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*Avenues Insurance  
Brokers Inc.*

# COMPANY HANDBOOK



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# About Our Company

## We Got You Covered

We provide comprehensive insurance solutions, covering everything from life and medical to non-life policies. With us, you're protected with ease, ensuring your security and peace of mind—so you can enjoy restful nights, worry-free.

# What We Value



**To dispense personalized & top-notch insurance intermediary services to its clientele & act as a lawyer to clients especially when claims occur involving any insurance contracts arranged on their behalf. To provide employees with equal growth opportunities in terms of career & insurance knowledge.**

*We value personalized service, ensuring every client gets the coverage they need. We stand as trusted advocates, especially during claims, protecting their best interests. We believe in empowering our team, fostering equal opportunities for growth and expertise. Above all, we are committed to trust, security, and peace of mind for our clients and employees alike.*

## Vision

To achieve steady growth, keen competitive spirit & sustainability through the years that can be translated in terms of high levels of customer satisfaction and confidence on the part of shareholders. Keep abreast with insurance developments & innovative products as well as other non-traditional lines as a way of expanding services.



# Company Products

FIRE AND  
ALLIED PERILS

MOTOR  
VEHICLE

MARINE HULL  
AND CARGO

ENGINEERING

BONDS

AVIATION

LIABILITY

LIFE &  
ACCIDENT

FLOATER

CASUALTY

MEDICAL

LIFE  
INSURANCE



## STATEMENT OF PHILOSOPHY

At AI BI, we are committed to maintaining a positive work environment that supports both personal and professional growth. We believe that a culture of respect, collaboration, and continuous development fosters success for all.

To uphold these values, all employees are expected to:

- Foster open communication and teamwork.
- Treat colleagues with fairness, dignity, and respect.
- Promote a culture of harmony and cooperation.
- Clearly communicate and uphold performance expectations.
- Support each other's growth and career development within AI BI and beyond.
- Address workplace conflicts promptly and fairly.
- Show compassion and understanding, recognizing that personal challenges may arise.
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By embracing these principles, we strengthen our workplace and ensure a thriving future for both our employees and AI BI as a whole.

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## OUR ROLE

*"Who We Are, What We Do, and How We Deliver Tailored Solutions"*

### **Representation and Client Advocacy**

The Insurance Broker acts as a representative of the client, working solely in their best interest. By engaging with the broker, clients are assured that their needs are prioritized, and the broker is committed to delivering the promised service.

### **Consultancy and Insurance Program Design**

The Insurance Broker serves as the client's consultant, advising on appropriate coverage and designing an insurance program tailored to the client's specific needs and requirements.

### **Claims Assistance**

The Insurance Broker also functions as the client's claims consultant. Whether the claim is large or small, simple or complex, the broker provides assistance throughout the claims process to ensure smooth and efficient resolution.

### **Full-Service Support**

From gathering information and placing the risk, to documentation, premium collection, and claims management, the Insurance Broker supports the client at every stage of the insurance transaction.

### **Transparent Fee Structure**

The Insurance Broker does not add any extra charges to the premiums or membership fees assessed by the insurance provider or HMO companies. The broker's income is derived from the fees paid by insurance providers based on the volume of business generated on their behalf, ensuring competitive and cost-efficient services for the client.





## OUR ROLE

*"Who We Are, What We Do, and How We Deliver Tailored Solutions"*

### **Flexible and Cost-Effective Solutions**

The Insurance Broker offers additional insurance options, ready to redesign existing programs, suggest enhancements, and find ways to make the insurance program more cost-effective without compromising coverage.

### **Time and Resource Savings**

By working with the Insurance Broker, clients are not required to deal directly with insurance companies. This saves time, reduces costs, and eliminates the need for additional resources, while enjoying the services of a full-time insurance intermediary for all their insurance needs.

### **Access to a Wide Range of Providers**

The Insurance Broker has access to a broader selection of local insurance companies. Additionally, through their international affiliations, they can also access special markets regionally or globally, providing clients with more diverse options.

### **Expertise in Claims Handling**

With extensive experience in handling claims, the Insurance Broker brings valuable expertise that can benefit the client by ensuring the claims process is handled efficiently and with optimal outcomes.

