



EMPLOYEES' MANUAL

**CENTER FOR INTERNATIONAL TRADE
EXPOSITIONS AND MISSIONS**

MESSAGE FROM THE Executive Director and CEO



Dear CITEM Team,

For more than three decades, CITEM has established the country's image as the premier destination for quality export products and services. CITEM continues to position itself globally, evolving to meet the needs of the marketplace. I must say that the thing that has not changed is the employees' commitment to service excellence and promotion of performance with utmost integrity and dedication.

This Manual was prepared and divided into three (3) parts to uphold the standards by which CITEM conduct its operations. It covers all officers and employees of CITEM, setting a clear expectation that the standards be followed in all levels, regardless of status. It is intended to give you a better understanding of your responsibilities and the conditions under which you work, since you play an invaluable role in the life of our organization.

This Manual contains information and guidelines to help us live by the values and to achieve our goals. It will answer the questions most frequently asked by the employees and serve as a "ready reference" for you. Each employee is expected to conform to the professional standards of your occupation. Your immediate supervisor or your Department Head can guide you with any questions you have for clarifications, or you may direct any queries to the Human Resource Management Division.

Thank you for your continued commitment to uphold the highest standards and promote a culture of service excellence with integrity at CITEM.

To our new entrants, we are pleased to have you as part of CITEM. Our human resources are what make this organization truly the company of choice.

Sincerely,

ROSVI C. GAETOS
Executive Director/CEO

OUR COMMITMENTS

We have made a commitment to service excellence and to lead with integrity. This commitment is embedded in the CITEM's Performance Pledge. It shows us how to uphold this commitment as we interact with the various groups that have a stake in our agency's success.

CITEM'S PERFORMANCE PLEDGE

- | | |
|---------------------------|---|
| C - Client Focused | We commit to the development of the micro, small, and medium enterprises (mSMEs) through client-focused export marketing and development promotions programs; |
| I - Integrity | We commit to uphold the principle of integrity in public service; |
| T - Timeliness | We commit to deliver timely and efficient service; |
| E - Excellence | We commit to set the standards of excellence that would empower clients and stakeholders; |
| M - Mover | We commit to be an export mover of Philippine quality products and services through the creation and management of cost-effective trade promotion programs. |

ABOUT THE **CENTER FOR INTERNATIONAL TRADE EXPOSITIONS AND MISSIONS (CITEM)**

The Center for International Trade Expositions and Mission (CITEM) is the export promotion arm of the Philippine Department of Trade and Industry (DTI).

CITEM is committed to develop, nurture, and promote globally-competitive small and medium enterprises (SMEs), exporters, designers, and manufacturers by implementing an integrated approach to Export Marketing in partnership with other government and private entities.

For three decades, CITEM has established the country's image as the premier destination for quality export products and services. It continues to set the highest standards of creativity, excellence and innovation to achieve export competitiveness in the international market.

As the prime mover in export marketing, CITEM provides export-driven programs, spearheads official participation in overseas trade fairs, and organizes signature events in the Philippines and high-profile promotional activities in key markets abroad.

CITEM undertakes Design for Export initiatives:
Brand Building
Export Coaching
Product/Merchandise Development

Young Designer Development
Local-International Designer Collaboration
Permanent Showroom

MISSION STATEMENT

To develop, nurture, and promote globally-competitive Philippine SMEs, exporters, designers, and manufacturers through an integrated approach to export marketing.

VISION STATEMENT

By 2016, CITEM will have created a distinct "Philippines" brand.

CORE VALUE

A Culture of Design and Craftsmanship. Client Value Creation. Stewardship.

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What Every Employee Should Know?

PART I

A. CODE OF CONDUCT

Public office is a public trust (*section 1 Article XI, 1987 Constitution of the Philippines*). All officials and employees of CITEM must, at all times, be accountable to the people, serve them with utmost responsibility, integrity, loyalty and efficiency; act with patriotism and justice, and lead modest lives.

I. Republic Act No. 6713 – Code of Conduct and Ethical Standards for Public Officials and Employees

This Agency reiterates the importance of the provisions of the Republic Act No. 6713 – Code of Conduct and Ethical Standards for Public Officials and Employees, specifically section 4 of the Code, which covers all officials and employees in the government, elective and appointive, permanent or temporary, whether in the career or non-career, including military and police personnel, whether or not they receive compensation, regardless of amount are covered by the following rules.

Section 4. Norms of Conduct of Public Officials and Employees.

- (A) Every public official and employee shall observe the following as standards of personal conduct in the discharge and execution of official duties:
- (a) Commitment to public interest. - Public officials and employees shall always uphold the public interest over and above personal interest. All government resources and powers of their respective offices must be employed and used efficiently, effectively, honestly and economically, particularly to avoid wastage in public funds and revenues.
 - (b) Professionalism. - Public officials and employees shall perform and discharge their duties with the highest degree of excellence, professionalism, intelligence and skill. They shall enter public service with utmost devotion and dedication to duty. They shall endeavour to discourage wrong perceptions of their roles as dispensers or peddlers of undue patronage.
 - (c) Justness and sincerity. - Public officials and employees shall remain true to the people at all times. They must act with justness and sincerity and shall not discriminate against anyone, especially the poor and the underprivileged. They shall at all times respect the rights of others, and shall refrain from doing acts contrary to law, good morals, good customs, public policy, public order, public safety and public interest. They shall not dispense or extend undue favors on account of their office to their relatives whether by consanguinity or affinity except with respect to appointments of such relatives to positions considered strictly confidential or as members of their personal staff whose terms are coterminous with theirs.
 - (d) Political neutrality. - Public officials and employees shall provide service to everyone without unfair discrimination and regardless of party affiliation or preference.
 - (e) Responsiveness to the public. - Public officials and employees shall extend prompt, courteous, and adequate service to the public. Unless otherwise provided by law or when required by the public interest, public officials and employees shall provide information of

their policies and procedures in clear and understandable language, ensure openness of information, public consultations and hearings whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures, avoid red tape and develop an understanding and appreciation of the socio-economic conditions prevailing in the country, especially in the depressed rural and urban areas.

- (f) Nationalism and patriotism. - Public officials and employees shall at all times be loyal to the Republic and to the Filipino people, promote the use of locally produced goods, resources and technology and encourage appreciation and pride of country and people. They shall endeavor to maintain and defend Philippine sovereignty against foreign intrusion.
- (g) Commitment to democracy. - Public officials and employees shall commit themselves to democratic way of life and values, maintain the principle of public accountability, and by deeds the supremacy of civilian authority over the military. They shall at all times uphold the Constitution and put loyalty to country above loyalty to persons or party.
- (h) Simple living. - Public officials and employees and their families shall lead modest lives appropriate to their positions and income. They shall not indulge in extravagant or ostentatious display of wealth in any form.

Important Provision – RA 6713, Section 8 (Statements and Disclosure) through SALN

Public Officials and employees have an obligation to accomplish and submit declarations under oath of, and the public has the right to know their assets, liabilities, net worth and financial and business interests including those of their spouses and of unmarried children under eighteen (18) years of age living in their households.

What is SALN?

- Is a Statement of Assets, Liabilities, and Net Worth
- Disclosure of financial connections or business interests
- Identification of relatives within the fourth degree of consanguinity or affinity, which also include *bilas*; *balae*; and *inso*.
- Shall contain information on the following: real property and acquisition cost; other assets such as investments, cash on hand or in banks, stocks, bonds, and the like; liabilities and; all other business interests.
- The SALN is made under oath. Falsification of information or failure to file or report information may be subject the employee to disciplinary action. Deliberate and willful falsification of information may also subject the employee to criminal prosecution.
- The documents must be filed:
 - By permanent employees
 - Within thirty (30) days after assumption of office;
 - On or before April 30, of every year thereafter; and
 - Within thirty (30) days after separation from the service.
 - Failure of an official or employee to submit his/her SALN and failure to disclose or misdeclaration of any asset, liability, business interest, financial connection, and relative in the government in his/her SALN shall be punishable by:
 - 1st Offense - Suspension of one (1) month and one (1) day to six (6) months
 - 2nd Offense - Dismissal from the service

II. NO GIFT POLICY

Sec. 49 of the CITEM Code of Corporate Governance expressly states that:

A member of the Board, or its Officers, or any of its employees (whether permanent or non-permanent) shall not solicit, nor accept directly or indirectly, any gift, gratuity, favour, entertainment, loan or anything of monetary value from any person where such gift:

- a. Would be illegal or in violation of law;*
- b. Is part of an attempt or agreement to do anything in return;*
- c. Has a value beyond what is normal and customary in the Agency's business;*
- d. Is being made to influence any member of the Governing Board or Officers;*
- e. Could create the appearance of a conflict of interest.*

