**HANDBOOK**

**JDIAMOND CAR RENTAL SERVICES INC.**

**FORMERLY**

*AMV RENT A CAR*

Since **2006**

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***AMV-HR-2008***

***AMV* RENT A CAR Philippines**

Company Rules and Regulations – Employees’ Code of Conduct

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INTRODUCTION

Purpose of this Handbook

Written policies promote consistency and fairness, create a clearer understanding of corporate norms and eliminate the need for guesswork on matters of company-wide application. Furthermore, it helps people, supervisors and subordinates alike, to work better together when they know what is expected of them and what they can expect from others. This handbook should thus serve as a working guide for all AMV employees.

Angelo M. Varron

President & CEO

IMPORTANT: This document, along with other requirements, must be surrendered by the Human Resources Department upon termination of employment for the release of terminal salary, other forms of compensation and benefits.

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VISION, CORE VALUES AND MISSION STATEMENT

Our Vision

To be the country’s PREMIER transport service provider in the car rental industry by delivering GLOBAL QUALITY SERVICES to our customers.

Core Values

To accomplish the vision, AMV is guided by the following core values:

* Godliness to guide the employee’s thoughts, words and deeds at all times;
* Discipline, both physical and intellectual, to produce the performance by its people;
* Integrity in the way its officers and employees speak, behave and work;
* Respect for the individuality and the individual;
* Equality in all basic rights and opportunities for all people;
* Creativity to be nurtured at every level of the organization;
* Teamwork to ensure the success of the Company and its constituents;
* Excellence in every effort and output produced;
* Dependability and reliability to be admired by customers and general public.

Our Mission

To consistently provide SAFE, EFFICIENT, AND RELIABLE transport services through competent, highly motivated, trained and qualified personnel. We shall warrant the safety and road worthiness of all our vehicles at all times.

AMV will achieve its Vision and put into practice its core values by:

* Providing consistent and high quality service to all Clients through zero complaints;
* Creating a work environment for its associates that will encourage and motivate them to demonstrate exemplary behaviour and performance at work;
* Building a corporate image within the transport industry, the business community and the general public by exhibiting the highest standards of integrity and professionalism;
* Earning for its shareholders a fair return on their investment.

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**Section 1**

**STATEMENT OF POLICIES**

AMV believes that the maintenance of order and discipline is fundamental to the achievement of Company goals and objectives. It is the means by which the organization can maintain a high degree of professionalism, integrity, and trust all levels, and will safeguard the interests of the Company and the well being of its people.

Coverage

The policies and guidelines, rules and regulations contained in this handbook are promulgated for the guidance of all employees of AMV.

Title

This handbook shall be known as the AMV Employees’ Code of Conduct

Objectives

AMV shall adopt a Code of Conduct in order to:

* Maintain order and discipline in the Company;
* Develop and instil good manners, right conduct and proper decorum at all times;
* Provide Supervisors and Managers with a uniform and fair disciplinary system to enforce company rules and regulations;
* Maintain mutual respect and understanding among employees; and
* Promote a highly productive working atmosphere.

Section 1 – Statement of Policies (Continued)

Responsibilities

All Managers and Supervisors are required to:

* Learn the AMV Code of Conduct by heart; although not expected to commit them to memory, they must know when and where to apply such rules, and where to find them.
* Ensure that the Code of Conduct is understood and strictly implemented by subordinates.
* Administer these policies in a consistent and impartial manner.

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The Human Resources AMV will:

* Regularly review these rules and regulations to make them relevant always to the needs of the organization and to propose changes, whenever necessary.
* Interpret the guidelines and provisions of the rules and regulations.
* Render assistance to managers and supervisors in the enforcement and application of the rules and regulations.

General Policies

* Disciplinary action should be aimed primarily rather that punishing the employee. To achieve this, procedures are designed to enforce discipline in the form of penalties that progressively increase in weight, depending on the gravity of the offense, to give the employee and his supervisor a reasonable opportunity to take corrective action.
* No employee shall be put on preventive suspension for more than one month, where such preventive suspension is imposed to allow investigation and resolution of a specific case.
* Management will form a Special Investigation Committee composed of (2) department heads including HRD, if a case involves the penalty of dismissal and the alleged violator denies any responsibility. In such a case, a full investigation and hearings must be conducted.

Implementing Procedures

* All AMV personnel who have direct, first hand evidence or experience are required to report complaints against their co-employees, and violations or offenses committed by such co-employees.
* The reporting employee should prepare a written violation report within twenty-four (24) hours of witnessing or receiving direct, firsthand knowledge of a violation or offense. This report should be forwarded to the reporting employee’s immediate supervisor or department head for evaluation to determine whether such offense merits further investigation.
* Upon initial assessment of a reported violation, the Supervisor or Manager or his duly authorized representative should issue a written notice within (24) hours upon receipt of the complaint or report, to the concerned employee(s), stating the offense he is being charged with.
* The notice should require the employee to answer the charges within a specified time (not longer than 48 hours) and should state the potential disciplinary action that might be taken against him. The Supervisor or Manager should advise the employee of the scheduled date, time and place of investigation, or hearings to present all relevant factual information.
* Failure of the respondent-employee to answer within the period given will be deemed a waiver of his right to be heard, and the formal investigating body will decide on the basis of the complaint and the evidence so far filled or presented.

