

EMPLOYEE HANDBOOK & HR POLICY MANUAL

PACIFIC COAST HOSPITALITY GROUP, INC.

STRICTLY CONFIDENTIAL
FOR INTERNAL DISTRIBUTION ONLY

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CHAPTER 1 — WELCOME AND COMPANY OVERVIEW

Section 1.1 — Welcome Message

Welcome to the Pacific Coast Hospitality Group (PCHG) family. Whether you are joining us at our flagship resort in Cebu, our business hotels in Metro Manila, or our emerging properties in Palawan and Boracay, you are now part of a team that serves over 500,000 guests annually across our 12 properties.

This handbook outlines your rights, responsibilities, and the policies that guide our operations. Please read it carefully and keep it accessible. If you have questions, your HR Business Partner is always available to help.

Section 1.2 — Company Profile

| Detail | Information |
|------------------|-----------------------------------------------|
| Legal Name | Pacific Coast Hospitality Group, Inc. |
| SEC Registration | CS-2008-15847 |
| TIN | 289-412-007-000 |
| Main Office | 28th Floor, One Ayala Tower, Makati City 1226 |
| Properties | 12 hotels and resorts nationwide |
| Employees | 3,847 (as of December 2024) |
| Industry | Hospitality and Tourism |

Section 1.3 — Mission, Vision, Values

Mission: To deliver world-class Filipino hospitality that creates memorable experiences for every guest.

Vision: To be the Philippines' most trusted hospitality brand by 2030, recognized for service excellence and employee development.

Core Values

- MALASAKIT — We care genuinely for guests and colleagues
- HUSAY — We pursue excellence in everything we do
- INTEGRIDAD — We act with honesty and accountability
- PAGKAKAISA — We work as one team across all properties

Section 1.4 — Organizational Structure

| Level | Position | Direct Reports |
|--------------------|-------------------------|-----------------------------------------------------------------------------|
| Board of Directors | | |
| President & CEO | | |
| | Chief Operating Officer | General Managers (12 properties), VP - Food & Beverage, VP - Rooms Division |

| Level | Position | Direct Reports |
|-------|-------------------------------|-------------------------------------------------------------------------------------------|
| | Chief Financial Officer | Finance & Accounting, Procurement |
| | Chief Human Resources Officer | Talent Acquisition, Compensation & Benefits, Learning & Development, HR Business Partners |
| | Chief Technology Officer | IT Infrastructure, Property Management Systems, Digital Innovation |
| | VP - Sales & Marketing | Revenue Management, Digital Marketing, Corporate Sales |

CHAPTER 2 — EMPLOYMENT POLICIES

Section 2.1 — Equal Employment Opportunity

PCHG is an equal opportunity employer. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, or any other protected characteristic under Philippine law, including Republic Act No. 11313 (Safe Spaces Act) and Republic Act No. 10911 (Anti-Age Discrimination in Employment Act).

Section 2.2 — Employment Categories

2.2.1 Regular Employee

An employee who has completed the probationary period of six (6) months and has been confirmed in a regular position. Regular employees are entitled to full benefits as outlined in this handbook.

2.2.2 Probationary Employee

A newly hired employee serving a probationary period not exceeding six (6) months. Probationary employees are evaluated based on reasonable standards communicated at the time of engagement.

2.2.3 Project-Based Employee

An employee hired for a specific project with a defined duration. Employment ends upon project completion. Project employees receive pro-rated benefits.

2.2.4 Seasonal Employee

An employee hired during peak seasons (December-January, March-May, October) to supplement regular staffing. Seasonal employees who are rehired for consecutive seasons may qualify for regular status.

2.2.5 Contractual Employee

An employee engaged through a DOLE-registered service provider for specific functions not directly related to the company's principal business.

Section 2.3 — Recruitment and Selection

2.3.1 Internal Hiring Priority

All vacant positions shall be posted internally for five (5) working days before external recruitment. Qualified internal candidates shall be given priority consideration.

2.3.2 Pre-Employment Requirements

- Completed application form
- Updated resume/CV
- NBI Clearance (valid within 6 months)
- Medical examination from PCHG-accredited clinic
- SSS, PhilHealth, Pag-IBIG, and TIN documentation
- Transcript of Records / Diploma (for positions requiring educational qualifications)
- Character references (minimum 2)

- Drug test results from DOLE-accredited testing center

2.3.3 Background Verification

PCHG conducts background checks on all prospective employees, including verification of educational credentials, employment history, and criminal record checks, in compliance with the Data Privacy Act of 2012.

Section 2.4 — Probationary Period

2.4.1 Duration

Six (6) months from date of hire.

2.4.2 Performance Standards

Probationary employees shall be informed of the standards for regularization at the start of employment. These standards include:

- Technical competency in assigned role
- Attendance and punctuality (no more than 3 unexcused absences)
- Adherence to company policies and code of conduct
- Satisfactory performance evaluations at Month 3 and Month 5

2.4.3 Regularization

Employees who meet all standards shall be regularized effective on the day following the completion of the probationary period. A Regularization Letter shall be issued by the HR Business Partner.

