

PLARIDEL SURETY & INSURANCE COMPANY

MANUAL OF OPERATIONS

Policy on Cash Advances

Policy

Cash advances are granted to employees on official field assignments to cover their expenses.

Procedures

1. Cash advances in excess of One Thousand Pesos (P1,000.00) cannot be accommodated on the Petty Cash Fund and is to be made in writing by using the Temporary Cash Advance Slip Form (TCAS) prior to the scheduled field work.
2. The accomplished TCAS shall be coursed to the Accounting Department which shall note the balance(s) of accounts(s) due from the requesting employee, which should be the basis in determining the cash advance.
3. All advances shall be liquidated within three (3) days after rendering the scheduled field work. A Liquidation Form, together with the report on such field work, must be submitted to the Accounting Department copy furnished the Office of the President. If there is no liquidation, there shall be no approval for the next request.
4. The Accounting Department shall prepare a memo of unliquidated advances to each individual concerned after the 3-day limit has expired. Advances not liquidated within the time limit are to be deducted from the salary unless a written explanation is made and approved by the President.
5. No new advances are to be authorized unless overdue outstanding advances have been liquidated and/or satisfactorily explained in writing and approved as provided for above.

Policy on Coffee Break

Employees are granted two fifteen-minute coffee breaks, one in the morning and one in the afternoon. Employees are not allowed to take their breaks all at the same time. There should be a skeleton force in each department during these periods.

It shall be the responsibility of every employee, not only the utility clerk, to clean their own utensils (cups, plates, saucers, etc.) at all times.

Policy on Confidential Information

Employees responsible for confidential records are not at liberty to discuss them, or any other confidential matters, with anyone.

Folders and documents are prohibited from being taken out of the general files or outside of the office premises without written permission from the Administration Department.

No one is allowed to enter the bodega, except authorized employees. Each Department must submit the name of the employee assigned/authorized to enter, and such employee must log what document was taken out of the bodega.

Policy on Deliveries/Mails/Collections

All requests for deliveries, mails, pick-ups, or collections are centralized in the Administration Department.

Policy on Employment

Purpose

1. To outline Company policy on employment.
2. To define the types of workers employed by the Company.
3. To provide guidelines in the recruitment, selection, and place of employees.

General Policies

1. It is the policy of the Company to hire, through the Administration Department, the best and most qualified candidate for each available position in the Company. As much as possible, new or vacant positions shall be filled through promotion or transfer from within.
2. All newly-hired employees shall undergo a probationary period of six (6) months to determine their fitness for the job prior to their being made permanent if qualified.
3. The Department head shall initiate the regularization of employees from probationary to permanent.
4. Failure to meet the Company performance standards, evaluated at the end of the probationary period, is a cause for the laying off/termination of the employee.

Type of Employment Status

Employees of the Company are grouped according to their employment status as “Permanent, Probationary, Temporary, or Casual” employees, irrespective of whether daily-wage or monthly salaried employees.

1. “Probationary” employees are those hired for a period of trial or probation not to exceed six (6) months of continuous service. He/she may be

- terminated for a just cause, or when he/she fails to qualify as a regular employee in accordance with standard requirements. A probationary employee is entitled to all government-mandated benefits and other company benefits due a probationary staff.
2. "Permanent" or "Regular" employees are those who have satisfactorily undergone the probation period, complied with all the company requirements for regular employees, and whose status has been confirmed by a Permanent Appointment duly signed by the authorized officers of the Company.
 3. "Temporary" or "Casual" employees are those hired and covered by contract for a fixed or specified period of time not exceeding three (3) months, and who may be laid-off or terminated at the expiration of, or during the employment period. Temporary employees may be rehired at the termination of their contracts if their services are still needed.

Qualification of Applicants

The Department Head shall determine and prescribe the qualifications for the positions in his/her department, aside from the basic qualifications called for, such as good moral character, good health, physical exam, NBI clearance, and passing the standard typing and computer tests.

Policy on Equipment and Facilities

Company equipment, facilities, properties, and supplies are for the exclusive use of the office. Their appropriation and transfer outside the premises without permission will subject the employee concerned to appropriate administrative sanction without prejudice to such legal measures as the case may warrant.

