



# PERSONNEL MANUAL

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*This Manual is a property of KGI-MBA Inc.  
"Pamilya ay Nakaseguro, Benepisyo ay Sigurado"*

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## **INTRODUCTION**

This manual establishes policies, procedures, benefits, and working conditions that will be followed by all KGI MBA employees as a condition of their employment at the company.

The policies and procedures outlined in this manual will be applied at the discretion of KGI MBA. KGI MBA reserves the right to deviate from policies, procedures, benefits, and working conditions described in this manual.

Furthermore, the company reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this manual at any time, for any reason, and without prior notice.

The Company will make every effort to notify employees when an official change in policy or procedure has been made but employees are responsible for their own up-to-date knowledge about Company policies, procedures, benefits, and working conditions.

KGI MBA strives to provide an employee-friendly environment in which goal-oriented individuals thrive as they achieve ever more demanding challenges. These policies, procedures and working conditions provide a work environment in which both customer interests and employee interests are served.

KGI MBA is an equal opportunity employer. Religion, age, gender, or sexual orientation, does not affect hiring, promotion, development opportunities, pay, or benefits. KGI MBA provides for fair treatment of employees based on merit. The company complies with all applicable local labor laws.

## CHAPTER 1

### RECRUITMENT AND HIRING

#### 1. MINIMUM QUALIFICATIONS

The minimum qualifications of the candidate will depend on the entry level in the institution. The minimum qualifications will be set during the job analysis and it should be approved by the Selection and Recruitment Committee. The followings minimum qualifications are as follows:

- 1.1 Bachelor's degree or undergraduate who have completed at least two years of collegiate studies;
- 1.2 Preferably Single;
- 1.3 At least 18 years old;
- 1.4 Can work under pressure;
- 1.5 Willing to undergo fieldwork;
- 1.6 Willing to stay-in in the office;
- 1.7 Willing to go in different areas of KGI;
- 1.8 With good communication skills;
- 1.9 Have the heart to serve the poor

#### 2. HIRING PROCEDURE

- 2.1 Submission of applications & the following documents:
  - 2.1.1 Resume with application letter (attached with 2 x 2 picture)
  - 2.1.2 School Credentials (TOR, Diploma)
  - 2.1.3 Certificate of Employment (if any)
  - 2.1.4 Character References with Police Clearance & NBI Clearance
  - 2.1.5 Barangay Clearance and Medical Certificate
  - 2.1.6 SSS Number
- 2.2 Applicants who passed the preliminary screening at the branch will be advised to take the written examination on designated areas;
- 2.3 All applicants who passed the screening and examination will be subject for further screening by the recruitment and selection committee;
- 2.4 Shortlisted applicants will be subjected for final interview of the General Manager;
- 2.5 Applicants who passed the final interview will be advised to report for training.

## **CHAPTER 2**

### **RULES & REGULATIONS**

#### **1. OFFICE RULES**

All KGI MBA employees are strictly required to follow office rules at all times.

- 1.1 All employees should sign the attendance register.
- 1.2 Always wear ID and observe proper dress code.
- 1.3 Loitering, playing games and sleeping during office hours are prohibited.
- 1.4 Reading & display of pornographic materials, watching TV during office hours, unnecessary phone calls and texting is prohibited.
- 1.5 Avoid wasting office materials/supplies.
- 1.6 Firearms or any deadly weapons are not allowed within the office premises.
- 1.7 Drinking of liquors and other intoxicating drinks and working under the influence of liquors or prohibited drugs is not allowed
- 1.8 Unnecessary conversation is discouraged while the office routine work is not yet done.
- 1.9 Always follow office rules procedure and policies.

#### **2. HOUSE RULES**

All employees staying at the office must abide the house rules:

- 2.1 All employees must abide to the curfew hours set by the institutions to all branches. The curfew hour is 10:30 P.M.
- 2.2 Visitors other than employees are not allowed to stay in the office.
- 2.4 It is strictly prohibited for the boys to stay, enter, or to sleep into the room of girls and vice versa.
- 2.5 It is prohibited for those staffs who have a relationship (like boyfriend and girlfriend) to stay in the same branch.
- 2.6 It is prohibited also to drink esp. intoxicating drinks like liquors inside the rooms.
- 2.7 Gambling in the rooms is prohibited.
- 2.8 All staff staying in the branch should maintain cleanliness inside and outside the office/house premises.
- 2.9 Avoid unnecessary usage of utilities like water & electricity. In excess or beyond the normal bills of the office will be charged to the staff staying in the branch.
- 2.10 Keep the door locked during weekends for security purposes.
- 2.11 As much as possible the Bantay-Office for the week is not allowed to leave the office.

