
Eaglematrix Security Agency, Inc.

Employee Relations Plan

Contents

Contents	2
Scope, Purpose and Role	3
Scope.....	3
Purpose	3
Eaglematrix Role	3
Human Resources and Industrial Relations Strategy	4
Intent	4
EMSAI Recruitment Proces	4
EMSAI Performance Evaluation Procedure	8
EMSAI Induction and Orientation Program.....	9
EMSAI Code of Conduct.....	12
Human Resources and Industrial Relations Objectives.....	14
Key Risk Areas	14
Industrial Regulation	15
Right of Entry	15
Right of Entry - General	15
Right of Entry - Specific Rights and Obligations.....	15
Right of Entry - Protocols and Principles	16
Right of Entry - Workforce Meetings.....	16
Performance Management and Grievance Resolution	16
Prescribed Standards.....	17
Prescribed Standards.....	17
Notice of Industrial Relations Issues or Disputes.....	17
Conduct of Industrial Relations Issues or Disputes	17
Site Issues or Disputes	17
Management of Behavior in the Host Communities	17
Audit	18
Information.....	19
Verification of Competency	19
Workforce Communication	19
Fitness for Work	19
Equal Employment Opportunity.....	19
Indigenous Employment and Heritage	19
Employee Assistance Program	19
Grievances.....	20
Introduction	20
Scope and Limitation.....	20
Definition of terms.....	20
Grievance resolution principles	21
Procedures.....	21
Timeframe for Grievance Resolution.....	26
Confidentiality.....	26
Documentation.....	26

Scope, Purpose and Role

1.1 Scope

This Human Resources Management Plan (HRMP) applies to all Eaglematrix Security Agency, Inc. (Eaglematrix) office-based and security personnel.

1.2 Purpose

This HRMP sets the terms of reference for all Eaglematrix security personnel to follow a specific Human Resources Management Plan.

The objective of HRMP is to:

- Facilitate best practice management of human resources and industrial relations to support the safe, productive and efficient performance of work in every work site or detachment;
- Ensure that human resources and industrial relations are managed in a consistent and coordinated fashion on site; and
- Ensure that the Eaglematrix human resources matters and industrial relations matters do not set precedents that will impact the safe, productive and efficient operations of its client.

1.3 Eaglematrix' Role

Eaglematrix is solely and entirely responsible for all human resources and industrial relations matters in respect to all of its personnel deployed in their respective place of assignment.

Eaglematrix shall:

- Specifically address each of the strategic components contained in Section 2 – Human Resources and Industrial Relations Strategy;
- Specifically acknowledge and agree to comply with each of the standards contained in Section 3 – Prescribed Standards;
- Specifically address each information component contained in Section 4 – Information; and
- Specifically acknowledge and agree to comply with the reporting requirements contained in Section 5;
 - Reporting.

Eaglematrix agrees to comply with, and is bound to abide by, the Company's HRMP, as amended from time to time.

Eaglematrix will not amend the HRMP without the prior written approval of the

Human Resources and Industrial Relations Strategy

2.1 Intent

Eaglematrix shall outline its strategies for managing human resources and/or industrial relations matters and specify how it will meet these objectives.

In addition Eaglematrix will identify all other human resources and/or industrial relations risks that are relevant to the scope of work. Eaglematrix will prevent the risk that will occur or mitigate the impact should it occur.

2.2 EMSAI Recruitment Process

EMSAI has adopted a Hiring and Placement System that will help eliminate losses from frequent turn over, poor productivity, and unsafe practices. The system is geared towards determining a candidate's capability and suitability for a particular job.

The said system shall cover all new applicants and hired employees applying for a particular position or job. Using Job description, organizational chart, competency matrix, and legal and other related requirements, this system is to analyze the demands of the job and compare it with the capabilities of the potential employee.

Continuous assessment and evaluation of all hired manpower shall determine the need for training and appropriateness of all employees with his assigned job. This system shall ensure that appropriate human resources will consistently deliver our services founded on the company's vision - TO BE A PREFERRED BUSINESS PARTNER BY REASON OF OUR PERFORMANCE, LOYALTY, RELIABILITY, FLEXIBILITY AND INNOVATION.

Effective recruitment and selection is central and crucial to the successful functioning of Eaglematrix Security Agency Inc. It depends on finding people with the necessary skills, expertise and qualifications to deliver the Company's strategic objectives and the ability to make a positive contribution to the values and aims of the organization.

RECRUITMENT POINTS:

1. OBJECTIVE

- a. This procedure intends to ensure that appropriate human resources will consistently deliver services with excellence and in accordance with the company's standards and;
- b. To establish the standards that will serve as basis in hiring people.

2. SCOPE

- a. This procedure covers all activities from outsourcing, hiring and placement of security and office personnel.

3. **RATIONALE**

- a. Hiring is critical in any organization as the kind of employees or constituents it has will strongly determine the company's growth and efficiency. Furthermore, hiring is an investment decision of the Company and as such, all efforts are exerted to properly place them in positions they best qualify for, considering their education, experience, aptitude, skills and interest.

4. **ROLES AND RESPONSIBILITIES**

- a. HR Head – Will be evaluating the psychological profile/ assessment of each candidate and recommends short listed candidates to the Department Heads for further evaluation.
- b. Department Heads – Conducts interview of short listed candidates. Recommends candidate for hiring.
- c. Recruitment Officer – Will facilitate sourcing, deployment, conducts initial interview and examination.

5. **FORMS REQUIRED**

- a. Approved Manpower Requisition Form (MRF)
- b. Shortlist of Evaluated Applicants
- c. Employment Contract/ Duty Detail Order (DDO)
- d. Endorsement Letter (for Security Personnel)

6. **PROCEDURE**

- a. See Appendix A

VACANCIES:

- 1. All vacancies will be posted on the Company Website, and internal notice boards. EMSAI is keen to facilitate internal promotions wherever possible as development opportunities for its staff.

EMSAI may, on occasions, decide to restrict advertisement to internal candidates only. Furthermore junior posts will always be advertised internally in the first instance, to provide continuous development of existing members of staff unless the Management team agrees that this is not appropriate due to the specialist skills required for the post involved.

- 2. Vacancies, which are restricted to internal candidates only, will be clearly indicated on the advertisement. All internal candidates will be selected for interview on the same criteria as external candidates.

SELECTION METHOD:

- 1. Interviews will be held by a panel comprising of ideally three persons, but a minimum of two persons, gender balanced wherever possible. The interviewers will

encourage candidates to be at ease during the interview, in order that they can give a fair and accurate impression of themselves.

2. All candidates will be asked the same questions in the same order, and their responses rated between 1-10. The panel will each have a copy of the questions and will score independently of each other during the interview. Time is allocated between interviews for the panel to discuss each candidate and to award a total points score. Additional notes may be made by the panel during the interview, however it should be noted that candidates will have access to all information should they request it.
3. All interviewed candidates will be notified of the outcome of the selection process as soon as possible, either by telephone or letter.
4. All unsuccessful candidates' application forms and interview notes will be retained for one year from the date of interviews taking place. After this date they will be destroyed.