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* All statements made by all parties in and during the investigation should be transcribed and signed by all participants in all hearings.
* A notice of disciplinary action should be given to the concerned employee upon establishment of guilt or culpability, or resolution or absolution in the absence of guilt or culpability.

Determining Disciplinary Action

The Supervisor or the Manager must determine the disciplinary action, in consultation with HR, according to these procedures.

* Penalties should be based on the provisions of this Employees’ Code of Conduct, and any aggravating or mitigating circumstance, where appropriate.
* In case of multiple violations, the violations, the violation carrying the more severe penalty shall be applied, and the violation with lesser penalty serve as an aggravating factor.

Mitigating Factors

The following may mitigate an erring employee’s offense:

* His length of service;
* His past good performance record;
* His admission of guilt;
* His erroneous judgement as a result of a wrongful order from a superior, or an act performed in good faith or under threat, intimidation or duress;
* Unusually strong provocation to commit the offense.

Aggravating Factors

The following may aggravate an erring employee’s offense:

* Previous record of a similar offense;
* The offense has caused public embarrassment, damage or loss to the Company or its Client;
* The offense results in some personal gain or reward;
* The offender has abused his/her authority;
* The offender has had a history of poor performance;
* There was premeditation or conscious deliberation behind the commission of the offense.

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Authority to Penalize

Supervisors and Managers are required to immediately exercise the authority to impose a penalty, when they are aware of any possible violation of this Employees’ Code of conduct. Failure to exercise such authority constitutes a dereliction of duty and negligence.

The authority to penalize shall reside in the following supervisory levels:

* Written Warning, Reprimand or

Suspension of up to 3 days - Immediate Supervisor

* Suspension of 4-15 days - Department Head
* Suspension of 16-30 days - Department Head & HRD Manager
* Dismissal - Special Investigation Committee

All imposition of penalties, including written warnings and reprimands, must be preceded by an order from the immediate supervisor, who will impose the penalty on the violator/offender, to explain why he/she should not be penalized. Such order must be given to the violator within 24 hours of the offense becoming known or being reported to such supervisor.

Furthermore, AMV Management, at its discretion, considering the circumstances of each case, may impose a graver penalty than that provided for in these rules, particularly when the violations results in injury to persons or damage to property, or both.

All penalties imposed, including warnings or reprimands, shall be given writing and will form part of the violator’s 201 file.

**Section 2**

**ATTENDANCE AND PUNCTUALITY**

The company’s ability to work as a team depends on the availability of all its team members at their work place when needed by supervisors, co-employees and most especially, Clients or Customers. Each employee, therefore, is responsible for performing his duties regularly and punctually. Each employee should be at his workstation and ready to work at starting time and continue to be at the designated workplace until his/her reliever and/or when his/her immediate superior allows him/her to leave his/her workstation.

Habitual absenteeism and tardiness not only disrupts the normal flow of work, but also the morale of other members of the team who are dependent on others to deliver their best performance. An employee, therefore, should endeavour not to be absent or late, except for authorized and scheduled leaves and justifiable emergencies, such as sickness. Any employee who is absent or late for work is responsible for notifying and securing the approval of his superior in advance to avoid disruptions of workflow and work plans.

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**Guidelines**

Every employee must seek permission from his immediate supervisor before taking any leaves. Except in emergency cases, the permission must be requested at least forty-eight (48) hours before the intended date of leave. The necessary leave form should be filed in advance.

An employee who is absent from work for compelling reasons other than emergency cases, must notify his supervisor of his absence and of the reasons therefore within the first (1) working hour from date of absence, or upon commencement of his succeeding shift. An employee who is absent due to sickness or illness, notification must also be given to the Company Nurse. For minor illness such as headache, dysmenorrhea, LBM and the like, with a minimum of one (1) day Sick Leave need not get medical clearance from our Clinic. However, for major illnesses such as hypertension, severe body pain, influenza, open wounds, bone fractures and the like with two (2) days or more of Sick Leave, the employee must secure a medical certificate or clearance from Guevent Medical Clinic or from a licensed medical practitioner and must submit such certificate upon subsequently reporting for duty.

Being late for more than five (5) minutes on any specific day will considered Tardiness.