2.4.4 Non-Regularization

If an employee fails to meet the standards, employment may be terminated at the end of the probationary period or earlier, with written notice stating the specific grounds for non-regularization.

Section 2.5 — Transfer and Reassignment

2.5.1

The company reserves the right to transfer employees between properties or departments based on business needs, provided that the transfer does not result in:

- Demotion in rank or diminution of pay
- Unreasonable inconvenience to the employee
- Bad faith or discrimination

2.5.2 Inter-Property Transfers

Employees transferred to a different property location shall receive:

- 30-day advance written notice
- Relocation allowance (PHP 25,000 for same-island transfer; PHP 50,000 for inter-island transfer)
- Temporary housing assistance for 60 days

CHAPTER 3 — CODE OF CONDUCT AND ETHICS

Section 3.1 — General Standards of Conduct

All employees are expected to:

- Treat guests, colleagues, and business partners with respect and professionalism
- Maintain personal grooming standards as specified in the property-specific Grooming Guidelines (Appendix A)
- Protect company assets and use them only for business purposes
- Report any violations of law, regulation, or company policy
- Cooperate fully with any company investigation

Section 3.2 — Guest Relations Standards

3.2.1 The "3-Second Rule"

Acknowledge every guest within 3 seconds of making eye contact, with a smile and appropriate greeting.

3.2.2 The "10-5 Rule"

At 10 feet, make eye contact and smile. At 5 feet, greet the guest verbally with "Good [morning/afternoon/evening], sir/ma'am."

3.2.3 Guest Complaint Resolution — HEART Protocol

- H — Hear the guest without interruption
- E — Empathize and acknowledge their feelings
- A — Apologize sincerely
- R — Resolve the issue or escalate immediately
- T — Thank the guest for bringing it to our attention

3.2.4

No employee shall argue with a guest or use language that could be perceived as dismissive, condescending, or hostile.

Section 3.3 — Anti-Harassment Policy

3.3.1 Zero-Tolerance Policy

PCHG maintains a zero-tolerance policy against all forms of harassment, including but not limited to:

- Sexual harassment (Republic Act No. 7877)
- Gender-based harassment (Republic Act No. 11313)
- Bullying, intimidation, or hostile behavior
- Online harassment through company or personal social media

3.3.2 Committee on Decorum and Investigation (CODI)

The CODI shall be constituted at each property, composed of:

- HR Manager (Chair)

- One management representative
- One rank-and-file representative (elected by employees)

3.3.3 Filing Complaints

Complaints may be filed through:

- Direct report to the CODI Chair
- Anonymous hotline: 0917-PCHG-SAFE (0917-7244-7233)
- Email: integrity@pchg.com.ph
- Written complaint submitted to HR

3.3.4

All complaints shall be investigated within TEN (10) working days of filing. Retaliation against complainants is strictly prohibited and shall be treated as a separate offense.

Section 3.4 — Conflict of Interest

3.4.1

Employees shall not engage in outside employment, business, or financial interests that conflict with their duties at PCHG.

3.4.2 Disclosure Requirements

The following situations must be disclosed in writing to the HR Business Partner:

- Employment or consultancy with a competitor
- Financial interest in a supplier, vendor, or competitor
- Family relationship with a supplier, vendor, or competitor
- Any situation where personal interests may influence professional judgment

3.4.3

Undisclosed conflicts of interest may be grounds for disciplinary action up to and including termination.

Section 3.5 — Social Media Policy

3.5.1

Employees may not post content that:

- Discloses confidential company information
- Shows internal areas of the property (back-of-house, kitchens, storage areas)
- Identifies guests by name without their written consent
- Damages the company's reputation or brand

3.5.2

Personal opinions expressed on social media shall include a disclaimer that views are personal and do not represent PCHG.

3.5.3

Employees who are asked about PCHG by media shall refer all inquiries to the Corporate Communications department.

Section 3.6 — Anti-Corruption and Gifts Policy

3.6.1

No employee shall offer, give, or receive any bribe, kickback, or improper payment in connection with company business.

3.6.2 Gifts from Suppliers or Business Partners

- Gifts valued at PHP 1,000 or below may be accepted
- Gifts valued between PHP 1,001 and PHP 5,000 must be reported to the immediate supervisor
- Gifts valued above PHP 5,000 must be declined or surrendered to HR for appropriate disposition

3.6.3

Cash gifts of any amount from suppliers or business partners are strictly prohibited.

CHAPTER 4 — COMPENSATION AND BENEFITS

Section 4.1 — Compensation Philosophy

PCHG aims to provide competitive compensation that:

- Attracts and retains top talent in the hospitality industry
- Rewards performance and contribution
- Maintains internal equity across properties and positions
- Complies with all applicable Philippine labor laws

Section 4.2 — Salary Structure

4.2.1 Pay Grades

| Pay Grade | Level |
|----------------|-------------------------------------|
| PG-1 to PG-3 | Rank and File (entry level) |
| PG-4 to PG-6 | Senior Rank and File / Team Leaders |
| PG-7 to PG-9 | Supervisory Level |
| PG-10 to PG-12 | Managerial Level |
| PG-13 to PG-15 | Senior Management / Executive Level |

4.2.2

Salary ranges are reviewed annually based on industry salary surveys (hospitality sector), Consumer Price Index (CPI) adjustments, and company financial performance.