## **CHAPTER 3**

### **CODE OF CONDUCT & DISCIPLINE (Employee Ethics)**

The KGI MBA Inc. employees should observe the following code of conduct in the pursuance of his duties and responsibilities to enable them to attain the highest degree of conduct and performance:

- 1 Observe the highest standard of morality, integrity, honesty and loyalty in the performance of one's duties and responsibilities;
- 2 Be physically and mentally fit at all times to perform his task thoroughly and efficiently;
- 3 Conduct oneself in a manner befitting and contributing to the prestige image of the institutions he represents;
- 4 Be conversant with rules and regulations as they may apply and be prepared to answer satisfactorily questions or queries relative thereto;
- 5 Exercise good public relation and avoid fraternization;
- 6 Inhibit from participating or recommending approval of any transactions that will directly or indirectly benefit one's financial interest;
- 7 Be fair and avoid discrimination;
- 8 Exercise sound judgment and tact in dealing with the clients.
- 9 Every employee of the institution must be responsible for the use of new technologies such as social media, cellphone and others.

## CHAPTER 4

### EMPLOYEE BENEFITS

KGI MBA considers its employees as its most important assets. Employees are its backbone that gives its shape and to maintain its posture. They are being taken-cared of by giving the following benefits to show its concern and appreciation for the hard work that they are performing.

#### 1. BENEFITS IN COMPLIANCE TO GOVERNMENT REGULATIONS

##### 1.1 Social Security System (S.S.S.)

- 1.1.1 All staff with regular appointment is obliged to be member of S.S.S. according to their salary.
- 1.1.2 The contribution will be deducted from the payroll every month.
- 1.1.3 The payment of the contributions will be done by the Head Office on or before 10<sup>th</sup> day of the following month.

##### 1.2 Philippine Health Insurance Corporation (Philhealth)

- 1.2.1 All staff with regular appointment is obliged to be member of Philhealth according to their salary.
- 1.2.2 The contribution will be deducted from the payroll every month.
- 1.2.3 The payment of the contributions will be done by the Head Office on or before 10<sup>th</sup> day of the following month.

##### 1.3 Home Development Mutual Fund (PAG-Ibig)

- 1.3.1 All staff with regular appointment is obliged to be member of H.D.M.F. (PAG-Ibig) according to their salary.
- 1.3.2 The contribution will be deducted from the payroll every month.
- 1.3.3 The payment of the contributions will be done by the Head Office on or before 10<sup>th</sup> day of the following month.

#### 2. KGI SPECIAL BENEFITS

##### 2.1 Loyalty Award

Employees who achieved ten (10) years in service from their date of regularity are being honored for their loyalty. This is being done during the annual Kapatiran of employees. A cash incentive is given and a plaque of recognition is awarded.

#### 3. DEATH BENEFITS

If a regular employee dies (on duty or not), regardless of his/her length of service, the amount of Php 50,000.00 will be given to its beneficiaries as death benefit.



#### **4. MEDICAL BENEFITS**

- 4.1 A generous amount will be given to all employees for their yearly medical check-up.
- 4.2 X-ray, urinalysis and blood chemistry are the medical tests that need to be examined to check the health of the employee.
- 4.3 All results must be submitted to the Head Office for record keeping and recommendations for further examination if any.

#### **5. RAINY DAYS BENEFIT (Benepisyong Pang tag-Ulan)**

All employees are given a generous amount that will be used to buy umbrellas, sandals, slippers and raincoats for the rainy day season. This is to eliminate the cause of their being sickly during the said season.

#### **6. BIRTHDAY BUDGET**

A generous amount will be given to the staff on his/her birthday that will be used for the celebration in the branch.

#### **7. HOME TRAVEL ALLOWANCE**

This is a benefit given to employees whose assignment is not within 50 kilometer from his/her home. These are employees who are staying in the staff house of the branch/office and who do not go home every day.