### **Additional Services**

Beyond traditional brokerage services, the Insurance Broker can offer additional services such as arranging product briefings, defensive driving seminars, wellness sessions, health insurance orientations, and even coordinating Annual Physical Examination schedules for clients.



# COMPANY RULES

## WORK SCHEDULE

Office hours are from 8:30 AM to 5:30 PM. Employees are entitled to a 15-minute grace period; however, arrival beyond 8:31 AM will be considered late, with corresponding salary deductions.

Employees are allowed up to two (2) instances of tardiness per cut-off period. Exceeding this limit may result in disciplinary action or a formal memorandum of warning. While the grace period is available, employees are expected to maintain punctuality, as habitual tardiness may negatively impact performance assessments.

If an employee needs to conduct business-related activities outside the office during working hours, they must inform their colleagues or supervisor in advance.

Employees arriving beyond 10:00 AM will be considered half-day, with the corresponding deduction applied to their leave credits. If leave credits are exhausted, a half-day salary deduction will apply.

## EMPLOYMENT OF RELATIVES

AIBI upholds a policy of professionalism and fairness in hiring and supervision. Employees may not hire, cause to be hired, or directly supervise a relative within the third degree of consanguinity or affinity, unless prior approval is obtained from the President.





# COMPANY RULES

## ATTENDANCE POLICY

Regular attendance is essential for the company's efficiency and operational success. Absences can disrupt schedules and increase workloads for other employees.

Employees are expected to report to work on time and as scheduled. If an employee is unable to report to work, they must inform their colleague or supervisor by 10:00 AM on the same day.

For absences exceeding one day, employees must provide daily updates unless otherwise arranged with their manager.

Failure to report to work for three (3) consecutive days without notice will be considered AWOL (Absence Without Leave) and may result in termination.

## PROFESSIONALISM

As representatives of AI BI, employees are expected to maintain a high standard of professionalism in both appearance and behavior.

- Employees should dress in a manner that reflects a professional image and is respectful to colleagues, clients, and the public.
- Workplace conduct should reflect courtesy, respect, and professionalism at all times.
- The use of profane or inappropriate language is unprofessional and will not be tolerated.

By upholding these standards, we foster a respectful and professional work environment that aligns with AI BI's values.



# COMPANY RULES

## **DISCIPLINE**

Disciplinary measures at AIBI shall be progressive, depending on the nature of the infraction. Its purpose is to identify unsatisfactory performance and / or unacceptable behaviour. The stages may be:

- Verbal reprimands
- Written reprimands
- Dismissal

Some circumstances may be serious enough that all three steps need not be used. Some examples of these types of situations are theft, assault or wilful neglect of duty. In all cases, due process & proper documentation will be observed.

## **DRUG AND ALCOHOL POLICY**

The Company realizes that the misuse of drugs and alcohol impairs employee health and productivity. Drug and alcohol problems result in unsafe working conditions for all employees and customers. The Company is committed to maintaining a productive, safe, and healthy work environment, free of unauthorized drug and alcohol use. In this regard, the Company can subject any &/or all of its employees to drug testing be it with or without prior announcement.

Any employee involved in the unlawful use, sale, manufacturing, dispensing or possession of controlled substances, illicit drugs and alcohol on Company premises or work sites, or working under the influence of such substances, will be subject to disciplinary action up to and including dismissal and referral for prosecution if deemed necessary.



# COMPANY RULES

## **WORKPLACE SECURITY POLICY**

The Company is committed to maintain a safe and secure workplace. In order to maintain a secure work environment, the company strictly prohibits employees from bringing any firearm in the company premises. Failure to comply with this policy will result in disciplinary action up to and including termination.

## **DRESS CODE POLICY**

The Company maintains a business casual working environment. All employees should be in proper attire that is appropriate for both office and customer interaction. In the event that uniforms are provided, these will have to be worn properly except for Fridays wherein casual attire will be allowed.

## **SMOKING POLICY**

The Company maintain a non-smoking policy within the office. Employees should smoke only in those areas of the building which are smoking-designated.