For guidance, the following must be observed:

1. All employees are required to take good care of all office equipment and supplies.
2. The employee to whom the machine or equipment is assigned assumes responsibility over its safekeeping.
3. Any breakdown or defect of office equipment must be reported at once to the Administration Department.
4. Office equipment such as computers, typewriters, calculators and the like must be unplugged after office hours by the employee concerned.
5. In any case where a particular machine or equipment is lost or missing, the employee under whose name it is listed must promptly notify his immediate supervisor in writing, who in turn shall report the matter to the Administration Department.
6. An employee going on leave for a considerable time must turn over any current or pending matters to his immediate superior, who shall assume responsibility during the duration of his leave.

7. All requisitions for office supplies should be by department basis. The Department's staff shall submit them to the Administration Department.

Policy on Fieldwork/Official Business

Guidelines

1. In order for the Management to be informed of the whereabouts of its employees and for emergency purposes, employees who are scheduled to render fieldwork should file a Work Itinerary Form a day before the actual fieldwork.
2. The Work Itinerary Form shall be signed by the Department Head and noted by the Administration Department.
3. Employees who are scheduled to render fieldwork should report first in the morning to register their time-in. However, for those employees who have to go directly to their fieldwork in the morning, in view of the proximity of the work area to their home base, must report in the afternoon.
4. Report on such fieldwork must be accomplished and submitted to the Office of the President the day after the fieldwork.
5. The above policy guidelines are applicable to fieldwork rendered within the day except messengerial functions.

Policy on Hospitalization Benefits

General Purpose and Policies

It is the policy of the Company to provide emergency assistance due to hospitalization of all regular employees.

Guidelines

1. Every employee shall be covered by a Personal Accident policy.
2. Except in emergency cases, all medical treatments and hospitalization services shall be referred to the UST Hospital where we have secured an accommodation and credit term without requiring the employee to make any deposit for any of the aforementioned services.
3. The above accommodation shall only be availed of once a year. In cases where the employee exceeds his/her maximum limit, the same shall be collected from the employee concerned through salary deduction. An employee may avail of hospitalization benefits up to a maximum amount

of not more than Twenty Thousand Pesos (P20,000.00) in a year upon submission of medical or hospital bills and/or medical or hospital receipts.

Hospitalization will mean actual admission to the emergency unit and/or actual confinement in a hospital or clinic hospital.

Pregnancy-related conditions and confinement are excluded under this benefit.

4. An employee is also granted a consultation fee and/or doctor's fee of Four Hundred Pesos (P400.00) per visit or a maximum of One Thousand Two Hundred Pesos (P1,200.00) a year. Laboratory/diagnostic tests, as follows:

Officers	-	P5,000.00
Managers	-	P3,500.00
Rank & File	-	P2,500.00

Submission of doctor's receipt and laboratory/diagnosis receipt are required to claim for reimbursement.

Policy on Leave of Absence for Medical Purposes

Leave of absence may be granted to employees who are required to take complete bed rest as a result of illness that arise from serious infections or cardiac irregularities.

Such leave may be granted only upon presentation of a medical certificate executed by the physician of the employee.

This leave is with pay up to the extent of all sick leave credits of the employee concerned. In case the illness of the employee persists after the exhaustion of all sick leave credits, the remainder of his leave is charged to vacation leave credits and thereafter, against salary/pay. The employee shall then be paid the equivalent sickness allowance as provided for under the SSS law starting from the time that the sickness is charged against vacation leave.

Policy on Maternity Leave

1. Female employees who have an aggregate service of at least six (6) months with the Company and for the last twelve (12) months with SSS, are entitled to maternity leave with pay pursuant to law for a period of sixty (60) days for normal delivery or abortion/miscarriage, and seventy-eight (78) for Caesarian delivery.

2. Female employees applying for maternity leave must file with the Administration Department for maternity leave stating the expected date of delivery. The Administration Department will then forward the filled-up form to the VP-Finance before approval by the President.
3. The maternity leave can be extended but without pay on account of illness medically certified to as arising out of the pregnancy, delivery, abortion, or miscarriage, unless she has earned unused leave credits from which such extended leave may be charged.
4. Maternity leaves shall be paid by the employer only for the first four (4) childbirths as provided by law.