- 7.1 The benefit will be given twice a month and it will be included in the payroll.
- 7.2 It will be given to employee as an allowance whether he/she will or will not go home.
- 7.3 Tricycle, jeepney, FX/UV and bus fares are the only means of transportation of the employees that will be included in his/her transportation matrix for this benefit to and from the office.
- 7.4 The allowance depends on the branch/office assignment of the employee and may vary or change as soon as the employee be assigned to another branch/office.
- 7.5 This benefit is applicable to all employment status of KGI MBA employees.

#### **8. YEARLY TRAININGS AND SEMINARS**

- 8.1 Annual Kapatiran of all the staff is being held in different venues and locations. This is the occasion where policies are being evaluated together with implementation of operational procedures in different areas of KGI MBA. This also serves as the gathering and general assembly of all employees.
- 8.2 Annual Sportsfest is being held with the participation of all employees competing for championship of games such as basketball, volleyball, track and field, chess, dama and relay, all both for men and women.
- 8.3 Selected employees are being sponsored to attend seminars within and outside the country for additional knowledge and personal development. Training centers

are being tapped to gain insights and skills that will be of great help on the operation of KGI MBA.

- 8.4 Scholarships for post graduate schooling are also given to the top and middle management as a tool for achieving higher competency that can eventually lead to KGI MBA's competitive advantage.

## **9. KGI CARES BENEFIT**

\* See KGI CARES manual for benefits policy

## **10. KGI MBA LIFE INSURANCE**

\* See KGI MBA manual for benefits policy

## CHAPTER 5

### LEAVES

All legal and special holidays declared by the government are considered non-working holidays. If the declared holiday falls on a week day, i.e., Monday to Thursday, it will be transferred on Friday to give way for the scheduled collection of the day.

#### 1. VACATION LEAVE

**1.1** A regular employee will have fifteen (15) days' vacation leave credits for the whole year. Ten (10) days of which are considered forced leave divided as follows:

**1.1.1** Two (2) days forced leave for Holy Week

**1.1.2** Three (3) days forced leave for All Saint's Day

**1.1.3** Five (5) days forced leave for Christmas and New Year

**1.2** The computation on vacation leave will be on a pro-rata basis if an employee will not be able to complete the whole year in gaining its regular status.

**1.3** The remaining five (5) days' vacation leave will be forfeited if it will not be used for the whole year.

#### 2. SICK LEAVE

**2.1** A regular employee will have fifteen (15) days sick leave credits for the whole year. Five (5) days of which will be converted to cash the following year.

**2.2** If the remaining ten (10) days will not be used for the whole year it will be added to the sick leave credits for the following year.

**2.2.1** If an employee has accumulated thirty (30) days sick leave, all leave credits exceeding the thirty (30) days will all be converted to cash. The computation is as follows:

$$\text{Cash Equivalent} = \frac{\text{unused leave} \times (\text{Basic Pay} + \text{M.A.E.T.} + \text{Rice Allowance})}{22 \text{ days}}$$

**2.2.2** The computation for the number of sick leave will be on a pro-rata basis if an employee will not complete the whole year upon its regularity.

#### 3. MATERNITY LEAVE

**3.1** Upon notifying KGI MBA for her status of her pregnancy, a female staff can file ahead its maternity leave.

**3.2** An equivalent of her one (1) month salary will be given to her in advance before the start of her maternity leave. Another one (1) month will be given to her upon her completion of all the documents needed for the company's reimbursement of her maternity benefit to the S.S.S.

**3.3** The following are the number of days given to the employee for the maternity leave depending on her nature of delivery:

3.3.1 Normal delivery – 60 days\*

3.3.2 Caesarean Section -75 days\*

\* Saturdays and Sundays are included in the counting of days of maternity leave.

#### **4. PATERNITY LEAVE**

**4.1** If the wife of a male employee gave birth, he will be given five (5) days paternity leave (excluding Saturdays and Sundays)

**4.2** This benefit will not be convertible to cash if it will not be availed by the male employee.

#### **5. BIRTHDAY LEAVE**

**5.1** Every regular employee is entitled to avail a one (1) day leave of absence on the date of his/her birthday.

**5.2** Such leave of absence is not deductible in the employee’s vacation leave provided said leave of absence will be availed on the day of his/her birthday. Birthday leave may not be availed on weekdays if the date of his/her birthday will fall on Saturdays or Sundays.