The Company wants to ensure that no applicant receives less favorable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work.

APPENDIX A

Recruitment and Selection Process

1. Department Head shall request through the HR Department additional manpower when necessary;
2. Recruitment Officer will provide the requesting Department Head of the Manpower Requisition Form (MRF) to be filled out completely and be approved by the HR Head;
3. Recruitment shall be based on approved Manpower Request;
4. Recruitment Officer will source needed manpower based on company's and client needs;
5. Applicants with complete application forms, clearances and other requirements will be prioritized by Recruitment Officer for initial screening and interview ;
6. Recruitment and selection of new employees shall be based on merits and qualifications. Applicants shall be evaluated according to physical, mental, and technical requirements of the job.
7. Internal candidates shall be given priority for vacancies, should there be promotions or lateral transfers.
8. Former employees dismissed for a cause shall be DISQUALIFIED for a possible re-employment. Resigned employees of good standing may be re-hired, especially those whose line of specialization is rare or difficult to find in the labor market.
9. Re-hired employees shall be treated as a new employee, thus previous years of service in the company will not be considered, and seniority in service and retirement

benefits if any, will be reckoned only from the date of re-employment with the Company.

10. All Applicants shall pass the established hiring standards, procedures and pre-requisites.
11. All newly hired employees shall be covered by a contract of employment, job descriptions and company policies.
12. **For Office-Based/ Officer/ Supervisory positions:**
 - a. The HR Head shall make a short list based on the initial interview and examination;
 - b. The shortlisted applicants shall then be submitted to Department Head concerned for another scheduled interview;
 - c. The Department Head shall make another shortlist based on the result of interview and submit to HR Head for final review and evaluation;
 - d. The President/ Chairman shall conduct the final interview and makes the final selection, if applicable;
 - e. Applicant and HR Head discusses the job offer and contract details;
 - f. Applicant signs the contract together with the HR Head; andApplicant goes through the job induction and starts his/her probationary status which will last for six months.
13. **For Security Personnel/ Protection Agent/ Escorts**
 - a. Operations Officer shall request through HR Department additional manpower when needed;
 - b. Recruitment Officer will source needed manpower based on approved manpower request form and Qualification Standards (QS);

QS for Security Guards:

- b.1) **Height:** 5'7" – Up
- b.2) **Age:** 22-45 years old
- b.3) **Educational Attainment:** at least High School Graduate, College Level or College Graduate
- b.4) **Years of Experience:** With or without experience, must have at least three (3) days OJT

QS for Lady Guards:

- b.1) **Height:** 5'3" – Up
 - b.2) **Age:** 22-35 years old
 - b.3) **Educational Attainment:** at least High School Graduate, College Level or College Graduate
 - b.4) **Years of Experience:** With or without experience, must have at least three (3) days OJT
- c. Recruitment Officer shall facilitate the submission of pre-employment requirements, credentials and recitation of Conduct, Ethics and General Order of the prospective applicants;
 - d. Recruitment Officer shall make a short list based on initial screening and interview;

- e. The short list shall then be submitted to Operations Department for further interview and evaluation;
- f. If the applicant passed, the Operations Officer discusses the job assignment details;
- g. The Operations Officer shall make a recommendation (if passed or failed) based on the result of interview to be submitted to the Recruitment Officer;
- h. Recruitment Officer will prepare endorsement letter to the client for further assessment prior to deployment.

Operations Officer shall make a Duty Detailed Order for those who passed the endorsement interview with our client.

2.3 EMSAI Performance Evaluation

EMSAI is committed to supporting its employees to reach their potential and achieve their personal goals, which in turn will assist the organization to achieve its objectives.

The performance evaluation supports the performance appraisal scheme. The scheme is a formal process centered on an annual meeting of each employee and their line manager to discuss his/her work. The purpose of the meeting is to review the previous year's achievements and to set objectives for the following year. These should align individual employees' goals and objectives with organizational goals and objectives.

Performance evaluation is conducted on an annual cycle. Employees will receive a performance review on the established date each year. The performance evaluation will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement and job goals for the next review period have been clearly communicated. Performance evaluation forms will be retained in the employee's personnel file.

1. OBJECTIVE

- a. To ensure that all EMSAI employee are competitive and specialized in their respective Job Descriptions.

2. SCOPE

- a. This procedure shall cover all employees and their Department heads which is in-charge of evaluating the performance of their staff employees.

3. ROLES AND RESPONSIBILITIES

- b. President – Reviews and makes the approval of Performance evaluation of employee
- c. Department Heads – Conducts performance evaluation or appraisal of his workers and then submits their evaluation to the HR Supervisor.
- d. HR Head – Evaluates and prepares recommendation for approval of the President.

4. DEFINITION OF TERMS
 - a. Performance Evaluation – is a method by which the job performance of an employee is evaluated (generally in terms of quality, quantity, cost, and time) typically by the Department Head.
5. FORMS REQUIRED
 - a. Performance Evaluation Form
 - b. Recommendation Letter (if applicable)
6. PROCEDURE
 - a. See appendix A

APPENDIX A

1. All directly employed employees who have completed their probationary period are required to participate in the evaluation process
2. Performance evaluation discussions will be held over a designated 4 week period on an annual basis. They will be arranged by the appraise's Department Heads. Department Heads are encouraged to provide the opportunity for an additional 6 month verbal appraisal review, mid-year and other informal reviews as necessary throughout the year.
3. The evaluator is accountable for giving the employee constructive, timely and honest evaluation of their performance, which should take into account both the goals of the organization and of the individual
4. All employees shall be given a fair chance for advancement regardless of sex, religion or creed, political affiliation, ethnic origin, and civil status.
5. To pass the Performance Evaluation employee shall have a score of 75% and above.

