

Part 2: 360 Behavioral Assessment. Thirty percent (30%) of the individual rating shall come from the 360-Assessment, an assessment made by superior, peer, and subordinate. Assessment is on annual basis whereby the HRMD shall administer a survey/rating tool to pre-determine raters to determine the degree to which the employee's behaviour reflects DTI/CITEM values and the Department's image as "agency of choice".

Performance standards should satisfy the following criteria:

- a) **Consistency** – for purposes of fairness and consistency standards shall be made in collaboration with and be applied to other units/projects with employees who are performing the same or similar tasks/functions.
- b) **Measurable** – measurable standards should define quantity, quality, and timelines. Cost may also be included in setting standards when necessary. Measures of quantity should express how many or how much (i.e., the number of units produced, programs/projects conducted/facilitated/managed, items completed/processed, calls taken, documents recorded etc.). Measures of quality, on the other hand, should tell how well the target is achieved or performed.

Quality shall be measured objectively or subjectively. Objective measures of quality are expressed in terms of error of rates or precision standards, e.g., number of revisions. Subjective measures are usually taken from surveys on perceptions or satisfaction levels of clients. Finally, timeliness refers to deadlines or schedules or time involved to complete a process or meet the target.

Submission of Office Performance Commitment and Review (OPCR) and the Individual Performance Commitment and Review (IPCR)

- Shall be submitted to CORPLAN Division – copy furnished the Human Resource Management Division before the first month of each year (i.e., before January). Should the agency find it necessary to set standard for critical factors in addition to the standards set in this order, they may do so and likewise submit the same together with the standards for KRA.

I.5 SANCTIONS

Non-submission of the OPCR and IPCR shall be a ground for the following:

- Employees disqualifications for performance-based personnel actions;
- Administrative sanctions for violation of reasonable office rules and regulations and simple neglect of duty for supervisors and employees responsible for delay of non-submission of the Office and Individual Performance Commitment and Rating Report.

II. HUMAN CAPITAL DEVELOPMENT

II.1 LEARNING EXPERIENCE TO ADVANCE DEVELOPMENT (LEAD)

The CITEM LEAD Program (thru DTI-SPMS) promotes people development and lifelong learning through a wide range of activities and projects aimed at promoting both professional (knowledge and skills) and personal (talents, social, and spiritual) growth. In addition to purposive training programs that address critical competency gaps, other human optimization efforts may include any other competency assessment, impact evaluation, program learning mechanisms, scholarship management, and organizational development.

Program Objectives: CITEM, through the DTI-LEAD Program, aims to:

- ❖ Implement a more progressive and an efficient human resource management and development system.
- ❖ Implement a targeted/focused competency based training program.
- ❖ Pursue programs that shall promote CITEM values and brand.
- ❖ Provide an Orientation Program for new entrants; and
- ❖ Offer a preparatory retirement program for retirees.

Capacity Building Programs.

- ❖ Scholarship Programs being Offered both local and abroad
- ❖ Assignment to Organized International Participation to Trade Fairs
- ❖ Competency Based Trainings focused on specific job families
- ❖ Promote personal growth and well-being of employees
 - a. Wellness Programs (regular check-up with resident Physician/Annual Immunization thru Flu Vaccination)
 - b. Summer Athletic Activity/Teambuilding/Fun-Run/Sports Fest
 - c. Industry Exposure/Immersion/Factory Visits
- ❖ Promote “On-the-Job” training, buddy-buddy system, coaching, mentoring and other established forms of intervention.

II.2 CITEM PROGRAMS BEING IMPLEMENTED

II.2a PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (PRAISE)

Pursuant to the provisions of Rule X of the Omnibus Rules Implementing Book V of Executive Order No.292, and in line with the Revised Policies on Employee Suggestions and Incentive Award System (ESIAS) provided under CSC Resolution no. 010112 and CSC MC No. 01 S. 2001, the Center for International Trade Expositions and Missions (CITEM) adopts the herein Program on Awards and Incentives for Service Excellence (PRAISE) to be referred to as CITEM PRAISE.