#### **6. PROCEDURES IN FILING & APPROVAL OF LEAVE**

Category	Time of Filing	Medium	Person to notify	If the Leave process is:	
				FOLLOWED:	NOT FOLLOWED:
Planned Leave	1 week before	Leave Form	GM/ Supervisor	Approved leave, Can be deducted to VL/SL	Not approved leave, <b>without pay</b>
Emergency	2 hours before	Text with reply / call	GM/ Supervisor	Approved leave, can be deducted to VL/SL	Not approved leave, <b>without pay</b>
Succeeding days of leave due to sickness, etc. (2 or more days)	2 hours before	Text with reply / call	GM/ Supervisor	Approved leave, can be deducted to VL/SL	Not approved leave, <b>without pay</b>

## **CHAPTER 6**

### **BONUSES**

#### **1. 13<sup>th</sup> MONTH PAY**

13<sup>th</sup> month pay equivalent to one-month salary is granted to all regular employees who have rendered at least one year of continuous service from his probationary period. The first half is given on or before the last week of May and the second half is given on or before the last week of November of the current year.

#### **2. CHRISTMAS CASH GIFT**

Christmas cash gift is being given to all employees upon the discretion of the Board of Trustees of KGI MBA.

#### **3. PERFORMANCE BONUS**

At the discretion of the Board of Trustees and depending on the financial capability of the company. Performance Bonus is being given to all employees who have rendered at least one year of continuous service to the company. The performance bonus is given at the end of the year.

## CHAPTER 7

### STAFF EVALUATION AND PROMOTION

#### 1. AREAS FOR EVALUATION

Each staff shall be evaluated on the following areas:

- Ability (Kakayahan ng Kawani)
- Initiative (Kakayahang Umangkop/Pagkamlikhain)
- Responsibility (Responsibilidad)
- Personal Traits (Personal na Katangian)
- Communication Skills (Kakayahan sa Komunikasyon)
- Attitude towards co-workers (Pakikitungo sa Kapwa-kawani)
- Attitude towards work (Pag-uugali sa Trabaho)
- Job Knowledge (Kaalaman sa Trabaho)
- Work Quality (Kalidad ng Trabaho)

#### 1. RATING

- 9 – 10 : Excellent
- 7 – 8 : Very Satisfactory
- 5 – 6 : Satisfactory
- 3 – 4 : Needs Improvement
- 1 – 2 : Unsatisfactory

#### 2. FREQUENCY OF EVALUATION

Each regular employee shall undergo both personal and supervisory evaluation annually using KGI MBA Performance Evaluation Form.

#### 3. PROMOTION

All employees who can meet the minimum requirements and criteria for promotions to higher positions are qualified candidates for promotions. The minimum requirements are set by the Human Resource Department with the approval of Executive Committee thru the recommendations of the Recruitment and Promotion Committee.

Qualified employees for promotions should file application for the position to the Human Resource Development Department.

## **CHAPTER 8**

### **OFFENSES AND SANCTIONS**

#### **1. CLASSIFICATION OF OFFENSES**

The offense is counted according to the weight class made by the personnel.

##### **3.1 TYPE A- LIGHT OFFENSE**

###### **1.1.1 Offenses**

- 1.1.1.1 Non-wearing of ID's upon entrance to and within the premises of the office during office hours.
- 1.1.1.2 Failure to notify the immediate supervisor of one's inability to report for work at least (2) two hours before the working time.
- 1.1.1.3 Loitering, playing games and sleeping during office hours.
- 1.1.1.4 Reading magazines and/or pocketbooks, texting and making unnecessary phone calls during office hours unless required by the nature of job.
- 1.1.1.5 Gossiping against another employee that tends to cast dishonor or contempt upon the latter.

###### **1.1.2 Punishment**

- 1.1.2.1 First Offense – Verbal warning.
- 1.1.2.2 Second Offense – Warning letter.
- 1.1.2.3 Third Offense – Two (2) days suspension from work.
- 1.1.2.4 Fourth Offense – 5 days suspension from work.
- 1.1.2.5 Fifth Offense – 10 days suspension from work.
- 1.1.2.6 Sixth Offense – Removal from work.