2.3 EMSAI Induction and Orientation Program

EMSAI INDUCTION AND ORIENTATION CHECKLIST

Employee's Name		Position	
Department		Start Date	

Employment Documentation	Date	Employee's Signature	Person Responsible	Initial
☐ Employment Contract				
☐ Employment Requirements				
☐ Employment Forms:				

	- ATM application form - HMO application form - EMSAI ID application form				
☐	Copy of personal ID – Security license, SSS, PAGIBIG, PHILHEALTH, etc.				
Department Induction and Orientation		Date	Employee's Signature	Person Responsible	Initial
☐	Department Goals, Functions and Strategies				
☐	Department Key Result Areas (KRAs) and Key Performance Indicators (KPIs)				
☐	Department Programs and Plans				
☐	Current Department Deliverables, On-going Projects and Past Achievements				
☐	Department-Specific Rules to the Workplace, Policies, Forms, Procedures, Filing and Document Control				
☐	Organizational Structure and Members of the Team (including Meet the Team)				
☐	Job Relationships Within and Outside of the Department (including Job Reporting Requirements and Behavioral Expectations – What, How, To Whom, When)				
☐	Department Internal Customers and Key Contacts				
Job Induction and Orientation		Date	Employee's Signature	Person Responsible	Initial
☐	Basic Safety, Health, Environment, Community and Security Policies and Procedures Affecting the Job Performance of the New Hire				
	• Safety (Safety Policy, Job Safety and Environment Assessment Guidelines, Personal Protective Equipment, Emergency Response Procedures, Incident Reporting, Behaviour-				

	Based Safety)				
	• Health (Health Policy, Health Programs, Health Register, Workplace Hygiene, Alcohol and Drug Testing)				
	• Environment (Environment Policy, 5S, Waste Management)				
	• Security (Security Policy and Programs, Security and Confidentiality, Access to Premises, Emergency Contact Numbers)				
☐	HR Operations Policies and Procedures (Equal Employment Opportunity, Harassment and Discrimination, Code of Conduct and Discipline, Attendance and Hours of Work, Health and Medical Benefits, Recruitment Procedures)				
☐	Job Description and KPI				
☐	Training and Development (Training Policies and Procedures)				
☐	Position-Based Customers and Contacts				
☐	Work-Related Equipment, Tools, Materials, Forms				
☐	Work Processes and Procedures				
☐	Communication				
☐	Probation Management				
☐	Guided Tour on Job-Related Facilities				

Employee Comments on Induction and Orientation Program

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Department Head Comments / Recommendation on Induction and Orientation Program

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EMPLOYEE / DEPARTMENT HEAD ACKNOWLEDGEMENT

EMPLOYEE: I, _____, am satisfied that I have been properly

inducted into the workplace and all my questions have been satisfactorily answered.

Signature of inducted employee: _____ Date: _____

DEPARTMENT HEAD: I, _____, am satisfied the employee was inducted appropriately for the role.

Signature of Department Head: _____ Date: _____

2.4 EMSAI Code of Conduct

EMSAI applies a table of offenses and scale of penalties that showing on the Table 8 on Employee Handbook 2017. This penalty dictates the standard disciplinary action to be imposed each employee committed violation on the company rules and regulation. This will serve as a guide of giving fair justice system to all EMSAI employees in line with the proper due process for those employees committing violation.

Type of offences	Gravity	1 st	2 nd	3 rd	4 th	5 th
A	Minor Offence	Warning	3 Days Suspension	7 Days Suspension	15 Days Suspension	Terminated
B	Less Serious Offences	3 Days Suspension	7 Days Suspension	15 Days Suspension	Terminated	
C	Serious Offences	7 Days Suspension	15 Days Suspension	Terminated		
D	Very Serious Offences	15 Days Suspension	Terminated			
E	Grave Offences	Terminated				

IV.IX TABLE OF CORRECTIVE ACTION

IV.IX.I ATTENDANCE AND PUNCTUALITY

Gravity	Coverage	Infraction
Minor Offences	Office Staff	Failure to Time In / Out on biometrics for three (3) times in 1 cut off.
Minor Offences	Office Staff, Security Personnel	Tardiness of 3 times in a month but not exceeding 15 minutes per late
Minor Offences	Office Staff, Security Personnel	60 minutes late in single day
Minor Offences	Office Staff, Security Personnel	Failure to notify the immediate supervisor 8 hours prior the absences.
Minor Offences	Office Staff, Security Personnel	Habitual absenteeism due to trivial reasons with unsupported medical/health certificate.
Minor Offences	Office Staff, Security Personnel	Absent without permission with the superior
Minor Offences	Office Staff	Improper filing of leave
Less Serious Offences	Office Staff, Security Personnel	Absence before and after holidays or critical days of operations that declared by the department head.
Less Serious Offences	Office Staff, Security Personnel	Habitual tardiness in a month, more than one hundred (100) minutes in a month.
Less Serious Offences	Office Staff, Security	Deliberate absences from meetings called by higher management.

	Personnel	
Less Serious Offences	Office Staff, Security Personnel	Claiming absence due to illness but later found out to be malingering illness.
Less Serious Offences	Office Staff, Security Personnel	Habitual Absenteeism and unauthorized absences within one month
Grave Offence	Office Staff, Security Personnel	Absence Without Official Leave in 3 consecutive days (considered abandonment of work)

IV.IX.II INSUBORDINATION

Gravity	Coverage	Infraction
Minor Offences	Office Staff, Security Personnel	Non-cooperation in any company or group activities.
Less Serious Offences	Office Staff, Security Personnel	Failure to report the incident thru verbal or written to the supervisor within 24 hours basis.
Less Serious Offences	Office Staff, Security Personnel	Conducting unauthorized meeting with the company during working hours.
Serious Offences	Office Staff, Security Personnel	Wilful disobedience by the employee of the lawful orders of his employer or its client connection with his work.
Very Serious Offences	Office Staff, Security Personnel	Insult or wilful disrespect by the employee on the honor or person of his superior or any Company officer.
Grave Offence	Security Personnel	Refusal to provide info to authorized person or personnel (R.A 5487 Rule XVII Part 2 c 6)

Grave Offence	Security Personnel	Disclosure or release of Company records or confidential information to unauthorized person (R.A 5487 Rule XVII Part 2 c 5)
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IV.IX.III INTEGRITY

Gravity	Coverage	Infraction
Less Serious Offences	Office Staff, Security Personnel	Performing unauthorized work or using devices during working hours
Less Serious Offences	Office Staff, Security Personnel	Failure to report within two (3) days after one has received and discovered an erroneous payment or over payment of salary, commission, allowance or other forms of remunerations or reimbursement
Serious Offences	Office Staff, Security Personnel	Giving false testimony during Company investigation.
Serious Offences	Office Staff, Security Personnel	Substituting Company property, materials, or equipment for another with inferior quality or lesser value
Grave Offence	Office Staff, Security Personnel	Unauthorized use of company/client name and properties like vehicles, equipment, etc.
Grave Offence	Office Staff, Security Personnel	Stealing company property or client
Grave Offence	Office Staff, Security Personnel	Submission of false reports or giving false information
Grave Offence	Office Staff, Security Personnel	Gross Dishonesty

Grave Offence	Security Personnel	Fake license issued by and/or secured from sources other than SOSIA (R.A 5487 Rule XVII Part 2 d)
Grave Offence	Security Personnel	Misrepresentation in the submission of documents for renewal of license (R.A 5487 Rule XVII Part 2 c 10)