4.2.3

Starting salary is determined by the pay grade of the position, candidate's qualifications and experience, and internal equity with existing employees in similar roles.

Section 4.3 — Pay Schedule

Salary is paid semi-monthly: 15th of the month (1st–15th earnings) and 30th of the month (16th–30th/31st earnings). If a pay date falls on a non-working day, payment shall be made on the last working day before the scheduled pay date. Payment is made through bank transfer to the employee's designated payroll account.

Section 4.4 — Overtime Pay

4.4.1

Overtime work must be pre-approved by the department head. Unauthorized overtime shall not be compensated.

4.4.2 Overtime Rates (per Labor Code of the Philippines)

| Type | Rate |
|--------------------------|--------------------------------------------|
| Ordinary day overtime | Regular rate + 25% |
| Rest day overtime | Regular rate + 30% + 30% of (rate + 30%) |
| Special holiday overtime | Regular rate + 30% + 30% of (rate + 30%) |
| Regular holiday overtime | Regular rate + 100% + 30% of (rate + 100%) |

4.4.3 Night Shift Differential

Additional 10% for work performed between 10:00 PM and 6:00 AM.

Section 4.5 — 13th Month Pay

In compliance with Presidential Decree No. 851, all employees shall receive 13th month pay equivalent to one-twelfth (1/12) of the total basic salary earned during the calendar year, payable not later than December 24 of each year.

Section 4.6 — Mandatory Benefits

4.6.1 Social Security System (SSS)

Both employer and employee contributions as per SSS schedule. Coverage: sickness, maternity, disability, retirement, death.

4.6.2 PhilHealth

Equal employer-employee contribution. Coverage: hospitalization, outpatient, preventive care.

4.6.3 Pag-IBIG (HDMF)

Employer contribution: 2% of monthly compensation (max PHP 100). Employee contribution: 1-2% of monthly compensation. Housing loan eligibility after 24 monthly contributions.

Section 4.7 — Company Benefits

| Benefit | Details |
|----------------------------------|----------------------------------------------------------|
| HMO (Regular Employee) | PHP 250,000 annual coverage |
| HMO (Dependents, max 3) | PHP 150,000 annual coverage per dependent |
| HMO Coverage | Inpatient, outpatient, dental, optical, maternity |
| Life Insurance | 24x monthly basic salary |
| Accidental Death & Dismemberment | 24x monthly basic salary |
| Rice Subsidy | PHP 2,000 per month (included in payroll) |
| Meal Allowance | PHP 80/day (no cafeteria) or free meals (with cafeteria) |
| Uniform Allowance (FOH) | PHP 5,000 annual |
| Uniform Allowance (BOH) | PHP 3,000 annual |
| Transportation Allowance | PHP 3,000/month (no company shuttle) |
| Employee Room Discount | 50% off published rates (30% for family) |
| Employee Dining Discount | 30% at PCHG restaurants (20% for family) |

4.7.9 Service Charge Distribution

In accordance with RA 11360 (Service Charge Act), 100% of collected service charges shall be distributed to all covered employees: 85% to rank-and-file, 15% to supervisory/managerial employees. Distributed every 15th and 30th of the month.

Section 4.8 — Retirement Benefits

Mandatory Retirement Age: 65 years. Optional Early Retirement: Available to employees with at least 15 years of service who have reached age 50.

4.8.3 Retirement Pay (per RA 7641)

Minimum: One-half (1/2) month salary for every year of service, with a fraction of at least six (6) months considered as one whole year. "One-half month salary" includes 15 days salary, cash equivalent of 5 days service incentive leave, and 1/12 of 13th month pay.

4.8.5 PCHG Enhanced Retirement Package (20+ years of service)

- Full one (1) month salary for every year of service
- Continuation of HMO for 1 year post-retirement
- Lifetime 50% room discount at all PCHG properties

CHAPTER 5 — LEAVE POLICIES

Section 5.1 — Service Incentive Leave (SIL)

All employees who have rendered at least one (1) year of service are entitled to five (5) days paid Service Incentive Leave per year, convertible to cash at year-end if unused.

Section 5.2 — Vacation Leave

| Years of Service | Vacation Leave Entitlement |
|------------------|----------------------------|
| 1–5 years | 15 working days per year |
| 6–10 years | 18 working days per year |
| 11+ years | 21 working days per year |

Vacation leave must be filed at least SEVEN (7) working days in advance, subject to approval by the department head. Maximum of 5 unused vacation leave days may be carried over to the following year. Excess unused days are converted to cash at basic daily rate.

During peak season (December-January, March-May, October), vacation leave approval is subject to minimum staffing requirements. Requests during peak season must be filed at least 30 days in advance.

Section 5.3 — Sick Leave

Regular employees are entitled to 15 working days paid sick leave per year. Sick leave of three (3) or more consecutive days requires a medical certificate from a licensed physician. Unused sick leave is NOT convertible to cash. However, unused sick leave may be accumulated up to a maximum of 60 days for extended illness coverage.

