

**EXCERPTS FROM EMPLOYEE HANDBOOK  
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## FOREWORD

Welcome to Asia United Bank!

This employee handbook serves as an introduction to the staff of Asia United Bank and its main objective is to guide employees on the Bank's policies and procedures throughout the duration of their stay with the Bank.

This handbook sets down what the Bank expects from its employees which will help ensure its continued growth while helping the staff to shape their careers. This handbook also sets down what the Bank offers in terms of compensation and benefits packages and other Human Resources programs which reflect the Bank's commitment to its human resources.

Policies and programs contained in this handbook have been approved by Management and should be adhered to by all personnel concerned. These policies are subject to revisions by Management to reflect the changing conditions in the workplace. Any change in personnel policies will be communicated to the staff by Human Resources Group.

This handbook will not be able to answer all questions. The Bank encourages employees to make a conscious effort in getting to know the Bank, its products and services in order to complement the contents of this handbook.

*The contents of this handbook are accurate at the time of publication.*

## **CODE OF CONDUCT AND DISCIPLINE**

The business of banking is built on CONFIDENCE. This confidence would require a commitment from each staff member to adhere to the highest standards of personal integrity and professional conduct. This Code of Conduct and Discipline was designed to maintain, if not enhance further, these attributes. Application of this Code could result in administrative imposition but this should be viewed as having been done in the paramount interest of both the Bank and its employees. The clear objective is to improve service and make employees into better members of society.

Management reserves the right to add to, delete, modify or alter these rules and regulations with their corresponding penal provisions and impose stiffer penalties depending on the violation, all in the interest of the general welfare of the organization.

This Code of Conduct and Discipline is not intended to embrace all company rules and regulations. Other rules and regulations may be subsequently issued in the form of general or regular memoranda.

Management reserves the right to declare certain actions or activities of its employees as misdemeanors and commission of which, the necessary disciplinary action may be imposed. Ignorance of rules and regulations as herein embodied or subsequently issued shall not excuse any employee from non-compliance therewith.

This Code of Conduct and Discipline shall take effect on September 1, 2001 and supercede all existing rules and regulations inconsistent therein. The issuance of this Code shall not serve to erase the effect of previous offenses for which penalties had been imposed nor subsequent offenses of the same or different nature.

Any employee summarily dismissed for cause shall permanently be disqualified for re-employment in any position at Asia United Bank or its sister companies.

Management reserves the right to file appropriate criminal charges against any employee who commits an offense punishable under the Revised Penal Code.

## **ARTICLE I.: TRUST AND CONFIDENCE**

The Bank places its trust and confidence in its employees by virtue of the assignment of his duties and responsibilities. The employee has the obligation to preserve that trust. Examples of violations are:

- A. Misappropriating or withholding of funds owned, held or in the custody of the Bank;
- B. Forgery and falsification of Bank records and documents;
- C. Committing fraud against the Bank;
- D. Theft of property owned, held or in the custody of the Bank;
- E. Deliberate destruction of property owned, held or in the custody of the Bank;
- F. Concealing defective work which results in prejudice to the Bank;

- G. Giving false or misleading data to seek or qualify for any preference or benefit from the Bank;
- H. Unauthorized disclosure of Bank information, data or records to third parties;
- I. Giving untruthful statements or concealing material facts in an investigation conducted by authorized representatives of the Bank;
- J. Issuance of bouncing checks or failure to honor legal personal monetary obligations;
- K. Falsely representing oneself to be vested with or usurping functions pertaining to an officer or another employee of the Bank;
- L. Commission of any act which constitutes a crime or offense against the Bank, its directors and officers;
- M. All other acts of dishonesty which cause or tend to cause prejudice to the Bank.

Unless otherwise indicated, the penalty to be imposed for any of the above-mentioned acts of breach of trust and confidence shall be DISMISSAL.

### **ARTICLE II: CONFLICT OF INTEREST**

It is every employee's responsibility to protect the interest and integrity of the Bank and to maintain high ethical standards of behavior. A conflict of interest may arise whenever an employee benefits directly or indirectly from his or her position or employment with the Bank, or as a result of the performance of his functions, duties and responsibilities; or where the Bank is placed in a position where it may be adversely affected by an employee's activities outside the scope of his duties in the Bank.

Conflict of interest may arise in many different forms. The following acts are examples of what constitute conflict of interest:

- A. Employees engaging directly or indirectly in the Bank's line of business;
- B. Dealing or participating, directly or indirectly in transactions involving any individual, corporation or business enterprise with which the Bank has a business relationship, for the employee's personal gain or benefit;
- C. Use of the Bank's name, influence or goodwill for personal purposes;
- D. Soliciting or accepting money, gifts, shares, percentages or benefits from: (a) persons and entities that an employee deals with in the course of the performance of his duties and functions, (b) persons or entities that the Bank has business relationships with, or (c) persons or entities that the Bank intends to do business with;
- E. Acceptance of directorships or other positions carrying remuneration in charitable, trade or economic associations, colleges and universities, government committees and profit organizations unless acceptance of said position has been previously approved. Service on the Red Cross, in a school, church, club, neighborhood or socio-civic organizations shall not require the approval of the Bank as long as the service carries no remuneration and is done on the employee's own time;
- F. All acts analogous to the above examples.

