

## **FOREWORD**

An institution is only as good as its people. The success of an organization can best be measured by the values it imparts on its people. On the other hand, the personal qualities and values of the people that comprise an organization determine the well-being of the organization.

Financial institutions such as our Bank, the Philippine Bank of Communications, is vested with the trust and confidence of the banking community. Public trust is the lifeblood of financial institutions and the people that make up the institution must live up to that trust.

As employees of PBCom, we are expected to do our share in protecting and maintaining public trust and in promoting its image and organizational well-being by resolutely adhering to its corporate principles and philosophy.

Every organization has a set of standards that guide the conduct and behavior of its people. Although no written policy can definitely prescribe an appropriate action for every business situation, a broad declaration of corporate principles should be able to guide an employee's conduct under most circumstances.

This Code aims to instill the high level of integrity and professionalism expected of all of us. It defines the standards which must permeate in all our business dealings and relationships. Being a Bank that firmly believes in a corporate mission that "banking is about caring for people," PBCom takes pride in acknowledging that its enduring power rests with its people who practice the invaluable values of honesty, integrity, efficiency and professionalism.

## **CORPORATE MISSION**

At PBCom, we believe banking is about caring for people.

Our mission is to serve our clients, our shareholders, our employees, and our fellowmen in ways that build individual worth and promote mutual growth.

In so doing, we shall become a leading financial institution renowned for sustained growth and profitability, continued stability and service excellence.

We shall dedicate our efforts to provide service of distinct value to our clients.

We shall strive to enhance our shareholders' value through a fair return on their investment.

We shall nurture the capabilities and well-being of our most important asset, our people, by providing opportunities for personal and professional growth, rewards for performance, and a work environment that fosters teamwork, open communication, and mutual respect.

We shall fulfill our social responsibility as a corporate citizen by developing the communities that we serve.

## **PBCOM CODE OF CONDUCT**

### **Article I - TITLE AND COVERAGE.**

Pursuant to the guiding principles embodied in the PBCom Code of Ethics, the rules and regulations specified herein shall be upheld by all employees of the Philippine Bank of Communications and shall be known and referred to as the PBCom Code of Conduct.

### **Article II – STATEMENT OF PRINCIPLES**

#### **Section 1. Corporate Philosophy On Employee Conduct.**

The Bank believes in the inherent capacity of its employees for self-discipline and in their commitment to conduct themselves according to the basic virtues of honesty, integrity, efficiency and professionalism.

This code is therefore meant to complement the self-discipline inherent in a PBCom employee, by clarifying the acceptable and expected norms of behavior of an employee and deviations therefrom.

A PBCom employee's competence and character should be beyond doubt. The corporate values of PBCom must be manifested in his/her behavior at all times.

Specifically, every employee is expected to uphold the following core corporate policies of PBCom:

- PBCom First policy - manifested in tangible concern for the interests of the Bank, Bank clientele and the public in general;
- Probity in handling of confidential information;
- Full compliance with law, regulations of regulatory bodies and internal policies;
- Honesty, integrity, efficiency and professionalism in customer service;
- Non-discrimination in dealing with others as to factors of race, gender, and religion; and
- Propriety in the conduct of his/her personal, professional and business affairs.

#### **Section 2. Objective.**

Employee discipline is essential to the continued well-being of the Bank. A disciplined work force enables an organization to meet its corporate goals and enhance its corporate growth. All employees are expected to conduct themselves in a manner appropriate to their position bound at all times for the purpose of promoting and safeguarding the interests of the Bank as an institution. For this purpose, it is the Bank's primary duty to see to it that discipline and order should at all times be maintained.

#### **Section 3. Spirit of Implementation.**

In implementing this Code, emphasis must be on positive motivation rather than punitive control, the prohibitory character of the acts and/or omissions contained in this Code notwithstanding. Hence, penalties should be resorted to only when necessary and only to

the extent required by the circumstances. Sanctions should be meted to correct unacceptable conduct or to restore the integrity of order and discipline but never to serve as a mere reprisal, display of power or abuse of authority.

All officers authorized to implement this code must be guided at all times by impartiality and open-mindedness in such a way that the application of sanctions must be characterized by consistency and fairness.

### **Article III - DUE PROCESS**

In the implementation of the Code, necessary investigation shall be conducted in accordance with the established Bank Policy on handling administrative cases specifically where identification of responsibility or determination of fault can not be established. In the conduct of investigation, proper notice and hearing shall be conducted in accordance with the requirements of due process.