1. Exceptions/Allowable Gifts

- The following officials and employees may receive token, gifts, plaques, awards, certificates, souvenir items, and other tokens of courtesy, appreciation or gratitude from individuals, entities, and other institutions or agencies, provided that:
 - a. The token, gifts, plaques, awards, certificates, souvenir items, tokens of courtesy, appreciation, or gratitude are deemed appropriate to the occasion or ceremonies for which they are given or made; and
 - b. The giving and receiving shall not influence the CITEM officials and employees' performance of official functions.
- Unsolicited gifts or presents of small, nominal or insignificant value offered or given as a mere ordinary token, gratitude, or friendship according to local customs or usage, not given in anticipation of, or in exchange for, a favour from a CITEM employee.
- A gift from a member of the family, relatives, or friends on the occasion of a family celebration and without any expectation of pecuniary gain or benefit.
- Nominal gifts from persons, individuals, or entities with no regular pending, or expected transactions with the department or unit with which the employee is connected, and without any expectation of pecuniary gain or benefit.
- Working meals, hospitality or legitimate representational functions to meet and discuss business with clients.
- Solicitations from individuals, entities or persons where the solicitation is to deliver the function or mandate of CITEM and it will redound to the benefit of CITEM.
- Scholarships, travels and similar benefits granted to CITEM officials and employees by other government agencies, private institutions or by local or international organizations provided that such acceptance is consistent and appropriate with the interests of the government or of CITEM.
- Gifts given on special occasions between and among CITEM employees or directors.
- Gifts or cash awards given by CITEM to its officials and employees during Christmas and Anniversary celebrations.

2. GIFT REGISTRY

Any gift received, regardless of value or kind, shall be registered in a Gift Registry to be maintained by the proper Division to be identified by CITEM, as the case may be.

3. VIOLATIONS AND PENALTIES

Any violation of this NO GIFT POLICY shall be subject to disciplinary action and penalty in accordance with the specific provisions of the Revised Rules on Administrative Cases in the Civil Service (RRACCS) and RA 7613 and RA 3019, and other pertinent laws, rules and regulations.

III. WHISTLEBLOWING POLICY/ OPEN DOOR POLICY

As provided under GCG Memorandum Circular No. 2014-04, the purpose of the whistleblowing policy is to enable any concerned individual to report and provide information, anonymously if he/she wishes, and even testify on matters involving the actions or omissions of the Directors/Trustees, Officers, and employees of the GOCCs, that are illegal, unethical, violate good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, are grossly disadvantageous to the GOCC and/or the Government.

1. Open Door Policy

As a Team, CITEM's Open Door Policy encourages each employee to speak up when there is an issue or concerns that affects work or accomplishments. It promotes an environment of open communication between employees and all levels of management; to ask questions and report concerns. It is the obligation of everyone to speak up or report about a known or suspected violation to protect the company.

2. Reporting Channel. Integrity starts with a commitment to ask questions, raise concerns and engage in an open dialogue. The following are dedicated reporting channels which the whistleblower can use to file any reportable condition:

- a. Website: <http://www.citem.gov.ph>; or at <http://www.gcg.gov.ph>;
- b. Face to Face Meetings with CITEM Officials, Officers and Employees/ or GCG Officials
- c. E-mail: info@citem.com.ph
- d. Mail: Golden Shell Pavilion, Roxas Boulevard, corner Sen. Gil Puyat Avenue, Pasay City
- e. Telephone : (632) 831 2201 local 250 (HRM Division)
- f. Fax No. : (632) 832 3965

3. Confidentiality. CITEM shall ensure confidentiality of all information arising from the report. It shall treat all reports, including identity of the whistleblower/person concerned and the respondent, in a confidential and sensitive manner. The identity of the whistleblower will be kept confidential, unless compelled by law or by the Courts to be revealed, or unless the whistleblower authorized the disclosure of his/her identity.

4. Due Process. Each issue or report will be handled or investigated promptly, consistently and appropriately. The company will observe due process where the respondent will be given the chance to hear and explain his/her side within 15 days from receipt thereof. Personnel who initiate a report may be updated on the actions taken, to the extent allowed by law.

5. Protection Against Retaliation. Retaliation actions against a whistleblower or any personnel for any report will be taken cognizance of by the CITEM Integrity Monitoring Committee if the report is made in good faith, and the GCG shall extend all possible assistance to the whistleblower under the law and given the circumstances.

6. Untrue Allegations. If a whistleblower makes allegations that are determined to be fabricated or malicious falsehoods, and/or he/she persists in making them, legal action may be taken against him/her by the Governance Commission.

IV. GRIEVANCE MACHINERY

In line with the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC Resolution No. 010113 dated January 10,2001 and implemented through CSC Memorandum Circular No. 02, s.2001, the Center For International Trade Expositions and Missions (CITEM) hereby adopts the herein grievance Machinery.

OBJECTIVE

1. General:
Create a work atmosphere conducive to harmonious supervisor-employee relations and improved employee morale.
2. Specific:
 - 2.1 Activate and strengthen the existing grievance machinery of CITEM;
 - 2.2 Settle grievances at the lowest possible level in the organization; and
 - 2.3 Serve as a catalyst for the development of capabilities of personnel, especially of supervisors, on dispute settlement in the agency.

I. SCOPE

The Grievance Machinery applies to all levels of officials and employees in CITEM. It may also apply to non- career employees whenever applicable.

II. BASIC POLICIES

1. A grievance shall be resolved expeditiously at all time at the lowest level possible in CITEM. However, if not settled at the lowest level possible, an aggrieved party shall present his or her grievance step by step following the hierarchy of positions.
2. The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.
3. Grievance proceedings shall not be bounded by legal rules and technicalities. Even verbal grievance must be acted upon expeditiously. The service of a legal counsel shall not be allowed.
4. Supervisors or officials who refuse to take action on a grievance brought to their attention shall be liable for neglect of duty in accordance with existing civil service law, rules and regulations.
5. In the formation of the grievance Committee, only permanent officials and employees shall be appointed or elected as members thereof. The integrity, probity, sincerity and credibility of the committee members should always be considered. Equal opportunity for men and women to be represented in the grievance committee must be ensured.

III. DEFINITION OF TERMS

Top Management- refers to the CITEM Executive Director, Deputy Executive Directors and Department Managers.

Non-Career Positions- are positions characterized by entrance on bases other than those of the usual test of merit and fitness utilized for the career service, tenure of which limited to a period specified by law, or which is coterminous with that of the appointing authority or subject to his pleasure which is limited to the duration of a particular project for which purpose employment was made.

Accredited or recognized Employee Union- an employee union accredited pursuant to Executive Order No. 180 and its implementing rules and regulations.

Bilis Aksyon Partner- is the counterpart Action Officer of the civil Service Commission under the Mamamayan Muna Program in every agency pursuant to CSC MC No. 3, s. 1994.

Grievance- a work- related discontentment or dissatisfaction which had been expressed verbally or in writing and which, in the aggrieved employee's opinion, has been ignored or dropped without due consideration.

Public Sector Labor- Management Council (PSLMC)- the Council responsible for the promulgation, implementation and administration of the guidelines for the exercise of the right of government employees to organized pursuant to Executive Order No.180.

IV. CASES COVERED UNDER THE GRIEVANCE MACHINERY

The following instances shall be acted upon through the grievance machinery:

1. Non-implementation of policies, practices and procedures on economic and financial issues and other terms and conditions of employment fixed by law, including salaries, incentives, working hours, and leave benefits;
2. Non-implementation of policies, practices and procedures which affect employees from recruitment to promotion. Detail, transfer, retirement, termination, lay-offs, and other related issues that affect them such as failure to observe selection process in appointment, and undue delay in the processing of retirement papers;
3. Inadequate physical working conditions such as lack of proper ventilation in the workplace, and insufficient facilities and equipment necessary for the safety and protection of employees whose nature and place of work are classified as high risk or hazardous;
4. Poor interpersonal relationships and linkages;
5. Protest on appointments; and
6. All other matters giving rise to employee dissatisfaction and discontent outside of those cases enumerated above.