Policy on Office Attire

Guidelines

1. All regular employees are expected to come to work in company-provided office uniforms during Mondays to Thursdays.
2. Casuals and probationary employees are expected to come to work in proper office attire.
3. Employees may wear casual attire during Fridays. However, wearing of denims, tights/leggings, spaghetti-strapped blouses or dresses, t-shirts without collars, or plunging necklines are prohibited, and so with the use of step-ins, slip-ons, sneakers, slippers, and wooden shoes. A fine shall be imposed for violation of the dress code.
4. The ID forms part of the proper office attire and should therefore be worn at all times during office hours. Any employee not wearing his or her ID shall be meted a penalty of P200 salary deduction for every single instance.

Policy on Out-of-Town Travel Expenses

Purpose

To clarify the Company's procedure on out-of-town travel expenses.

Policy

It is the policy of the Company to defray the costs of transportation, meals, accommodations, and other expenses of employees/officers sent on official out-of-town trips.

Coverage

This policy covers official out-of-town trips and shall cover the following expenses:

- Hotel expenses (overnight)
- Meals (breakfast, lunch, dinner, snacks/merienda)
- Laundry/tips/local transport within location
- Airfare/gasoline expenses
- Expenses in going to/from airport and pier terminal fees (travel by air/sea). While those traveling by land – toll fees and parking fees.

Cash Advance

1. All requests for cash advances for representations and entertainment purposes shall be with prior approval of the President.
2. Exclusively for business development and generation.
3. Request for cash advance shall bear the following information:
 - a. purpose of travel
 - b. detailed daily itinerary
 - c. deviation from submitted itinerary must be justified in the travel report
4. The President may disallow any representation expenses without explanation.

This cash advance is subject to liquidation and must be supported by receipts. Liquidation and refunds, if any, must be done within three (3) days upon return to the office. Otherwise, any overpayment/refund of overage on cash advance shall be automatically deducted from the employee's salary. No handwritten report shall be submitted; it must be typewritten or computerized. Furthermore, no cash advances will be allowed unless previous advances are liquidated and/or deducted. Everyone who goes out with a request for cash advance must liquidate previous advances and must attach a report of the Official Business.

Officers/Managers shall be entitled to a per diem per day of FIVE HUNDRED PESOS (P500.00), and THREE HUNDRED PESOS (P300.00) for rank-and-file employees, inclusive of Saturdays, Sundays, and Holidays, and shall be applicable on an overnight travel only.

Costs of one meal and one snack in the amount of P300.00 for officers/managers and P200.00 for rank-and-file on trips to nearby provinces/cities (i.e., Rizal, Batangas, Pampanga, Bulacan, Laguna, Cavite) which require a day-long travel shall be defrayed and supported by receipts.

Procedures

1. Three (3) days before the travel date, officer/employee going on assignment fills up a Travel Order Form (TOF).

2. The President, or in her absence, any of the Senior Vice Presidents or Vice Presidents, approves the TOF.
3. Within three (3) days upon return to the Head Office, the officer/employee fills up the Liquidation of Advances (LOA) and attaches corresponding supporting receipts.
4. The VP-Finance certifies as to the correctness of the LOA, and thereafter passes it on to the President for final approval.
5. Based on the approved LOA, the Accounting Department prepares a check if approval is for reimbursement, or effects salary deduction in payroll if there is an overpayment in the cash advance.

Progress Report

A Fieldwork Report shall be accomplished and submitted three (3) days upon return to the Head Office. The report should be submitted to the President.

Travel By Car

For trips beyond the limits of Metro Manila, the mileage allowances shall be Eight (8) kilometers per liter for gasoline and twelve (12) kilometers per liter for diesel.

Gasoline expenses during official business within Metro Manila shall be reimbursable to officers enjoying the Company's car lease plan/company car/own car, only at P100.00 within Makati and P150.00 outside of Makati per trip, supported by receipts. Parking tickets at place of destination is also reimbursable but should be supported by receipts.