I. OBJECTIVES

1.1 General

To recognized and reward CITEM officials and employee individually, in group and/or collectively, for:

- Suggestions, innovative ideas, superior accomplishments, and other personal efforts;
- Heroic deeds, extraordinary act or service in the interest of the public and/or the service;
- Exemplary service.

That contribute to the efficiency, economy and improvement in the management and operation of CITEM.

1.2 Specific :

1. To encourage creativity, innovativeness and ethical behavior for an efficient, responsible and progressive public service;
2. To foster integrity and professionalism among CITEM officials and employees and/or sustain exemplary performance and superior accomplishments;
3. To motivate CITEM officials and employee to contribute to national development through increased productivity;
4. To identify outstanding accomplishment and best practices of employees on a continuing basis;
5. To provide incentives and intervention to motivate employee who have contributed ideas, suggestions, inventions, discoveries, superior accomplishments and other personal efforts.

II. BASIC POLICIES

1. The PRAISE shall be institutionalized through the creation of CITEM PRAISE Committee who shall establish its own internal procedures and strategies. Membership in the Committee shall be considered part of the member's regular duties and functions.
2. The CITEM PRAISE Committee shall be responsible for the development, administration, monitoring and evaluation of the awards and incentives system of the agency. The HRD Division shall serve as the System's Secretariat.
3. The PRAISE Committee shall ensure that productivity, innovative ideas, suggestions and exemplary behavior can be identified, considered, managed and implemented on a continuing basis to cover employees at all levels.
4. The PRAISE shall provide both monetary and non-monetary awards and incentives to recognize, acknowledge and reward productive, creative, innovative and ethical behavior of employees through formal and informal mode. For this purpose, the System shall encourage the grant of non-monetary awards. Monetary award shall be granted only when suggestions, inventions, superior accomplishments and other personal efforts result in monetary saving, which shall not exceed 20% of the savings generated.
5. At least 5% of the HRD Funds shall be allocated for the PRAISE and incorporated in the CITEM's Annual Work and Financial Plan and budget.

III. COVERAGE

The System shall apply to all employees in the career and non-career service of the CITEM.

IV. DEFINITION OF TERMS

- **AWARDS**- recognition which may be monetary or non-monetary conferred on individual or group of individual for ideas, suggestions, inventions, discoveries, superior accomplishments, exemplary behavior, heroic deeds,

extraordinary acts or services in the public interest which contribute to the efficiency, economy, improvement in government operations which lead to organizational productivity.

- **CAREER-** positions in the civil service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.
- **CONTRIBUTION-** any input which can be in the form of an idea or performance (See also idea type and Performance type contribution).
- **DISCOVERY-** is the uncovering of something previously existing but found or learned for the first time, which will improve public service delivery.
- **IDEA TYE CONTRIBUTION-** refers to an idea, a suggestion or an invention or discovery for implement to effect economy in operation, to increase production and improve working condition.
- **INCENTIVE-** monetary or non-monetary motivation or privilege given to an official or employee for contributions, suggestions, inventions, ideas, satisfactory accomplishment or demonstration of exemplary behavior based on agreed performance standards and norms of behavior.
- **INVENTION-** the creation of something previously non-existent which will benefit the government.
- **NON-CAREER-** positions expressly declared by law to be in the non-career service; or those whose entrance in the service is characterized by(1) entrance on bases other than those of the usual test of merit and fitness utilized for the career service and (2) tenure which purpose employment was made.
- **PERFORMANCE TYPE CONTRIBUTION-** refers to performance of an extraordinary act or service in the public interest in connection with, or related to one's official employment; or outstanding community service or heroic acts in the public interest; or sustained work performance for a minimum period of one year which is over and above the normal position requirement of the individual or group.
- **SUGGESTION-** idea or proposal, which improves work performance, systems and procedures and economy in operations that, will benefit the government.
- **SYSTEM-** the agency awards and incentive program for the employee.