The grievance committee shall not act on the following instances:

1. Disciplinary cases which shall be resolved pursuant to the Uniform Rules on administrative cases;
2. Sexual harassment cases as provided for in RA 787
3. Union-related issues and concerns;

VI. GRIEVANCE COMMITTEE

A CITEM Grievance committee is hereby established composed of the following members:

1. Deputy Executive Director – Chairperson
2. DM for Corporate Services Department – Vice Chairperson
3. Two(2) Division Chiefs or their equivalent chosen from among themselves – Members;
4. Two(2) members from the Association of CITEM Employees (1 for supervisory level and from technical and clerical level)
5. Bilis Aksyon Partner (BAP) – HRM Officer
6. HRMD Division shall extend secretariat service to the grievance Committee

Responsibilities

In addition to finding the best way to address specific grievance, the committee shall have the following responsibilities:

1. Establish its own internal procedures and strategies. Membership in the grievance committee shall be considered part of the member's regular duties;
2. Develop and implement pro-active measure or activities to prevent grievance such as employee assembly, which shall be conducted at least once every quarter, "talakayan", counseling and other HRD interventions. Minutes of the proceeding of these activities shall be documented for audit purposes;
3. Conduct continuing information drive on Grievance machinery among officials and employees in collaboration with HRD Division;
4. Conduct dialogue between and among the parties involved;
5. Conduct an investigation and hearing within ten(10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management.
6. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved;
7. Issue certification on the final Action on the Grievance (CFAG) which shall contain, among other things, the following information: history and final action taken by the agency on the grievance; and
8. Submit a quarterly report of its accomplishments and status of unresolved grievances to the Civil Service Commission regional Office concerned.

V. GRIEVANCE PROCEDURES

The procedures for seeking redress of grievances shall be as follows:

1. **Discussion with Immediate Supervisor.** At the first instance, the aggrieved party shall present his grievance verbally or in writing to his or her immediate supervisor.

The supervisor shall inform the aggrieved party of the corresponding action within three (3) working days from the date of presentation. Provided, however, that where the object of the grievance to the next higher supervisor.

2. **Appeal to the higher Supervisor.** If the aggrieved party is not satisfied with the verbal decision, he or she may submit the grievance in writing, within five(5) days to the next higher supervisor who shall render his or her decision within (5) working days from receipt of the grievance.
3. **Appeal to the Grievance Committee.** The decision of the next higher supervisor may be elevated to the grievance committee within five (5) working days from receipt of the decision of the next higher supervisor.

The grievance committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance to top management.

4. **Appeal to Top Management.** If the aggrieved party is not satisfied with the decision of the grievance committee, he or she may elevate his or her grievance within five (5) working days from receipt of the decision through the committee to top management who shall make the decision within ten (10) working days after the receipt of the grievance. Provided, however, that where the object of the grievance is the top management, the aggrieved party may bring his or her grievance directly to the Civil Service Commission Regional Office.
5. **Appeal to the Civil Service Commission Regional office.** If the aggrieved party is not satisfied with the decision of top management, he or she may appeal or elevate his or her grievance to the Civil Service Commission Regional office concerned within fifteen (15) working days from the receipt of such decision.

Together with the appeal, the aggrieved party shall submit a certification on the Final Action on the Grievance (CFAG). The CFAG shall contain among other thing, the following information: history and final action taken by the agency on the grievance. The Civil Service Commission regional office shall rule on the appeal in accordance with existing civil service law, rule and regulations.

B. OFFICE DECORUM

I. GUIDELINES ON THE WEARING OF APPROPRIATE OFFICE ATTIRE

All CITEM employees (permanent, service providers and outsourced personnel), with the exemption of CITEM Executive Committee members/officials who are expected to be in their corporate attire, are hereby mandated to conform to the following:

- a. **Prescribed Uniform.** The wearing of the specified uniform (a separate office order may be issued for this purpose) is hereby prescribed while in office during regular office hours; or attending meeting/s outside as CITEM representative/s.
- b. **Prohibited Attire.** The following attire shall be prohibited for all CITEM personnel while performing official functions, as provided under CSC Memorandum Circular No. 19, series 2000 (Revised Dress Code for All Government Officials and Employees) dated 31 October 2000:
 - b.a Gauzy transparent or net-like shirt or blouse;
 - b.b Sando, strapless or spaghetti-strap blouse (unless worn as an undershirt), tank-tops, blouse with over-plunging necklines;
 - b.c Micro-mini skirt, walking shorts, cycling shorts, leggings, tights, jogging pants;
 - b.d Rubber sandals, rubber slippers, “bakya”.
 - b.e Skirt Length – Female officials and employees shall see to it that their skirts are knee length. Definitely, mini and micro-mini skirts (i.e., 3 inches or more above the knee) are prohibited.
- c. **Wearing of Identification Card.** The office ID shall be worn at all times, as it forms part of the official uniform covered by these Guidelines.
- d. **Proper Grooming.** The sporting of long hair/ moustache; and the wearing of earrings and other body ornaments by male employees shall be strictly prohibited/not allowed.

- e. **Penalty.** Violation of the Dress Code/Proper Office Attire Guidelines shall be considered as a ground for disciplinary action for violation of Reasonable Office Rules and Regulations under the CSC Revised Rules on Administrative Cases, CY 2011.

Thus, subject to the requirements of due process, the following penalties shall be strictly imposed in administrative disciplinary proceeding for non-compliance with the guidelines:

| | | |
|----------------|---|--|
| First Offense | - | Written Reprimand |
| Second Offense | - | Suspension without pay for one (1) day to thirty (30) days |
| Third Offense | - | DISMISSAL |

- f. **Monitoring of Compliance with the Guidelines.** – All heads of the Divisions, immediate supervisors, and ACE officers shall be responsible for the (1) implementation of these Guidelines; (2) monitoring compliance thereof; and (3) reporting and submitting cases of violations to the Executive Director and/ or Department Manager concerned for appropriate actions. The assigned security guards are also tasked to record in their logbook any violation thereof for submission to HRM Division within the day the violation is found.

The Monthly Report on Attendance and Tardiness (RAT) shall include the list of violation of these guidelines.

II. CONFIDENTIAL INFORMATION

- All employees are responsible for the protection of agency's business affairs by safeguarding agency's sensitive information. The witting or unwittingly disclosure of any information that is inimical to the interest of the company cannot be tolerated.
- Employees who have access to CITEM's sensitive information by nature of their jobs and position are enjoined to strictly observe confidentiality of this information.

III. EXTERNAL COMMUNICATIONS

- All external communications must be consistent with the company's core values, mission, vision, and strategies.
- It must represent the agency's viewpoint accurately and effectively. No employee shall be allowed to make public statements to the media unless given a written authorization by the Head of the Agency.

IV. INTERNET USAGE AND SOCIAL MEDIA POLICIES

- The internet is use to further the agency's core functions and missions.
- Downloading of any non-business related materials is strictly prohibited.
- The use of CITEM's computers is restricted to official company business only. All information stored in the network, drives, servers, PCs, and other systems are the property of the agency and cannot be used for personal benefit or be removed from CITEM premise without management approval.
- Understand the concept of community – sharing and connecting; never participate in online discussions when the topic may be considered a crisis situation.
- When posting information, ensure facts and have appropriate permissions – respect copyrights and fair use.

V. TEAM WORK

- Make your working environment harmoniously and regard everyone in the organization as somebody equally important as you are. Always remember that the completion of every task is dependent on the contribution of the whole team.
- Guidelines to a harmonious working relationship with fellow employees:
 1. *Be pleasant, be friendly.* Be generous with sincere greeting and praises life: “good afternoon”, “please”, and “thank you”.
 2. Extend help whenever you can.
 3. *Do not be chronic complainer.* People may resent you when you complain too much. Bear in mind that they, too, have problems of their own.
 4. *Be careful about gossip.* You may end up in trouble over misquoted words.
 5. *Respect your superior.* He deserves this as much as you deserve the same respect from anyone else.
 6. *Observe the rules and policies of the office.* Do not expose yourself to criticisms. Set a good example.

VI. TELEPHONE COURTESY

Basic courtesy and decency are all it takes to project a positive image of the office.

- The office telephone is for official use.
- Minimize personal calls during office hours.
- Answer promptly. Avoid waiting for the third ring.
- Always identify the office before your usual greetings.
- Avoid letting the caller wait on the line. If the caller has to wait, tell him so.
- At the end of the conversation, say “goodbye” and place the receiver gently on the cradle.

VII. MOBILE PHONE ETIQUETTE

1. *The ring tone and the volume* – the ring tone should be decent one that suits the environment that you are in and the volume should be at a minimal. Some of you love to have a personalized ring tone, such as songs, music, and other sounds. However, such ring tones should not annoy or irritate people around you. If you are a professional, working in an office/company, ensure that your ring tone is suitable to your work place and your profession.
2. *How to answer* – if you are, at an official meeting/interview, attending a conference/workshop/seminar, keep your mobile phone on silent or vibrate mode or switch it off completely. Do not disturb the others by taking calls or answering calls during such time.
3. *Conversations should not disturb others* – in any manner, your private conversations should be done in private. There is no need for the others to be part of your private conversations with your loved ones.