The investigation of the case shall follow the provisions of the Bank policy on handling administrative cases issued on January 3, 1996 which shall form part of this Code as Annex "A" hereof.

### **Article IV - INFRACTIONS**

#### **Section 1. Definition.**

All acts or omissions constituting violations of established Bank procedures in the pursuit of its business or other acts prejudicial to the interest of the Bank are subject to corrective actions. These include crimes involving moral turpitude as well as other offenses or improper acts which adversely affect the good name of the Bank, whether or not these are explicitly defined herein.

#### **Section 2. Categories of Offenses.**

The seriousness of an act or omission is determined by a combination of factors which include the subject matter of the act, the degree of malice intended and the actual harm, damage or loss arising from such act.

Hence, all acts or omissions as a consequence of any breach of the provision of the Code shall be categorized as:

- a) **MINOR OFFENSE** - an act or omission involving an infraction of a rule or procedure rather than a positive wrongdoing or a mistake or an act of simple negligence without any malicious intent, and which does not result in any serious inconvenience or loss either to another person or to the Bank.
- b) **MAJOR OFFENSE** - implies a habitual disregard for established behavior or matters of concern to the Bank; it involves either repeated violations within a relative short period of time of what otherwise would be minor offenses, or an act or omission resulting to serious embarrassment, inconvenience or loss to another person or to the Bank.

- c) **GRAVE OFFENSE** - is an act or omission characterized by wantonness and/or deliberate intent and/or gross negligence and/or unconcern for the interest of the Bank; or it involves matters which are generally regarded as of substantial interest (e.g. large sums of money, confidential information, Bank secrets, etc.); or can give rise to public scandal and consequent erosion of confidence (*e.g. dishonesty, habitual drunkenness, immorality* and the like); or is maliciously intended or deliberately planned (whether the intended harm is achieved or not); or results in serious financial loss or administrative or operational difficulty or corporate embarrassment to the Bank; or *seriously undermines duly constituted authority.*

## **Article V - DISCIPLINARY ACTION**

### **Section 1. Corrective Measures.**

In cases of minor infractions, counseling shall be mandatory, the minutes of counseling sessions must be duly recorded and signed by both parties, prior to the institution of administrative action.

### **Section 2. Levels of Sanctions.**

- a) **WRITTEN WARNING** - a written reminder to the employee and advises him of the acceptable norms of behavior in relation to act or omission committed.
- b) **WRITTEN REPRIMAND** - a documented censure to the employee for an established offense with a stern warning that a repetition of the same offense shall subject the offender to the penalty of suspension.
- c) **SUSPENSION** - a physical detachment from service and Bank premises for a determined period of time without salary and benefits for the duration of the suspension. The period of suspension shall be determined by the gravity of the act or omission committed.
- d) **DISMISSAL** - a dishonorable separation from the service. In cases of dismissal, the employee automatically forfeits all benefits which would normally accrue to him on retirement or separation for reasons other than for cause.

### **Section 3. Ancillary Actions.**

Aside from the foregoing sanctions, the following ancillary action may be imposed in addition to the principal corrective sanctions:

In cases of destruction of or damage to the property of the Bank, its employees, clients, or other persons doing business with the Bank and in cases of theft or fraud, restitution of the actual amount involved and incidental costs shall be imposed. Restitution shall in no way mitigate the act or omission committed and shall not be considered in determining the appropriate disciplinary action.

Restitution may be effected in the following manner:

- a) Through payroll deduction - In cases involving sums of money, loss or damage to property or any other case capable of pecuniary estimation, such loss or damage may be deducted from the employee's salary by way of payroll deduction or application of any or all benefits that may be due to the employee such as but not limited to retirement benefits.

In cases of tardiness or undertime, any deduction from the salary of the employee is not considered as a disciplinary action for the act or omission committed, the same is merely an administrative remedy in accordance with the principle of “no work, no pay”.

- b) Through outright payment.

#### Section 4. **Reckoning Period**

For purposes of applying the graduated scale of penalties under the Code, the number of offenses shall be reckoned within the following periods:

- a) **MINOR OFFENSES** – six (6) calendar months from the time the infraction was first committed;
- b) **MAJOR OFFENSES** – one (1) calendar year from the time the infraction was first committed;
- c) **GRAVE OFFENSES** – two (2) calendar years from the time the infraction was first committed.

As provided for under existing policy, decision on an administrative case shall be rendered by the Management Investigation Committee (MIC) within thirty (30) days upon completion of the investigation of the case.

