**Section 4 – Customer Standards and Procedures: Violations and Penalties (Continued)**

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

Assigned cars must be kept clean and supplied with complete limosine amenities. Drivers must perform touch-up cleaning during lull 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.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Violations** | **1st Offense** | **2nd Offense** | **3rd Offense** | **4th Offense** | **5th Offense** |
| 4.6 Failure to conduct daily vehicle inspection. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.7 Failure to perform touch up cleaning during lull time and off peak periods. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.8 Failure to report to Supervisor any observed mechanical trouble and vehicle damage. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.9 Failure to accomplish the VEHICLE CHECKLIST and DRIVER & VEHICLE GROOMING CHECKLIST properly. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.10 Failure to complete the necessary limousine amenities. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | 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: May I offer you cold towel & mineral water Sir? (Limousine Drivers Only.)

GUEST: Thank you.

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

 May I offer the following CDs for you to choose from… (Limousine Drivers Only.)

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. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | 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.

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.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Violations | 1st Offense | 2nd Offense | 3rd Offense | 4th Offense | 5th Offense |
| 4.12 Failure to perform the standard telephone welcome and farewell greeting. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | 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. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.14 Failure to report accident to Head Office within 4.0H from time of occurrence / time of accident has been reported. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.15 Failure to submit and complete necessary accident documents within the given time. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.16 Failure to provide immediate assistance to any person involved in the accident. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | 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. | WrittenWarning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.18 Failure to perform Call-Back service on car and driver details, despite having the information available. | Written Warning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.19 Failure to record and complete a reservation placed by a customer. | Written Warning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |
| 4.20 Failure to provide Dispatcher with complete, correct and updated service requests. | Written Warning | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |

**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 Client premises. | 7 daysSuspension | 15 daysSuspension | 30 daysSuspension | Dismissal |  |
| 5.3 Any act constituting a threat, intimidation, harassment, molestation or coercion against any person. | Dismissal |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 5.4 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 |  |  |  |  |
| 5.5 During work hours and within or around Company or Client premises, engaging another employee in a fight; assaulting any person for whatever reason | Dismissal |  |  |  |  |
| 5.6 Immortality – any lewd act or behavior which is against accepted social mores and norms. | Dismissal & payment of expenses related to violation |  |  |  |  |
| 5.7 Abuse of position to gain personal advantage from any employee or third party. | Dismissal |  |  |  |  |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 |  |  |  |  |

**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**

G&STC 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. G&STC believes that good safety management contributes to operational excellence. G&STC 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 G&STC 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.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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) |  |  |  |