##### **1.2 TYPE B - LESS SERIOUS OFFENSE**

###### **1.2.1 Offenses**

- 1.2.1.1 Participating in loud and heated arguments during official working hours and/or within KAZAMA premises.
- 1.2.1.2 Failure to process documents and complete action on document received within agreeable timetable.
- 1.2.1.3 Non-observance/non-compliance with office systems/procedures.
- 1.2.1.4 Discourtesy in the course of official duties.
- 1.2.1.5 Wasteful use of office supplies and materials.
- 1.2.1.6 Attempting to bring explosives, firearms, bladed or deadly weapons into KGI MBA offices and premises.
- 1.2.1.7 Operating office equipment, machines and/or company vehicle to which employee has not been specifically assigned or trained for.
- 1.2.1.8 Insulting or unbecoming conduct or language towards KGI MBA officials, managers or guests.

## **1.2.2 Punishment**

- 1.2.2.1 First Offense - 2 days suspension from work.
- 1.2.2.2 Second Offense - 8 days suspension from work.
- 1.2.2.3 Third Offense- removal work.

## **1.3 TYPE C - SERIOUS OFFENSE**

### **1.3.1 Offenses**

- 1.3.1.1 Gambling in any form within the KGI MBA premises or during official function.
- 1.3.1.2 Use of KGI MBA property for personal gain/satisfaction without prior approval.
- 1.3.1.3 Intoxication or being in the influence of liquor or drugs inside the office or during official function.
- 1.3.1.4 Disrespect, rudeness, verbal abuse, arrogance or display in any form or unbecoming behavior including provoking or challenging fight with customers, KGI MBA officials or other employees.
- 1.3.1.5 Deliberately spreading malicious/false rumors against KGI MBA, its employees, officials or guests concerning personal affairs, or deliberate distortion of facts or statements in such a way as to endanger another KGI MBA employee, officials and /or customers (rumor mongering).
- 1.3.1.6 Engaging in any immoral/unethical acts or conduct violative of common decency and morality with customers and co-employees within KGI MBA premises (illicit affair).
- 1.3.1.7 Failure to report within 72 hours after one has received an erroneous payment or overpayment of salary, commission, allowance or other forms of remuneration or reimbursement.
- 1.3.1.8 Improper or unauthorized solicitation of contribution from subordinates, supervisors, and co-workers.
- 1.3.1.9 Failure to immediate turn-over to the KGI MBA upon receipt thereof, any money of whatever amount, given by a client or a donor or his/her representative.
- 1.3.1.10 Using members' loans or contributions, unauthorized collections of payments for the sake of staff own interests only.
- 1.3.1.11 Implementation of Internal Policies and branch activities not approved by the Management Committee.
- 1.3.1.12 Carrying deadly weapons or anything that leads to harm people within the office such as guns, knives or any sharp objects and others.
- 1.3.1.13 Not complying or failure to execute KGI MBA systems and procedures written in the books and manuals of KGI MBA, and memorandums from the Head Office.



### **1.3.2 Punishment**

- 1.3.2.1 First Offense - 8 days' suspension from work.
- 1.3.2.2 Second Offense – removal from work.

## **1.4 TYPE D- GRAVE OFFENSE**

### **1.4.1 Offenses**

- 1.4.1.1 Abandonment of work.
- 1.4.1.2 Deliberately/intentionally destruction of institution's property, assets/premises.
- 1.4.1.3 Falsification of official document.
- 1.4.1.4 Misappropriation, malversation or withholding institution's fund.
- 1.4.1.5 Stealing or attempting to steal any institutions' property, materials and equipment or stealing any belonging to others when committed within the institutions premises.
- 1.4.1.6 Unauthorized collection of fees or charges from clients, and other.
- 1.4.1.7 Performing certain acts binding the institution or entering transactions involving the institution or its interest without authority or in such manner as it would constitute grave abuse of authority or destruction.
- 1.4.1.8 Unauthorized use of KGI MBA name and/or logo for personal purpose or gain.
- 1.4.1.9 Involvement in any drug pushing or trafficking activities.
- 1.4.1.10 Sexual harassment.

### **1.4.2 Punishment**

- 1.4.2.1 First Offense - termination

## **2. PUNISHMENT TO MISCONDUCT**

- 2.1 All types of misconduct will be discussed and investigated by the Complaint & Grievance Committee whose findings will be elevated to the Execom for approval.
- 2.2 The HR will implement punishment with the approval of the Executive Committee in any type of personnel violation.