#### Section 5. **Effects of Sanctions.**

Penalties imposed have adverse effects on promotion and merit rating which are made known to all employees of the Bank to further deter them from committing any infraction of the Code. Effectivity periods are applied on these adverse effects in order to protect employees from being unduly burdened beyond such period.

PENALTY	EFFECT ON PROMOTION	EFFECT ON MERIT RATING	EFFECTIVITY PERIOD
Suspension of up to 10 working days.	No promotion	No rating higher than Very Good	For 6 months
Suspension of more than 10 working days	No promotion	No rating higher than Very Good	For 12 months.

The reckoning date depends on the date when decision was approved on a case involving the employee.

- a) If a decision was rendered on or after three (3) months from the date the case was discovered, reckoning date is the date immediately after the 3-month period has elapsed.
- b) If a decision was rendered within three (3) months from the date case was discovered, the reckoning date should be the date of receipt of the notice of penalty by the erring employee OR the date immediately after the 3-month period has elapsed, whichever comes first.

## **Article VI - PREVENTIVE SUSPENSION**

### **Section 1. Definition**

Preventive suspension is not a penalty but an interim measure imposed pending formal investigation of a reported violation.

### **Section 2. Grounds**

If the employee's continued employment poses a serious and imminent threat to:

- a) the life and property of the Bank; and
- b) the life and property of the employees.

### **Section 3. Period**

Preventive suspension without pay can be imposed only for a maximum period of thirty (30) calendar days.

### **Section 4. Extension**

In exceptional circumstances, the Bank has the option of extending the preventive suspension beyond thirty (30) days provided that the employee is paid his salary.

### **Section 5. Effects**

During the period of preventive suspension, the employee is:

- a) not entitled to his salary
- b) not allowed to enter the premises of the Bank except to attend the investigation proceedings of the case.

### **Section 6. Exceptions**

In the event that the employee is found liable for a lesser offense, the salary corresponding to the period of preventive suspension in excess of the prescribed penalty for the lesser offense shall be reimbursed.

On the other hand, should the employee be completely exonerated of the charge/s against him, the employee is entitled to his full salary and benefits corresponding to the period of preventive suspension.

## **Article VII - GENERAL PROVISIONS**

### **Section 1. Unacceptable Behavior and the Corresponding Disciplinary Action**

The enumeration of acts contained herein is not all inclusive as there may be other acts or omissions not explicitly contained herein but which are clearly prejudicial to the welfare and interest of the Bank. The Bank reserves its right to consider these infractions punishable and to impose appropriate sanctions or penalties as warranted by the circumstances of each case.

The penalties indicated for each offense in the Code should normally be the penalties imposed. This is to ensure some uniformity in the application of sanctions and to ensure that disciplinary actions taken are fair and appropriate.

Penalties for successive violations of the same work rule shall be progressively more severe than the penalty for a first violation.

Specific examples of acts or omissions and the corresponding disciplinary actions are embodied in **Annex "B"** hereof.

### **Section 2. Independent Actions**

Notwithstanding the administrative nature of the Code, the Bank reserves its right to file appropriate civil, criminal, etc. actions against the employee concerned in relation to the act or omission which he committed.

## **Article VIII - AMENDMENTS**

Section 1. Amendments to or revisions of the Code may be done at the initiative of Management *subject to the right of workers to participate in policy and decision making processes affecting their rights and benefits.*

Section 2. Any amendment or revision of the Code shall be implemented upon approval of the Board of Directors.

## **Article IX - REPEALING CLAUSE**

All provisions of the Personnel Policies Manual inconsistent herewith are hereby repealed.

## **Article X - EFFECTIVITY**

This Code shall take effect on December 01, 2003 and shall be applied prospectively.

## ANNEX “B”

### TABLE OF OFFENSES & SANCTIONS

#### Section 1 – Conflict of Interest.

Every employee of the Bank must uphold the PBCom First policy and always protect the interest of the Bank. Part of his/her responsibility is to avoid situations which would make it difficult for him to make decisions with full confidence, it must be seen to it that his/her actions do not in any way conflict with the interest of the Bank. Failure to do so shall constitute violations of this provision and shall subject the employee to disciplinary measures.