V. TYPE OF AWARDS

5.1 National Award

Through the CITEM PRAISE, the agency may practice in the search for deserving employees who may be included in the screening of the candidates for awards given by other government agencies, private entities, NGOs and other award giving bodies such as the:

- 5.1.1 **Presidential or Lingkod Bayan Award-** conferred on an individual for consistent, dedicated performance exemplifying the best in any profession or occupation resulting in the successful implementation of an idea or performance, which is of significant effect to the public or principally affects national interest, security and patrimony.
- 5.1.2 **Outstanding Public Official/Employee or Dangal ng Bayan Award-** granted to any public official or employee in government who has demonstrate exemplary service and conduct on the basis of his or her observance of one or more of the eight (8) norms of behavior described under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Government Officials and Employees.
- 5.1.3 **Civil Service Commission or the PAG-ASA Award-** conferred on a group of individuals or team who has demonstrated outstanding teamwork and cooperation, which resulted in the successful achievement of its goal or has greatly improved public service delivery, economy in operation, government in many other ways.
- 5.1.4 **Other awards-** given by the other government agencies, private institutions or NGOs to an individual or team for contributions of an idea or performance that directly benefited the government.

5.2 DTI Award (SPRINTS)

The CITEM PRAISE Committee shall be responsible for screening and fielding CITEM nominees to the Best Employee award given annually by the Department of Trade & Industry (to which CITEM is attached) under its System on performance Rewards and Incentives (also known as DTI SPRINTS).

5.3 CITEM Awards

The CITEM PRAISE Committee may also give the following awards to qualified or deserving employees in collaboration with its Performance Management Team (PMT) in recognizing exemplary performance during its Annual Anniversary Celebration to deserving employees with the following categories:

- 5.3.1 Special Citation for Best In Attendance and Punctuality
- 5.3.2 Special Award for Breakthrough Stars who demonstrate exceptional potential and exceed expectations in their work.
- 5.3.3 Performance Award – in recognition of exemplary service and commendable performance in pursuit of corporate goals.
 - a. Service Award
 - b. Best Clerk Award
 - c. Best Technical Award
 - d. Best Supervisor Award
 - e. Notable Contribution to Corporate Goals
- 5.3.4 Executive Director's Award

5.4 Other Awards that may consider:

- 5.4.1 **Exemplary Behavior Award-** based on the eight norms of conduct as provided under RA 6713 (Code of Conduct and Ethical Standards). The awardee will automatically be nominated by the PRAISE Committee to the Dangal ng Bayan Award.

- 5.4.2 **Best Organizational Unit Award-** granted to the top organizational unit, which may be a section or office on the basis of meeting the organization's performance targets and other pre-determined criteria.
- 5.4.3 **Cost Economy Measure Award-** granted to an employee or team whose contributions such as ideas, suggestions, inventions, discoveries or performance of function result in saving in terms of man-hours and cost or otherwise benefit the agency and government as a whole. The monetary award shall not exceed 20% of the monetary savings generated from the contribution.
- 5.4.4 **Service Award-** conferred on retirees whether under optional or compulsory retirement schemes held during a fitting ceremony or a group who performed exemplary work.
- 5.4.5 **Gantimpala Agad Award-** this award may be bestowed upon an individual or a group who performed exemplary work.
- 5.4.6 Such other award which the PRAISE Committee may recommend to the Executive Director.

VI. TYPE OF INCENTIVES

The agency shall continuously search, screen and award deserving employees to motivate them to improve the quality of their performance and instill excellence in public service. As such, the following types of incentives shall be regularly awarded:

- 6.1 **Loyalty incentive-** granted to an employee who has served continuously and satisfactorily the agency for at least ten (10) years. The recipient shall be entitled to a cash award of not less than Php 500.00 but not more than Php 1,000.00 per year of service during the first ten years. Succeeding award shall be given every five years thereafter. Besides cash award, a lapel emblem, loyalty pin shall be given:

10 and 15 years – Bronze
20 and 25 years – Silver
30, 35 7 40 years – Gold

Other tokens such as may also be considered.

- 6.2 **Retirement Award-** given to a retiree who has rendered at least fifteen (15) years of satisfactory government service. This award shall be in the form of a plaque of appreciation, the design and citation of which shall be determined by the committee and a cash gift of P2, 000.00 for each year of service.
- 6.3 **Career and Self-Development Incentive-** granted in recognition of an individual who has satisfactorily completed a course or degree within or outside the country at one's own expense. A plaque of recognition may be given to qualified individuals during the agency's anniversary celebration.
- 6.4 **Other Incentives** which the agency's PRAISE Committee may recommended in the basis of special achievements, innovative approaches to assignments, exemplary service to the public and recognition by outside group of a particular achievement.