VIII. EMPLOYMENT OF RELATIVES

It is the policy of CITEM that no employee may hire or cause to be hired, nor supervise, any relative of the employee otherwise employed by the company within the third degree of consanguinity or affinity, except with the prior approval of the President.

IX. OUTSIDE PROFESSIONAL ENGAGEMENT

A private professional engagement refers to a project entered into by an employee whereby he performs some professional work for an individual or entity other than CITEM.

CITEM employees are enjoined to devote their full professional time and expertise to working for the company. Before accepting any outside professional engagement, you should discuss the matter with your department head to obtain clearance.

The required clearance is solely for the purpose of enabling the company to determine whether the private professional engagement involves conflict of interest and whether it will, in any way, impair or diminish the efficiency and productivity with which the employee concerned performs his professional duties at CITEM.

X. INVENTIONS, DISCOVERIES AND SOFTWARE

Under company policy, any invention, discovery, or device-like software which is the result of the performance of an employee's regularly-assigned duties, unless there is an agreement, express or implied, shall be the sole property of CITEM.

If the employee is uncertain about the value of or whether the Agency has rights to any piece of intellectual property, the employee concerned should file a disclosure and shall receive a written consent from the Management (CITEM).

C. HEALTH AND SAFETY

I. 100% SMOKE FREE-ENVIRONMENT POLICY

As prescribed by the CSC Memorandum Circular No. 17, series of 2009, CITEM is hereby adopts and promulgates a 100% SMOKE FREE POLICY and a smoking prohibition in all areas of CITEM premises, buildings, grounds and government vehicles, except for open spaces designated as smoking areas, in order to ensure a healthy and productive workforce.

The guidelines of the policy are as follows:

1. Coverage: All CITEM employees - whether permanent or Non-permanent – this policy seeks to encourage people to quit smoking for health reasons and to protect people from exposure to secondhand smoke in light of recent studies.
2. "No Smoking" Signs. "No smoking" signages in the conspicuous location within government premises, grounds, shall be posted and displayed prominently.
3. Smoking Area. A "smoking area" refers to an outdoor space designated by the head of the agency that meets the following requirements:
 - a. It shall be located in an open-space with no permanent or temporary roof or walls in an outdoor area.
 - b. It shall not be located within 10 meters of entrances, exits or any place where people pass or where people congregate.
 - c. It shall not have an area larger than 10 square meters.
 - d. No government building shall have more than one designated smoking area.
 - e. No food or drinks shall be served in the designated smoking area.

- f. Every smoking area shall have highly visible and prominently displayed “Smoking Area” signages.
4. Any *violation of this Office Policy* shall be considered as a ground for disciplinary action pursuant to rule XIV (Discipline) of the Omnibus Rules Implementing Book V of E.O. No. 292.

II. DRUG FREE WORKPLACE

In compliance with RA 9165 and in support to CSC Resolution No. 101359 dated 06, 2010, the following guidelines are hereby being prescribed by CITEM:

- a. Mandatory Drug Test. To ensure that only those qualified shall be screened and recruited and to prevent the detrimental effects (e.g. lower productivity, poor decision making, increased accidents, more compensation claims, and reduced team effort) which drug use and abuse may cause in the workplace, the conduct of mandatory drug test shall be required for pre-employment.
- b. CITEM, at any time, shall also require all employees, whether permanent or non-permanent, to undergo a random drug test for purposes of reducing the risk in the workplace. Strict confidentiality shall be observed with regard to screening and the screening result.
- c. The agency is authorized to refer an employee tested positive for dangerous drugs for treatment and rehabilitation in a government accredited center.
- d. The agency encourages all employees to lead a healthy lifestyle while at work and home, and conducts various activities such as:
 - d.1 lifestyle assessment programs on weight management and health nutrition;
 - d.2 health wellness screenings through the agency’s resident Physician;
 - d.3 sports, recreational and fun-game activities (Zumba, basketball, badminton, fun-run).
- e. Any official or employee found positive for use of dangerous drugs shall be subjected to disciplinary/administrative proceedings with a penalty of dismissal from the service at first offense pursuant to Section 46 (19) of Book V of Executive Order 292 and Section 22 © of its Omnibus Rules.

III. SAFETY MEASURES

The Agency strives to provide humane and safe working conditions for all employees.

1. Points of access for employees and visitors shall be monitored and restricted through the use of employee identification badges and security personnel.
2. To support this, all employees will abide by the following:
 - Appropriate CITEM ID shall be issued to all employees whether permanent or non-permanent, including OJTs, and must be worn at all times.
 - All bags or containers are subject to inspection for ingress and egress from CITEM premise.

PART 2 – **CONDITIONS OF EMPLOYMENT****CAREER OPPORTUNITIES**

Careers at CITEM offer employees flexibility and diversity in employment opportunities. If you want to take on new and meaningful challenges, grow professionally, and be part of an organization committed to excellence, it's time to consider joining the CITEM team.

Submit application letter and comprehensive resume to:

CITEM - Human Resources Management Division
Golden Shell Pavilion, Sen. Gil Puyat cor. Roxas Blvd., Pasay City
Or email to: careers@citem.com.ph

Interested employees must submit the following requirements to Human Resources Management Division (HRMD).

- Application for promotion (Form P1)
- Updated Personal Data Sheet
- Individual Performance Commitment and Review (IPCR)/Dashboard covering the two (2) rating periods of January to June and July to December
- Major accomplishments for the two (2) rating periods
- Demonstration of technical competencies and exemplary behavior based on the observance of CITEM Office rules (professionalism; integrity; service orientation; resourcefulness; creativity; compliance to CSC rules.)

*Subject to calibration by the Performance Management Team (PMT). To qualify, IPCR rating should be at least Commendable (VS).

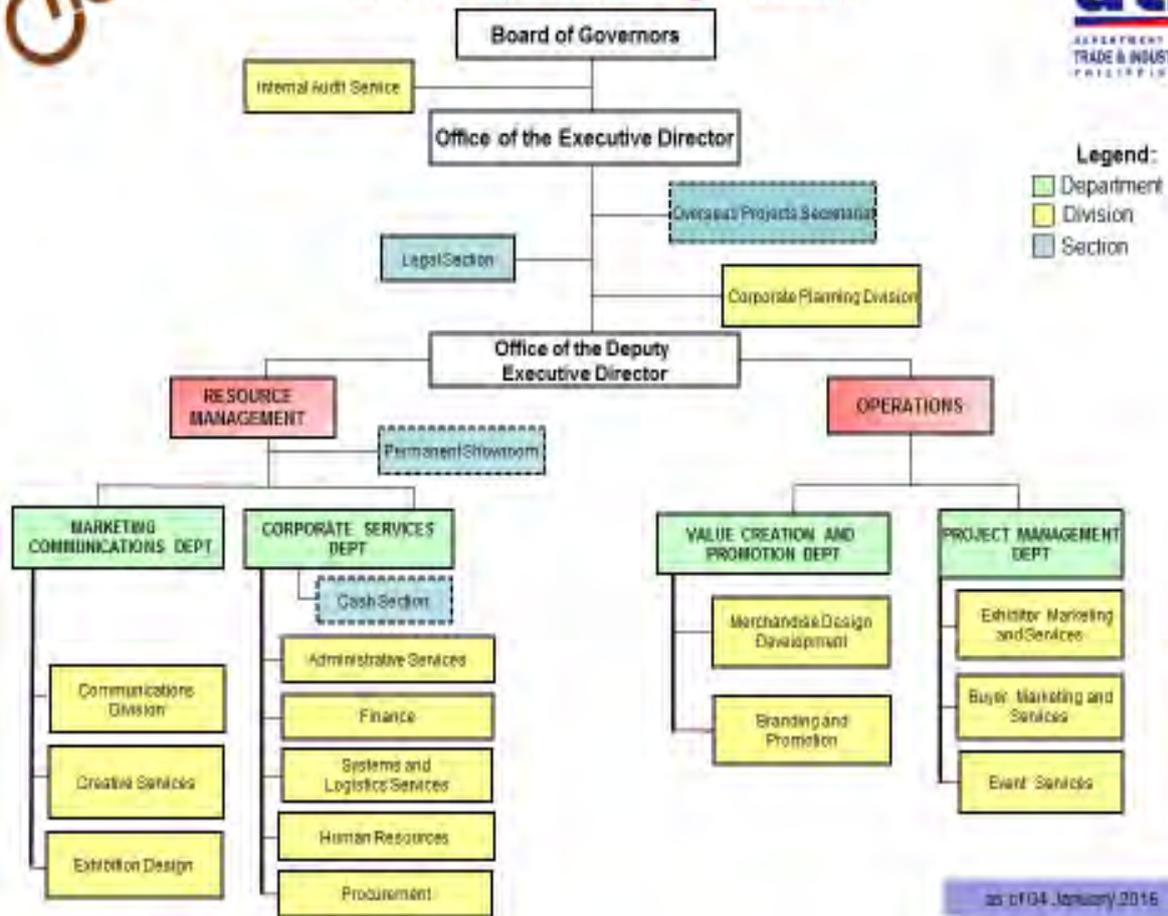
Non-submission of required documents listed from the qualified next-in-rank permanent employees would mean they are waiving their right as the next-in-rank for the position.