## **HARRASSMENT**

AIBI wants to provide a harassment-free environment for its employees. Mutual respect, along with cooperation and understanding, must be the basis of interaction amongst staff. AIBI will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.



# COMPANY RULES

There are several forms of harassment including sexual but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. "Unwelcome", for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

## WORKPLACE VIOLENCE

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

AIBI will not condone any form of harassment and violence. Employees engaging in these activities will be subject to strict disciplinary action that may even include termination of employment.

## REIMBURSEMENT EXPENSE

The company will reimburse employees for expense which are directly business-related to include: travel expenses, office supplies, and mileage incurred while traveling on business. Employees should consult with their superior prior to business trips to confirm eligible expenses. Employees are expected to submit an accomplished petty cash voucher slip together with the original copy of receipts, signed by their immediate superior to reimburse expense.



# COMPANY RULES

## COMPENSATION POLICY

AI BI is dedicated to providing equitable compensation to its employees, with salaries determined by the President based on budget considerations and the individual's experience. All compensation practices adhere to the provisions set forth in the Labor Code of the Philippines and DOLE regulations.

### Salary Determination

- Authority: The President holds the responsibility for setting salaries, ensuring they align with both the company's financial framework and the employee's qualifications.
- Criteria: Compensation is based on:
  - Budgetary constraints.
  - Experience and qualifications of the employee or prospective employee.

### Payment Schedule

- Frequency: Employees will receive their wages on a semi-monthly basis, specifically on the 15th and 30th of each month.
- Compliance: This schedule complies with Article 103 of the Labor Code, which mandates that wages be paid at least once every two weeks or twice a month at intervals not exceeding sixteen (16) days.
- Adjustments: Payment practices may be modified as required by amendments to Philippine laws or DOLE directives.



# COMPANY RULES

## Deductions

- **Statutory Deductions:** The company will deduct from employees' wages all mandatory contributions and taxes as required by law, including:
  - Income Tax.
  - Social Security System (SSS) contributions.
  - PhilHealth contributions.
  - Pag-IBIG Fund contributions.
- **Authorized Deductions:** Other deductions may be made only under the following conditions:
  - With the employee's written consent for specific purposes.
  - As authorized by a collective bargaining agreement.
  - As mandated by law or competent authority.

These guidelines are in accordance with Article 113 of the Labor Code, which outlines permissible wage deductions.

## Compliance and Amendments

AI BI commits to regularly reviewing and updating its compensation policies to ensure ongoing compliance with the Labor Code of the Philippines and DOLE regulations. Any changes in relevant laws or regulations will be promptly reflected in company practices.





# COMPANY RULES

## Hiring of New Employees

In case of vacancies & new positions, the search for new employees will be done through referrals & ad placements depending on the nature & qualification required of the position. Applicants will have to undergo a series of interviews to ascertain qualification & competency & if necessary to IQ & Abstract Reasoning tests. The final decision to hire or not is solely at the discretion of the company subject to the examination results under Pre-Employment requirements as follows:

- Complete Medical History
- General Physical Examination
- Complete Blood Count
- Urinalysis Examination
- Fecalalysis Examination
- Chest X-ray
- Drug Test (Shabu / Marijuana)

A Letter of Authority will be given to the newly hired and should be complied within the scheduled week indicated in the letter. Another requirement is the submission of a valid copy of NBI clearance within 2 months from date hired. Failure to comply may cause delay and/or forfeiture of regularization

## Probationary Employment

The first three (3) months up to a maximum five (5) months of employment are considered probationary. During this time both parties may assess suitability for employment with the Company. This also provides management an opportunity to assess skill levels and address areas of potential concern. During probationary period, employment may be terminated for a just cause or when he fails to qualify as a regular employee in accordance with reasonable standards made known by the employer to the employee at the time of his engagement. An employee who is allowed to work after a probationary period shall be considered a regular employee.



# COMPANY RULES

## **Regular Employment**

Newly regularized employee is entitled to a 1.25 day of sick / vacation leave per month and will be entitled with the full benefit by January of the following year.

