteen (15) days suspension	Dismissal	
9	Committing any immoral conduct or indecent act inside or outside work or being involved in relationships or transactions that are considered as scandalous or generally unacceptable to the	Minimum of fifteen (15) days suspension	Dismissal			

	moral of the society, especially if this causes harm to the reputation and wellbeing of the Company.					
10	Abandonment of work	Minimum of fifteen (15) days suspension	Dismissal			
11	General job disinterest or deliberate decrease of job efficiency.	Final Written Warning and Counselling	Minimum of fifteen (15) days suspension	Dismissal		
12	Abusing one's given authority; taking advantage of one's position to extract favors or mistreat subordinates.	Final Written Warning	Minimum of fifteen (15) days suspension	Dismissal		
13	Failure to wear prescribed uniforms and proper grooming without justifiable reason.	Verbal Warning/ Counselling	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
14	Customer complaint or negative feedback from customer.	Final Written Warning and re-assignment to another store	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
15	Getting an overall Failure rating from Peer Evaluation (minimum of 3 evaluation)	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
16	Failure to do Chanting	Verbal Warning/ Counselling and Coaching	Written Warning and Coaching	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
17	Failure to promptly submit a supporting document (i.e. witnessed IF/ medical certificate) about one's absence.	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
18	Failure to follow Product Dispensing Standards	Verbal Warning/ Counselling and Coaching	Written Warning and Coaching	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
19	Failure to follow Production Standards and Procedures (Mixing, Tabling, Topping, Oven)	Verbal Warning/ Counselling and Coaching	Written Warning and Coaching	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
20	Failure to do proper coaching steps or evaluation for subordinates (may be in the form of but not limited to shortages and overages for	Verbal Warning/ Counselling and Coaching	Written Warning and Coaching	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal

	cashiers, attendance concerns, performance, etc.)					
21	Mismanagement or negligence on cash related matters (Cash float, sales deposits, change funds, petty cash, etc.)	Verbal Warning/ Counselling and applicable charges	Written Warning and applicable charges	Minimum of seven (7) days suspension and applicable charges	Minimum of fifteen (15) days suspension and applicable charges	Dismissal with applicable charges
22	Failure to do Contingency Planning	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
23	Improper personnel mobilization or pulling out of personnel from other stores or departments without informing proper channels.	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
24	Failure to promptly remit Deliver Order Receipts or relate receipts to stores during deliveries	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
25	Negligence in loading/unloading of stocks or goods from warehouse to delivery vehicle	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
26	Failure to follow Transparent or Clear Bag Policy	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
27	Negligence in procurement processes (incorrect projections, absence of follow-ups etc.)	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
28	Failure to accurately report inventory or stock levels and weekly consumption	Written Warning	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
29	Failure to report an accident involving an employee during working time or person who incurred sudden illness within Company premises or Company property	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
30	Failure to report any incidents regarding store assets to proper Management channels	Written Warning	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
31	Careless or negligent submission of expense report and other store important documents	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	

32	Store operations negligence (excessive spoilage, excessive wastage, zero wastage)	Final Written Warning with corresponding charges	Minimum of seven (7) days suspension with corresponding charges	Minimum of fifteen (15) days suspension with corresponding charges	Dismissal with corresponding charges	
33	Failure to follow proper closing procedures; ensuring store security and safety (not limited to lights, electrical equipment and appliance, cash vaults)	Final Written Warning with applicable charges	Minimum of fifteen (15) days suspension with applicable charges	Dismissal with applicable charges		
34	Taking on another job or being engaged in an unauthorized undertaking that may cause one to neglect one's official work.	Final Written Warning	Minimum of fifteen (15) days suspension	Dismissal		
35	Grazing (eating items without paying) or Disobedience of Staff Meal Policy	Final Written Warning and payment of costs	Minimum of seven (7) days suspension and payment of costs	Dismissal		
36	Failure to observe the degree of diligence demanded by the situation taking into consideration the time, place and environment among others, thereby exposing the Company to damages.	Final Written Warning	Minimum of six (6) days suspension	Minimum of fifteen (15) days suspension	Minimum of thirty (30) days suspension	Dismissal
VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
III. Against Persons						
1	Fighting or instigating a fight within the Company premises whether or not on Company time.	Minimum of seven (7) days suspension	Dismissal			
2	Committing sexual harassment as defined by law.	Dismissal				
VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
IV. Against Company Interest						
1	INSUBORDINATION – Refusal to obey a written or verbal Company order given by the Manager to perform assigned task.					
A	Wilful, deliberate, intentional refusal resulting in injury to person, damage or loss of Company property.	Final Written Warning with charges for	Minimum of seven (7) days suspension with charges	Minimum of fifteen (15) days suspension	Dismissal with charges for any loss or damage	