Requirements for Outside Hiring:

- Letter of application
- Resume with recent 2x2 picture
- Transcript of Records
- Diploma
- Certificate of Eligibility
- Certificate of Trainings/Seminars attended
- Certificate of Employment with no pending administrative case/ or good moral character



CITEM Functional Organization



I. TERMS OF EMPLOYMENT

A. RECRUITMENT AND SELECTION

A.1 Basic Policies

1. Selection of employees for appointment thru hiring, promotion and transfer in the government service shall be open to all qualified men and women according to the principle of merit and fitness. There shall be equal opportunity for men and women at all levels of position in the Agency, provided they meet the minimum requirements of the positions to be filled, necessary skills, knowledge and attributes demonstrated by exemplary performance.
2. Vacant positions marked for filling shall be published in accordance with Republic Act 7041 (Publication Law). The published vacant positions shall also be posted in three (3) conspicuous places in the Agency/Office for at least ten (10) calendar days.
3. The publication of a particular vacant position shall be valid until filled up but not to extend beyond six (6) months reckoned from the date the vacant positions was published.
4. For vacancies in the first and second levels, all qualified next-in-rank employees, including those on official leave for local or foreign scholarships/training and those on maternity leave, shall be automatically considered candidates for promotion to the next higher position.
5. The Personnel Selection Board (PSB) shall maintain fairness and impartiality in the assessment of candidates for appointment.
6. The appointing authority shall assess the merits of the PSB's recommendation for appointment and in the exercise of sound discretion, select, in so far as practicable, from among the top five ranking applicants deemed most qualified for appointment to the vacant position.
7. The appointing authority may appoint applicant who is not next-in-rank but possess superior qualification and competence, and has undergone the selection process for the position.

A.2 Comparative Competence and Qualification of Candidates

- a. Performance
 - For appointment by promotion, the performance ratings of the appointee for the last two (2) rating periods to the effectivity date of the appointment should be at least commendable or **very satisfactory**.
 - For appointment by transfer, the performance ratings for the last two (2) rating periods immediately preceding the transfer from the former agency should be at least commendable or **very satisfactory**.
- b. Education and Training
 - Include educational background, successful completion of training course accredited by the Civil Service Commission, scholarships, training grants and others which must be relevant to the duties of the position filled.
- c. Experience and Outstanding Accomplishments

- Include occupational history, relevant work experience acquired either from the government or private sector, and accomplishments worthy of special commendation.
- d. Psycho-Social Attributes and Personality Traits
 - Refers to the characteristics or traits of a person which involved both psychological and social aspects. Psychological includes the way he/she perceives things, ideas, beliefs and understanding and how he/she acts and relates these things to other and in social situations.
- e. Potential
 - Refers to the capacity and ability of a candidate to assume the duties of the position to be filled and those of higher or more responsible positions.

A greater percentage weight shall be allocated to performance.

- The employee being considered for **promotion** must have been appointed to his/her present position for at least one (1) year, except for the following positions: 1) for Division Chief Level, four (4) years experience in management and supervision are required; while for 2) Department Manager Level, five (5) years experience in management and supervision are required.
- An employee should have rendered at least VERY SATISFACTORY service for at least two (2) rating periods in the present position before being considered for promotion.
- Promotion within six (6) months prior to compulsory retirement shall not be allowed except as otherwise provided by law.

A.3 First Salary Requirements

The applicant must possess and/or submit the following:

- a) NBI Clearance and/or Barangay Clearance;
- b) Government Social Insurance System Number;
- c) Two (2) ID and passport size photos, respectively;
- d) Photocopy of the Original Transcript of Records, Diploma, Birth Certificate, Marriage Contract, Certificate of Trainings Attended, and Certificate of Employment, if applicable;
- e) Medical/Laboratory Exams, Drug Test and its results.

B. NATURE OF APPOINTMENT

B.1 ORIGINAL refers to the initial entry into the career service of persons who meet all the requirements of the position. This includes those appointed under CSC MC. No. 10, s. 1980, as amended by MC No. 11, s. 1996.

- It is understood that the first six (6) months of service following an original appointment will be probationary in nature and the appointee shall undergo thorough character investigation. A probationer may be dropped from the service for unsatisfactory conduct want of capacity any time before the expiration of the probationary period, provided that such action is appealable to the Commission.
- However, if no notice of termination or unsatisfactory conduct is given by the appointment period, the appointment automatically becomes permanent.

B.2 INITIAL refers to all other appointments of persons entering the government service for the first time (whether career or non-career) which are not covered by the definition of original appointment.

B.3 REEMPLOYMENT is the reappointment of a person who has been previously appointed to a position in the career service or non-career service and separated therefrom as a result of reduction in force, reorganization, retirement, voluntary resignation or of any non-disciplinary actions such as dropping from the rolls and other modes of separation. Reemployment presupposes a gap in the service (MC. 15, s. 1999).

B.4 REAPPOINTMENT is the re-issuance of an appointment of a person who has been previously appointed to a position in the career service and who has, through no delinquency or misconduct, been separated therefrom or to one who has been exonerated of the administrative charges unless the decision exonerating him specifies restoration to his previous position.

B.5 TRANSFER is the movement of employee from one position to another which of equivalent rank, level, or salary without break in the service involving issuance of an appointment.

This transfer may be from one department or agency to another or from one organizational unit to another in the same department or agency: provided, however, that any movement from the non-career service to the career service shall not be considered transfer.

B.6 PROMOTION is the advancement of an employee from one position to another with an increase in duties and responsibilities as authorized by law and usually accompanied by an increase in salary/ promotion may be from one department or agency to another or from one organizational unit to another within the same department or agency.

C. OTHER PERSONNEL MOVEMENT

C.1 Re-assignment is the movement of an employee from one organizational unit to another in the same department or agency which does not involve a reduction in rank, status, or salary. If reassignment is without the consent of the employee being reassigned, it shall be allowed only for a maximum period of one year. Reassignment is presumed to be regular and made in the interest of public service unless proven otherwise or if it constitutes constructive dismissal.

C.2 Detail is the temporary movement of an employee from one department or agency to another which does not involve a reduction in rank, status and salary.

C.3 Secondment is the movement of an employee from one department or agency to another which is temporary in nature and which may or may not require the issuance of an appointment but may either involve reduction or increase in compensation.

C.4 Job Rotation is the sequential or reciprocal movement of an employee from one office to another or from one division to another within the same agency as a means

for developing and enhancing the potentials of people in an organization by exposing them to the other work functions of the agency.

The duration of the job rotation program shall be within the period prescribed by the department/agency head but shall not exceed twelve (12) months.

C.5 Designation is merely an imposition of an additional duty to be performed anytime at the pleasure of the appointing authority (MC 1, s. 1999).

D. EMPLOYMENT STATUS

The classifications of employment in CITEM are as follows:

- D.1 Regular employees** are those who have successfully completed the probationary period and have met the standards required for a regular position, or those who, upon hiring, are given regular appointment upon the recommendation of the Unit/Division Head or Department Manager.
- D.2 Probationary employees** are those hired to fill in regular positions and undergo a probationary period of six months to determine their capability and fitness to hold the position on a regular basis.
- D.3 Contract of Service** are those hired for a definite or fixed period of time for a specific project and whose engagement is coterminous with the completion of the project.

E. PERSONNEL INFORMATION (201 FILE)

- E.1 It is CITEM's policy to maintain an individual file for each staff hired irrespective of employment status. This will enable the organization to compile the individual's record in the course of his employment and thereby utilize the said records as the organization may deem necessary to its operation or to the vital assessment of the employee's performance status.
- E.2 The 201 File is the compilation of an individual's records during his employment with CITEM, thus providing a complete history of his work. The 201 Files are properties of CITEM. Any work-related record/document submitted by staff or his supervisors in the course of employment shall belong to such compilation. In view of this, it shall be management's prerogative through the HRM Division to decide what papers/documents should go to the 201 files and implement such procedures regarded as appropriate.
- E.3 Responsibility for maintaining the 201 Files rest on the Human Resources Management Division. The Chief HRMD may delegate the filing, retrieving, and reproducing of 201 File documents to a duly designated HRM staff.
- E.4 Personnel information is basically confidential and as such, makes every 201 file thoroughly confidential.