When an officer chooses to take a taxi during official business trips instead of using his own/company car to place of destination, the actual amount of taxi expense/fare shall be reimbursed. Rank-and-file employees are not allowed to take a taxi unless in exceptional cases approved by the VP-Administration or any officer of higher rank.

Procedures

All advances shall be liquidated within three (3) days after rendering the scheduled fieldwork. Advances not liquidated within the time limit are to be deducted from the salary of the employee concerned unless a written explanation is made and duly approved by the President.

Policy on Overtime

Purpose

To clarify the rendering of overtime work.

Policy

Overtime is work performed after the regular workday, or work in addition to a given number of hours per day, or of rest days or holidays, or of non-work required days.

All employees are required to work at least eight (8) hours a day. Rendering of extra hours of work beyond the regular eight (8) hours shall require a request/recommendation from the Department Head, made before the overtime, then submitted to and approved by the President at least two (2) days before the scheduled overtime.

The Department Head must also submit to the Administration Department what will be worked on, then after such overtime, a report must be made to the President what work was done and the results of such overtime work.

An employee cannot go on overtime if he/she was absent the day before.

Undertime on any particular day cannot be offset by overtime work on any other day.

Overtime Premium and Allowance

1. Managerial staff are exempted from the provisions of the Labor Code on overtime work. Rendering of extra hours beyond the regular eight (8) hours is on a voluntary basis and does not require authorization from his/her superior. However, all managerial staff are entitled to a fixed allowance for overtime, in an amount to be determined by the Management.
2. Employees who render overtime work shall be paid at the rate of regular time plus 25% premium in excess of eight (8) hours of any regular working days, while those who render overtime work on Sundays shall be paid an overtime premium of 30% of his regular wage.
3. An employee who renders overtime work on regular holidays will be paid, in addition to his regular wage, 100% of his regular wage, and work in excess of eight (8) hours shall be paid an additional premium of 25% thereof.
4. Prior to overtime work, an Authorization to Work Overtime form shall be accomplished, recommended by the Department Head, noted by the Administration Department and approved by the President. A copy should be forwarded to the Accounting Department for proper computation and payment.

Policy on Resignation

The Company recognizes the right of the employee to terminate his/her services from the Company, provided that the necessary clearance and turn-overs of responsibility have been duly done to avoid unnecessary and disruptive productivity of the Department concerned and the Company as a whole.

Guidelines

An employee may terminate his/her services from the Company, with the following requirements:

1. Written notice of thirty (30) days prior to the effectivity date of resignation.
2. Proper turn-over of duties and responsibilities, and settlement of accountabilities, if any, as called for.

Procedures

1. The employee shall file his/her resignation addressed to the Management through his immediate superior, thirty (30) days prior to the effectivity date, copy furnished the Administration Department.
2. The Department head/superior shall forward his/her resignation letter to the President for decision.
3. When approved, the letter shall be forwarded to the Administration Department for processing of clearance.
4. The resigning employee shall make a proper turn-over of his/her duties and responsibilities to his/her successor or to anyone designated by Management.
5. After the above requirements are satisfied, clearance shall be released to the resigned employee. Failure to perform all above requirements shall constrain the Management to suspend issuance of clearance.

Policy on Security Control

Guidelines

1. A gate pass has to be secured from the Administration Department for all items to be brought out of the office.
2. The gate pass must be submitted to the Security Officer of the Building Administration.

3. All requests for maintenance services should be coursed through the Administration Department.
4. Employees are duty-bound to report any suspicious-looking persons loitering around the office to any officer or to the building security guard.

Policy on Sick Leave

Purpose

The Company grants fifteen (15) working days sick leave with pay yearly to provide sick or injured permanent employees time for medical treatment and recuperation.

Guidelines

1. Accumulation of credits

Employees shall earn 1.25 days sick leave credit per month starting from probationary appointment.

2. Absences Chargeable to Sick Leave

Sick leave benefits may be used only for illness or injury of an employee and charged only against earned leave credits.