## **3. DUE PROCESSES FOR THE OFFENDERS**

### **3.1 Light or Less Serious Offenses**

- 3.1.1 A conversation between offender and general manager (GM) must be set.
- 3.1.2 During the conversation, the GM should mention the violation and imply to the offender that the conversation will be considered as verbal warning.

- 3.1.3 If the violation repeated for second time, the General Manager (GM) will issue a written memo warning copy furnished to the HRD Manager.
- 3.1.4 If repeated for the third time, the GM will endorse to HRD for possible actions to be taken informing the violations has been done for the third time. The HRD manager will make recommendations to the Grievance Committee. The Grievance Committee will make a decision for corresponding sanctions or disciplinary action.

### **3.2 Serious and Grave Offenses**

- 3.2.1 A conversation between offender and general manager (GM) must be set.
- 3.2.2 The General Manager will issue a suspension memo maximum of 2 days' copy furnished to the HRD Manager. At the same time, the GM will make recommendations to the Internal Audit Manager to investigate the incident.
- 3.2.3 Before the suspension will take effect, the Internal Audit Manager will set a dialogue to the offender.
- 3.2.4 After the investigation, the IAM will submit written reports and his/her recommendations to the HRD Manager.
- 3.2.5 The HRD manager will verify and set dialogue with the offender. The HRD has the power to extend the 2 days preventive if it is necessary while the incident is still in the process of investigation.
- 3.2.6 The HRD will issue recommendations to the Grievance Committee based on the outcome of the Investigation.
- 3.2.7 The Grievance Committee will endorse the verdict to the Execom for approval and execution.

### **3.3 Cleansing Period of the Offenses Committed**

Any employees who have committed offenses is subject for a cleansing period. The cleansing period is duration given to the employee that his/her offense becomes insignificant. The cleansing period for the offenses mentioned are as follows:

- 3.3.1 OFFENSE TYPE A - 6 months.
- 3.3.2 OFFENSE TYPE B - 12 months.
- 3.3.3 OFFENSE TYPE C - 18 months.

### **3.4 Effect of Violation**

It is not possible to grant promotions on the staff who committed any violation of the regulation contained in this Manual until he/she passed the prescribed cleansing period.

## **4. DEMOTION**

It is the power of the HRD Manager to demote employees. Demotion is given to the employees to avoid further damage of the program. The demotion may either be a salary reduction or assign to a lower rank/position or both. Demotions will be based on the following grounds.

### **4.1 Grounds for Demotions**

- 4.1.1 Committed Serious and Grave Offenses for the second time
- 4.1.2 Committed Light and Less Serious Offenses frequently
- 4.1.3 Failure to attain a minimum rating of satisfactorily for 3 consecutive evaluation periods.
- 4.1.4 Insubordination.
- 4.1.5 Incapacity to handle the position.

**CHAPTER 9**  
**RESIGNATION**

**1. ADVANCE WRITTEN NOTICE**

Any employee who wants to resign from the company is required to give written notice of at least 30 days in advance of the effective date of resignation. The notice shall be filed with the Department Head and forwarded to the General Manager.

**2. CLEARANCE OF ACCOUNTABILITIES**

After the employee has filed his/her written notice of resignation and prior to the effective date of resignation, he/she must clear all his/her accountabilities and other responsibilities with the company. All company properties, documents, records and other assets in the employee's custody must be surrendered to the company not later than one day immediately preceding the effective date of resignation for the issuance of clearance.

**3. USE OF VACATION LEAVE**

Vacation leave credits cannot be used to form part of the 30-day notice, instead will be computed to its cash value if the resigned employee served the company for at least one year from being a regular employee. **Approved requests for leave prior to the staff member's filing of resignation are therefore, automatically cancelled.**