VII. FORM OF AWARDS AND INCENTIVES

- 7.1 **“Salu-Salo” Together/Face to Face** - meal hosted by superiors or supervisors for employees who have made significant contributions.
- 7.2 **Personal Growth Opportunities**- incentives that may be in the form of attendance in seminars, training and conferences on official business, membership in professional organizations, books, journal, travel packages and other learning opportunities.
- 7.3 **Job Enrichment Program**- employee who rendered at least very satisfactory service may qualify under the job enrichment program. The agency shall formulate the guidelines for the job Enrichment Program such that qualified and deserving employees may be detailed to other divisions within the same office or to other offices, bureaus, GOCCs within DTI, thus, giving them the opportunity for advancement to higher positions.
- 7.4 **Trophies, Plaques and Certificates**
- 7.5 **Educational Support Program**
- 7.6 **Other Incentives**- incentives in kind which may be in the form of merchandise, computers, cellular phones, reserved parking space, recognition posted at the Wall of Fame, feature in agency publication, and others.

- VIII. To implement the System effectively, the CITEM PRAISE Committee members are expected to possess positive attitude; be capable of implementing submitted ideas; open-minded; decisive; have high tolerance for stress or pressure, and actively participate in all committee meetings.

Composition of the CITEM PRAISE COMMITTEE

- Executive Director, Chairman;
- Deputy Executive Directors & Department Managers
- Chief, Corporate Planning Division;
- Chief, Controllership Division;
- Chief, HRM Division
- ACE President or his duly recognized representative

- IX. **FUNDING.** The agency shall allocate at least 5% of the HRD funds for the PRAISE and incorporate the same in its annual Work and Financial Plan and Budget.

II.2b CNA (Collective Negotiation Agreement)

This is in recognition of having and maintaining harmonious relation between CITEM and the employees. Achieving good governance, teamwork and effective partnership, CITEM shall grant a CNA incentive to its officers and employees upon the effectivity of the Agreement and annually thereafter, pursuant to the provisions of DBM Guidelines on CNA or GCC’s Guidelines.

II.2c CITEM Educational Support Program (CESP)

CESP shall be in the form of a loan to be made available to a grantee/or employee within the time and in the manner specified in the Guidelines which shall form part of the contract.

II.2d CITEM Multi-Purpose Cooperative (CMPC)

The goal of the CMPC cooperative is to help improve the quality of life of its members and in furtherance thereto shall aim:

To attain increased income, savings, investments, productivity, and purchasing power, and promote among themselves equitable distribution of net surplus through maximum utilization of economies scale, cost-sharing and risk-sharing through lending and consumer operations, among others.

ENFORCEMENT/IMPLEMENTATION

Management reserves its right to amend, alter, modify or change this Employee’s Manual in whole or in part as the circumstance may warrant.

Provisions of this shall be in accordance and complementary to Civil Service Commission policies as well as other pertinent laws.

The immediate supervisor, concerned Divisions/Department Heads, HRMD and Executive Director shall be responsible for the implementation, enforcement and administration of this policy. Any questions seeking clarification as regards the enforcement/implementation of this Agency Employee’s Manual shall be addressed/forwarded to them.

All Agency policies, rules, regulations, memoranda, Board Resolutions and other previous issuances which are inconsistent with CITEM Employee’s Manual or with any of the provision/s hereof, are hereby revised, superseded or amended accordingly. Any revisions on office orders, memorandums, or instructions given by the Executive Director will form part of company rules and regulations pertaining to discipline.

EFFECTIVITY

The CITEM Employee’s Manual shall take effect immediately.

ACKNOWLEDGEMENT

All information contained in the Handbook applies to all employees of CITEM.

CITEM firmly believes in an open-door communication where we encourage discussing concerns about work related issues that might affect performance. Employees are expected to identify their concerns clearly and to cooperate in efforts to resolve promptly and objectively.

This is to acknowledge that I have received a copy of CITEM Handbook during my employment with the Agency and I have understood and will comply with its contents as discussed to me.

Signature over Printed Name

Date