Violations and Penalties

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violation** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 2.1 Five (5) times tardy within a month | Written Warning | 3 days suspension | 7 days suspension | 30 days suspension | Dismissal |
| 2.2 Fifteen (15) times tardy within (3) months | 7 days suspension | 30 days suspension | Dismissal |  |  |
| 2.3 1-4 non-consecutive days Absence Without Leave (AWOL) | 7 days suspension | 30 days suspension | Dismissal |  |  |
| 2.4 5 or more non-consecutive days, or 2-4 consecutive days AWOL | 30 days suspension |  |  |  |  |
| 2.5 5 consecutive days AWOL | Dismissal |  |  |  |  |
| 2.6 Unauthorized undertime | Written Warning | 3 days suspension | 7 days suspension | 15 days suspension | Dismissal |

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**Section 3**

**PERFORMANCE OF DUTY**

Each employee is trusted to perform his duties effectively, accurately and to the best of his abilities. Each position is an integral part of the whole organization and all employees are dependent on one another to achieve certain objectives. The thoroughness given by each employee to his job translates into a productive and more effective work force.

Neglect of duty seriously disrupts operations. Thus, every employee should perform all duties or any other work assigned to him with diligence and should strive to meet work standards set by the Company and/or its Client.

Violations and penalties

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 3.1 Failure to log in with time recorder or biometric timekeeper without reasonable cause. | Written Warning | 1 day suspension | 3 days suspension | 7 days suspension | 15days suspension |
| 3.2 Punching or swiping timecards of another employee or letting another person to punch or swipe your time card. | Dismissal |  |  |  |  |
| 3.3 Selling unauthorized products or charging a service fee to customers on behalf of the Company without management approval. | 30 days suspension | Dismissal |  |  |  |
| 3.4 Malingering, or feigning sickness (pretending to be sick) in order to escape work. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 3.5 Sleeping while on duty, or on Company time. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 3.6 Abandonment of Station or Work – leaving work assignment and company premises during working hours without approval from Supervisor or Dep’t Head. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 3.7 Failure to report violations or infractions of AMV policies, rules and regulations and other orders and responsibilities | 7 days suspension to dismissal depending on gravity of offense | 15 days suspension | 30 days suspension | Dismissal |  |
| 3.8 Failure to carry out duties and responsibilities, or specific instructions from Supervisor. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 3.9 Allowing unauthorized personnel to drive a Company vehicle under your custody, except in case of extreme emergency and with proper authorization. | Dismissal |  |  |  |  |
| 3.10 Driving without a valid Driver’s License, or using an expired License | Dismissal |  |  |  |  |
| 3.11 Discourtesy – being discourteous or rude in dealings with officers, staff members or Customers. | 7 days suspension to dismissal depending on gravity of offense | 15 days suspension | 30 days suspension | Dismissal |  |
| 3.12 Failure to immediately report a personal injury inflicted on another person, or damage inflicted on Company property. | 7 days suspension to dismissal depending on gravity of offense | 15 days suspension | 30 days suspension | Dismissal |  |
| 3.13 Moonlighting – engaging in part-time employment outside the company or being hired by a competitor without management approval. | Dismissal |  |  |  |  |
| 3.14 Failure to return to station or garage immediately after rendering service. | Dismissal |  |  |  |  |
| 3.15 Showing or exhibiting pornographic materials, pictures or literature on company time on company premises. | Dismissal |  |  |  |  |
| 3.16 Not following proper radio courtesy, or misuse of radio. | 7 days suspension to dismissal depending on gravity of offense | 15 days suspension | 30 days suspension | Dismissal |  |
| 3.17 Discourteous manner in answering over two-way radio. | Written Warning | 3 days suspension | 7 days suspension | 15 days suspension | 30 days suspension |
| 3.18 Prolonged use of the telephone for long distance or overseas calls for personal use without prior approval of the dep’t. Manager. | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |  |
| 3.19 Using Company telephone for long distance or overseas calls for personal use without prior approval of the dep’t. Manager. | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |  |
| 3.20 Failure to attend monthly station meetings. | Written Warning | 3 days suspension | 7 days suspension | 15 days suspension | 30 days suspension |
| 3.21 Refusal to receive or accept a lawful order or official memorandum from Management or its official representative and all other acts of insubordination | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 3.22 Refusal without any valid reason to accept additional workload or job rotation. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 3.23 Entertaining personal or non-official visitors while on duty | Written warning | 3 days suspension | Dismissal |  |  |
| 3.24 Bringing to Company premises any unauthorized person, or causing trouble or damage to Company property. | Dismissal |  |  |  |  |
| 3.25 Carelessness in or mishandling of evidence to be used in an administrative or judicial case, or causing the obstruction of justice | 30 days suspension to dismissal depending on gravity of offense | Dismissal |  |  |  |
| 3.26 Any act of negligence or carelessness that would tend to lead to a loss of business to the client or G&STC. | 30 days suspension to dismissal depending on gravity of offense | Dismissal |  |  |  |
| 3.27 Revealing or divulging company trade and secrets, plans, operations, finances, inventories or other classified matters of information. | Dismissal |  |  |  |  |
| 3.28 Any act of negligence or carelessness that would tend to lead to a loss of business to the Client or AMV. | 30 days suspension to dismissal depending on gravity of offense | Dismissal |  |  |  |
| 3.29 Failure to return car/vehicle keys after punch out. | 3 days suspension | 7 days suspension | 15 days suspension | 30 days suspension | DISMISSAL |
| 3.30 Leaving your car key inside the vehicle. | 5 days suspension | 7 days suspension | 15 days suspension | 30 days suspension | DISMISSAL |

The dismissal in any case listed above shall be without prejudice to subsequent criminal or civil action against the offender.