Examples of offenses under this section:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Failure to disclose any interest or position either as an officer, director, partner or stockholder in a firm or company doing business or applying/having credit with the Bank. If an officer committed the offense, the case will fall under dishonesty.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal
b)	Advancing one’s personal gain over the Bank’s interests where conflict of interest is involved, e.g. obtaining any favors from clients or dealers, favoring certain suppliers in Bank purchases in its advertising and promotional activities.	1 <sup>st</sup> offense : Written warning to dismissal depending on the gravity of the offense. 2 <sup>nd</sup> offense : Dismissal
c)	Unauthorized intervention in any matter pending with the Bank in behalf of companies the employee, or the employee’s spouse, relative or friend has a direct interest.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 1 day suspension 3 <sup>rd</sup> offense : 5 days suspension 4 <sup>th</sup> offense : Dismissal
d)	Offering, soliciting or receiving anything of value to perform any act prejudicial to the Bank.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5 days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal
e)	Soliciting money, gifts, shares, benefits or favors from any person through the intercession of another as a condition for the performance of one’s duty.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5 days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal
f)	Transacting business on behalf of the Bank with organizations which they are affiliated with and has direct or indirect financial interest to the disadvantage of the Bank.	1 <sup>st</sup> offense : 15 days suspension 2 <sup>nd</sup> offense : Dismissal



	NATURE OF OFFENSE	DISCIPLINARY ACTION
g)	Obtaining loans or soliciting credit accommodations from clients.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5 days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal
h)	Receiving gifts or gratuities of substantial amount in exchange for a favorable decision on Bank-related matters.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5 days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal
i)	Transfer of knowledge and skills developed in PBCom to outside entities or application of the same to non-PBCom activity in derogation of the present or prospective interests of PBCom.	1 <sup>st</sup> offense : 5 days suspension 2 <sup>nd</sup> offense : 15 days suspension 3 <sup>rd</sup> offense : Dismissal
j)	Sale of real and/or personal property to the Bank to the clear disadvantage of the Bank	1 <sup>st</sup> offense : 5 days suspension 2 <sup>nd</sup> offense : 15 days suspension 3 <sup>rd</sup> offense : Dismissal
k)	Insider trading or trading in stocks or other securities by a key officer of the Bank based on inside information.	Dismissal

## Section 2 – Disclosure of Information

Employees of PBCom must support good internal governance by full and fair disclosure of information within the Bank subject to provisions of law and regulations imposed by regulatory bodies and internal Bank policies.

Examples of offenses under this section:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Giving any instructions, orders or inducements to a subordinate to commit any violation of the rules, procedures, policies, etc of the Bank which is grave in nature, resulting in huge or substantial losses to the Bank.	Dismissal
b)	Failure to inform/advise higher authority or superior of any instructions, orders or inducements from a superior or higher-ranking officer to commit any violation of the rules, procedures, policies, etc., of the Bank previously known to them which is grave in nature, resulting in huge or substantial losses to the Bank	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5 days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal

c)	Unauthorized disclosure of confidential information, documents and other Bank proprietary information or trade secret entrusted to an employee.	1 <sup>st</sup> offense : 10 days suspension 2 <sup>nd</sup> offense : Dismissal
d)	Failure to disclose by a key officer directly involved in the transactions his/her personal interests in the sale of real or personal property to the Bank	1 <sup>st</sup> offense : 15 days suspension 2 <sup>nd</sup> offense : Dismissal
e)	Failure to report/withholding information regarding any damage to or loss of Bank property.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal

### Section 3 – Violation of Law and Internal Regulations

#### 1. Attendance

Regular attendance is an important element of employee discipline and part of the performance record of an employee.

Absenteeism adversely affects the normal operations of the Bank. As a general rule, an employee must serve prior notification for unscheduled absences unless the absence is due to emergency reasons.

Every employee of the Bank is required to observe the official time schedule for his shift and shall be considered tardy whenever he arrives at his workstation past the allowable grace period.

Undertime results if an employee leaves his post before lunch break or before the end of his shift.