Section 5.4 — Maternity Leave

In compliance with RA 11210 (Expanded Maternity Leave Law):

- 105 calendar days paid maternity leave
- Additional 15 days for solo parents (RA 8972)
- Applicable for every instance of pregnancy, miscarriage, or emergency termination of pregnancy
- An additional 30 days unpaid maternity leave may be requested
- Female employees may allocate up to 7 days of maternity leave credits to the child's father

Maternity leave benefit is paid by SSS; PCHG shall advance the payment and process SSS reimbursement.

Section 5.5 — Paternity Leave

In compliance with RA 8187 (Paternity Leave Act): 7 working days paid paternity leave for married male employees, for the first four (4) deliveries of the legitimate spouse.

Section 5.6 — Solo Parent Leave

In compliance with RA 8972 (Solo Parents' Welfare Act): 7 working days paid parental leave per year for solo parents with Solo Parent ID.

Section 5.7 — Leave for Victims of Violence Against Women

In compliance with RA 9262 (Anti-VAWC Act): 10 calendar days paid leave, renewable as needed based on assessment. Requires barangay protection order or court order.

Section 5.8 — Bereavement Leave

| Relationship | Leave Days |
|------------------------------------------|---------------------|
| Spouse, child, parent, sibling | 5 working days paid |
| Parent-in-law, grandparent, grandchild | 3 working days paid |
| Aunt, uncle, niece, nephew, first cousin | 1 working day paid |

Section 5.9 — Special Leave for Women (Gynecological Leave)

In compliance with RA 9710 (Magna Carta of Women): 2 months paid leave for gynecological surgery. Applies to female employees with at least 6 months of continuous aggregate service.

Section 5.10 — Emergency Leave

Three (3) working days paid emergency leave per year for natural disasters affecting the employee's residence, hospitalization of immediate family member, or other emergencies as approved by HR. Emergency leave must be reported to the immediate supervisor within 4 hours of the emergency occurrence.

CHAPTER 6 — WORK SCHEDULE AND ATTENDANCE

Section 6.1 — Standard Work Hours

The standard work week is FORTY-EIGHT (48) hours, consisting of SIX (6) working days per week, as permitted under the Labor Code for the hospitality industry.

6.1.2 Standard Shifts

| Shift | Hours | Meal Break |
|-----------|--------------------|------------|
| Morning | 6:00 AM — 2:00 PM | 30-min |
| Afternoon | 2:00 PM — 10:00 PM | 30-min |
| Night | 10:00 PM — 6:00 AM | 30-min |

6.1.3 Office-Based Employees (Corporate Headquarters)

Monday to Friday: 8:00 AM — 5:00 PM (with 1-hour lunch break). Saturday: 8:00 AM — 12:00 PM (as needed).

Section 6.2 — Attendance and Timekeeping

All employees must record their attendance through the biometric timekeeping system at the start and end of each shift. Buddy punching (recording attendance on behalf of another employee) is strictly prohibited and shall be treated as fraud, subject to immediate termination. Attendance reports are reviewed monthly by department heads and HR Business Partners.

Section 6.3 — Tardiness

An employee is considered tardy if they report to work more than FIFTEEN (15) minutes after the start of their scheduled shift. Minutes tardy are deducted from salary on a pro-rata basis. Three (3) instances of tardiness in a month = 1 day absence.

Progressive Discipline for Habitual Tardiness

| Instances/Month | Action |
|-----------------|-------------------------|
| 3 instances | Verbal warning |
| 4–5 instances | Written warning |
| 6+ instances | Suspension (1–3 days) |
| Persistent | Grounds for termination |

Section 6.4 — Absence Without Official Leave (AWOL)

An employee who fails to report for work without prior approval or notification for THREE (3) consecutive working days shall be considered AWOL. AWOL for five (5) consecutive working days without justifiable reason shall be grounds for termination, following due process requirements.

The employee shall be sent two (2) return-to-work notices at their last known address. Failure to respond within five (5) working days of the second notice shall be deemed constructive resignation.

Section 6.5 — Flexible Work Arrangements

The company may implement flexible work arrangements including compressed work week, work-from-home (for eligible corporate office positions), and flexi-time (core hours: 10:00 AM — 3:00 PM). These arrangements require approval from the department head and HR, and are subject to operational requirements.

CHAPTER 7 — PERFORMANCE MANAGEMENT

Section 7.1 — Performance Evaluation Cycle

Mid-Year Review: June (feedback and coaching). Year-End Review: November-December (formal evaluation). Probationary employees are evaluated at Month 3 (interim review) and Month 5 (pre-regularization review).

Section 7.2 — Performance Rating Scale

| Rating | Description |
|--------------------------|---------------------------------------|
| 5 — Exceptional | Consistently exceeds all expectations |
| 4 — Exceeds Expectations | Frequently exceeds key objectives |
| 3 — Meets Expectations | Fully meets all requirements |
| 2 — Needs Improvement | Partially meets requirements |
| 1 — Unsatisfactory | Fails to meet minimum standards |

Section 7.3 — Performance Improvement Plan (PIP)

Employees receiving a rating of "2 — Needs Improvement" or below shall be placed on a Performance Improvement Plan. PIP duration: 60–90 calendar days.

