

LBC Employees

COMPANY CODE OF CONDUCT

INTRODUCTION:

The Company Code of Conduct was established for setting up the rules and norms consistent with the Philippine labor laws and the Company's Corporate Values. It is expected of every Associate to understand the provision of this code which shall be the associates' guide towards a mutually beneficial Employer-Associate relationship.

GENERAL GUIDELINES:

I. MAJOR OFFENSES

Violations of rules and regulations involving falsification of records, assault and physical injuries to persons of authority, co-Associates and clients, theft, breach of trust and confidence, negligence leading to loss, damage or destruction to company property. Commission of any of the listed major offenses shall be meted with the corresponding corrective actions as follows:

A. CORRECTIVE ACTION: OUTRIGHT TERMINATION

PROHIBITED ACTS

1. Loss, damage or destruction to Company property, co-employee's property or third party property through willful acts resulting in damage to the company.
2. Stealing or attempting to steal from the Company, from co-employees, customer's or other parties' property or cargoes under its care.
3. Short shipping cargoes, tampering, manipulation or pilfering of the same after acceptance from sources or at destination before delivery.
4. Unauthorized use or misappropriation of Company monies. Misappropriation occurs when Company money is utilized for personal purpose.
5. Abuse of authority resulting in financial losses of the Company.

6. Failure to give valid explanation to a cash shortage upon audit
7. Disclosure of confidential data or classified information, records, reports or trade secrets for personal gain or not.
8. Unauthorized extending of services to a competitor or engaging in the same line of business while employed.
9. Breach of trust and confidence of his Team or Head.
10. Falsification or tampering of Company records for personal gain or resulting in damage or loss to Company, Customers, third party and/or co-employees.
11. Commission of a crime or offense by the employee resulting in death or serious injury against his co-employee or against the person of his employer or any immediate member of the employer's family or any immediate member of the employer's representative at any time and place.
12. Conviction of a criminal offense involving moral turpitude, even if the judgment of conviction is on appeal.
13. Unauthorized cash advance for personal use and the approval of a cash advance for personal use that is not sanctioned by the authorized Head.
14. Gross neglect of by the employees of his duties resulting in loss, damage to or endangering Company property, assets or image, third party's property.
15. Wilfully punching another employee's time card or any timekeeping system.
16. Substituting Company materials, equipment and spare parts with another of inferior quality and of less value.
17. Unprofessional conduct, challenging, threatening to inflict or inflicting bodily injuries or assaulting a superior, co – employee or Company client / guest during company working time, company gatherings, company sanctioned events, activities or parties or within company premises,. Company premises shall include company vehicle and immediate vicinity of company offices, distribution centers and branches and the like. Company time for purposes of Code of Conduct in this Handbook shall include time when the employee stays within company premises even beyond his regular time schedule whether or not he continues to perform his assigned functions.

18. Challenging, threatening to inflict or inflicting bodily injuries or assaulting a superior, co – employee, Company client or any third person while in Company uniform at any time or place.

19. Immoral act or any form of indecency within company premises or work assignment.

20. Any form of sexual harassment. Sexual harassment for purposes of the Code of Conduct shall be any act of lasciviousness, unwelcome sexually laden statements addressed to or with reference to an employee, unwelcome touches, stroking, rubbing, etc.

21. Reporting for work, entering Company premises or driving Company owned vehicle under the influence of intoxicating liquor or prohibited drugs.

22. Use of prohibited drugs whether within or outside Company premises, within or outside his work schedule or official time, hence, having been tested positive therefore by competent medical technology practitioner constitutes this offense.

23. Unauthorized possession or use of deadly weapon as defined by law inside Company premises.

24. Demanding any gift, to ask for tip or any amount in exchange for a job/work assignment.

**CORRECTIVE ACTION: 7 DAYS SUSPENSION or OUTRIGHT TERMINATION
(depending on gravity)**

**-2nd time commission of any of the following offenses
warrant Termination.**

1. Serious misconduct, wilful disobedience by or intentional refusal of an employee to follow orders or resolution from his Team or Heads.

2. Gross neglect by an employee in the performance of his duties.

3. Insolence or offensive conduct, serious discourtesy, undignified, rude, impertinent or indifferent dealing on the part of an officer or any employee of the company with any customer, guest, Company Officer or fellow employee.

4. Causing, or inciting others to cause, or participating with others to create disturbance, disorders or riots which will result in the disruption of the operations of the Company or will place the Company in a negative light.
5. Intentionally disrupting operations, or inducing, threatening or intimidating other employee's not to render their usual work.
6. Covering up for an infraction committed by an employee or giving false statement or refusal to cooperate in an investigation.
7. Unofficial use, misuse or unauthorized use of Company time and Company properties.
8. Making, publishing or disseminating false, vicious or malicious statements concerning an employee or officer of the Company or the Company.
9. Granting of cash advances for operational use, without approved vale slip or any cash advance form.
10. Use of all Company issued properties, like but not limited to, operational vehicles, company uniforms, IDs in any of the following cases:
 - a) Places of ill refute or parking such therein;
 - b) Any illegal activities;
 - c) Giving or allowing a non-LBC Employee to wear company uniform;
11. Failure to report to the police authority and to the Company any event of accidents, robbery or any occurrence in the company when, under the given situation, an Employee should have done such action.
12. Failure to seek approval from the team/immediate Head showing deliberate intention of concealing such unauthorized decision.
13. Concealment or failure to report on the part of any employee, team leader, team or any immediate head any major, moderate or minor offenses committed in his/her area of responsibility.
14. Fraudulent use or removal from Company premises of any company record without proper authorization.
15. Introducing, or partaking of, intoxicating beverages or any prohibited drug, inside Company premises. Intoxicating beverages may be allowed when expressly authorized during an official company event or gathering.