## **LEAVES**

### **SICK LEAVE**

Employees are entitled to fifteen (15) days of sick leave per calendar year. Sick leave can be used for personal illness, personal medical appointments, and visits to specialists.

The Employer reserves the right to request information with respect to limitations, restrictions, prognosis in such manner as it deems necessary with respect to any request for paid or unpaid sick leave. The employer also reserves the right to request a doctor's certificate &/or do home visits for absences of three (3) days or longer.

### **VACATION LEAVE**

Employees are entitled for a maximum of fifteen (15) days paid vacation leave per year. Employees are required to submit an accomplished leave form and at least five (5) working days advance notice for more than two (2) days leave.



# COMPANY RULES

## EMERGENCY LEAVE

On the occasion of a death in the employee's immediate family, five (5) days paid bereavement leave will be permitted. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse (including common law & same sex partner), step children or adopted children, father-in-law or mother-in-law.

## BIRTHDAY LEAVE

The celebrant is entitled for a one (1) day paid leave on his/her birthday week.

## SOLO - PARENTAL LEAVE

In accordance with Republic Act No. 8972, or the Solo Parents' Welfare Act of 2000, solo parents, as defined in Section 3 of the Act, are entitled to special leave benefits to enable them to fulfill their parental responsibilities.

1. Leave Entitlement – Qualified solo parents are entitled to a maximum of seven (7) working days of paid leave per year, provided that their physical presence is required to perform parental duties.
2. Eligibility Requirements – To avail of this benefit, the employee must:
  - Be classified as a solo parent under the definitions set by RA 8972.
  - Have rendered at least one (1) year of continuous service with the company.
  - Present a valid Solo Parent Identification Card (SPIC) issued by the Department of Social Welfare and Development (DSWD).
3. Application Process – Employees must submit a written request for solo parental leave at least five (5) working days in advance, subject to approval by their immediate superior and the Human Resources Department.



# COMPANY RULES

## MATERNAL / PATERNAL LEAVE

### Maternity Leave

In accordance with the Expanded Maternity Leave Law of 2019 (Republic Act No. 11210), female employees who give birth are entitled to the following benefits:

1. Maternity Leave Duration – A total of 105 days of paid maternity leave for live childbirth, with an additional 15 days for solo parents as defined under the Solo Parents' Welfare Act (RA 8972).
2. Optional Additional Leave – Employees may avail of an additional 30 days of maternity leave without pay, provided that a written notice is submitted to their immediate superior at least forty-five (45) days before the end of the initial maternity leave period.
3. Miscarriage or Emergency Termination – In case of miscarriage or emergency termination of pregnancy, the employee is entitled to 60 days of paid leave.

### Paternity Leave

In line with the Paternity Leave Act of 1996 (Republic Act No. 8187), a married male employee is entitled to:

1. Paternity Leave Duration – Seven (7) days of paid leave, granted when his legitimate spouse gives birth or suffers a miscarriage.
2. Legitimate Spouse Definition – This benefit applies only if the employee is legally married to the mother of the child, as recognized under Philippine law.

### References:

- *Expanded Maternity Leave Law of 2019 (RA 11210)*
- *Paternity Leave Act of 1996 (RA 8187)*
- *Labor Code of the Philippines, as amended*



# COMPANY RULES

## HEALTH BENEFITS

Regular employees and one (1) eligible dependent is entitled to AIBI's Group Medical Insurance benefit. If the employee wishes to include more than one (1) dependent, it will be employee-shouldered and will be deducted from his or her salary subject to full payment within the calendar year the insurance was contracted.

## PERSONAL ACCIDENT

Employees either probationary / regular is entitled to a Personal Accident insurance coverage. Coverage varies on the position but not less than PS. 300,000 per year.

## OVERTIME

In light of the upcoming systems upgrade, employees are discouraged from rendering overtime work, particularly on weekends, for both practical and security reasons. However, in cases where overtime is necessary due to compelling reasons, the following guidelines must be observed:

1. Overtime Request – Employees must file an overtime request at least two (2) days in advance and must work alongside at least one other employee.
2. Approval Process – Overtime requests are subject to approval by the immediate supervisor or department head.
3. Overtime Pay – Employees who render approved overtime work shall receive an additional 25% of their hourly rate, in accordance with the provisions of the Labor Code of the Philippines and the Department of Labor and Employment (DOLE) guidelines.