**SECTION 4**

**SERVICE STANDARDS AND PROCEDURES**

Service standards and procedures were established to render high quality service to our Clients. These service standards were designed to differentiate the level of service provided by AMV from those rendered by its competitors. It is the objective of AMV to exceed industry expectations of service quality; therefore; all employees are expected to adhere to these high standards.

**Customer Service Standards and Procedures**

1. **Punctuality**

Driver and/or rented vehicle must arrive at the customers’ desired pick up point at least ten (10) minutes before scheduled pick-up time. The Dispatcher must release Drivers with sufficient lead time, considering traffic conditions and distance, to ensure that Drivers arrive at the appointed pick-up location within this prescribed standard (i.e., 10 minutes before pick-up time).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 4.1 Failure to dispatch a driver with sufficient lead time to arrive at the Customer’s pick-up point at the scheduled pick up time in the desired pick-up point. | Written Warning | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |
| 4.2 Driver’s failure to arrive within standard ten (10) minutes prior to scheduled pick-up time, despite being dispatched with sufficient lead time. | Written Warning | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |

Note: The Violator will also be liable for any “Cost of Recovery,” referring to any loss experienced by the Company or the Client/Customer, which results from late arrival of or missed pick-up by the Driver and Vehicle.

**II. Staff Grooming and Wearing of Prescribed Uniform**

All service staff are required to adhere to the following grooming standards and should wear the prescribed uniform.

**Grooming Standards**

CHAUFFEUR (DRIVER) / DISPATCHER / TRAFFIC & FLEET COORDINATOR / HQ STAFF

* Hair must be trimmed and not touching the ears and collar.
* No hair color other than black or dark brown may be used.
* Finger nails must be short and clean.
* Must be free from unpleasant body odors.

FEMALE RSA / CSR / ASM / HQ STAFF

* Hair must be clean and arranged in a neat, business-like style.
* Hair that is longer than shoulder length must be worn tied black.
* No hair color other than black or dark brown may be used.
* Facial make-up must match skin tone.
* Finger nails must be cut and clean.
* Nail polish should complement the uniform, in shades of red or colorless.
* Must be free from unpleasant body odor.

MALE RSA / CSR / ASM / HQ STAFF

* Hair must be properly trimmed, combed or brushed.
* Clean shaven (No facial hair, moustache, beard or long sideburns.
* Finger nail must be short and clean
* Must be free from unpleasant body odors.

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General Wear Standards

* All uniform items must be clean, pressed, non-faded and in presentable condition at all times.
* All uniform items are to be worn as they are intended upon issuance. While in uniform, all employees should act as exemplary representative of AMV.

Shoes & Socks

* Men’s shoes must be black, with black or dark grey socks.
* Women’s shoes must be black and simple in style, with either black or dark stockings. Shoes should have closed heels, toes and sides.
* Shoes must be clean, well-polished and well maintained at all times.

Jewellery

* Only one ring on each hand is permitted. An engagement ring, wedding ring and eternity ring all account as one ring when worn together on one finger.
* Only one simple gold or silver bracelet may be worn. Ankle bracelets are not permitted.
* Earrings must match. (For female employees only.)
* Only stud earrings or Pearl earrings allowed, and only one earring in each other lobe is permitted.
* Male employees are not allowed to wear earrings when on duty.
* Only one slim gold or silver plain necklace may be worn.
* Wristwatches must be of a conventional design in gold, silver or stainless steel finish. Leather straps must be brown, black, red, white or of a neutral color.

Additional Accessories

* Mobile phone with sufficient credit load and battery power

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 4.3 Failure to adhere to grooming standards and wearing of prescribed uniform with required \* additional accessories. | Written Warning | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |
| 4.4 Failure by an ASM/TFC or Dispatcher to conduct routine inspection. | Written Warning | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |
| 4.5 Failure by an ASM/TFC or Dispatcher to reprimand or prevent an employee from rendering work when not complying with grooming standards. | Written Warning | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |

***III.* Vehicle Grooming and Condition**

Assigned cars must be kept clean and supplied with complete amenities. Drivers must perform touch-up cleaning during full time and prior to every trip. To ensure road worthiness and avoid inconvenience to the passenger, Driver must also completely accomplish both the VEHICLE CHECKLIST, as well as the DRIVER & VEHICLE GROOMING CHECKLIST, prior to departure.