PIP components include specific performance gaps identified, measurable improvement targets, support and resources provided, regular check-in schedule (weekly or bi-weekly), and consequences of failure to improve.

At the end of the PIP period, if performance improves to "3" or above, the PIP is closed. If performance does not improve, it may result in demotion, reassignment, or termination following due process.

Section 7.4 — Merit Increases

| Rating | Increase |
|--------------------------|-----------------------------------------|
| 5 (Exceptional) | 8–10% |
| 4 (Exceeds Expectations) | 5–7% |
| 3 (Meets Expectations) | 3–4% |
| 2 (Needs Improvement) | 0% (on PIP) |
| 1 (Unsatisfactory) | 0% (subject to termination proceedings) |

Merit increases are effective January 1 of the following year, subject to company financial performance and Board approval.

Section 7.5 — Promotions

Promotion criteria: Minimum 2 consecutive years of 'Meets Expectations' or above, completion of required training programs, recommendation by department head, and approval by HR and division head.

Promoted employees receive a minimum 10% salary increase or entry rate of new pay grade (whichever is higher), and a new probationary period of 3 months in the new role.

CHAPTER 8 — TRAINING AND DEVELOPMENT

Section 8.1 — Orientation Program

All new employees shall complete the PCHG Orientation Program within their first 5 working days:

- Day 1: Company overview, values, organizational structure
- Day 2: HR policies, benefits enrollment, IT setup
- Day 3: Property tour, department introduction
- Day 4–5: Role-specific training

Section 8.2 — Mandatory Training

8.2.1 Annual Training Requirements (All Staff)

| Training | Hours | Applicable To |
|--------------------------------------|-------|------------------------|
| Food safety and hygiene | 4 | All F&B; staff |
| Fire safety and emergency procedures | 2 | All staff |
| Guest service excellence | 4 | All guest-facing staff |
| Data privacy awareness | 2 | All staff |
| Anti-harassment and safe spaces | 2 | All staff |

8.2.2 Department-Specific Mandatory Training

| Department | Training | Hours |
|--------------|--------------------------------------|-------|
| Front Office | Property Management System training | 8 |
| Housekeeping | Chemical safety and handling | 4 |
| Kitchen | HACCP and food allergen awareness | 8 |
| Engineering | Electrical safety and lockout/tagout | 4 |
| Security | First aid and CPR certification | 16 |

Section 8.3 — Leadership Development Program

PCHG LEAD Program (Leadership Excellence and Development):

| Level | Target | Duration |
|----------------------------|--------------|-----------|
| Level 1: Aspiring Leaders | PG-4 to PG-6 | 6 months |
| Level 2: Emerging Managers | PG-7 to PG-9 | 9 months |
| Level 3: Strategic Leaders | PG-10+ | 12 months |

Program components: Classroom learning (20%), On-the-job assignments (50%), Mentorship (20%), Self-directed learning (10%).

Section 8.4 — Educational Assistance

Regular employees with at least 2 years of service may apply for educational assistance:

| Program | Maximum Assistance |
|----------------------------|-------------------------------|
| Undergraduate degree | Up to PHP 40,000 per semester |
| Graduate degree | Up to PHP 60,000 per semester |
| Professional certification | Up to PHP 30,000 |

Conditions: Course must be relevant to current role or career path. Maintain minimum grade of 2.5 or equivalent. Service bond: 2 years for each year of educational assistance.

Section 8.5 — Cross-Training and Multi-Skilling

PCHG encourages cross-training to build multi-skilled teams. Employees may request cross-training in adjacent departments. Cross-trained employees receive a PHP 2,000 monthly skill premium. Cross-training is tracked in the employee's development record.

CHAPTER 9 — WORKPLACE HEALTH AND SAFETY

Section 9.1 — General Safety Policy

PCHG is committed to providing a safe and healthy workplace for all employees, guests, and visitors. All employees share responsibility for maintaining safety standards.

Section 9.2 — Occupational Safety and Health Committee

Each property shall maintain an OSH Committee composed of the Property General Manager (Chairperson), Safety Officer (certified per DOLE requirements), HR Manager, Department representatives, and Rank-and-file representatives.

The OSH Committee shall meet monthly and conduct monthly workplace inspections, quarterly safety drills (fire, earthquake, tsunami), annual safety audit, and incident investigation and reporting.

Section 9.3 — Accident and Incident Reporting

ALL workplace accidents, injuries, and near-misses must be reported to the immediate supervisor and Safety Officer within ONE (1) HOUR of occurrence.

The Safety Officer shall complete the Incident Report Form (Appendix C), notify HR within 24 hours, conduct investigation within 48 hours, and submit findings and recommendations within 5 working days.

Reportable incidents to DOLE: Any work-related fatality (report within 24 hours), serious injury requiring hospitalization (report within 5 days), occupational illness (report within 5 days).