*Reference: Labor Code of the Philippines, Presidential Decree No. 442, as amended, Article 87 – Overtime Work*



# COMPANY RULES

## 13TH MONTH / 14TH MONTH PAY

### 13th Month Pay

In compliance with Presidential Decree No. 851, all employees are entitled to 13th month pay, which is a mandatory benefit granted annually.

1. Entitlement – All rank-and-file employees who have worked for at least one (1) month within the calendar year are entitled to 13th month pay, regardless of their employment status.
2. Computation – Employees who have not completed a full year of service shall receive a pro-rata amount, calculated as follows:
3. 
$$\left( \frac{\text{Basic Salary}}{12} \times \text{No. of Months Employed} \right) \times \left( \frac{\text{Basic Salary}}{12} \times \text{No. of Months Employed} \right)$$
4. Payment Schedule – The 13th month pay must be released on or before December 24 of the current year, as mandated by law.
5. Tax Exemption – In accordance with Republic Act No. 10963 (TRAIN Law), 13th month pay up to PHP 90,000 is exempt from income tax.

### 14th Month Pay

The 14th month pay is not mandatory and shall be granted at the discretion of the company, depending on its financial performance and ability to meet income targets as set in the annual budget. The management reserves the right to determine eligibility, amount, and distribution criteria for any additional bonus beyond the 13th month pay.

For any concerns or clarifications regarding 13th and 14th month pay, employees may consult the





# COMPANY RULES

## RESIGNATION

In accordance with the Labor Code of the Philippines (Presidential Decree No. 442, as amended, Article 300 [formerly Article 285]), employees who wish to voluntarily resign from the company must adhere to the following guidelines:

1. Notice Period – Employees must submit a written notice of resignation at least thirty (30) days in advance before their intended last working day.
2. Contents of Resignation Letter – The resignation letter must clearly state:
  - The reason for resignation (optional but encouraged).
  - The effective last working day as per the required notice period.
3. Clearance and Exit Process – Resigning employees must:
  - Complete the clearance procedures to ensure accountability for company assets, records, and obligations.
  - Undergo an exit interview to provide feedback and formally conclude their employment.
4. Management Discretion on Effectivity – The company reserves the right to:
  - Extend the effectivity date of resignation if the employee's position is critical or sensitive to operations.
  - Require the employee to stay until a suitable replacement is found.

Failure to comply with the 30-day notice requirement without just cause may result in liability for damages as provided under the Labor Code.

## RETIREMENT

An employee who have been employed with AIBI for at least five (5) years of service may retire upon reaching the age of sixty (60) years is entitled to retirement pay which is equivalent to at least half month (15 days) for every year of service (a fraction of at least six months being considered one whole year) plus 1/12 of the 13th month pay and not more than five (5) days of service incentive leaves in compliance with Republic Act No. 7641.



# COMPANY RULES

## Termination Policy and Guidelines

AIBI reserves the right to terminate an employee's employment for just and authorized causes as outlined below, in accordance with the Labor Code of the Philippines and DOLE regulations:

### Grounds for Termination

An employee may be terminated for any of the following causes:

1. Grave Misconduct: This refers to a severe violation of company rules and regulations, involving actions that damage the integrity of the workplace.
2. Gross and Habitual Neglect of Duties: Continuous and willful failure to perform job responsibilities.
3. Fraud and Breach of Trust: Any fraudulent activity or deliberate breach of trust by the employee toward the company, its clients, or other stakeholders.
4. Commission of a Crime or Illegal Offense: Any act by the employee that constitutes a criminal offense under the laws of the Philippines, whether committed inside or outside of the workplace.
5. Other Analogous Causes: This includes other actions that are similar in nature to the above-mentioned reasons, which justify termination.

### Separation and Retirement Benefits

- For Terminated Employees: Employees who are terminated for any of the causes listed above will not be entitled to separation or retirement benefits.
- Compliance with the Labor Code: This termination policy aligns with the guidelines set by the Labor Code of the Philippines (Book VI, Title I) on just causes for dismissal, ensuring due process is followed for any employee facing termination.