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| --- | --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** | |
| 4.6 Failure to conduct daily vehicle inspection. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal | |
| 4.7 Failure to perform touch up cleaning during lull time and off peak periods. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal | |
| 4.8 Failure to report to Supervisor any observed mechanical trouble and vehicle damage. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |
| 4.9 Failure to accomplish the VEHICLE CHECKLIST and DRIVER & VEHICLE GROOMING CHECKLIST properly. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | | Dismissal |
| 4.10 Failure to complete the necessary limousine amenities. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | | Dismissal |

***IV. Standard Spiel***

Driver must perform their standard spiel in order to prepare the Customer for the trip.

**DRIVER’S STANDARD SPIEL**

**How to Greet Guests (Guest just boarded the car)**

DRIVER: Good morning, Mr./Ms. \_\_\_(Name of Guest). I am \_\_\_ (your Name), your driver.

GUEST: Good morning \_\_\_\_\_\_\_\_\_\_ (your Driver).

DRIVER: Sir/Ma’am, may I confirm that we are proceeding to \_\_\_\_\_\_\_\_ (Destination).

GUEST: Yes.

DRIVER: Are the temperature and music settings fine with you, Sir?

May I offer the following CDs for you to choose from…

GUEST: Okay.

DRIVER: Sir, travel time from the \_\_\_\_\_\_\_\_ (Pick-up Point) to the \_\_\_\_\_\_\_\_ (Destination)

Is approximately \_\_\_\_\_\_\_\_ (Travel Time) minutes.

**How to End a Trip Transaction**

DRIVER: Sir, we are now approaching the \_\_\_\_\_\_\_ (Destination).

GUEST: Alright.

DRIVER: Sir/Ma’am, may I have your signature please?

GUEST: Thank you.

DRIVER: Have a nice day/afternoon/evening. Have a pleasant trip.

**How to Handle Guest Asking for a Change in Itenerary**

GUEST: Could you please drop me off at \_\_\_\_\_ (Different Drop-off Point) instead?

DRIVER: Certainly, Sir/Ma’am. May I just advise the station of our change of itinerary?

(*Driver to call the station for the change in itinerary and rate.*)

GUEST: Why is that so?

DRIVER: Sir, the trip to \_\_\_\_\_\_ (Different Drop-off Point) was not part of our original route. We have a different rate for a drop-off in \_\_\_\_\_ (Different Drop-off point).

GUEST: Alright.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 4.11 Failure to perform standard spiel. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |

**V. *Standard Welcome Greeting and Telephone Etiquette***

AMV employees must use the standard welcome greetings and telephone etiquette with a welcome tone and warm reception. AMV employees answering telephone calls must show good telephone manners and conduct. Calls must be answered within three (3) rings.

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STANDARD WELCOME GREETINGS: “Good Morning/Afternoon/Evening! Thank you for calling AMV Rent A Car. This is \_\_\_\_\_ (state your name). how may I help you?”

STANDARD FAREWELL: “Make a recap of the caller’s requests and ensure that you provide all of the caller’s needs. Thank him/her and wish him a pleasant day.

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| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 4.12 Failure to perform the standard telephone welcome and farewell greeting. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |

***VI. Accident Reporting***

Accidents must be reported to the station within 1.0H from the time of occurrence or time of accident has been reported. Accident report must be completed and submitted to the VEHICLE CONTROL together with the necessary documents within 48 hours from occurrence and/or time accident has been reported.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 4.13 Failure to inform station or Vehicle Control of the accident within 1.0H from the time of occurrence / time of accident has been reported. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |
| 4.14 Failure to report accident to Head Office within 4.0H from time of occurrence / time of accident has been reported. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |
| 4.15 Failure to submit and complete necessary accident documents within the given time. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |
| 4.16 Failure to provide immediate assistance to any person involved in the accident. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |

***VII. Reservation Handling***

Address each customer by Name. Gather reservation details and contact information. Recap reservation details prior to ending the conversation. Once information is available regarding car and driver details perform the Call-Back service. Response the confirmation of Customer reservations and inquiries should be made and given within 24 hours from the time reservation was placed. Telephone transactions should be limited to 3-5 minutes to attend to other incoming calls.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 4.17 Failure to reply to customer inquiries and reservations. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |
| 4.18 Failure to perform Call-Back service on car and driver details, despite having the information available. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |
| 4.19 Failure to record and complete a reservation placed by a customer. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |
| 4.20 Failure to provide Dispatcher with complete, correct and updated service requests. | Written  Warning | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |

***AMV* RENT A CAR Philippines**

Company Rules and Regulations – Employees’ Code of Conduct

**Section 5**

**PROPER CONDUCT AND BEHAVIOR**

Each employee is a professional who works in a formal and organized work place. People conduct and behavior indicate professionalism at its best, which in turn attracts both internal and external. Customers to do business with us. An organization without discipline will eventually fail. Therefore, every employee should conduct himself with decorum and professionalism that reflect the values of the organization.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VIOLATIONS** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 5.1 Any attempt to inflict or cause harm or injury upon another person inside Company premises, or when in possession of Company vehicle. | Dismissal |  |  |  |  |
| 5.2 Inflicting verbal abuse using profanity or any other type f obscene language on any person within our near Company or   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 5.3 Threatening bodily harm, or challenging any employee or person to a fight, or using any other threat, whether or not work-related, and for any reason whatsoever. | Dismissal |  |  |  |  | | 5.4 During work hours and within or around Company or Client premises, engaging another employee in a fight; assaulting any person for whatever reason | Dismissal |  |  |  |  | | 5.5 Immortality – any lewd act or behavior which is against accepted social mores and norms. | Dismissal & payment of expenses related to violation |  |  |  |  | | 5.6 Abuse of position to gain personal advantage from any employee or third party. | Dismissal |  |  |  |  |   Client premises. | 7 days  Suspension | 15 days  Suspension | 30 days  Suspension | Dismissal |  |
| 5.7 Any act constituting a threat, intimidation, harassment, molestation or coercion against any person. | Dismissal |  |  |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 5.8 Planting evidence against any person for the purpose of imputing an offense against that person, or to evade responsibility for an offense or crime punishable by law or by this Code. | Dismissal |  |  |  |  |
| 5.9 Fraternization – engaging in a personal relationship during work hours with any employee or person within the Company that may lead to a neglect of duty or non-performance of duty. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 5.10 Pimping – soliciting Clients for a prostitute, or soliciting or offering a prostitute to a Client. | Dismissal |  |  |  |  |
| 5.11 Asking for tips from a Customer of a commission from a supplier. | Dismissal |  |  |  |  |

**Section 5 – Proper Conduct and Behavior: Violations and Penalties (Continued)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Violations | 1st Offense | 2nd Offense | 3rd Offense | 4th Offense | 5th Offense |
| 5.12 Committing acts that violate rules and regulations governing personal hygiene and public sanitation. | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |  |
| 5.13 Smoking while on-duty | 3 days suspension | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |
| 5.14 Intentionally or through negligence causing personal injury or death to another person during work hours or within Company or Client premises. | Dismissal, arrest & filling criminal charges. |  |  |  |  |
| 5.15 Making or spreading vicious and/or malicious statements against other employees, supervisors, or Company officials. | Dismissal |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Violations | 1st Offense | 2nd Offense | 3rd Offense | 4th Offense | 5th Offense |
| 5.12 Committing acts that violate rules and regulations governing personal hygiene and public sanitation. | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |  |
| 5.13 Smoking while on-duty | 3 days suspension | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |
| 5.14 Intentionally or through negligence causing personal injury or death to another person during work hours or within Company or Client premises. | Dismissal, arrest & filling criminal charges. |  |  |  |  |
| 5.15 Making or spreading vicious and/or malicious statements against other employees, supervisors, or Company officials. | Dismissal |  |  |  |  |

**Section 5 – Proper Conduct and Behavior: Violations and Penalties (Continued)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 5.16 Possessing, using of any prohibited drugs on Company or Client’s premises, except when such drugs are legally prescribed by a physician. | Dismissal |  |  |  |  |
| 5.17 Drinking alcoholic beverages during work on Company or Client’s premises | Dismissal |  |  |  |  |
| 5.18 Driving while under the influence of liquor. | Immediate Dismissal upon receipt of written report from customer. |  |  |  |  |
| 5.19 Entering Company or Client premises or performing work while under the influence of alcohol or any prohibited drugs. | Dismissal |  |  |  |  |
| 5.20 Allowing oneself to be relieved by another person known to be under the influence of liquor or any prohibited drugs. | Dismissal |  |  |  |  |

**Section 5 – Proper Conduct and Behavior: Violations and Penalties (Continued)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Violations | 1st Offense | 2nd Offense | 3rd Offense | 4th Offense | 5th Offense |
| 5.21 Instigating or leading and/or participating in sabotage, work slowdown, work interruption or stoppage. | Dismissal |  |  |  |  |
| 5.22 Gambling, betting, conducting lotteries or other similar acts during work hours or within Company or Client premises. | Dismissal |  |  |  |  |
| 5.23 Borrowing money from Clients, suppliers or co-employees. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 5.24 Sexual harassment – using authority, or physical or intellectual power, to gain or receive a sexual favor. (Using vulgar language is a form of sexual harassment, especially if done with intent to offend or insult a member of the opposite sex.) | Dismissal |  |  |  |  |

**Section 5 – Proper Conduct and Behavior: Violations and Penalties (Continued)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 5.25 Loafing or loitering during work | Written Reprimand | 7 days suspension | 15 days suspension | Dismissal |  |
| 5.26 Insulting, threatening with bodily harm, or showing disrespect to a supervisor or official of the Company or Client, or any other person or party when not warranted by the situation. | Dismissal |  |  |  |  |

**Section 6**

**PERSONAL AND PROFESSIONAL INTEGRITY**

Human inter-relations within the company and outside with business partners and Customers largely depend on mutual trust from, by and between members of the team and others. Each task, duty, transactions, conversations, and exchange is dependent on trust. The absence of personal or professional integrity destroys the moral fiber essential to the survival of the organization. All employees are required to practice and live with integrity, at the workplace or anywhere else.