Examples of offenses under this section:

#### 1.1 Tardiness

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Unexcused tardiness for six (6) times in a month.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 1 day suspension 3 <sup>rd</sup> offense : 2 days suspension 4 <sup>th</sup> offense : 3 days suspension 5 <sup>th</sup> offense : 4 days suspension 6 <sup>th</sup> offense : Dismissal
b)	Unexcused tardiness for 7-11 times in a month.	1 <sup>st</sup> offense : 1 day suspension 2 <sup>nd</sup> offense : 2 days suspension 3 <sup>rd</sup> offense : 3 days suspension 4 <sup>th</sup> offense : 4 days suspension 5 <sup>th</sup> offense : 5 days suspension 6 <sup>th</sup> offense : Dismissal

c)	Unexcused tardiness for twelve (12) times or over in a month.	1 <sup>st</sup> offense : 2 days suspension 2 <sup>nd</sup> offense : 4 days suspension 3 <sup>rd</sup> offense : 6 days suspension 4 <sup>th</sup> offense : 8 days suspension 5 <sup>th</sup> offense : 10 days suspension 6 <sup>th</sup> offense : Dismissal
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## 2. Uniform and ID Card

Examples of offenses under this section:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Failure to wear the prescribed uniforms during official working hours/days in accordance with the schedule set for each uniform cut/style.	1 <sup>st</sup> offense : Written reminder 2 <sup>nd</sup> offense : Written warning 3 <sup>rd</sup> offense : 1 day suspension 4 <sup>th</sup> offense : 2 days suspension 5 <sup>th</sup> offense : 3 days suspension 6 <sup>th</sup> offense : 5 days suspension 7 <sup>th</sup> offense : 10 days suspension 8 <sup>th</sup> offense : Dismissal
b)	Improper way of wearing the prescribed uniform	1 <sup>st</sup> offense : Written reminder 2 <sup>nd</sup> offense : Written warning 3 <sup>rd</sup> offense : 1 day suspension 4 <sup>th</sup> offense : 2 days suspension 5 <sup>th</sup> offense : 3 days suspension 6 <sup>th</sup> offense : 5 days suspension 7 <sup>th</sup> offense : 10 days suspension 8 <sup>th</sup> offense : Dismissal
c)	Failure to wear Bank-issued identification cards while in the Bank premises.	1 <sup>st</sup> offense : Written reminder 2 <sup>nd</sup> offense : Written warning 3 <sup>rd</sup> offense : 1 day suspension 4 <sup>th</sup> offense : 2 days suspension 5 <sup>th</sup> offense : 3 days suspension 6 <sup>th</sup> offense : 5 days suspension 7 <sup>th</sup> offense : 10 days suspension 8 <sup>th</sup> offense : Dismissal

## 3. Use of Bank Property

Employees of the Bank must exercise due care in the handling/use of the properties belonging to the Bank or entrusted to the Bank.

Examples of offenses under this section:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Deliberately causing damage to Bank equipment or its parts.	Written warning to dismissal, depending upon the extent of the damage.

	NATURE OF OFFENSE	DISCIPLINARY ACTION
b)	Unauthorized possession, use or lending of Bank vehicles, machinery and other equipment.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 5 days suspension 4 <sup>th</sup> offense : Dismissal

#### 4. Security and Safety

Employees of the Bank must promote safety and preserve security within the Bank premises. They are expected at all times to abide by the safety rules and regulations of the Bank. Penalties for violations of this provision shall range from warning to immediate dismissal depending upon the gravity of the offense.

Examples of offenses against this provision:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Unauthorized possession of firearms, explosives, long knives and/or other similar deadly weapons within the Bank premises.	1 <sup>st</sup> offense : 5 days suspension 2 <sup>nd</sup> offense : 10 days suspension 3 <sup>rd</sup> offense : Dismissal
b)	Refusal to submit for inspection to authorized security personnel of the Bank while in the premises of the Bank.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5 days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal

#### 5. Dishonesty

The following are some examples of offenses against this provision:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Taking, converting or misappropriating Bank funds, money, property for personal profit and benefit.	Written warning to dismissal depending upon the gravity of the offense
b)	Intentionally furnishing/giving false or misleading information in applications for employment in order to seek or qualify for his/her employment with the Bank.	Dismissal
c)	Giving false or misleading information to seek or qualify for any benefit from the Bank.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5 days suspension 3 <sup>rd</sup> offense : Dismissal
d)	Submitting fictitious, padded or tampered documents in support of claims for reimbursement or liquidation of expenses for personal profit and gain.	Dismissal
e)	Falsification or tampering of employee time sheet for the purpose of drawing one's salary to defraud the Bank	Dismissal