## COMPANY RULES

In the event of termination, employees will be informed of the specific cause and will be provided an opportunity to respond, in accordance with the due process requirements outlined by DOLE.

Employees are encouraged to review the company's Code of Conduct and other relevant policies to ensure compliance with workplace standards and expectations.



# HANDBOOK ADDENDUM

INTER – OFFICE MEMO

TO: ALL CONCERNED  
FROM: RRI  
DATE: 16 SEPT. 2016  
RE: INTERNAL PROCESS & PROCEDURES

Please ensure that all transactions should be properly documented and validated, particularly on the following:

## **System Override on Commission Variance**

Any request for a revision in commission rate(s) after the encoding was done should be accompanied by a written request supported by a confirmation from the provider/insurance company on the change(s) in commission on the specific invoice(s). No system override can be implemented without the proper documentation.

## **Payment Scheme and Terms**

Any discount(s) and payment scheme(s) extended to AIBI client(s) must be coordinated with the Acctg. Dept. in advance to avoid confusion when collection is being done.

## **Monthly Production Reports**

The final production report(s) generated on a monthly basis will only be released after NLA and AFA have compared, agreed & signed off with the final production tally. Hopefully, this should address variances in figures. The production report figures from Jan. to June will eventually be reconciled & signed off before next Marketing meeting.



# HANDBOOK ADDENDUM

## Monthly Meetings

The schedule of meetings for OCT. 2016 are as follows:

Marketing- Oct. 7, 2016 Friday, 2-4pm

Finance- Oct. 14, 2016 Friday, 2-4pm

[Please provide the minutes of the previous meetings so we can finalize the Agenda way ahead of the scheduled dates.]