Section 9.4 — Drug-Free Workplace

In compliance with RA 9165 (Comprehensive Dangerous Drugs Act) and DOLE Department Order No. 53-03:

- PCHG maintains a drug-free workplace policy
- Random drug testing may be conducted at least once annually
- Pre-employment drug testing is mandatory
- Employees who test positive shall be referred to rehabilitation in accordance with RA 9165
- Distribution or sale of dangerous drugs in the workplace is grounds for immediate termination and criminal prosecution

Section 9.5 — Smoking Policy

In compliance with RA 9211 (Tobacco Regulation Act) and Executive Order No. 26: Smoking is prohibited in all indoor areas. Designated smoking areas are provided at each property. E-cigarettes and vaping devices are subject to the same restrictions.

Section 9.6 — Personal Protective Equipment (PPE)

| Staff | PPE Required |
|---------------|--------------------------------------------------|
| Kitchen staff | Non-slip shoes, heat-resistant gloves, hair nets |
| Housekeeping | Chemical-resistant gloves, face masks |

| Staff | PPE Required |
|-------------|-----------------------------------------|
| Engineering | Hard hats, safety shoes, eye protection |
| Laundry | Heat-resistant gloves, ear protection |
| Security | Weatherproof outerwear |

Employees are required to wear PPE at all times when performing tasks that require them. Failure to comply is subject to disciplinary action.

CHAPTER 10 — GRIEVANCE AND DISCIPLINARY PROCEDURES

Section 10.1 — Grievance Procedure

PCHG recognizes the right of every employee to raise concerns and grievances through proper channels.

Grievance Resolution Steps

| Step | Description | Timeline |
|--------|--------------------------------------------------------------------|------------|
| Step 1 | Informal Resolution — Employee discusses with supervisor | Days 1–5 |
| Step 2 | Formal Grievance Filing — Written grievance to HR Business Partner | Days 6–10 |
| Step 3 | HR Investigation and Resolution | Days 11–25 |
| Step 4 | Appeal to Grievance Committee | Days 26–40 |
| Step 5 | Final Appeal to President/CEO (decision is final and binding) | As needed |

Throughout the grievance process, the employee shall not suffer any adverse action or retaliation. Retaliation is treated as a separate disciplinary offense.

Section 10.2 — Disciplinary Procedure

PCHG follows the principle of PROGRESSIVE DISCIPLINE and DUE PROCESS as required by the Labor Code of the Philippines.

Category A — Minor Offenses

| Offense # | Action |
|----------------|--------------------------------------|
| First offense | Verbal warning (documented) |
| Second offense | Written warning |
| Third offense | Suspension (1–3 days) |
| Fourth offense | Suspension (5–7 days) or termination |

Examples: Tardiness (less than 30 minutes, 1–2 instances per month), failure to wear proper uniform or name tag, failure to follow minor operational procedures, unauthorized personal calls, failure to maintain cleanliness of assigned work area.

Category B — Moderate Offenses

| Offense # | Action |
|----------------|---------------------------------------|
| First offense | Written warning |
| Second offense | Suspension (3–5 days) |
| Third offense | Suspension (7–15 days) or termination |

Examples: Habitual tardiness, unauthorized absence, negligence causing minor damage, discourtesy toward a guest or colleague, failure to submit required reports, sleeping on duty, unauthorized use of company equipment.

Category C — Serious Offenses

| Offense # | Action |
|----------------|---------------------------------------|
| First offense | Suspension (7–30 days) or termination |
| Second offense | Termination |

Examples: Gross insubordination, fighting, gross neglect of duty, fraud, commission of a crime, drug possession/use/distribution, sexual harassment, theft, falsification of documents, unauthorized disclosure of confidential information, reporting under the influence, buddy punching.

Category D — Grave Offenses (Immediate Termination)

- Acts of serious dishonesty or fraud
- Sabotage or willful destruction of company property
- Assault causing serious physical injury
- Distribution of illegal drugs within company premises
- Any criminal act committed within company premises

10.2.3 Due Process Requirements (Twin Notice Rule)

FIRST NOTICE (Notice to Explain / Show Cause): Written notice specifying the acts or omissions, detailed evidence, directive to submit written explanation within FIVE (5) calendar days, and right to be assisted by counsel or union representative.

ADMINISTRATIVE HEARING: Conducted within FIVE (5) working days of receiving the explanation. Employee given opportunity to present evidence and witnesses. Hearing panel composed of HR, department head, and one independent manager.

SECOND NOTICE (Notice of Decision): Issued within TEN (10) working days of the hearing. States findings of fact and basis of decision, specifies penalty, and informs employee of right to appeal.

10.2.4 Preventive Suspension

The company may place an employee under preventive suspension for a maximum of THIRTY (30) calendar days if the employee's continued presence poses a serious threat or may impede the investigation. If the employee is found not guilty, the period of preventive suspension shall be paid.

CHAPTER 11 — DATA PRIVACY AND INFORMATION SECURITY

Section 11.1 — Data Privacy Policy

PCHG is committed to protecting the personal data of employees, guests, and business partners in compliance with Republic Act No. 10173 (Data Privacy Act of 2012).