IV.IX.IV PRESCRIBE UNIFORM

Gravity	Coverage	Infraction
Minor Offences	Office Staff,	Failure to wear identification card
Minor Offences	Office Staff	Wearing improper uniform; Sando, T-Shirt, Shorts, Slippers, Sandals, Rip Jeans, Sleeve less (<i>Unless if approved by the establishment or management</i>)
Minor Offences	Office Staff, Security Personnel	Failure to report loss of company ID
Minor Offences	Security Personnel	Wearing Improper uniform; Not Shined Shoes, Not Shined Paraphernalia, Unshaven, Wearing Faded color of uniform, Shabby, Unauthorized Haircut
Minor Offences	Office Staff	Failure to observe cleanliness and corporate grooming
Less Serious Offences	Security Personnel	Use uniform not appropriate for one's rank's or position (R.A 5487 Rule XVII Part 2 b 2)
Serious Offences	Security Personnel	Wearing Incomplete Uniform; No Badge, No Agency Patch, No Name Cloth, No FA Holster, Not wearing Cap, Non wearing of I.D.
Serious Offences	Security Personnel	No security license while on duty
Grave Offence	Security Personnel	Using other uniform prescribing by the Rule VIII Part 1 Sec 1 to sec 2 of R.A 5487

IV.IX.V MISBEHAVIOURS

Gravity	Coverage	Infraction
Less Serious Offences	Office Staff, Security Personnel	Selling, soliciting or collecting contributions for any purpose
Less Serious Offences	Security Personnel	Using profane language towards to co-worker, client or higher management (R.A 5487 Rule XVII Part 2 a 2)
Less Serious Offences	Office Staff, Security Personnel	Provoking or instigating quarrel while on duty
Serious Offences	Office Staff, Security Personnel	Threatening, intimidation, coercing, harassing, or quarrelling with co employee
Serious Offences	Office Staff, Security Personnel	Committing 2 minor offense of the company policy with 1 month
Serious Offences	Office Staff, Security Personnel	Showing and exhibiting pornographic materials, pictures or literature on company premises
Serious Offences	Office Staff, Security Personnel	Creating malicious statements/fomenting intrigues concerning any employee and rumor.
Serious Offences	Office Staff, Security Personnel	Creating malicious statement against with the company that causing commotion or intrigues
Serious Offences	Office Staff, Security Personnel	Committing 2 less serious offense of the company policy with 1 month
Serious Offences	Security Personnel	Act of discourteousness (R.A 5487 Rule XVII Part 2 a 3)
Less Serious Offences	Office Staff, Security Personnel	Conduct of immoral and indecent nature of behaviour with co employees.
Less Serious Offences	Security Personnel	Intentionally, careless, or negligence submission of any item of fraudulent expense for Company account
Less Serious Offences	Office Staff, Security Personnel	Unlawful discharge of ammunition

Grave Offence	Office Staff, Security Personnel	Physical Assault to superior and/or guard
Grave Offence	Office Staff, Security Personnel	Abusing of position in the company for own personal benefit
Grave Offence	Office Staff, Security Personnel	Abuse or acting beyond the authority
Grave Offence	Office Staff, Security Personnel	“Moonlighting” with another agency

IV.IX.VI PROPER WORK CONDUCT

Gravity	Coverage	Infraction
Minor Offences	Office Staff, Security Personnel	Entertaining personal visitors and personal phone calls during working hours without permission from superior which disrupts work
Minor Offences	Office Staff, Security Personnel	Smoking in restricted areas
Minor Offences	Security Personnel	Later or failure to maintain and/or submit records/reports; (R.A 5487 Rule XVII Part 2 a 5)
Minor Offences	Security Personnel	Not having in a possession his/her license to exercise profession duty detailed order and /or firearms license (When carrying firearms while performing private security service) (R.A 5487 Rule XVII Part 2 b 1)
Minor Offences	Office Staff, Security Personnel	Wilful withholding of information from the Company of having contagious disease that may endanger the health of co-employees
Minor Offences	Office Staff, Security Personnel	Inefficiency and incompetency in the performance of assigned duties(includes failure to attain work goals or work quotas, producing unsatisfactory results which may be reflected in the employee’s performance on duty)
Less Serious Offences	Office Staff, Security Personnel	Failure to apply the standard operating procedure of the company or the client

Less Serious Offences	Office Staff, Security Personnel	Social Loafing during office hours or while on duty
Less Serious Offences	Security Personnel	Performing a lousy posture while on duty
Less Serious Offences	Office Staff, Security Personnel	Improper turnover of task or documentation
Less Serious Offences	Office Staff, Security Personnel	Engaging in horseplay inside the company premises
Less Serious Offences	Office Staff, Security Personnel	Unauthorized entry into restricted area within the Company premises
Less Serious Offences	Office Staff, Security Personnel	Smoking in restricted areas
Less Serious Offences	Office Staff, Security Personnel	Entertaining personal visitors and personal phone calls during working hours without permission from superior which disrupts work
Less Serious Offences	Office Staff, Security Personnel	Any attempt or commit malversation of company funds (estafa)
Serious Offences	Security Personnel	Sitting, reading on post except when required
Serious Offences	Office Staff, Security Personnel	Negligence of duty
Serious Offences	Office Staff, Security Personnel	Causing the Company to lose time and/or money through fault or negligence NOTE: <i>Deduction of wages in payment for loss of tools, equipments and other company property damage.</i>
Very Serious Offences	Office Staff, Security Personnel	Sleeping while on duty
Very Serious Offences	Office Staff, Security Personnel	Gross negligence of duty or habitual neglect of duties.
Grave Offence	Office Staff, Security Personnel	Drinking liquor or any alcoholic beverages within company premises during working hours

Grave Offence	Security Personnel	Gambling and any illicit activity during day tour
Grave Offence	Office Staff, Security Personnel	Drinking liquor or any alcoholic beverages within company premises during working hours.
Grave Offence	Security Personnel	Failure to apply the standard procedures of proper turn over or accepting the area

IV.IX.VII SECURITY AND SAFETY

Gravity	Coverage	Infraction
Minor Offences	Office Staff	Disobeying the rules and regulation of the saving electricity.
Minor Offences	Office Staff, Security Personnel	Forgot to unplug all electric devices inside the vicinity before leaving the room.
Grave Offence	Security Personnel	Failure to follow the Standard Operating Procedure of the Security with regards on the safety requirements
Grave Offence	Office Staff, Security Personnel	Forgot to unplug all electric devices inside the vicinity before leaving the room that cause of danger in the vicinity.
Grave Offence	Office Staff, Security Personnel	Conniving with co-worker or other personalities for a crime
Grave Offence	Security Personnel	Assisting, abetting or protecting criminals during duty or off duty (Rule XVII Part 2 c 3 R.A 5487)
Grave Offence	Office Staff, Security Personnel	Reporting for work under the influence of prohibited drugs
Grave Offence	Office Staff, Security Personnel	Fighting or committing violence and using of force toward co-employee within the Company premises.
Grave Offence	Office Staff, Security	Unauthorized carrying of firearms and/ or explosives inside