Integrity is such an important core value of the company that the penalty for acts and deeds carried out at the expense of personal integrity, whether one’s own or co-employee’s, is typically immediate dismissal.

**Violations and Penalties:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Violations | 1st Offense | 2nd Offense | 3rd Offense | 4th Offense | 5th Offense |
| 6.1 Exhortion – any and all acts related to the taking of money or valuable items through the misuse or abuse of authority, by intimidation, threat or coercion. | Dismissal and a report to proper authorities. |  |  |  |  |
| 6.2 Graft-accepting bribes, whether in cash or in kind, in exchange for a favor or reward, or sacrificing enforcement of rules or disregarding duties and responsibilities in favor of a gift or reward. | Dismissal and a report to proper authority. |  |  |  |  |
| 6.3 Tampering, alteration or unauthorized use of receipts or purchase orders for personal monetary gain or in exchange for a favor or reward. | Dismissal & payment of expenses relating to the offense. |  |  |  |  |
| 6.4 Malversation or unauthorized use of Company funds for personal or other causes. | Dismissal |  |  |  |  |
| 6.5 Falsification of records for whatever reason or purpose. | Dismissal |  |  |  |  |
| 6.6 Pilferage, stealing, theft, robbery or any unauthorized taking for personal gain or use of Company, Client, or any other person’s or party’s property. | Dismissal |  |  |  |  |
| 6.7 Perjury – Giving untruthful statement/s or concealing material facts in an investigation conducted by authorized representatives of the Company. | Dismissal, arrest and filing of appropriate case. |  |  |  |  |
| 6.8 Unauthorized alteration of time records. | Dismissal |  |  |  |  |
| 6.9 Concealing defective work or covering up for another employee’s mistakes or shortcoming, which results in prejudice to the Company or the Client. | Dismissal |  |  |  |  |
| 6.10 Soliciting or receiving money, favor share percentage or benefit from any person, personally or through the mediation of another, to perform an act prejudicial to the Company or to Client. | Dismissal |  |  |  |  |
| 6.11 All other acts of dishonesty which cause or tend to cause prejudice to the Company or to Client. | Dismissal |  |  |  |  |

**Section 7**

**USE OF COMPANY PROPERTIES**

The Company has invested a considerable amount of capital to allow its employees to perform their jobs more efficiently and with ease. The Company’s properties, such as cars, computers and other equipment and assets are tools to enhance the productivity of operations and support personnel. Neglect in the care of Company equipment not only leads to additional costs of maintenance and repairs, but also burdens employees with unproductive assets. Therefore, extra care should always be exercised in the use of such properties.

***Violations and Penalties:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Violations | 1st Offense | 2nd Offense | 3rd Offense | 4th Offense | 5th Offense |
| 7.1 Causing damage to property resulting from negligence or non-compliance with duties and responsibilities, or damage due to mischievous acts or carelessness. | 15 days suspension up to dismissal, depending on severity of damage | 30 days suspension | Dismissal |  |  |
| 7.2 Deliberate destruction of Company property. | Dismissal |  |  |  |  |

**Section 7 – Use of Company Properties (*Continued*)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2ND Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 7.3 Unauthorized use of Company property, such as using or taking of Company vehicles outside Company premises without approval form supervisor or higher authority. | 30 days suspension | Dismissal |  |  |  |
| 7.4 Reckless use of Company vehicles. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 7.5 Lending of service vehicle or any other Company property to unauthorized parties. | Dismissal & payment of expenses relating to violation |  |  |  |  |
| 7.6 Lending of service vehicle or any other Company property in the planning or commission of a crime. | Dismissal, arrest and filing of criminal charges |  |  |  |  |
| 7.7 Unauthorized and improper use of care of company properties or facilities. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 7.8 Unauthorized use of Company vehicle, resulting in an accident or any injury to any person. | Dismissal |  |  |  |  |
| 7.9 use of any office equipment (e.g., fax machine, computer, printer, photocopier) for personal purposes |  |  |  |  |  |

**Section 8**

**CONFIDENTIALITY OF INFORMATION**

AMV prides itself in recruiting, training and producing quality employees than the rest of the industry. In order to maintain its edge, therefore, the Company must continue not only to innovate and create new methods, but also to guard its “inventions” from pilferage or copying by other agencies.;

Therefore, any report, comment, opinion or data about the Company’s operations, its financial condition and its people, constitute valuable information that must be kept away from public knowledge, because their discovery could lead to the loss of competitive advantage, or owrse, to the pirating of our people and our systems to the collective detriment of all our shareholders. All employees must consider all Company information as trade secrets, and must take the necessary steps to prevent outsiders (other than Government agencies that regulate security agencies) from obtaining such information.