3. Duration of Sick Leave

- a. In case of absences due to illness for three (3) or more working days, a medical certificate from a practicing doctor is required upon return to work, together with the sick leave application formulated.
- b. For prolonged illness, the Company reserves the right to check on the illness of an employee; thus, home visits may be done by the Administration Department. When an employee returns to work, he must submit a doctor's medical certification that he/she is now fit to return to work.

4. Charging of Absence to Vacation Leave

An employee who has exhausted his SL credits may charge his/her absence due to illness against his/her available vacation leave credits.

5. Charging of Absences Against Salary

In case both VL and SL credits are exhausted, absences due to illness will be chargeable against employee's salary. Such absences may also be covered by the SSS sickness benefits.

6. Sick Leave credits do not accrue during periods of suspension or on leaves without pay.
7. Unearned Sick Leave

The 1.25 days each month is credited to employee's leave balances at the end of each month; thus, sick leave not yet earned cannot be taken in advance unless with prior leave balance.

Procedures

1. In case an employee is ill or injured, he/she should call up, within the first two (2) hours of the day, his/her immediate superior who, in turn, will notify the Administration Department of his/her absence. Failure to do so will prompt the Admin to count his/her absence as Absence Without Leave (AWOL) and therefore chargeable against his/her salary.
2. When sick leave is to be extended as prescribed by the attending physician, the employee should inform the Administration Department of the extension of leave. Failure to do so, will prompt the Administration Department to count his/her absence as AWOL, and therefore, corresponding disciplinary measures/penalty shall be meted.
3. Upon return to work, the employee shall file prescribed SL application form attaching therewith the physician's medical certification.

Policy in Telephone Calls/Use

The office telephone facilities are intended for the transaction of Company business. Due to telephone traffic and the limited number of lines, telephones must be kept free and used exclusively for official matters.

Guidelines

1. Personal incoming and outgoing calls should be avoided. However, if absolutely necessary, especially for emergency purposes, it should be concluded in three (3) minutes' time.
2. Leave word with the co-employee nearby where you can be reached when leaving your desk.
3. All non-business related long distance or overseas calls made should have the prior approval of the VP-Administration, or, in his absence, the VP-Finance.

4. All officers and employees with cellphone allowances are prohibited from making long distance and/or cellphone calls using the NDD-provided lines.
5. In answering phone calls, observe proper courtesy and express helpfulness at all times. In taking messages for another who is not in the office, jot down the message and place it on the desk of the person concerned, with complete information, i.e., caller's name, date and time of call.

Policy on Terminal Leave

In cases of resignation, filing of terminal leave is purely Management's prerogative.

Policy on Termination/Separation

Purpose

To provide an equitable measure of compensation for eligible employees who have been terminated by the Company, and to encourage Management to take prompt action if an employee lacks the ability to perform his duties satisfactorily.

Policy

To provide continuous employment to all regular/permanent employees. However, conditions may arise which necessitate dismissal or decrease in the workforce. In cases of termination with cause, no payment is made.

Termination Pay

1. Regular employees are entitled to termination pay in accordance with the following schedule:
 - a. Service below probationary period – no pay/benefits
 - b. If termination is due to installation of labor-saving devices or redundancy – one (1) month pay or at least one (1) month for every year of service whichever is higher.
 - c. If due to retrenchment to prevent losses and other similar causes – one (1) month pay or at least one-half (1/2) month for every year of service whichever is higher, a fraction of at least six (6) months shall be considered one (1) whole year.
 - d. If employee is found to be suffering from any disease and whose continued employment is prohibited by law or is prejudicial to the health of his co-employees – at least one (1) month salary or one-half (1/2) month salary for every year of service, whichever is

greater, a fraction of at least six (6) months being considered as one (1) whole year.

- e. Dismissal – none
 - f. Resignation –
 - 10 to 15 years – 50% of last monthly salary
 - 16 to 20 years – 60% of last monthly salary
 - 21 to 25 years – 80% of last monthly salary
 - 26 years or over – 100% of last monthly salary
 - g. Retirement or death – as provided by law (in the absence of Company program or plan)
2. Probationary, temporary, or casual employees are not entitled to termination pay.
 3. Termination pay for those eligible shall be paid in a lump sum at the effectivity date of termination.
 4. Acceptance of termination pay by the employee shall mean automatic termination of the employer-employee relationship. If the employee is subsequently re-employed or re-hired, he shall be considered a new employee.