Data Protection Officer: Atty. Patricia V. Delgado | Email: dpo@pchg.com.ph | Phone: (02) 8888-7777 local 200

Section 11.2 — Employee Data

PCHG collects and processes personal information, government ID numbers, employment history, medical examination results, performance evaluations, compensation records, biometric data, and CCTV footage for purposes of employment administration, payroll, benefits, performance management, legal compliance, and workplace safety.

Employee data is retained during employment (all relevant records), post-employment for 10 years (as required by BIR and labor regulations), and after retention period, secure destruction.

Section 11.3 — Information Security

All employees must comply with the following:

- Use strong passwords (minimum 12 characters, alphanumeric with special characters)
- Change passwords every 90 days
- Never share login credentials
- Lock workstations when unattended
- Report suspected security incidents to IT immediately
- Do not install unauthorized software
- Do not connect personal USB devices to company computers

11.3.2 Guest Data Protection

Guest personal data must only be accessed on a need-to-know basis. No guest data may be stored on personal devices. Guest data must never be shared with unauthorized third parties. PCI-DSS compliance is mandatory for all credit card handling.

11.3.3 Data Breach Response

- Report immediately to IT and DPO
- DPO assesses severity within 4 hours
- National Privacy Commission notification within 72 hours (for reportable breaches)
- Affected data subjects notified within 72 hours
- Post-breach review and remediation within 30 days

Section 11.4 — Acceptable Use of Technology

Company-provided technology is primarily for business use. Limited personal use is permitted provided it does not interfere with work, consume excessive bandwidth, involve illegal content, or compromise security. The

company reserves the right to monitor use of company-provided technology in compliance with applicable laws.

CHAPTER 12 — SEPARATION FROM SERVICE

Section 12.1 — Voluntary Resignation

An employee wishing to resign must submit a written resignation letter at least THIRTY (30) CALENDAR DAYS before the intended last day of work, addressed to the immediate supervisor with copy to the HR Business Partner. The company may waive the 30-day notice period at its discretion.

Resignation processing: Department head endorses within 3 working days, HR initiates clearance process, exit interview conducted by HR, company property returned, final pay processed within 30 days of last day.

Section 12.2 — Termination for Just Cause

The company may terminate an employee for just causes as enumerated in Article 297 of the Labor Code:

- Serious misconduct or willful disobedience
- Gross and habitual neglect of duty
- Fraud or willful breach of trust
- Commission of a crime against the employer, family, or representative
- Other analogous causes

Due process requirements (twin notice rule) must be strictly observed as detailed in Section 10.2.3.

Section 12.3 — Termination for Authorized Causes

The company may terminate employment for authorized causes under Article 298-299 of the Labor Code:

| Cause | Separation Pay |
|----------------------------------|----------------------------------------------------------------------|
| Labor-saving device / Redundancy | 1 month salary or 1 month per year of service, whichever is higher |
| Retrenchment / Closure | 1/2 month per year of service or 1 month salary, whichever is higher |

Written notice to employee and DOLE at least 30 days before the intended date of termination.

Section 12.4 — Final Pay

Final pay includes unpaid salary, pro-rated 13th month pay, cash conversion of unused vacation leave, separation pay (if applicable), and tax refund (if applicable). Deductions may include outstanding loans, unreturned company property, and damages established through due process.

Final pay shall be released within THIRTY (30) CALENDAR DAYS from the date of separation, in compliance with DOLE Labor Advisory No. 06, Series of 2020.

Section 12.5 — Certificate of Employment

Upon request, the company shall issue a Certificate of Employment within THREE (3) working days, indicating period of employment, position(s) held, and no derogatory information unless authorized by the employee.

Section 12.6 — Non-Compete and Non-Solicitation

Managerial employees (PG-10 and above) are subject to a non-compete agreement: 12 months after separation, direct competitors in the Philippine hospitality industry, Philippines scope.

All employees are subject to a non-solicitation agreement: 12 months after separation, may not solicit PCHG employees or clients.

CHAPTER 13 — FOOD AND BEVERAGE OPERATIONS

Section 13.1 — General Standards

All food and beverage (F&B) operations across PCHG properties shall adhere to the highest standards of quality, safety, and guest satisfaction. F&B revenue constitutes approximately 35-40% of total property revenue, making operational excellence in this area critical to the Group's financial performance.

Section 13.2 — Food Safety and Hygiene

13.2.1 Handwashing Requirements

- Wash hands with soap and warm water for at least 20 seconds
- Required before starting work, after breaks, after handling raw food, after touching hair/face, after using restroom, after handling waste, and after sneezing/coughing
- Fingernails must be short, clean, and free of nail polish
- No jewelry on hands/wrists except plain wedding bands

Personal Hygiene Standards

- Clean uniform daily — no street clothes in kitchen areas
- Hair fully restrained under hat or hairnet; beard guards for facial hair exceeding 5mm
- No perfume or cologne in food preparation areas
- No eating, drinking, or chewing gum in food prep areas
- Report any illness immediately to supervisor — mandatory exclusion until cleared