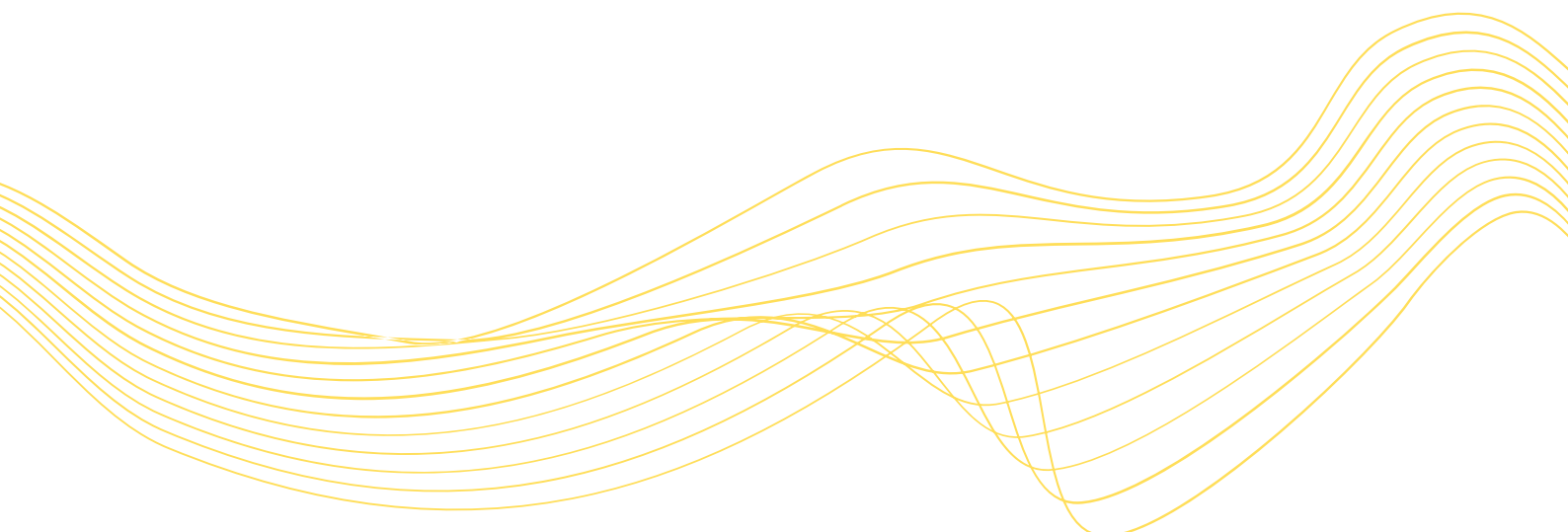
# HANDBOOK ADDENDUM

**TO: ALL CONCERNED**  
**FROM: RRI**  
**DATE: 21 SEPT. 2016**  
**RE: TIME CARD**

The Time Card is an official company document which records the daily attendance of an employee over a certain payroll period including overtime work rendered. It is important that the only markings indicated should be the time stamp from the Bundy clock as such erasures/alterations will not allowed.

Any exception to this rule will need an explanatory letter from the employee concerned and approval by the immediate Supervisor. Failure to comply will be subject to reprimand, warning & disciplinary action depending on the frequency of violation. It is imperative on the part of the employee to always check the time card before punching in and to log in upon arrival.

Thank you for your cooperation in this regard.







# HANDBOOK ADDENDUM

**MEMO TO : ALL CONCERNED**  
**FROM : RRI**  
**DATE : 04 NOV 2021**  
**RE : Break Time Schedules**

As part of our “Going Back to Basics” thrust in this time of pandemic & limited on site work days, we need to put some order in our breaks. This will in a way allow some flexibility in our lunch & coffee breaks within accepted office norms. As requested, we can have early lunch in between 11:45 am to 12 noon but we need to log out & log in during lunch breaks effective November 8, 2021 {Monday}. Below are ideal log out & log in examples to keep within the one-hour regulation on lunch breaks except for official lunch meetings &/or out-of-office lunch invitations.

Ø 11:45am to 12:45pm

Ø 12:00 pm to 1:00 pm

Let us also start observing once again coffee break norms of 15 minutes only in the morning and another 15 minutes in the afternoon with the optional schedules below:

Ø 10:00am to 10:15 am or 10:15 am to 10:30 am

Ø 2:45 pm to 3:00 pm or 3:00 pm to 3:15 pm

Please put all used cups, saucers, plates & utensils in the receptacle provided in the main pantry preferably cleared of food debris as a deterrent from the spread of cockroaches & rats in our area.

Thank you for your kind cooperation & compliance.



# HANDBOOK ADDENDUM

## **Addendum to AIBI Handbook (As of 12 January 2023)**

### **ON TARDINESS:**

Please be reminded that allowable no. of lates per cut-off is maximum of 2.

No advice of either late or absence that is beyond 10am will be considered as Absent Without Leave (AWOL) hence, without pay. Proper notification can be made through AIBI's official Viber Group or via Messenger Group Chat so there is no excuse unless in highly exceptional cases.

### **ON SICK LEAVE:**

Employee who has a history of repetitive illness (more than 2x a month) should secure a Medical Certificate. Example, hypertension, migraine / headache, LBM...etc.

Employee who was on sick leave for at least 3 days or more should likewise secure a Med Cert.

Failure to submit Med Cert will not be counted as a leave credit and will be salary deducted.

In the absence of Med Cert. the employee may secure a picture of his/her condition such as rashes, bruises, swollen body part that is due to allergic reaction, animal bites, or accident related...

Med Cert should be availed at either Hospital/Clinic and not via TeleConsult unless it is Covid-related.



# HANDBOOK ADDENDUM

## **VACATION/SICK LEAVE:**

VL for 3 days & above should be filed in advance for at least 5 working days.

VL before and after Holiday is not allowed unless otherwise it was filed and approved by the immediate superior for at least 2 working days in advance.

VL or SL should be accompanied with accomplished leave forms & submitted on or before payroll date cut offs of tenth (10th) & twenty-fifth (25th) of each month otherwise this will be considered no work no pay situation.

## **HALF DAY / UNDERTIME:**

We do not encourage half day or undertime unless deemed necessary and on occasional basis.

Reason such as to attend to extra-curricular activities is not acceptable except on emergency cases only.