F. LEAVE ADMINISTRATION

F.1 General Provisions:

- Employees who render work during the prescribe hours are entitled to 15 days vacation leave and 15 days sick leave credits annually or 1.25 days vacation and sick leave credits monthly with full pay.
- Application for leave of absence except for emergency sick leave shall be filed in advance, whenever possible five (5) days before the effectivity of leave.
- Application for leave for thirty (30) calendar days or more shall be accompanied by an Office Clearance from money and property accountabilities.
- Employees who are absent without approved leave shall not be entitled to receive their salary corresponding to the period of their unauthorized leave of absence.
- Employees who are continuously absent without approved leave for at least thirty (30) working days shall be considered AWOL, and shall separated from the service or dropped from the rolls without prior notice.
- They shall however be informed at their last known address appearing on their 201 files of their separation from the service, not later than five (5) days from its effectivity.
- If the number of unauthorized absences is less than thirty (30) days, a written Return-to-Work Order shall e served to them at their last known address on record.
- Failure on their part to report for work within the period stated in the Order shall be a valid ground for dropping them from the rolls.

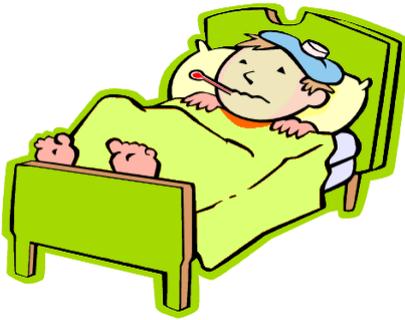
F.2 LEAVE OF ABSENCE

A right granted to employees not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI of Executive Order No. 292.

F.2.1 PROCEDURES IN THE FILING, PROCESSING AND APPROVAL OF LEAVE APPLICATIONS

- Employees are required to file their leave applications using CSC Form No. 6 which should be fully accomplished in original copy whenever they go on leave of absence.
- The Supervisor recommends the approval or disapproval of the application.
- The authorized official approves the application following the rules on delineation of functions/delegation of authority.
- The HRM Division processes the application, including certification as to leave balance.
- A copy of the processed application is retained at the HRM Division for file.

F.2.2 TYPES OF LEAVE



1. **SICK LEAVE (SL)** – granted on account of sickness or disability of the employees or any member of their family (parents, brothers, sisters, children, spouse and even house help), who are living with the employees.

- ❖ Application for sick leave shall be filed upon return to work.
- ❖ Application for sick leave filed in advance, or exceeding four (4) days, shall be accompanied by a medical certificate.
- ❖ Approved sick leave submitted to HRM Division later than the 6th working day after the leave of absence shall be deducted from the employee's salary.

2. **VACATION LEAVE (VL)** – granted to employee for personal reasons, the approval of which is contingent upon the necessities of the service.

- ❖ Vacation leave without pay is considered a gap in the service.



3. **FIVE (5) DAYS FORCED/MANDATORY LEAVE (FL)**

- ❖ Employees with ten (10) days more vacation leave shall be required to go on vacation leave whether continuous or intermittent for a minimum of five (5) working days annually.
- ❖ Forced leave shall be forfeited if not taken during the year. However, if the Executive Director cancelled the scheduled leave in the exigency of the service, the same shall no longer be deducted from the total accumulated vacation leave.
- ❖ Those with accumulated vacation leave of less than ten (10) days shall have the option to go on forced leave or not. However, officials and employees with accumulated vacation leave of fifteen (15) days who availed of monetization for ten (10) days resulting in five (5) days vacation leave shall still be required to go on forced leave.

4. **SPECIAL LEAVE PRIVILEGES (SPL)** – leave of absence which may be availed of for a maximum of three (3) days annually to mark special milestones and/or attend to filial and domestic emergencies such as birthday, anniversary, mourning, relocation, enrolment, etc.

- ❖ SPL is non-cumulative and non-convertible to cash.
- ❖ SPL on emergency cases shall be filed within the day upon return to work, and the supervisor/office should be informed of the reason of availing of such leave.

5. **MATERNITY LEAVE** – shall be granted to female employees in every instance of pregnancy irrespective of its frequency who have rendered an aggregate of two (2) or more years of service. In addition to the vacation and sick leave, the female employees shall be entitled to maternity leave of sixty (60) calendar days with full pay. For those with less than two (2) years, benefits shall be computed proportionately.
 - ❖ It is understood that enjoyment of maternity leave cannot be deferred but it should be availed of either before or after the actual period of delivery in a continuous and uninterrupted manner, not exceeding sixty (60) calendar days.
 - ❖ When a female employee wants to report back to duty before the expiration of her maternity leave, she may be allowed to do so provided she presents a medical certificate that she is physically fit to assume the duties of her position.

6. **PATERNITY LEAVE** – every married male employee is entitled to paternity leave of seven (7) working days for the first four (4) deliveries of his legitimate spouse with whom he is cohabiting.
 - ❖ Married male employee with more than one (1) legal spouse shall be entitled to avail paternity leave for an absolute maximum of four (4) deliveries regardless of whichever spouse gives birth.
 - ❖ It is non-cumulative and non-convertible to cash.

7. **PARENTAL LEAVE (SOLO PARENT ACT)** – seven (7) days leave of absence granted to a parent who has the sole custody and responsibility of the child and who has rendered at least one (1) year of service regardless of employment status.
 - ❖ In order to avail of the Parental Leave, the solo parent shall submit to the HRM Division the Solo Parent Identification Card or Certification issued /validated by the DSWD within the month of January every year.

8. **REHABILITATION LEAVE** – granted to employees for disability on account of injuries sustained while in the performance of duty.
 - ❖ The duration, frequency and terms of availing this leave shall be based on the recommendation of the medical authority, i.e., may be half day basis, intermittent schedule or less than six (6) months, but not to exceed six (6) months and their absence shall not be deducted from the sick and vacation leave credits.

9. **TEN DAYS LEAVE (VIOLENCE AGAINST WOMEN AND THEIR CHILDREN ACT OF 2004)** – Any woman employee in the government service, regardless of employment status and/or whose child is a victim of violence and whose age is below eighteen (18) or above eighteen (18) but unable to care of oneself, is entitled to avail of the ten (10) days leave.
 - ❖ It may be on a continuous or intermittent manner to cover the days they have to attend to medical and legal concerns.

10. **SPECIAL LEAVE BENEFITS FOR WOMEN (MAGNA CARTA FOR WOMEN)** – any female employee shall be entitled to special leave of a maximum of two (2) months with full pay based on her gross monthly compensation, provided she has rendered at least six (6) months aggregate service in any or various government agencies for the last twelve (12) months prior to undergoing surgery for gynaecological disorder.

- ❖ The special leave may be availed for every instance of gynaecological disorder requiring surgery.
 - ❖ Gynaecological disorder – refers to disorders that would require surgical procedures such as, but not limited to dilatation and curettage and those involving female reproductive organs such as the vagina, cervix, uterus, fallopian tubes, ovaries, breast, adhexa and pelvic floor, as certified by a competent physician.
11. **STUDY LEAVE (CSC MC No. 21, s. 2004)** – a time-off from work not exceeding six (6) months with pay for the purpose of assisting qualified employees to prepare for their Bar or Board examinations. For completion of Master’s Degree, study leave shall not exceed four (4) months:
- ❖ An official or employee shall be entitled only to one-time “Study Leave” during his/her employment at CITEM
 - ❖ An employee must have rendered at least two (2) years with at least very satisfactory performance for the last two rating periods
 - ❖ Subject to approval of the Head of the Agency
 - ❖ With Service Obligation in the Agency
11. **TERMINAL LEAVE (CSC MC No. 41, s. 1998)** – refers to the money value of the total accumulated leave credits of an employee based on the highest salary rate received prior to or upon retirement date/voluntary separation.
- ❖ Request for payment of terminal leave benefits must be brought within ten (10) years from the time the right of action accrues upon obligation created by law.
12. **SPECIAL EMERGENCY LEAVE (CSC MC No. 2, series of 2012)** Five (5) – day leave granted to those employees directly affected by natural calamities and disasters.
- ❖ Can be applied for five (5) straight working days or on a staggered basis and will not be deducted from the employees’ leave credits.
 - ❖ Purpose of the special emergency leave : for urgent repair and cleaned-up of damaged house; being stranded in affected areas; disease or illness of employees brought by the natural calamity or disaster; caring of immediate family members affected by the natural calamity or disaster.
 - ❖ Maybe availed of by the affected government employees within the first 30 days from the first day of calamity declaration by proper government agencies/authorities.
13. **MONETIZATION OF LEAVE CREDITS.** – Officials and employees in the career and non-career service who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a minimum of ten (10) days: provided that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.
- ❖ Monetization of fifty (50%) or more of the accumulated leave credits may be allowed for valid and justifiable reasons.
 - ❖ The monetization of 50% or more of the accumulated leave credits shall be upon the favourable recommendation of the agency head and subject to availability of funds.