	Personnel	Company premises.
Grave Offence	Office Staff, Security Personnel	Being convicted of a crime.
Grave Offence	Office Staff, Security Personnel	Involving for a crime with a moral turpitude
Grave Offence	Security Personnel	Accidental firing or Indiscriminate firing of FA not connected with his official duty (R.A 5487 Rule XVII Part 2 b 4)
Grave Offence	Office Staff, Security Personnel	Commission of a crime or offense against his superior or company authority
Grave Offence	Office Staff, Security Personnel	Any form of divulging information of the company or client. (data privacy act of 2012)
Grave Offence	Office Staff, Security Personnel	Fighting outside the company premises that affect the company reputation
Grave Offence	Office Staff, Security Personnel	Entering the company premises under influence of Liquor

IV.IX.VIII ELEVEN GENERAL ORDERS

Gravity	Coverage	Infraction
Serious Offences	Security Personnel	Failure to call the superior officer in any case not covered by instructions.
Serious Offences	Security Personnel	Failure to salute all company officials, superiors in the agency, ranking public officials and officers of the Philippine National Police.
Serious Offences	Security	Failure to be especially watchful at night and during the time for challenging, to challenge all persons on or near my post, and

	Personnel	to allow no one to pass or loiter without proper authority.
Serious Offences	Security Personnel	Failure to walk in an alert manner during my tour of duty, keeping always on the alert and observing everything that takes place within sight or hearing.
Serious Offences	Security Personnel	Failure to quit my post only when properly relieved.
Serious Offences	Security Personnel	Failure to received, obey, and pass on to the relieving me all orders from company officers or officials, supervisors, post-in-charge or shift leaders.
Serious Offences	Security Personnel	Failure to talk to no one except in line of duty.
Serious Offences	Security Personnel	Failure to give the alarm in the case of fire or disorder.
Grave Offence	Security Personnel	Failure to report all violations of orders I am instructed to enforce.
Grave Offence	Security Personnel	Failure to relay all calls from posts more distant from the guard house than my own.
Grave Offence	Security Personnel	Failure to take charge of this post and all company properties in view and to protect/preserve the same with utmost diligence.

IV.IX.IX R.A 5487 COC

Gravity	Coverage	Infraction
Less Serious Offences	Security Personnel	Failure to carry with him at all times during his tour of duty his license and identification card and the permit to carry firearms.
Less Serious Offences	Security Personnel	Using his license and privileges to the prejudice of the public, clients or customers and his agency.
Serious Offences	Security Personnel	Reading newspapers, magazines, books, etc. while actually performing his duties.

Serious Offences	Security Personnel	Drinking intoxicating liquor immediately during or before his tour of duty.
Serious Offences	Security Personnel	Failure to carry with him at all times during his tour of duty his license and identification card and the permit to carry firearms.
Very Serious Offences	Security Personnel	Didn't notify the police in case of any sign of disorder, strikes, riot, or any serious violation of the life and property.
Very Serious Offences	Security Personnel	Not aware to operate the fire extinguisher at his post.
Very Serious Offences	Security Personnel	Not aware the location of the telephone / and the telephone number of the police precincts as well as the telephone number of the fire stations in the locality.
Serious Offences	Security Personnel	Not familiar with the Private Security Agency Law (RA No.5487) and the implementing rules and regulations.
Very Serious Offences	Security Personnel	Didn't aware about the location of the fire alarm box near his post and how to sound the alarm if in case of fire or disorder.
Grave Offence	Security Personnel	Using his license and privileges to the prejudice of the public, clients or customers and his agency.
Grave Offence	Security Personnel	Engaging in any unnecessary conversation with anybody (except in discharge of his duties or sit down unless required by the nature of his work and at all times keep himself alert during his tour of duty).
Grave Offence	Security Personnel	Un authorized lend the Fire arm or allowing use of fire arms to un authorize person

2.5 Human Resources and Industrial Relations Objectives

The human resources and industrial relations objectives for the site are:

- To attract and retain a skilled and competent workforce;
- To prevent protected industrial action;
- To eliminate lost time due to unprotected industrial action by delivering a fair and

equitable environment that includes mechanisms for responding and resolving an employees' questions, difficulties or concerns;

- Ensure compliance with relevant industrial relations legislation, awards and agreements and where relevant codes of practice;
- Ensure employee relations issues are managed justly, and in a coordinated and consistent manner on site; and
- Prevent any human resources and industrial relations issues impacting the operations of the client.

2.6 Key Risk Areas

Risk is a function of a number of factors including but not necessarily limited to the value of the work, the duration of the work, the geographical location, the employee classifications, legislative context and the industrial relations environment that exist.

At Eaglematrix, we will:

- Enclose an organization structure which outlines the composition of its site management team. At a minimum this must include:
 - Area Coordinator
 - Detachment Commander
 - Shift-in-Charge
 - Security Officer
 - Security Guards
- The numbers of needed employee.
- Specify the actual rates of pay and allowances for each position classification including:
 - The minimum rate, overtime rate, allowances, loadings, incentive payments;
 - Vacation leave (if applicable);
 - Duty roster;
 - Meal breaks;
 - The relativity between the proposed rates of pay and allowances on site versus other relevant work locations; and
 - The relativity between the rates of pay and conditions other contractors engaged on mining or processing activities at the site.

Eaglematrix will demonstrate how it will manage human resources and industrial relations in order to prevent any adverse impact to the site.

2.7 Industrial Regulation

Eaglematrix' industrial regulation strategy shall:

- Identify and provide a copy of the industrial instrument or industrial instruments that apply and describe how will ensure compliance;
- As the case requires identify a strategy to obtain an industrial agreement, renew an industrial agreement or perform work without an industrial agreement;
- Detail how the industrial regulation strategy will support the objectives of Human Resources Industrial Relations; and
- Identify how to maintain disciplined and consistent approach to industrial relations on site.

2.8 Right of Entry

2.8.1 General

Officials, employees, visitors and other contractors of the client may have right of entry to the work site under certain terms and conditions. Eaglematrix shall be responsible for managing requests for right of entry in accordance with the client's existing policies and procedures and the site safety and security protocols.

2.8.2 Specific Rights and Obligations

Eaglematrix must describe how union right of entry will be managed consistent with the law and client's policies. At a minimum Eaglematrix must demonstrate:

- its understanding of right of entry laws;
- its rights and obligations under right of entry laws;

Specifically which unions will have a legitimate right of entry to the site in accordance with their rules of association:

- A union officials rights and obligation under right of entry laws; and
- How Eaglematrix proposes to manage right of entry on the Project including its understanding of who holds the status of the "Occupier."

2.8.3 Protocols and Principles

In its HRMP, Eaglematrix shall address the following:

- How it intends to notify the Company prior to the intended time of the visit;
- How it intends to determine whether the Union has a legitimate right of entry;
- How Eaglematrix will ensure its field staff are knowledgeable about managing right of entry on site;
- Eaglematrix' plan to manage any legitimate requests and to ensure that the Union does not exceed its legitimate rights.