		any loss or damage	for any loss or damage	with charges for any loss or damage		
B	Unintentional refusal resulting in injury to person, damage or loss of Company property.	Written Warning with charges for any loss or damage	Final Written Warning with charges for any loss or damage	Minimum of seven (7) days suspension with charges for any loss or damage	Minimum of fifteen (15) days suspension with charges for any loss or damage	Dismissal with charges for any loss or damage
C	Refusal of an employee to answer questions in any investigation authorized or conducted by the Company provided such answer would not violate his constitutional rights.	Final Written Warning	Minimum of fifteen (15) days suspension	Dismissal		
D	Refusal to work overtime without reason after being scheduled to work or prior agreement.	Final Written Warning	Minimum of fifteen (15) days suspension	Dismissal		
2	DISHONESTY					
A	Malingering or feigning illness to avoid doing assigned work or reporting for work. (This includes absence due to Sick Leave but employee is neither at home or medical institution).	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
B	Giving in writing, any false narration of facts, answer, or any kind of statement in memorandum, report or other inter-office communications or in any inquiry or investigation conducted by the Company.	Minimum of fifteen (15) days suspension with Warning of Dismissal if the nature of falsity is light; otherwise, immediate termination	Dismissal			
C	Falsifying Company record, timecard, receipt, voucher, etc.	Dismissal and applicable charges				
D	Deliberate submission of fraudulent expense report.	Dismissal				
E	Offering, soliciting, or accepting anything of value in exchange for a job, favourable condition of employment (work assignment, work location, etc.)	Dismissal				

F	Disclosing, leaking out, or revealing confidential or classified information, technique, method and Company secret to unauthorized employee or person.	Dismissal and applicable charges				
G	Forging signature of client, Company officer or co-employees on Company letters/ documents or falsely representing clients in any Company documents.	Dismissal				
H	Other form of fraud or deceit committed by the employee against the Company or its clients or employees.	Dismissal				
I	Pocketing tips from customers.	Minimum of fifteen (15) days suspension	Dismissal			
J	Asking for or accepting bribes in the form of money, goods, services etc. From subordinates, co-workers, customers, suppliers, and other parties doing business with the Company.	Dismissal				
3	Entering into arrangements with suppliers or customers or co-employees to obtain kickbacks or preferential treatments.	Dismissal				
4	Failure to turn in collection of money, cash, check, or the kind within 24 hours upon receipt.	Dismissal				
5	Connivance with suppliers in cheating the Company in terms of short deliveries and over invoicing.	Dismissal with applicable charges				
VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
V. Security and Public Order						
1	Smoking in prohibited area (Store and Central Kitchen)	Minimum of seven (7) days suspension with charges	Dismissal			
2	Shopping during unauthorized period.	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	

3	Distributing written or printed matters of any description on Company time and premises without permission from Management.	Written Warning	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
4	Allowing and/or failing to report unauthorized person entering or loitering in the Company's restricted area.	Minimum of seven (7) days suspension and payment of costs.	Dismissal			
5	Unauthorized carrying of any deadly weapon within the Company's premises at anytime.	Dismissal				
6	Conviction for a crime committed at anytime involving moral turpitude.	Dismissal				
VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
VI. Against Property						
1	Unauthorized posting or removal of any matter on bulletin boards or Company property at anytime.	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
2	Using Company facilities, equipment, material and/or vehicle for private and personal reasons.	Minimum of seven (7) days suspension and applicable charges	Dismissal and applicable charges			
3	Possession of picklock, master key or similar device which can open drawer or locker of co-employee or Company officer.	Dismissal				
4	Bringing out or attempting to bring out Company property or funds from the Company or others within Company time and premises at anytime.	Dismissal and applicable charges				
5	Substituting or attempting to substitute Company materials or equipment with another of inferior quality or lesser value.	Dismissal and applicable charges				
6	a.) Failure to follow proper procedures in the acquisition, transfer and disposition of Company properties without loss or damages.	Final Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal	
	b.) Failure to follow procedures in the acquisition, transfer and disposition of	Final Written Warning with applicable charges	Minimum of seven (7) days suspension with	Minimum of fifteen (15) days suspension	Dismissal with applicable charges	