F.3 FILING OF LEAVE APPLICATION

| VACATION LEAVE | SICK LEAVE |
|---|--|
| <ul style="list-style-type: none"> .5 DAY TO 2 DAYS may be filed at least one (1) day prior to actual leave. 3 days or more but less than two (2) weeks may be filed at least five (5) days prior to actual leave. 2 weeks or more may be filed at least three (3) weeks before actual leave. Said request must be accompanied with a letter endorsed by the DC concerned. | <ul style="list-style-type: none"> Scheduled doctor's appointment may be filed in advance or immediately upon employee's return to work. ½ day; 1 day or more may be filed upon employee's return to work. <p>However, immediate supervisor and/or office head must be notified ASAP of the leave of absence. Sick leave application for more than four (4) days must be accompanied by a medical certificate.</p> |

IMPORTANT TO NOTE:

In the case of **Vacation Leave Application**, the immediate supervisor has the right to deny such request if the employee has not complied with the above guidelines. In case of doubt in the filing of **Sick Leave Application**, additional documents other than medical certificate may be required.

F.3.1 FILING OF OTHER FORMS OF LEAVE APPLICATION

| TYPES OF OTHER LEAVE | NO. OF DAYS FILED |
|--|---|
| Special Leave Privileges (ex. Birthday, anniversary, relocation, enrollment, mourning, personal transactions) | At least 2 days prior to actual leave. |
| Special Emergency Leave (SEL) | Immediately upon employee's return to work |
| FIELD Assignment Slip (FAS-OB) | At least 1 day prior to actual leave or 1 working day after |
| FIELD Assignment Slip – Personal Transaction | At least 1 day prior to leave. |
| Solo Parent Leave | At least 1 day prior to leave. |
| Mandatory Force Leave of Five (5) days | At least five (5) days before actual leave. |

F.3.2 EFFECT OF UNAUTHORIZED LEAVE. – An official/employee who is absent without approved leave shall not be entitled to receive his salary corresponding to the period of his unauthorized leave of absence. It is understood, however that his absence shall no longer be deducted from his accumulated leave credits, if there are any.

G. GENERAL POLICIES AND PROCEDURES

G.1 WORK SCHEDULE

| Every Mondays | From Tuesdays – Fridays |
|---|--|
| All employees are required to attend the FLAG RAISING CEREMONY at 8:15AM. Time in after 8:00AM is considered tardy. | All permanent employees are allowed a full flexi-time schedule between 8:00AM with a 30-minute grace period from 9:00AM to 9:30AM. |
| This will apply to all personnel regardless of employment status. | The 30-minute grace period is NOT APPLICABLE during HALF DAY in the afternoon. |

G.2 HABITUAL TARDINESS

- Refers to tardiness incurred regardless of the number of minutes per day, 10 times a month for two (2) consecutive months during the year, or for at least two (2) months in a semester.

| <ul style="list-style-type: none"> Pursuant to Resolution No. 98-1395, Habitual Tardiness is considered as Light Offense and is subject to the following offenses: | |
|---|--|
| Offenses | Disciplinary Action |
| 1 st Offense 2 nd Offense 3 rd Offense | Reprimand Suspension for 1 – 30 days Dismissal |

G.3 HABITUAL UNDERTIME

refers to the undertimes incurred, regardless of the number of minutes/hour, ten (10) times a month for at least two (2) months in a semester shall be liable for simple misconduct and/or conduct prejudicial to the best interest of the service.

(CSC MC No. 16, s. 2010)

G.4 LOAFING/ABSENTEEISM

An employee who incurred unauthorized absences exceeding the allowable 2.5 days monthly leave credits for three (3) months in a semester or three (3) consecutive months during the year.

| OFFENSES | DISCIPLINARY ACTION |
|-------------------------|---|
| 1 st Offense | Suspension for one (1) month and one (1) day to six (6) months. |
| 2 nd Offense | Dismissal |

H. COMPENSATION AND BENEFITS

It is hereby declared the policy of the State to provide all government personnel a just and equitable compensation in accordance with the principle of equal pay for work of equal value.

Incentives and Performance-based

Benefits which are categorized as incentives and performance-based pay shall be limited to the following:

- a. Enhanced Performance-Based Bonus – this will be given subject to the achievement by departments or agencies and individual personnel of their performance targets and compliance with good governance conditions. The Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems created under Administrative Order No. 25, 2011 shall prescribe the procedures for the grant of this incentive and the conditions on eligibility. The bonus will be equivalent to one (1) month up to two (2) months salary, providing for a progressive rate as the position and responsibility in improving agency performance becomes higher;
- b. Loyalty Incentive – this is an incentive to reward the personnel's loyalty to government service with at least satisfactory performance during his/her milestone years;
- c. Anniversary Bonus – this is an incentive to recognize the personnel's participative efforts in and contributions to the agencies' continuing and/or viable existence to be given to employees on the occasion of their agencies' milestone anniversaries;
- d. Productivity Enhancement Incentive- this will be given in December of every year at P5,000 to all government employees to improve their productivity;
- e. Collective Negotiation Agreement (CNA) Incentive – this may be granted to both management and rank-and-file employees of agencies with approved and successfully implemented CNAs in recognition of their efforts in accomplishing performance targets at lesser cost, and in attaining more efficient and viable operations through cost-cutting measures and systems improvement. Such CNA incentive shall be sourced from allowable MOOE items of agencies; and
- f. Other existing authorized benefits to be categorized by the DBM as incentives.

I. OVERTIME GUIDELINES

I.1 GENERAL RULE:

1. Overtime work may be authorized where the work has to be completed on a fixed date and the scheduled date of completion cannot be met without resorting to overtime work.

I.2 SPECIFIC RULES:

1. Overtime pay shall be allowed only one (1) month before the signature event, or on a case to case basis; subject to prior approval of the Head of the Agency.
2. Permanent employee may opt to claim overtime pay, with the 144 hours limit in a year.
3. The overtime Authorization Form should indicate the actual work to be accomplished on specified period, as basis for validation of Overtime Pay.

4. Amount of overtime compensation which may be allowed an employee shall NOT exceed 50% of the basic salary; but shall not exceed the allowable 144 hours limit in a year.
5. An employee with leave of absence during weekdays is NOT entitled to claim overtime pay during weekends and holidays, EXCEPT during signature events.
Likewise, employee with tardiness or under time is not allowed to claim overtime pay on the same day.
6. In no instance an employee who is on official travel, both local and abroad including factory visit, or attending seminars/ conference or workshops, be allowed to claim overtime compensation for overtime services rendered.
7. MANCOM members may claim overtime computation during event months (i.e. Manila Fame, IFEX) subject to the condition that the total amount of overtime plus basic pay during the said month shall not exceed the basic pay of the next higher supervisor in the plantilla (e.g. ADC/DC – OICs against DC, and DC against DM).
8. Funding source of overtime pay shall be out of the savings from Personnel Services Budget.

J. STEP INCREMENT

Step Increment shall be granted to all deserving officials and employees based on the following criteria:

- a) **Merit** – for those who have rendered outstanding performance in assigned function for two consecutive rating periods; and
- b) **Length of Service** – for those who have rendered continuous satisfactory service in a particular position for at least three (3) years.

K. CERTAIN MODES OF SEPARATION

K.1 RESIGNATION

A resigning employee shall serve CITEM at least **thirty (30) days** prior to the date of resignation.

- The employee cannot go on leave of absence before the effectivity date of the resignation/transfer for purposes of employment in another office whether government or private.
- Salary of the resigning/transferring employee on the pay period prior to the effectivity of the resignation/transfer shall be withheld which shall be paid through a voucher upon submission of the required documents as his last salary.
- The resigned employee is entitled to the payment of terminal leave corresponding to his accrued vacation and sick leave credits at the time of the resignation. Transferred employees are entitled to the transfer of his leave credits to another government agency subject to the required office clearance.
- On the last day of employment, one will be asked to complete necessary forms, return Agency property and obtain appropriate clearances.
- Employee submits to the HRM Division his resignation letter/request for transfer. HRMD shall then provide the employee with one set of documents to be accomplished and commences the accomplishment of his clearance by setting all accountabilities.
- HRMD prepares a report of resigning/transferring employees and submits the same of the Office of the Executive Director for approval/information purposes and to the Controllership Division for appropriate action.