2.8.4 Workforce meetings

Eaglematrix representative at site will manage any meetings to ensure compliance with the legislation and so that it occurs at the most convenient time for the programming of work (i.e. prior to commencement of work, shift breaks, lunch breaks).

Workforce meetings shall include:

- the timing of the meeting including a finish time for the meeting;
- The location of the meeting to minimize disruption to those not attending the meeting; and
- Ensuring that only relevant employees attend and that other contractors' employees do not attend.

Prescribed Standards

3.1 Prescribed Standards

It has been a long-standing commitment of Eaglematrix to strictly comply with the prevailing labor law and other applicable rules and regulations.

3.2 Notice of Industrial Relations Issues or Disputes

Eaglematrix shall immediately advise its client about any employee relations issue or dispute (potential or actual) that it has with its security personnel.

Eaglematrix will make the appropriate and necessary arrangements for the proper resolution of the issue or dispute.

Eaglematrix shall keep its client fully informed in relation to any progress, escalation, or developments in relation to the issue or dispute using the prescribed forms.

3.3 Conduct of Industrial Relations Issues or Disputes

If the issue or dispute requires any action to be taken by Eaglematrix as a means of resolving or settling the issue or dispute then prior to taking any action, or agreeing to take any action, Eaglematrix must comply with the following steps:

- Eaglematrix must advise its client in writing the full details of the issue or dispute;
- Eaglematrix must advise its client of all the actions that it proposes to take in order to resolve or settle the issue or dispute;

3.4 Site Issues or Disputes

Eaglematrix shall not enter into any understanding relating to work practices or conditions of employment that are inconsistent with contractual arrangements and HRMP. Eaglematrix must ensure that it does not take any steps which are likely to give rise to claims by employees of other contractors or otherwise be detrimental to the management of industrial relations on site.

3.5 Management of Behavior in the Host Communities

A Code of Conduct will be provided by the Company and shall apply to all residents. Eaglematrix is responsible for managing the behavior of its employees at the communities (and to stop unruly behavior if it occurs). The Company shall prevent unsafe conduct by direction, consultation, and persuasion. There is no requirement or expectation on Eaglematrix employee to physically intervene to control behavior.

Eaglematrix shall take the following preventative measures:

- Ensure all employees receive and sign a copy of the Code of Conduct when checking into the project accommodation;
- Eaglematrix' Management and Supervision should lead by example at all times
- Reinforce employee awareness through inductions, pre-starts and tool box;

In the event any of Eaglematrix employees breach the Code of Conduct, Eaglematrix shall perform the following role:

- Nominate a representative who will be responsible for dealing with Code of Conduct breaches (and, in the absence of that representative, other personnel who will address those breaches);
 - Attend and deal with instances where employees are reported to be in breach of the Code of Conduct and have failed to modify the behavior following directions to do so, or warnings;
 - In such instances; attend, observe, reinforce the expectations of behaviors required by residents in the community, warn the employees of the potential consequence of failure to comply, record the identity of those involved, and report to the Contractor and Community Manager;
 - Investigate the breach, report investigation details and advise outcome to the Community Manager and the Company Representative;
 - Apply appropriate disciplinary action within 12 hours from occurrence of the event, including withdrawal of accommodation if deemed appropriate; and
 - Ensure that the relevant employees depart from (and do not return to) the Community in the event of their expulsion and exclusion from the Community.

3.6 Audit

Eaglematrix must agree to participate in an audit by the Company of the deliverables contained in the HRMP.

Eaglematrix must also agree to participate in an audit by the Company or its Agent of its payroll system on receipt of reasonable notice from the Company.

Information

4.1 Verification of Competency

Eaglematrix shall describe the process for checking and verifying that its personnel are skilled, licensed and competent to perform work on the site. Eaglematrix shall provide a copy of its process for recording, verifying and updating the competencies and licenses of its security personnel.

4.2 Workforce Communication

Eaglematrix shall describe the forums and the mediums by which it communicates with employees and the frequency of communications. For example this could include pre-start meetings, toolbox etc.

4.3 Equal Employment Opportunity

Eaglematrix shall describe how it will comply with relevant legislation relating to Equal Employment Opportunity (EEO) and discrimination. Eaglematrix shall supply a copy of its policies and procedures as an annex to its HRMP.

4.4 Indigenous Employment and Heritage

Eaglematrix shall describe its policy on Indigenous Employment. Eaglematrix shall supply a copy of its policy or programs as an annex to its HRMP.

4.5 Employee Assistance Program

Eaglematrix shall describe the details of its Employee Assistance Program. Eaglematrix shall provide the details of its provider and the range of services that are offered to the employees including that of any subcontractors.

Grievances and Resolution Guidelines

5.1 Introduction

To ensure that all employees of EAGLEMATRIX SECURITY AGENCY INC have every opportunity to express their self and have fair resolutions, equitable and prompt manner in the company grievances. The EAGLEMATRIX create guidelines to be fair for both lower Management and Higher Management. The company believes thru guidelines that based on the company policy will help us to give an immediate response to any grievances.

Eaglematrix will outline its process for managing performance and employee grievances resolution and detail the system that they have in place to support this process. Eaglematrix is committed that its process complies with the Department of Labor and Employment (DOLE) and any applicable law. It is the understood that all employees understand the process and their role and that it is complied with at all times.

5.2 Scope and Limitation

This policy covers complaints concerning wages, hours of work, working conditions, performance evaluations, merit raises, job assignments, reprimands, or the interpretation or application of a rule, regulation, or policy.

Moreover, it applies to all employees under the company but not included the contractual and all service providers. Matters outside of the scope of this policy include those that are regulated by legislation or other criminal offenses but not limited to the following;

- Sexual harassment Republic Act 7877
- Violence against children and women Republic Act 7610)
- The Comprehensive Dangerous Drugs Act of 2002 or Republic Act No. 9165
- Anti-Age Discrimination in Employment Act Republic Act No. 10911
- The Magna Carta of Women Republic Act 9710

5.3 Definition of terms

Complainant is the person/s who lodges a grievance pursuant to this policy.

Parties are the people involved in the grievance resolution process.

Employee Relations personnel who handle and mediate the personnel's

Grievance is any real or perceived problem or concern in relation to work, the work environment or working relationships which is raised with the employer by an employee (the complainant), where the problem or concern has a direct impact upon the complainant (see section 2 for matters that are outside the scope of this policy).

Top Management consisting of the Chairman, President, CFO and Managers

5.4 Grievance resolution principles

Employees who are parties to a grievance will be informed about the grievance resolution process.

The parties should attempt to resolve the grievance informally before resorting to formal or more structured processes.

Grievance resolution is the responsibility of the relevant managers. Where required, the grievance may be escalated to top management.