Policy on Vacation Leave

Purpose

To give the employees a chance to have a brief respite from work and for health reasons, all regular employees are entitled to fifteen (15) days Vacation Leave (VL) with full pay for each calendar year of permanent service.

Guidelines

1. Employees shall earn 1.25 days vacation leave credit per month starting from probationary appointment. The accumulated 7.5 days may be availed of in the succeeding six (6) months after regularization. This shall also be applicable to sick leave.
2. The availments of VL with full pay shall take place within the year following the anniversary date of hiring.
3. VL credits of an employee may be taken all at one time or subject to the approval of his/her immediate superior, or, in several installments.
4. VL shall be scheduled in advance or two (2) days before actual leave, subject to the approval of the employee's Department Head.
5. If an employee is unable to avail of his scheduled VL due to exigency of the service or for other valid reasons, the VL shall be re-scheduled by his/her Department Head.

6. If for any reason an employee is unable to take the 15 days VL during any one year period for operational requirements, the leave may be accumulated and can be scheduled on another date.
7. VL credits may be applied as terminal leave to form part of the required thirty (30) days notice of resignation only upon approval of the Management.
8. Absences that may be charged against employee's VL credits are as follows:
 - a. Emergency
 - b. Paternity (7 days granted by law)
 - c. Bereavement
 - d. Absences due to illness when sick leave has been exhausted
9. Vacation leave is not convertible to cash.

Unearned Vacation Leave

The 1.25 days per month is credited to the employee's leave balances every end of the month. Thus, vacation leave not yet earned cannot be taken in advance unless with prior leave balance.

Vacation leave application must be filled up in the official/prescribed company form. It should first be submitted to the Administration Department for notation of VL credits before approval of the officers concerned. The approved form shall then be submitted to the Administration Department for proper recording and monitoring purposes.

In case of emergency leave, the employee must notify his/her immediate superior or the Administration Department within the first four (4) hours of the date of leave. Failure to do so shall mean Absence Without Leave (AWOL) and the employee shall be subject to disciplinary action embodied in the Employees' Code of Conduct & Discipline. He should likewise file his/her absence within the first day upon his/her return to work.

Policy on Working Days, Attendance, and Timekeeping

Purpose

To clarify the Company's procedures on working days, attendance, and timekeeping.

Policy

There are five (5) regular working days, Monday to Friday, and half-day on Saturday. All employees are required to render eight (8) hours of work daily from Monday to Friday and four (4) hours on Saturdays.

Procedures of Recording Working Time

1. All employees shall log in their time in/out except the Executive Officers.
2. All employees shall log their time upon reporting for work in the morning and upon leaving the office for the day.
3. Rules and regulations on time in/out are as follows:
 - a. Mondays to Fridays
8:30am to 12:00 nn, 1:00pm to 5:30pm

Saturdays
8:30am to 12:30pm
 - b. No employees shall time in/out another employee. For errors or official business (OB) activities, entries shall only be honored when initialed by the staff's Department Head or officer of higher rank.
4. An employee whose time-in and time-out are not logged in both morning and afternoon shall be considered absent for the whole day. Such absence shall be considered absence without leave when not supported by an approved leave application form or not initialed by an officer.
5. Undertime and/o tardiness during the month shall be accumulated and the sum total thereof shall be charged against earned leaves or against salary for the corresponding pay period. No undertime shall be offset against overtime.
6. There shall be a grace period of fifteen (15) minutes before being considered late or tardy.

Disciplinary Action

Violation of any of the aforementioned rules and regulations shall be subject to disciplinary actions.

Miscellaneous Items

1. All employees are required to report immediately to the Administration Department any changes in address, civil status, and any increase or decrease of dependents.
2. Proper decorum and behavior shall be observed at all times during office hours. Indulgence in unnecessary noise, loud conversation, singing, gossiping, or any other annoying distractions have no place in a business office. These cause distractions and disrupt office efficiency and effectiveness.
3. In order to keep the office in good and presentable form, employees are enjoined to take good care of their tables and chairs and avoid scratching

the paint and woodwork. Also, refrain from placing family pictures, notes, etc. on top of the table.