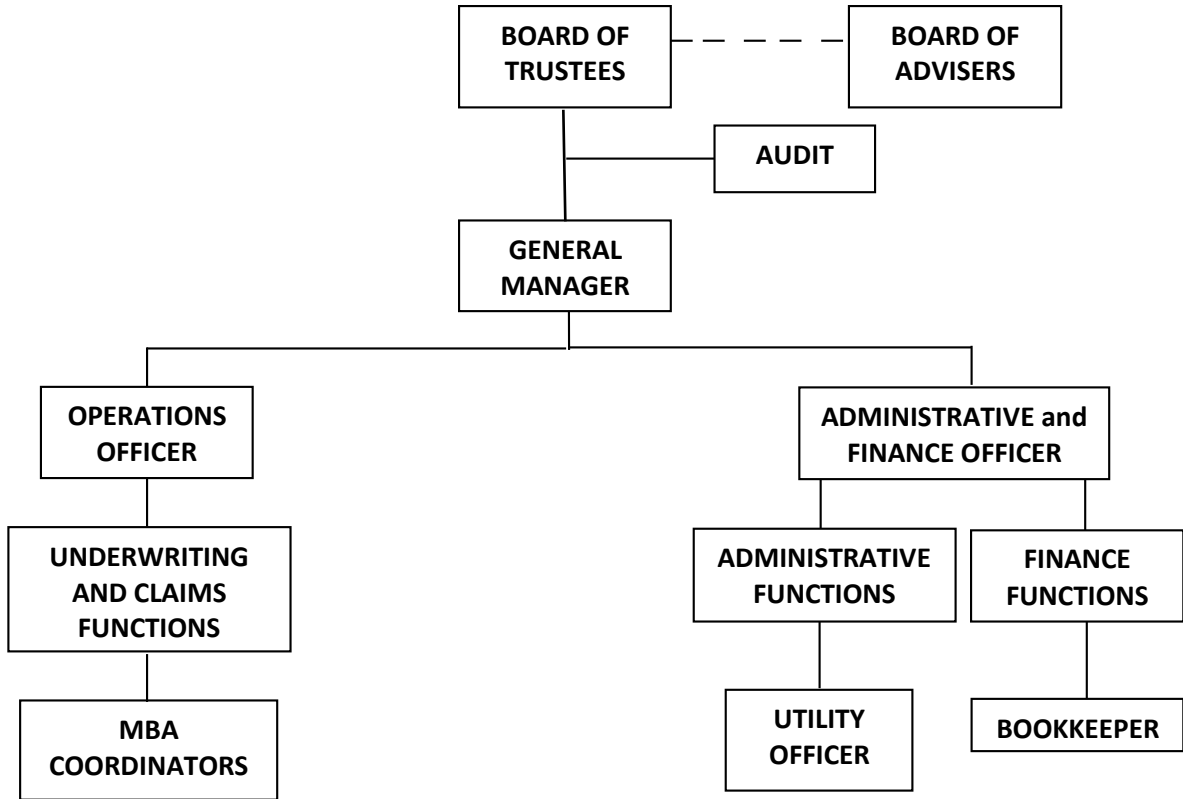
**4. SEPARATION PAY**

1.1 The following is the scheme that is being used for the computation of separation pay of a regular staff:

<b>Length of Service (from the date of regularity)</b>	<b>Separation Pay</b>
Below three (3) years	No separation pay benefit
Above three (3) years but not more than four (4) years	Fifty percent (50%) of separation pay
Above four (4) years but not more than five (5) years	Seventy five percent (75%) of separation pay
Above five (5) years	One hundred percent (100%) separation pay

- 1.2 The separation pay is computed as:  
*Separation pay = (Basic Pay + M.A.E.T. + Rice Allowance) x No. of years in service*
- 1.3 All vacation leave and sick leave balances will be converted to cash and will be added to the employee's separation pay due.
- 1.4 The expected release of the separation pay of the resigned employee will be one month from his/her last day of work. This is to give way for the processing of the employee's clearance to all the branches where he/she was assigned previously.
- 1.5 The separation pay will be release by the Head Office together with his/her employment certificate.

**CHAPTER 10**  
**ORGANIZATIONAL STRUCTURE**



**FUNCTIONS, DUTIES AND RESPONSIBILITIES**

**1. GENERAL MANAGER**

The General Manager shall have the charge of the day to day operations of KGI-MBA and exercise the following functions:

- a.) To supervise and manage the business affairs and activities of KGI-MBA under the direction of the President and Board of Trustees;
- b.) To implement the administrative and operational policies of KGI-MBA;
- c.) To oversee the preparation of the budgets and the statements of accounts of the organization:

- d.) To coordinate the works of the various operating divisions and services, maximize the productive inputs of their personnel and continually work to upgrade the quality of service to members;
- e.) To coordinate with the different standing committees of KGI-MBA;
- f.) To conduct such studies, submit recommendations to the Board of Trustees in matters related to investment, the use of facilities and development projects including the examinations of contracts into by KGI-MBA;
- g.) To perform other duties and responsibilities assigned by the President and Board of Trustees;
- h.) To attend and render a report in the quarterly meeting of the Board of Trustees.