Grievances will be considered seriously and will be dealt with fairly, sensitively and as quickly as possible. If a grievance cannot be resolved within a reasonable period, the employer will inform all parties about the delay and the reasons for the delay

If at any stage of a grievance process the employer determines the matter constitutes misconduct, the matter is to be progressed in accordance with the Misconduct and Discipline Policy. Any remaining issues may continue to be addressed under the grievance resolution process. The complainant and respondent will be informed accordingly.

All parties will maintain appropriate confidentiality during the grievance resolution process.

The filing of a grievance will not result in unfair treatment or victimization of any party.

Where, at any stage in resolving the grievance, the Employee Relations determines that a grievance is frivolous, vexatious, misconceived or lacking in substance, the Employee Relations may dismiss the grievance. A finding that a grievance has been made frivolously or vexatious may lead to disciplinary action against the complainant under the Misconduct and Discipline Policy of EAGLEMATRIX SECURITY AGENCY INC.

Each party involved in a grievance process is entitled to be accompanied to meetings/discussions by a support person of their choice.

Grievance documentation will be held in a confidential file in secure storage.

5.5 Procedures

Grievance resolution is the process by which solutions are sought in response to an employee complaining or expressing concerns about problems in the workplace.

Informal Grievance Resolution

It is encouraged that informal grievance resolution is attempted prior to resorting to a more structured process.

- Ideally an employee raising the grievance (the complainant) should try to resolve the matter with the person against whom the grievance exists (the respondent). Where the grievance is in relation to a process, and does not involve a respondent, the complainant should involve their line supervisor.
- Where the supervisor is involved to facilitate resolution, the grievance can be lodged by the complainant verbally, or in writing. If in writing, it must be signed and dated. This informal process does not require documentation, though supervisors should make sufficient (minimal) notes if they participate in the process.
- Parties to the grievance should endeavor to:
 - amicably discuss the matter
 - identify all perspectives of the issue at hand, and
 - come to a mutually agreeable conclusion.
- A successful outcome to an informal grievance process consists of all parties having had an opportunity to present their story, consensus by all on the decisions made and any provisions for amends, and that the parties feel capable of continuing to work together in a professional capacity.
- If resolution is not achieved at the informal stage, the grievance is of a more complex nature, the parties believe this course of action is not appropriate, or the complainant feels uncomfortable about approaching the respondent, formal grievance resolution should be undertaken.

5.6 Formal Grievance Resolution

Similar to the informal process, formal grievance resolution entails meetings and discussions between involved parties, facilitated and documented by management, to achieve grievance resolution

Stage of conciliation

a) 1st stage Employee Relations Conciliation

The supervisor will determine the most appropriate process/intervention to manage a grievance. In making such determination, the nature of the grievance and the interests of all parties will be considered.

In most instances a complainant should first raise the grievance with his/her immediate supervisor. If the grievance is about the supervisor, the complainant should raise the grievance with the Employee Relations.

A formal grievance must be lodged in writing, containing sufficient information to allow the complaint to be assessed. The complainant can access support from his/her supervisors or other person of his/her choice to write the grievance documentation. It must be signed and dated. Where there is more than one complainant, each must sign the document

The Employee Relations should then discuss the matter with both parties and other relevant individuals and attempt to informally negotiate a satisfactory solution. The Employee Relations may elect to have one-on-one discussions, or arrange a meeting of the relevant parties, depending on the nature of the grievance

Intervention options are numerous, depending on the issue at hand. Resolution may include general discussion and conciliation, or may involve action (e.g. staff training, changing office seating arrangements, transferring staff or other detachments, reallocating work responsibilities etc)

At resolution of the grievance, the Employee Relations must ensure all parties are advised of the outcome. This communication should, where possible, take place in person. It may be appropriate for such outcomes to also be documented in writing to all parties

b) 2nd stage Management and Employee Relations Conciliations

Where a complaint cannot be resolved at Stage 1, it is to be referred to the presences of the Managers including the Employee Relations, who should work to resolve the matter.

The same steps as for Stage 1 should be followed

The Managers and the Employee Relations will create the resolutions.

c) Stage 3 Top Management Chairman, President and CFO

If there is no resolution made on the issue, the same will be raised to the Management for the final decision.

Once there will be a decision from the Top Management, all the documents will safe kept and remain confidential.

d) Example Issue Resolution Procedure

Employees

- If employees have a concern or grievance they should initially discuss their grievance with their immediate supervisor.
- The employee may involve their worker representative in this discussion if they wish.

Supervisors

- Supervisors should encourage employees with problems or grievances to prepare or make an incident report.
- If Supervisors receive a grievance from an employee or their worker representative, they should do what they can to establish the exact nature of the problem.
- Supervisors should look for ways in which they can resolve problems raised by employees within their scope of responsibility in decision-making. Supervisors should always leave employees with the impression that they take problems seriously and will look for ways to resolve them in a fair manner.
- If the problem is not capable of being resolved by a supervisor, the supervisor should notify the appropriate Manager.
- If problems have been referred to higher level management, Supervisors should inform employees regularly, what is being done to address the problem so that the employees are not left with the impression that the issue is not being dealt with. This may require Supervisors to actively seek out information from higher level management to relay to employees.

Area Managers

- Area Managers should encourage employees and supervisors to comply with the incident report writing at all times.
- Where problems have been referred to site management by supervisors, the Area Managers should, as a matter of priority, meet with the affected employee/s and/or worker representative to clarify the nature of the problem and give employees an opportunity to feel that their grievance or problem has been properly aired.
- Problems referred to the Area Managers should be dealt with promptly. This means finding a solution to the problem, seeking advice from others or referring the problem to senior management if that is the appropriate action.
- Whilst problems are being dealt with, the Area Managers should provide feedback to supervisors and employees what is being done to resolve the problem.