4. The building is a non-smoking area. Smokers must go outside the premises during coffee breaks.
5. While terms of endearment as signs of respect to co-employees are appreciated (such as Mommy, Tita, Ate, Kuya, Manong, Manang, etc.), it is not allowed. Instead, address your co-employees in a business/official manner such as Mr./Mrs./Miss, as the case may be.

Above rules and regulations govern all employees (casual, probationary, and permanent/regular) of the Company. Additional policies, instructions, precepts, or detailed directions are or will be spelled out in memoranda to be issued by Management from time to time and shall form part of the Company Policies and Procedures.

Violation of any of the aforementioned policies, rules, and regulations shall be subject to disciplinary action.

BRANCH OPERATIONS MANUAL

Introduction

The Branch Operations Manual contains the existing policies, instructions, and standard operating procedures of the Company designed to streamline branch operations and activities.

It is a useful reference and guide for the Branch Managers and other Personnel in the performance of their duties and responsibilities vis-à-vis their functional and administrative relationships with the other units of the Company like Finance/Accounting, Credit & Collection, Administration, Claims, Surety & Underwriting.

The Branch Manager and Personnel are advised to observe and/or comply strictly with the rules and procedures contained herein for maximum branch efficiency and productivity.

All questions, issues, problems, or inconsistencies relating to or arising from the interpretation and implementation of the provisions of this Manual or portions thereof shall be referred to the Senior Vice President – Underwriting, Senior Vice President – Surety, Vice President – Finance, and Vice President – Administration for proper guidance and resolution.

Organization

A typical branch office should have a complete organizational structure with clearly defined areas of responsibility, authority, and written job descriptions covering most jobs found in the branch operations and transmitting the same into an organizational chart to have a clearer understanding of exactly “who does what” in the branch.

Normally, a branch has three sections, i.e., Marketing, Customer Service, and Administrative & Technical Services. The first two (2) are concerned mostly with external and internal sales marketing, respectively. Marketing is responsible for external sales efforts. Customer Service Section is comprised of three (3) basic positions staffed by qualified people-in-charge of existing accounts development, policy issuance, and claims. Administrative and Technical Services fall under the overall supervision of the Manager, especially on underwriting dispositions.

Considering our size and volume, one staff may occupy several of the positions in conformity with the individual’s capability. As a matter of fact, internal and external sales may be the responsibility of a single staff. But for purposes of score-keeping and control, we should make a distinction between two (2) areas, evaluating performance in each.

Exposure of the Branch Manager in various activities in the local scene, whether civic or religious, also plays a vital role in image-building. This is where the basic functions of the manager on recruitment, training and development, motivating, guiding, and assisting the entire sales force shall be fully utilized.

Underwriting

All acceptance of risks, computation of premiums, ratings, and policy preparations must be in conformity with the existing Underwriting Guidelines and Limits of Authority set forth by the Management. In excess thereof, the same should be referred to the Head Office for immediate disposition and implementation.

For repeated violations in spite of reminders and stern warnings, sanctions shall be imposed at the discretion of the Management.

Other Requirements and Inquiries

All related inquiries and follow-ups in writing should be addressed directly to the concerned department head or to any officer of the Company to facilitate the same.\

All questions, issues, problems or inconsistencies relating to or arising from the interpretation and implementation of the provision or portions hereof shall be referred to the SVPs-Underwriting & Surety, VP-Finance/CFO and VP-Administration for proper guidance and resolution.

FUNCTIONAL ACCOUNTABILITIES

BRANCH MANAGER

The Branch Manager shall be the Administrative Officer insofar as branch operations are concerned. He is bound by Company policies, rules and regulations and is directly reporting to the Office of the President and/or designated Senior Vice Presidents/Vice Presidents in charge of the Branch.