## **PAYROLL:**

Official receipts for miscellaneous allowance benefits should be likewise submitted on or before payroll date cut off dates of tenth (10th) & twenty-fifth (25th) of each month otherwise these will not be released unless properly covered with corresponding receipts.

Copies for Pay slips for the Accounting Dept. should be signed & returned upon receipt as missing pay slips for a particular payroll cutoff will affect the release of the pay slip for next payroll period.



# HANDBOOK ADDENDUM

## Addendum to AIBI Handbook (As of Oct. 12, 2023)

### ATTENDANCE POLICY

Regular attendance is essential to the Company's efficient operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments fall behind, and other employees will have to assume added workload. Employees are expected to report to work as scheduled and on time. If it is not possible to report for work as scheduled, employees must call or text their colleagues or superior no later than 10am of that day.

If the absence is to continue beyond one day, the employee must notify the Company on a daily basis unless prior approval has been granted by his or her immediate superior. Absence for three consecutive days without any call or proper notification will be considered as Abandonment of Work and may lead to termination.

Employees who fail to properly inform the Company that they cannot make it to work on or before 10 am of that day will automatically be tagged as AWOL.

Late comers beyond 10 am will be considered on "half day" leave and will be subject to filing of VL application. If there are no longer VL credits left, this will be deducted as half day on the succeeding payroll.



# HANDBOOK ADDENDUM

## Addendum to AIBI Handbook (As of Oct. 12, 2023)

### UNDERTIME

An employee can go on "undertime" in case of an emergency (family/sudden sickness) which needs to be stated in the written request for undertime. In which case, this kind of situation can be advised on the same day being an emergency situation. Other circumstances that undertime can be allowed subject to written advice one day prior are as follows:

1. Medical treatment
2. Doctor's appointment
3. Special family occasion
4. School activity of children

Any employee, regardless the number of minutes / hours, with 4 times a month for at least two consecutive months of undertime during the year shall be liable for Simple Misconduct and/or Conduct Prejudicial to the Best Interest of the Company, as the case may be. This may lead to termination if the practice becomes habitual resulting to unsatisfactory rating due to poor performance & inefficiency.



# DOLE DEFINITION OF TERMS

## **Absenteeism and tardiness**

The employee's absenteeism and tardiness have serious adverse effects on the business of the employer. Accordingly, when such amounts to gross and habitual neglect of duty, absenteeism and tardiness may be a ground for dismissal under just cause.

## **Abandonment or AWOL**

Abandonment of work has been construed as "a clear and deliberate intent to discontinue one's employment without any intention of returning back."

Abandonment is the deliberate and unjustified refusal of an employee to resume his employment. It constitutes neglect of duty and is a just cause for termination of employment under paragraph (b) of Article 282 of the Labor Code. (Tan Brothers Corporation v. Escudero, G.R. No. 188711, 08 July 2013)

## **Gross inefficiency or incompetence**

Gross inefficiency or incompetence is an analogous cause to gross neglect of duty. Gross inefficiency falls within the purview of 'other causes analogous to the foregoing,' and constitutes, therefore, just cause to terminate an employee under Article 282 of the Labor Code. One is analogous to another if it is susceptible of comparison with the latter either in general or in some specific detail; or has a close relationship with the latter. 'Gross inefficiency' is closely related to 'gross neglect,' for both involve specific acts of omission on the part of the employee resulting in damage to the employer or to his business.





# DOLE DEFINITION OF TERMS

## **Poor performance**

That an employee has poor performance does not necessarily mean that the he/she may be dismissed for gross and habitual neglect of duty. For poor performance to be a ground for just cause termination, it was to amount to a gross and habitual neglect of duties.

As a general concept, “poor performance” is equivalent to inefficiency and incompetence in the performance of official duties. Under Article [296] of the Labor Code, an unsatisfactory rating can be a just cause for dismissal only if it amounts to gross and habitual neglect of duties. Thus, the fact that an employee’s performance is found to be poor or unsatisfactory does not necessarily mean that the employee is grossly and habitually negligent of his duties. Gross negligence implies a want or absence of or failure to exercise slight care or diligence, or the entire absence of care. It evinces a thoughtless disregard of consequences without exerting any effort to avoid them.