Company premises as understood in this offense shall be the same as defined in section 17 of offenses that warrants 7 days suspension or termination (depending on gravity).

16. Engaging in gambling, lottery or any game of chance inside Company premises at any time.

17. Smoking inside company premises (e.g. branches, exchange, distribution center, distribution hub, etc.).

18. Knowingly accepting a transaction any dangerous drugs and prohibited items such as firearms, explosives and ammunitions, etc. with or without proper government authorization/permit.

19. Reckless driving of company vehicles.

20. Concealment or wilful omission of a contagious disease which may endanger other employees.

21. Inciting others not to attend official meetings, company gatherings, company sanctioned events, activities or parties.

II. MODERATE OFFENSE

Violation of rules and regulations involving personal and professional behaviours in one's work, use of Company property and behavior towards co – Employees and Superiors, and wearing of uniforms. Commission of any of the listed moderate offenses shall be meted with the following corrective action:

1st OFFENSE - Three (3) days suspension

2nd OFFENSE - Seven (7) days suspension with last warning

3rd OFFENSE - Termination

Any two moderate offenses committed relatively in the same occasion shall be treated as a major offense.

PROHIBITED ACTS

Degree 1 (Offense bordering to Negligence)

1. Late opening of branch beyond 45 minutes.

2. Absence without seeking prior approval from the Team or immediate Head (AWOL – Absence Without Official Leave).
3. Driving Company vehicle without driver's license and/or authorization from Management, except during emergency cases.
4. Posting or writing unauthorized notices on designated bulletin boards; removing, mutilating and defacing notices, vandalism within Company premises.
5. Failure to attend scheduled training/seminars and meetings without valid excuse.
6. Allowing any Employee to drive any Company vehicle without a valid driver's license.
7. Failure to submit the necessary reports on time.
8. Failure to reply to the official queries from any LBC Office or its representative within 48 hours from established receipt of the query.
9. Sleeping while on duty.
10. Horseplay and unprofessional conduct within Company premises at anytime.
11. Allowing any unauthorized employee or non-employee to ride in any Company vehicle. **Company vehicle for purposes of the Code of Conduct shall only refer to company vehicles used in day to day operations (e.g. delivery/shuttling vans, company issued motorcycles and service vehicles issued to Divisions/Departments).**
12. Violations of any of the Standard Operating Procedures resulting in financial loss or damage to Company property, image, co-employee's property or third party's property.
13. Running out of materials and supplies as a result of negligence by an Associate
14. Neglect of duty resulting in financial loss or damage to Company property, image, coemployee's property or third party's property.

Degree 2 (Offense Bordering to dishonesty and other acts involving moral turpitude)

15. Soliciting donations, whether in cash or in kind, without written permission from the Management.
16. Leaving work assignment or Company premises during office hours without prior permission from the Team or immediate Head.
17. Allowing unauthorized person to enter any branch/office beyond the receiving area.
18. Non-wearing or tampering of Company uniforms and Company ID's.
19. Administrative abuse of authority without financial loss to the company
20. Malingering illness.
21. Refusal to submit to search or interfering with security Officers in the performance of their duties.
22. Refusal to show ID to any security guards or members of Management or authorized personnel when required.

III. MINOR OFFENSE

Violations of elementary rules and regulations regarding punctuality, attendance, use of Company time, professional behavior in one's work and within Company premises. Commission of ANY of the listed minor offenses shall be meted with the following corrective action:

1st OFFENSE - Written Warning

2nd OFFENSE - One (1) day suspension

3rd OFFENSE - Three (3) days suspension

4th OFFENSE - Five (5) days suspension

5th OFFENSE - Seven (7) days suspension

6th OFFENSE - Termination

Any two minor offenses committed relatively in the same occasion shall be treated as a moderate offense.

PROHIBITED ACTS

1. Three (3) occurrences of tardiness within a month that is in excess of the 5 minutes grace period, but not exceeding 45 minutes.
2. Tardiness incurred beyond 45 minutes shall be treated as one minor offense.
3. Four (4) occurrences of tardiness within a month regardless of excess of minutes from the grace period shall be treated as one (1) offense.
4. Loitering, slowing down of work prolonging or extending Company break time.
5. Engaging in lengthy personal telephone calls while on duty or within Company premises.
6. Entering prohibited or restricted Company places without authority.
7. Contributing to the unsanitary conditions or to the poor housekeeping of Company premises.
8. Keeping other property, aside from Company property, inside the Team's vault.
9. Failure to follow the Quality Standards on appearance for men and women Employees; on branch appearance and on vehicles.
10. Violation of SOP without financial loss or damage to Company property, image, coemployee's property or third party's property.
11. Neglect of duty without financial loss or damage.