The Branch Manager has the responsibility to deliver assigned revenue or sales target including expense budget support with the objective of attaining profitable operations. Authority given to achieve such objectives includes as follows:

1. Solicit and write business with authorized limit.
2. Collect and disburse company funds within authorized limit.
3. Settle legitimate claims within authorized limit.
4. Represent the Company in any legitimate and acceptable manner.

5. File and keep all company contracts, document, papers, records, and classified files.

The Branch Manager should establish a Sales Force comprised of the following:

Direct Agents;
General Agents,
Tie-ups (with the approval by Head Office on strategic and potential areas to be manned by a selected representative;)
Agents/representatives from the banking and financial firms, including private and government corporate accounts;
Tie-ups with local brokers, dealers, and other sectors in the locality.

Being an Administrative Officer, the Branch Manager shall:

1. Act as custodian of all company properties (which shall include memo assets, accountable forms, office memos) and shall be responsible for the care and safekeeping of the same.
2. Release prepared policies and bonds to clients in accordance with the existing company rules and regulations.
3. See to it that:
 - a. There shall be no pre-signing, tampering, altering of office forms and canceling any rubber stamp impression on any policy or bond forms whereby the use or purpose of said forms are limited in accordance with the said rubber stamp.
 - b. No employee can print or mimeograph the official blank forms of policies, clauses, agreements or any official forms and stationeries of the Company. Only the official forms furnished by the Company shall be used to transact business for the interest of the Company.
4. Adapt and implement a good and reasonable system of recording and filing.
5. Maintain cleanliness and orderliness of the office and implement strictly office decorum.
6. Implement, on the branch level, the cost reduction measures of the Company.

The Branch Manager being the marketing head of the branch shall maintain at all times a field force of producing agents. However, he shall be responsible and accountable to the Company for all official actuations of his agents.

BRANCH CASHIER

The Cashier has both finance and administrative functions. He/She is the Finance Officer in so far as branch fund operation is concerned. As such, he/she is directly under the control and supervision of the Head Office, Accounting/Finance Department. Hereunder are his/her duties and obligations:

1. The Cashier acts as custodian of Company funds (except Petty Cash Funds, case-to-case basis for each branch). As such, he/she is responsible and accountable for the receipts, handling, deposit, and disbursement of Company funds in accordance with the rules and regulations stated in this Manual, Head Office memoranda, advices, and instructions.
2. The Cashier exercising monetary responsibility and holding Company funds in-trust, must exercise prudence and extraordinary care in the handling of Branch funds.
3. The Cashier is responsible for the collection of the Branch Office premium receivables and recommends cancellation of policies for non-payment of premium.
4. The Cashier, in close coordination with the Branch Manager, must regularly monitor actual premium production against premium production budget and actual operation costs against operating expense budget. Should the Branch be unable to cope with the premium production budget, operating expenses must be controlled proportionately to the deficit in premium production.
5. Act and perform the functions of the administrative secretary to the Branch Manager, which include among others, the following duties:
 - a. Coordinate the activities of all branch personnel and keep track of their whereabouts as well as maintain the Fieldwork Logbook.
 - b. Record minutes of management and staff meetings.
 - c. Prepare and type confidential contracts and correspondence.
 - d. Receive all correspondence coming from the Head Office, clients, assureds, agents, etc. and refer and/or route the same to the Branch Manager and/or other employees concerned.
6. Perform other work assignments as per instruction of the Head Office.

POLICY ISSUE CLERK

A certain branch may not always have a policy-issue clerk. In some branches, his/her functions are also performed by the Branch Cashier. But in the event that a Branch needs one due to volume of business or for other reasons, he/she shall have the following duties and responsibilities:

1. Check all policies for renewal within the Claim Index to see if claims experience warrants a non-renewal and bring the matter to the attention of the Branch Manager for final decision.
2. Prepare and type all policies/renewal notices and endorsements issued by the Branch.
3. Register all fire policies/endowments, new and renewal, to the block card.
4. Prepare a weekly production report for all lines of business.
5. Perform other duties that may be assigned by the Branch Manager.

UTILITY CLERK

The Utility Clerk works under the supervision of the Branch Manager and is responsible for the performance of messengerial and collection functions and in keeping and maintaining the cleanliness and sanitary conditions of the office premises.