Receiving money, gifts or benefits from persons mentioned above should follow these guidelines:

1. The Bank recognizes that receipt of “token” gifts amounting to not more than P500 are not violations of the conflict of interest rule. The Bank shall review periodically the amount which can be termed as “token”. If it is not practical to return gifts, especially during the Christmas season, from clients or suppliers should be turned over to the Group Head for raffling off to the employees. This should still be reported using the Gift Notification Form.
2. Gifts amounting to more than P500 may be received without a consequent violation of the conflict of interest rule if the employee has duly notified HR using the Gift Notification Form.

Unless otherwise specified, the penalty to be imposed on these acts shall range from WARNING to DISMISSAL, depending on the gravity of the offense.

## **ARTICLE III: INSUBORDINATION**

The value of an employee depends on his dedication to his work and the efficiency with which he discharges his duties and responsibilities. Diligence is expected from employees at all times. The Bank shall take action for:

- Willfully refusing to satisfactorily perform work, assignments or specific instructions given by superiors, except when these orders run contrary to law or established policies and procedures of the Bank.

Unless otherwise specified, the penalty for insubordination shall be REPRIMAND to DISMISSAL..

## **ARTICLE IV: INTEGRITY OF BANK RECORDS AND DOCUMENTS**

Being an employee of the Bank gives one access to records and documents which are of material value to the Bank. It is incumbent upon all employees to safeguard the integrity of these documents at all times during the course of discharging their duties and responsibilities. Bank records and documents refer to all records and documents (including data stored in computer hard drives, computer/system passwords, diskettes, CD-Roms, microfiche, microfilm, magnetic tape, as well as the storage medium used) generated in the course of employment. These records and documents form part of Bank property. The following are examples of what constitute violations of this section:

- A. Forgery/falsification of Bank records and documents;
- B. Unauthorized tampering, alteration, taking, concealment and destruction of Bank records;
- C. Falsification of or misrepresentation on personnel records or employment application;

- D. Gross negligence in the preparation and/or maintenance of Bank records and documents.

Unless otherwise specified, the penalty to be imposed shall range from REPRIMAND to DISMISSAL depending on the gravity of the offense.

## **ARTICLE V: CONFIDENTIALITY OF INFORMATION**

Employees come into contact with Bank information which, if it were to fall into the hands of third parties, could have a detrimental effect on the operations of the Bank. All employees are therefore enjoined to always keep confidential any data, computer/system passwords, information or records that they may come into contact with in the course of discharging their duties and responsibilities. The following are examples of acts which violate the confidentiality of information:

- A. Unauthorized access to, possession or disclosure of confidential information;
- B. Using confidential information received by the employees about the Bank or another corporation for his benefit and disclosing the same to unauthorized third parties;
- C. Gross negligence in the custody of the confidential data, records or information.

If confidential information about other corporation or entities is received, this should be reported to the officer-in-charge who is responsible for taking appropriate action, as legally permissible, to protect the interests of the Bank, its clients and the corporation or entity which the information pertains to.

Unless otherwise specified, the penalties to be imposed on these offenses shall range from REPRIMAND to DISMISSAL depending on the gravity of the offense.

## **ARTICLE VI: PUNCTUALITY AND ATTENDANCE**

No organization can function effectively and efficiently without having any rules and regulations to govern punctuality and attendance of its employees. These rules are meant to be strictly observed.

### **A. Attendance**

1. All non-official staff shall fill up Attendance Sheets or log in on the Attendance Monitoring System. The official work hours should be indicated in reporting for and leaving from work. An employee who arrives at his workstation later or leaves work earlier than the official working hours must indicate in the Attendance Sheet the actual time of arrival or departure. In no case shall working hours exceed forty (40) hours per week, unless the employee is authorized to render overtime work.

2. Failure to fill up the Attendance Sheet shall have a penalty of WARNING to SUSPENSION depending upon the frequency and/or gravity of the offense. False entries, forgeries or misrepresentation on Attendance Sheets are covered separately by another section of this Code.

**B. Tardiness:**

1. Anyone who arrives at their workstation after the start of official work hours shall be considered tardy for the day. "Excessive" tardiness shall be defined as tardiness of five (5) times within a calendar month.
2. The penalty for excessive tardiness ranges from WARNING to DISMISSAL depending on the frequency and/or gravity of the offense.

**C. Absences:**

1. Absences in this section shall refer to authorized or unauthorized leaves other than authorized vacation leaves.
2. An authorized absence refers to absence from work requiring prior permission due to compelling reasons. For non-emergency cases, prior approval must be secured from the immediate superior before taking the absence, not later than the close of business hours of the working day immediately preceding the intended date of absence. For emergency cases, the employee should inform the immediate superior of the absence and the reasons for it at the earliest possible time, using the quickest means of communication at the disposal of the employee.
3. An unauthorized absence is absence from work without prior approval or knowledge of the immediate superior. The penalty for this ranges from WARNING to DISMISSAL depending upon the frequency and/or gravity of the offense.
4. Excessive absence refers to unauthorized absences which go beyond one (1) working day but not more than five (5) consecutive working days. The penalty for this ranges from SUSPENSION to DISMISSAL depending upon the gravity of the offense.
5. Abandonment of work shall refer to unauthorized/unexcused absences which exceed five (5) consecutive working days. The penalty for this is DISMISSAL.