f)	Planting evidence against another employee for the purpose of unduly imputing crime or the commission of an offense under this Code against another employee or for the purpose of evading responsibility for the commission of the crime/offense under this Code.	Dismissal
g)	Use of falsified, tampered or fraudulent receipts for appliance purchases, certification for hospital expenses, etc. to qualify for and/or secure loans under any program of the Bank, which would otherwise not be covered/qualified under the Loan Program.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 5 days suspension 3 <sup>rd</sup> offense : Dismissal
h)	Giving false statements or testimony in connection with any investigation conducted by the Bank.	1 <sup>st</sup> offense : 10 days suspension 2 <sup>nd</sup> offense : Dismissal
i)	Punching or filling-in of another employee's time card or having another punch or fill-in one's time card.	1 <sup>st</sup> offense : 10 days suspension 2 <sup>nd</sup> offense : Dismissal
j)	Falsification of Bank records or documents and tampering with Bank equipment or facilities for the purpose of defrauding the Bank.	Dismissal
k)	Exercising an act of authority under false pretenses.	1 <sup>st</sup> offense : 5 days suspension 2 <sup>nd</sup> offense : Dismissal
l)	Concealment of defective work which directly results in loss or prejudice to the Bank.	1 <sup>st</sup> offense : 10 days suspension 2 <sup>nd</sup> offense : Dismissal
m)	Intentionally losing Bank records causing prejudice to the Bank	3 days suspension to dismissal depending on the gravity of the offense and/or amount involved

## 7. Others

The following are some examples of offenses against this provision:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Final conviction of a crime involving moral turpitude.	Forced separation
b)	Commission of five (5) or more different acts or omissions listed in this Code within a period of twelve (12) months.	Written warning to dismissal depending upon the gravity of the offenses committed
c)	Unauthorized posting of leaflets, posters, messages, propaganda materials and/or unauthorized removal of Bank memos, posters, circulars, etc. from the bulletin boards of the Bank.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 5 days suspension 4 <sup>th</sup> offense : 10 days suspension

## Section 4 – Offenses Impeding Efficient Delivery of Customer Service

Examples of offenses under this section:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Disregard or violation of any operating procedures, standing instructions and circulars previously made known to the employee.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : Written reprimand 3 <sup>rd</sup> offense : 1 day suspension 4 <sup>th</sup> offense : 5 days suspension 5 <sup>th</sup> offense : 10 days suspension 6 <sup>th</sup> offense : Dismissal
b)	Failure to conduct proper research, investigation, or verification of facts and as a result of which, inaccurate or misleading data are furnished to employees/persons authorized to ask, receive or secure such information leading to loss for the Bank.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 10 days suspension 4 <sup>th</sup> offense : Dismissal
c)	Discourtesy either in words or actions towards clients and other third party individuals doing business with the Bank in direct violation of the Bank’s “Customer First” philosophy.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 5 days suspension 4 <sup>th</sup> offense : 10 days suspension 5 <sup>th</sup> offense : Dismissal
d)	Inability to perform work due to excessive drinking of alcoholic beverage.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 1 days suspension 3 <sup>rd</sup> offense : 3 days suspension 4 <sup>th</sup> offense : 5 days suspension 5 <sup>th</sup> offense : 10 days suspension

## Section 5 - Non-Discrimination in Dealing with Others

Employees of PBCom must provide services to customers without discrimination as to factors such as race, gender, religion and social status.

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Failure to provide efficient service to customers due to racial, religious and social discrimination.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 1 day suspension 3 <sup>rd</sup> offense : 3 days suspension 4 <sup>th</sup> offense : 5 days suspension

## Section 6 - Conduct of Personal, Professional and Business Affairs

Employees of PBCom must always conduct their personal affairs such a way that they will not reflect unfavorably upon the image of the Bank.

Examples of offenses under this section:

	NATURE OF OFFENSE	DISCIPLINARY ACTION
a)	Spreading gossip, derogatory rumor or information about an employee, client or any third party doing business with the Bank.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 5 days suspension 4 <sup>th</sup> offense : 10 days suspension 5 <sup>th</sup> offense : Dismissal
b)	Threatening with bodily harm or injury, intimidating or coercing a co-employee, visitor or client of the Bank within Bank premises.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 5 days suspension 4 <sup>th</sup> offense : 10 days suspension 5 <sup>th</sup> offense : Dismissal
c)	Fighting or inflicting bodily harm or injury on another, whether a co-employee, visitor or client of the Bank within bank premises.	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 5 days suspension 4 <sup>th</sup> offense : 10 days suspension 5 <sup>th</sup> offense : Dismissal
d)	Vandalism	1 <sup>st</sup> offense : Written warning 2 <sup>nd</sup> offense : 3 days suspension 3 <sup>rd</sup> offense : 5 days suspension 4 <sup>th</sup> offense : 10 days suspension 5 <sup>th</sup> offense : Dismissal