	Company properties with loss or damages.		applicable changes	with applicable charges		
VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
VII. Against Public Morals						
1	Alcoholism					
a.	Bringing or attempting to bring into the Company premises or property or possessing in the Company premises or property an alcoholic beverage.	Minimum of fifteen (15) days suspension	Dismissal			
b.	Unauthorized drinking of alcoholic beverages at anytime within Company premises or property.	Minimum of fifteen (15) days suspension	Dismissal			
c.	Reporting to work under the influence of alcoholic beverages.	Minimum of fifteen (15) days suspension	Dismissal			
2	Use of prohibited/ habit forming drugs					
a.	Bringing or attempting to bring into the Company premises or property or possessing in the Company premises or property a habit forming drug.	Dismissal				
b.	Unauthorized use of habit forming drug not prescribed by a medical practitioner at anytime within the Company premise or property.	Dismissal				
c.	Reporting to work under the influence of habit forming drugs.	Dismissal				
VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
VIII. Public Health and Safety						
1	Failure to keep the workplace or work station clean e.g. littering, intentional non-compliance with cleaning procedures.	Verbal Warning/ Counselling	Written Warning	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
2	Failure to report to the medical Officer or to a hospital when instructed to do so by the Management.	Final Written Warning	Minimum of seven (7) days suspension	Dismissal		
3	Failure to report to Company authority the fact of having an	Minimum of seven (7) days suspension	Dismissal			

	apparent highly contagious disease or illness.					
4	Failure to follow safety rules and regulations.	Minimum of seven (7) days suspension. If resulting to a very serious damage or injury, immediate dismissal for first offense.	Dismissal			
5	Failure to submit required medical check-up for confirmatory/ verification of any claim of illness.	Final Written Warning	Minimum of seven (7) days suspension, If resulting to a very serious damage or injury, immediate dismissal for first offense.	Dismissal		
6	Presentation of forged, false, altered or falsified medical certificate to show good health or as justification for unauthorized absence/s.	Final Written Warning	Minimum of fifteen (15) days suspension. If resulting to a very serious damage or injury, immediate Dismissal for first offense.	Dismissal		
7	Failure to comply with municipal health ordinances of requirements such as Health Certificates.	Written Warning	Minimum of fifteen (15) days suspension. If resulting to a very serious damage or injury, immediate Dismissal for first offense	Dismissal		
VIOLATIONS		DISCIPLINARY ACTION				
		1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense
IX. Cashier Related Policies						
1	Intentional non-punching of sales	Minimum of fifteen (15) days suspension with	Dismissal and applicable charges			

		applicable charges				
2	Intentional under punching of sales	Minimum of fifteen (15) days suspension with applicable charges	Dismissal and applicable charges			
3	Pocketing of unclaimed change	Minimum of fifteen (15) days suspension	Dismissal			
4	Habitual Shortage/ Overages or receipt of counterfeit money with amount over Php20 (at least three (3) times in a month)	Verbal Warning/ Counselling with applicable charges	Final Written Warning with applicable charges	Minimum of seven (7) days suspension with applicable charges	Minimum of fifteen (15) days suspension with applicable charges	Dismissal with applicable charges
5	Theft of Cash/ Check of any monetary asset of Company	Dismissal and applicable charges				
6	Failure to follow the 7 steps of cashiering	Verbal Warning/ Counselling and Coaching	Written Warning and Coaching	Minimum of seven (7) days suspension	Minimum of fifteen (15) days suspension	Dismissal
MISCELLANEOUS PROVISIONS						
1	The Company has the right to change, add or revise the content of the Code of Discipline. If such events happen, all team members will be informed.					
2	The Company hereby adapt as part of its Code of Discipline all applicable laws of the land, including the provisions of the New Labor Code of the Philippines, more particularly those which pertain to termination of employment, among others.					

Please be guided accordingly. Should you have questions or concerns regarding these work rules, please discuss with the HR Department.