**ARTICLE VII: CONDUCT AND BEHAVIOR**

Proper deportment of all employees is important to any institution as it will reflect positively or negatively on its public image. It also has an effect on the morale and efficiency of the employees. The following acts are examples of violations of this section:

- A. Failure to wear the Bank ID or the prescribed uniform or proper corporate attire;
- B. Engaging another employee/s in a fight, prodding another employee/s to engage in a fight, or challenging to a fight, threatening with bodily harm or actual assault causing injury to another employee during working hours or within Bank premises or disruption of company operations;

- C. Engaging in horseplay, using abusive, foul and profane language during working hours or within Bank premises;
- D. Committing theft within Bank premises;
- E. Planting evidence to cast aspersions on another employee or evading responsibility for the commission of a violation or offense under this Code;
- F. Deliberate destruction of property owned, held by or in custody of the Bank;
- G. Spreading intrigues or gossip about another employee which tends to discredit the latter;
- H. Gambling, betting, conducting lotteries or other similar acts within Bank premises;
- I. Immoral, indecent or scandalous acts committed within the Bank premises regardless of whether it was done before, during or after working hours (this includes distribution/use of immoral, indecent or scandalous literature and materials);
- J. Unauthorized possession of explosives, firearms or other illegal items within Bank premises that are capable of inflicting bodily injuries;
- K. Writing, carving, etching, painting or posting writings/drawings/graffiti or other acts of defacement of Bank property;
- L. Acts of gross discourtesy or disrespect to any individual committed during working hours or within Bank premises;
- M. Drinking of intoxicating beverages during working hours or within Bank premises;
- N. Getting intoxicated within Bank premises or during company affairs or while representing the Bank in outside gatherings;
- O. Soliciting money/material objects or selling during working hours or within Bank premises without obtaining written permission from Human Resources;
- P. Possessing, using, selling, distributing or causing to be brought into or used any narcotics or prohibited drugs within Bank premises at any time and in any manner except when such drugs take the form of medicine prescribed by a physician;
- Q. Willfully holding back, slowing down, hindering or limiting work output;
- R. Falsely and maliciously representing oneself to be an officer, agent or representative of the Bank or performing an act or function pertaining to any employee of the Bank without being authorized to do so;
- S. Directly or indirectly borrowing or lending one's personal funds to customers, suppliers or other employees;
- T. Conduct which falls under sexual harassment shall be dealt with under the Anti-Sexual Harassment Code of Conduct and shall only be dealt with under this Code if the Anti-Sexual Harassment Code does not apply.

Unless otherwise specified, the penalties for these acts range from WARNING to DISMISSAL depending upon the gravity of the offense.

### **ARTICLE VIII: USE OF BANK PROPERTY**

Bank property shall refer to all properties, real or personal, owned, held by or in the custody of the Bank. Care for these properties should be exercised by all employees by the proper use and maintenance thereof. The following acts are examples of violations of this section:



- A. Improper use and care of Bank property;
- B. Unauthorized possession, use or lending out of Bank property to third parties.

Unless otherwise specified, the penalty for these acts range from REPRIMAND to DISMISSAL depending on the gravity of the offense.

## **ARTICLE IX: NEGLECT OF DUTY**

All employees are expected to exercise due diligence in the performance of their duties and responsibilities in order for the operations of the Bank to run smoothly and efficiently. Negligence on the part of the employee could hamper the flow of services among departments and to clients and customers of the Bank. The following are examples of neglect of duty:

- A. Acts of negligence or carelessness committed during working hours or in the Bank premises which results in injury to employees or damage to property belonging to third parties, or at any time and place when the negligence results in damage to Bank property;
- B. Failure to comply with or carry out official and legitimate orders or perform regular duties;
- C. Losing or misplacing Bank records and documents due to negligence;
- D. Loafing, loitering, sleeping and other similar acts done during working hours;
- E. Furnishing false, misleading or grossly inaccurate information to persons duly authorized to receive it arising from the employee's neglect or failure to discharge his duties in making proper research, investigation or verification;
- F. Frequently entertaining visitors during working hours for personal purposes or conducting personal business on company time;
- G. Making excessive use of the telephone for personal calls;
- H. Failure by an employee who has knowledge of a violation of this code to report the violation within two (2) working days from the time he learns of the violation.

Unless otherwise specified, the penalties for these violations shall range from WARNING to DISMISSAL depending upon the gravity of the offense.

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*Note: The following topics, although available in the Employee Handbook, were no longer included in this document:.*

- SUCCESSIVE AND MULTIPLE VIOLATIONS
- DEGREES AND CLASSIFICATIONS OF PENALTIES:
- ADMINISTRATIVE SANCTIONS
- RULES AND PROCEDURES OF ADMINISTRATIVE CASES