- Simultaneous to the routing of the office clearance, the employee should also accomplish the documents required to be attached to the voucher for last salary.
- Accomplished office clearance and last salary documents should be submitted to HRMD who shall then:
 - a. Forward the clearance to OED for approval/disapproval of resignation/request for transfer.
 - b. Prepare voucher for last salary.

K.2 DROPPING FROM THE ROLLS

Officers and employees who are either habitually absent or have unsatisfactory or poor performance or have shown to be physically and mentally unfit to perform their duties may be dropped from the rolls subject to the following procedures:

1) Absent without Approved Leave

- a) Continuously absent without approved leave (AWOL) for at least thirty (30) calendar days shall be separated from the service or dropped from the rolls without prior notice. He shall however be informed of his separation from the service not later than five (5) days from its effectivity which shall be sent to the address appearing on his 201 File; and
- b) Unauthorized absences incurred is less than thirty (30) calendar days, written Return-to-Work (RWO) shall be served on the official or employee at his last known address on record. Failure on the part to report on work within the period stated in the order shall be a valid ground to drop him from the rolls.

2) Unsatisfactory or Poor Performance

- a) Two (2) consecutive unsatisfactory ratings may be dropped from the rolls after due notice. Notice shall mean that the officer or employee concerned is informed in writing of his unsatisfactory performance for a semester and is sufficiently warned that a succeeding unsatisfactory performance shall warrant his separation from the service. Such notice shall be given not later than thirty (30) days from the end of the semester and shall contain sufficient information which shall enable the employee to prepare an explanation.
- b) One evaluation period is rated poor in performance, may be dropped from the rolls after due notice. Due notice shall mean that the officer or employee concerned is informed in writing the status of his performance not later than the 4th month of that rating period with sufficient warning that failure to improve his performance within the remaining period of the semester shall warrant his separation from the service. Such notice shall also contain sufficient information which shall enable the employee prepare an explanation.

3) Physically and Mentally Unfit

- a) Continuously absent for more than one (1) year by reason of illness may be declared physically unfit to perform his duties and the Executive Director in the exercise of his sound judgment may consequently drop him from the rolls.
- b) Intermittently absent by reason of illness for at least 260 working days during a 24-month period may also be declared physically unfit by the Executive Director.
- c) Behaving abnormally for an extended period which manifests continuing mental disorder and incapacity to work as reported by his co-workers or immediate

supervisor and confirmed by the Executive Director, may likewise be dropped from the rolls.

For the purpose of the three (3) preceding paragraphs, notice shall be given to the employee containing a brief statement of the nature of his incapacity to work.

PART III

PART 3 – PERFORMANCE MANAGEMENT

I. STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)

The DTI-SPMS shall be uniformly and consistently implemented across DTI taking into account the following major steps:

Performance Planning

- ❖ Development of Change Agenda, Strategy Map, and DTI/CITEM Scorecards
- ❖ Determination of Performance Measures
- ❖ Target Setting

Performance Monitoring and Coaching

- ❖ Monitoring
- ❖ Coaching

Performance Review and Evaluation

- ❖ Organizational Performance Assessment
- ❖ Performance Assessment and Evaluation for Individual Employees

Performance Rewarding and Development Planning

- ❖ Career Plan for employees
- ❖ Developmental intervention
- ❖ Rewards and Incentives

I.1 Performance Evaluation System

The DTI shall harmonize its performance appraisal system across all levels with the adoption of PGS Scoreboard and Dashboards.

Individual Dashboards or IPCR. Operational dashboard is design to drive and monitor operational execution. It articulates the link between management of strategy and operations. Each member of the DTI organization shall prepare his/her own dashboard where the individual is measured based on key functions/processes he/she performs for the organization.

The individual dashboard shows the personal contribution of each team member to the accomplishments of CITEM's strategic objectives. The appraisal of the employee's achievement of targets, qualitative indicators must also be defined to assess the behavioural aspect of performance. Thus, each individual dashboard shall be characterized by the following:

Part 1: Performance (Work Objectives). This instrument which serves as a replacement is similar to IPAS Part 1 – Individual Targets and Outputs (IPAS – 3 Form 1) and pertains to the individuals’ actual performance or accomplishment against the planned target points as pre-set by the employees and the management during the planning session.

Part 2: Behavioural Assessment (Attitudes/Value). This replaces IPAS – Form 2, and is measured through an annual 360 Behavioural Assessment Survey administered by identified raters.

Part 3: Individual Performance Commitment and Review Form. This is used during the feedback between the employee and the immediate superior at the end of the rating period, after an assessment of individual performance is made. Competency requirements is a shared responsibility hence, both Supervisor and Subordinate must discuss areas for improvement, including what training capacity building were not implemented, and the support and assistance the superior needs to further commit in order to build the subordinate’s strengths toward work improvement. In addition, a **Professional Development Action Plan (PDAP)** shall be accomplished which shall contain the consequence/recommendations appropriate to the performance shown by employee. After the feedback, both parties must indicate their agreement by signing on both forms.

I.2 Performance Planning and Commitment

Each dashboard shall be anchored on the strategic objectives of the least cascaded unit.

To standardized strategic measure across similar jobs, the DTI has developed template for each strategies job family. An individual must craft his/her personal scorecard (individual dashboard) following a step-by-step process.

To some extent, no two dashboards are alike. Given the varying tasks per employee, each individual shall be asked about the job family he/she is associated with. Adopting the objectives and corresponding indicators, said individuals must then set annual periodic targets and discuss those with the superior. Simultaneously, the individual must specify the set of knowledge, competencies and skill needed to achieve optimum performance.

I.3 Performance Rating

For rank and file employees, there shall be assessment period in a calendar year, i.e. January to June and July to December.

The Mid – Year Assessment shall provide feedback on the individual’s progress in accomplishing his/her targets during the first semester, as well as a means to monitor deviation from set targets and employ adjustment/interventions as necessary to ensure/optimize success. For this 6-month period, the employee shall receive a mid-year performance rating.

The Year – End Assessment shall determine the performance rating for the second semester and shall complete the basis for computing the annual individual performance

rating. This shall include the result of the 360-Behavioural Assessment which is scheduled to commence during the last quarter of the year.

Special Tasks shall also be made in which each employee must monitor his/her performance regularly during the rating period. Special task, or assignment outside the scope of his/her regular function, must be duly credited in the performance appraisal of each employee. These tasks may or may not be inherent or directly related to the employee’s plantilla or designated position. These may include membership in ad-hoc committees duly covered by an officer order, special project and other assignment which will require considerable effort and time of the employee. The following are considered additional/special tasks/ functions for which the immediate supervisor or head of office/unit may grant premium points:

- Task is difficult in nature or requiring special skills;
- Task is not within the regular function of the employees or the work program of their division/unit;
- There is urgency in the completion of the task which has an impact in the organization unit;
- Non-compliance/performance of said tasks will unduly prejudice the service; and
- Performance or completion of said task will require an aggregate period of at least one week to maximum of six (6) months.

Premium Points, total not to exceed 10% of the computed rating, shall be awarded to individuals who have performed special and additional tasks, provided that the said employee has achieved his/her planned target for the year.

1.4 Computation of Performance Ratings

Part 1: PGS Rating. Seventy percent (70%) of the individual rating shall come from the PGS Rating. It shall be done at the end of the year/ each individual must accomplish 90% of all the measure of his/her dashboard. Mid-year assessment shall be made to track the performance of employees in achieving desired targets set in his/her dashboards.

To obtain a passing mark, an individual must attain a “satisfactory” rating. This will be computed based on a “Pass/Fail” count per strategic measure indicated in his/her PGS scorecard/dashboard. Hence, an individual shall receive a “Pass” if he/she has accomplished at least 90% of targets set per strategic measure. If the individual is unable to attain at least 90%, this will be counted as “Fail”.

The number of “Pass” divided by the total number of strategic measure shall result I grade, equivalent to a corresponding adjectival rating as follows:

| Numerical Rating | Adjectival Rating |
|-------------------------|--------------------------|
| 4.15 – 5.00 | Outstanding |
| 4.25 – 4.74 | Very Satisfactory |
| 3.75 – 4.25 | Satisfactory |
| 3.00 – 3.74 | Below Satisfactory |
| 2.99 and below | Poor |

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