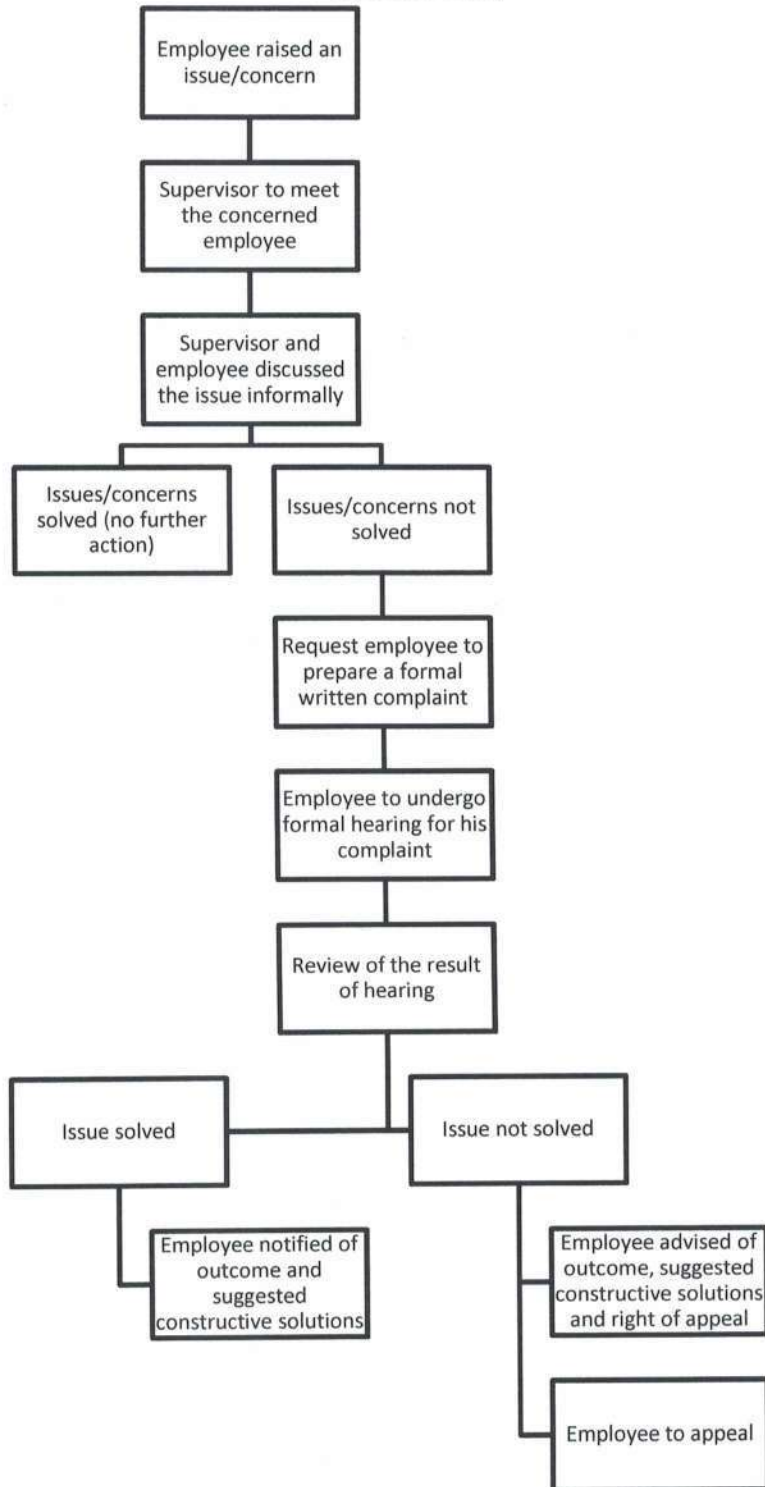
Senior Management

- Senior management is responsible for ensuring that at no stage does the Issue Resolution Process break down.

Problems referred to senior management should be dealt with as a matter of the

highest priority. Upon being notified of a problem, senior management should clarify the problem, seek appropriate advice for its resolution and then, if relevant, meet with Eaglematrix senior representatives in an effort to resolve the problem

Process Flow



5.7 Timeframe for Grievance Resolution

The Employee Relations should advise the complainant and respondent of the specified grievance resolution timeframe at the commencement of the resolution process. If an extension to the prescribed timeframe is required due to the complexity of a grievance, this must be negotiated and communicated to all parties

5.8 Confidentiality

Confidentiality in this context means that apart from the manager or supervisor involved, the only persons entitled to information about a grievance will be:

The complainant

The respondent

When dealing with a grievance, supervisors must ensure that all parties are aware that confidentiality must be maintained at all times.

5.9 Documentation

All document must have filed in one folder and with complete in the following;

- Complaint report
- Lodge written of the complainant and the respondent
- Minutes of meeting
- Memo to attend the meeting
- Decision and Resolution.

All documentation associated with a grievance and a formal grievance resolution process will be kept in confidential files in secure to the Employee Relations Department. These shall be kept separately from the personal files of both the complainant and the respondent.

Only when a complaint results in disciplinary action or substandard performance procedures will any relevant grievance information be placed on a personal file.

Legitimate Company Investigator

Employee Relations, Area Manager, Sr. Operations Manager are only allowed to investigate any violation under the company. No personnel allowed to conduct an investigation unless there will be an approval from the president concern if the Top management found a constructive or bias investigation.

Third Party also known as (Client and Community)

Any violation committed by the personnel committed violations or any crime to the third party, the issue will be forwarded to the Employee Relations for proper assessment.

If the assessment is valid, the employee will undergo to the twin notice rules. And the Area Manager will conduct an investigation.

After the investigation, the employee relations validate all the documents pertaining to the complaint of the third party. The Resolution will release after the 2 days finish the investigation.

If the employee found guilty the Personnel Punished appropriate disciplinary action.

Whistle-blower protection

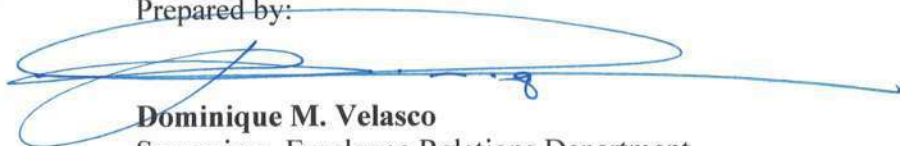
EAGLEMATRIX will use its best efforts to protect whistleblowers against retaliation. Whistleblowing complaints will be handled with sensitivity, discretion, and confidentiality to the extent allowed by the circumstances and the law. Generally, this means that whistleblower complaints will only be shared with those who have a need to know so that EAGLEMATRIX can conduct an effective investigation, determine what action to take based on the results of any such investigation, and in appropriate cases, with law enforcement personnel. (Should disciplinary or legal action be taken against a person or persons as a result of a whistleblower complaint, such persons may also have the right to know the identity of the whistleblower.)

Whistleblowers must be cautious to avoid baseless allegations (as described earlier in the definitions section of this policy). Allegations that are baseless and not made in good faith may result in disciplinary action.

All employees of EAGLEMATRIX may not retaliate against a whistleblower for informing management about an activity which that person believes in good faith to be fraudulent or dishonest with the intent or effect of adversely affecting the terms or conditions of the whistleblower's employment, including but not limited to, threats of physical harm, loss of job, punitive work assignments, or impact on salary or fees. Any complaint of retaliation will be promptly investigated and appropriate corrective measures taken if allegations of retaliation are substantiated. This protection from retaliation is not intended to prohibit supervisors from taking

action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.

Prepared by:



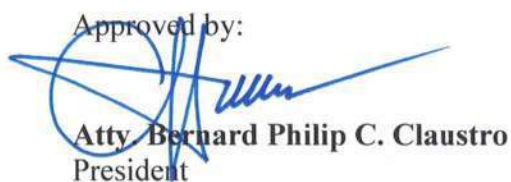
Dominique M. Velasco
Supervisor, Employee Relations Department

Reviewed by:



May Ros H. Catanduanes-Morales
Head, Administration Department

Approved by:



Atty. Bernard Philip C. Claustro
President