## **2. OPERATIONS OFFICER**

The primary function of the Operations Officer is to ensure effective and efficient implementation of the operational policies of KGI-MBA and exercise the following functions:

- a.) Reviews and accounts claims paid in the branch level;
- b.) Ensures appropriate and timely collection and transfer of premiums from the branch to the KGI-MBA head office.
- c.) Checks and reviews documentary compliance of claims in the branch;
- d.) Assists the General Manager in coordinating with the MBA Coordinators with regards to information dissemination among members.
- e.) To perform other duties and responsibilities assigned by the General Manager and the President.
- f.) To attend and render a report in the quarterly meeting of the Board of Trustees.

## **3. ADMINISTRATIVE AND FINANCE OFFICER**

The Administrative and Finance Officer shall have the following functions and duties:

- a.) to assist the General Manager in the administration of personnel and personnel matters;
- b.) to take charge of janitor, messenger and security/personnel;
- c.) to assist the General Manager in the supervision of the storage and disposition of supplies to prevent wastage, spoilage and pilferage;

- d.) to advise management on the improvement of procurement methods and procedures to insure that purchases of supplies and materials are in accordance with the actual needs of KGI-MBA and that KGI-MBA obtains the best products/services at the most reasonable price;
- e.) receives and issues official receipts to cash and cash equivalents received by the organization;
- f.) issues check or cash for payments of utilities and other expenses of the organization;
- g.) to perform such other duties as may be assigned to him by the General Manager and the Board of Trustees.

#### **4. INTERNAL AUDITOR**

The Internal Auditor shall have the following duties and responsibilities:

- a.) to audit the books and records of KGI-MBA from time to time for the purpose of establishing the authority and propriety of payments made and to verify to the correctness of the same to the Board of Trustees;
- b.) to audit the financial transaction and operating practices of KGI-MBA and certify to the correctness of the annual financial reports of the Treasurer and/ or Chief Accountant;
- c.) to adopt a system of pre audit and post audit of payments to review and pass upon the propriety of payments to be made or made by KGI-MBA and withhold or suspend payment thereof when appropriate;
- d.) to check and review the utilization or disposition of consumable assets and equipment of KGI-MBA with the view of maximizing their utilization and avoiding wastage and pilferage;
- e.) to recommend measures or changes in the financial policies, system or procedures of KGI-MBA to maximize its income, reduce its expenditures and improve its services to its members; and
- f.) to perform other duties as may be assigned by the President, the General Manager and the Board of Trustees.

#### **5. BOOKKEEPER/ACCOUNTING PERSONNEL**

The primary function of the Bookkeeper/Accounting Personnel is to give timely financial reports to the institution to help in managing the effective and efficient implementation of financial policies of KGI-MBA.



Functions:

- a.) Prepares and submits timely financial report to the General Manager and the Board of Trustees
- b.) Assists the Finance Officer in checking the weekly and monthly collection submitted by the branches and prepares summary of the transactions.
- c.) Coordinates with the branches of KGI in reconciling their balances of accounts to KGI-MBA.
- d.) Updates and prepares all the financial record of the following books:
  - General Ledger
  - Cash Receipts Book
  - Cash Disbursements Book
  - Subsidiary Records
  - Official Receipts and Vouchers
  - General Journal
- e.) Ensures of having complete records of all the assets of KGI-MBA
- f.) To perform other duties and responsibilities assigned by the General Manager and the President.

## 6. MIS Officer

Works under the supervision of the MIS manager (MFI), responsible for installing, configuring and maintaining operating system software and hardware, including servers, workstations, web servers in support of business processing requirements.

- a) Conducts routine hardware audits to ensure compliance with established standards, policies and configuration guidelines.
- b) Participate and assist MIS manager in technical aspect such as software development, network security and internet operation.

## 7. MBA COORDINATOR

\* See KGI MBA manual for duties and responsibilities.

# ANNEXES