***Violations and Penalties:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2ND Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 8.1 Infidelity in the custody of Company’s documents. | Dismissal |  |  |  |  |
| 8.2 Unauthorized revealing, releasing or divulging of confidential information to individuals, other than authorized person/s, defined as those who, by virtue of their position, should know such confidential matters, such as officers of the Company, Internal auditors and the Company’s legal counsel. | Dismissal |  |  |  |  |

**Section 9**

**SAFETY AND ACCIDENT PREVENTION**

Safety is a shared responsibility between the Corporation and its employees. Worker involvement forms part of Wider health and safety risk management and health and safety is just one application of a broader involvement of the workforce on organizational decision-making. AMV believes that good safety management contributes to operational excellence. AMV has embarked on a journey to build a safety culture oat our workplace by inculcating a mindset among our employees of putting safety first. It is our policy of AMV to create and maintain a safe and healthful work place free from recognized hazards that may cause harm to employees, renters and visitors.

Effective immediately, please advise your immediate family that all emergency calls should be relayed thru the station office. The station will advise you of the message received as soon as you arrive at the station. This is to prevent you from any reaction that may affect and distract you’re driving which may result in any untoward incidents, while you are driving.

Dispatchers or your ASM will inform you of any instruction/s and emergency calls thru TEXT MESSAGE or thru your PORTABLE RADIO (when provided). Dispatchers shall request the Chauffeur to REPORT BACK TO STATION IMMEDIATELY, if extreme emergencies were received. Chauffeurs should place their mobile phone on “VIBRATE MODE” or “SILENT MODE”. Likewise, all Chauffeurs are requested to check their phones regularly in order not to miss any important message.

These policies include the cost of deductible franchise will be shouldered by the employee concerned.

**Section 9 – Safety and Accident Prevention (*Continued*)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2ND Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 9.1 Involvement in a major vehicular/traffic accident that was proven to be the fault of the employee (in a subsequent objective investigation). | 30 days suspension | DISMISSAL |  |  |  |

**Section 9 – Safety and Accident Prevention (*Continued*)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2ND Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 9.2 Involvement in any vehicular/traffic accident. | Not allowed to report for work until all documents needed by Vehicle Control have been submitted. | 7 days suspension | 15 days suspension | 30 days suspension | DISMISSAL |
| 9.3 Failure to wear seatbelt while driving. | 1 day suspension | 3 days suspension | 7 days suspension | DISMISSAL |  |
| 9.4 Using mobile phone while driving or when vehicle has been parked. | 3 days suspension | 7 days suspension | 15 days suspension | DISMISSAL |  |
| 9.5 Failure to lock doors while driving or when vehicle has been parked. | 3 days suspension | 7 days suspension | 15 days suspension | DISMISSAL |  |
| 9.6 Failure to park the vehicle in a secure designated parking area. | 3 days suspension | 7 days suspension | 15 days suspension | DISMISSAL |  |
| 9.7 Sleeping or staying inside the vehicle while waiting for the customer. | 3 days suspension | 7 days suspension | 15 days suspension | DISMISSAL |  |
| 9.8 Reckless and unsafe driving. | 15 days suspension | DISMISSAL |  |  |  |

**Section 10**

**NEGLECT OF DUTY BY MANAGERIAL AND SUPERVISORY EMPLOYEES**

The responsibility vested in managerial and supervisory employees is critical to the effective functioning of G&STC. They are responsible not only for their respective assignments, but also for the welfare and productivity of employees over whom they exercise authority. Employees cannot possibly comply with rules if they have not been made aware of such rules. Managers and supervisors are expected to inform their about Company policies, rules and regulations.

The company expects that all matters affecting the organization be reported to Management, so that they can make informed decisions. These matters include violations or infractions of the rules by employees reporting to them. More importantly, managers and supervisors should recommend steps to prevent the occurrence.

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| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2ND Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 10.1 Failure of a Manager or Supervisor to disseminate to employees, over whom he exercises supervision, of company policies, work rules and regulations, performance standards, charges in work rules, and the like. | 7 days suspension | 15 days suspension | 30 days suspension | Dismissal |  |
| 10.2 Failure of a Manager or Supervisor, who has knowledge of any violation of any rule or regulation, to take steps to prevent or report such violations. | 15 days suspension | 30 days suspension | Dismissal |  |  |
| 10.3 Failure of a Manager or supervisor to exercise and implement disciplinary action upon receipt of knowledge or discovery of a violation. | 7 days suspension | 15 days suspension and relief from duty, and removal of allowance (if any) | Dismissal |  |  |