Temperature Control Requirements

| Requirement | Standard |
|--------------|--------------------------------------------------------------|
| Cold holding | 5°C or below |
| Hot holding | 60°C or above |
| Danger zone | 5–60°C — max 2 hours cumulative |
| Cooling | 60°C to 21°C within 2 hours; 21°C to 5°C within 4 more hours |
| Reheating | Must reach 74°C within 2 hours |

Cross-Contamination Prevention — Color-Coded Cutting Boards

| Color | Use |
|--------|----------------------------|
| Red | Raw meat |
| Blue | Raw fish and seafood |
| Green | Fruits and vegetables |
| Yellow | Cooked meat and poultry |
| White | Dairy and bakery |
| Brown | Root vegetables (unwashed) |

13.2.3 Allergen Management

| Allergen | Common Sources | Kitchen Protocol |
|-----------|------------------------------|--------------------------------------------------|
| Gluten | Wheat, barley, rye, oats | Dedicated prep area; separate fryer for GF items |
| Dairy | Milk, cheese, butter, cream | Clearly label all dairy products in storage |
| Eggs | Whole eggs, mayo, pasta | Separate utensils for egg-free preparations |
| Nuts | Tree nuts, peanuts, nut oils | Nut-free zone in pastry section |
| Shellfish | Shrimp, crab, lobster | Separate prep boards; distinct storage |
| Fish | All fin fish, fish sauce | Label all fish products; check sauces |
| Soy | Soy sauce, tofu, miso | Note hidden soy in processed ingredients |
| Sesame | Sesame seeds, tahini, oil | Check bread products; label clearly |

Section 13.3 — Restaurant Service Standards

Food Service Timing Standards

| Meal Period | Appetizer | Main Course | Dessert |
|--------------|-----------|-------------|---------|
| Breakfast | 5 min | 10 min | N/A |
| Lunch | 8 min | 15 min | 8 min |
| Dinner | 10 min | 20 min | 10 min |
| Room Service | N/A | 30 min | 30 min |

Section 13.5 — Inventory and Cost Control

Food Cost Targets

| Outlet Type | Target | Acceptable Range |
|---------------|--------------|------------------|
| Fine Dining | 28–32% | 25–35% |
| Casual Dining | 30–35% | 28–38% |
| Buffet | 35–40% | 33–42% |
| Room Service | 28–32% | 26–35% |
| Banquets | 25–30% | 23–33% |
| Bars/Lounges | 18–22% (bev) | 16–25% |

CHAPTER 14 — FRONT OFFICE OPERATIONS

Section 14.1 — Reservation Management

Reservation Response Standards

| Channel | Response Time |
|--------------|---------------------------------------------------|
| Phone | Answer within 3 rings; complete within 3 min |
| Email | Acknowledge within 1 hour; confirm within 4 hours |
| Website | Real-time automated confirmation |
| OTA | System-auto; manual override within 30 min |
| Social Media | Acknowledge within 30 min; confirm 2 hours |
| Walk-in | Immediate assistance |

Section 14.2 — Check-In Procedures

Standard Check-In Protocol consists of 16 steps including greeting the guest, confirming reservation details, verifying ID, processing pre-authorization, assigning room, encoding key cards, explaining facilities, and updating the PMS. Express check-in is available for loyalty members and returning guests.

Section 14.3 — During Stay Services

Guest Request Response Times

| Request Type | Target Response |
|-------------------------------|--------------------------|
| Extra pillows/blankets/towels | 10 minutes |
| Iron/ironing board | 10 minutes |
| Crib/rollaway bed | 15 minutes |
| Room service order | 30 minutes |
| Wake-up call | Confirm within 2 minutes |
| Maintenance (non-emergency) | 30 minutes |
| Maintenance (emergency) | 10 minutes |

Complaint Escalation Protocol

| Level | Resolved By | Comp Authority |
|---------|----------------------|-----------------------|
| Level 1 | Front desk associate | Minor issues |
| Level 2 | Duty Manager | Up to PHP 5,000 |
| Level 3 | Department Head | Up to PHP 15,000 |
| Level 4 | General Manager | Unlimited + strategic |

Section 14.4 — Check-Out Procedures

Late Check-Out Policy

| Time | Charge |
|---------------|-------------------------------------|
| Until 2:00 PM | No charge (subject to availability) |
| Until 4:00 PM | 50% of rack rate |
| Until 6:00 PM | 75% of rack rate |
| After 6:00 PM | Full additional night |

Loyalty Platinum members: complimentary late check-out until 4 PM.

Section 14.5 — Night Audit / Key Performance Metrics

| Metric | Target |
|--------------------------|---------------------|
| Average check-in time | Under 5 minutes |
| Average check-out time | Under 3 minutes |
| Guest satisfaction score | 4.5/5.0 or higher |
| Upsell conversion rate | 15% or higher |
| Reservation accuracy | 99.5% |
| Complaint resolution | 95% at Level 1 or 2 |
| Walk rate (due to error) | Less than 0.1% |

CHAPTER 15 — HOUSEKEEPING OPERATIONS

Section 15.1 — Department Organization

Staffing Ratios

| Position | Ratio |
|-----------------------|-----------------------------------------------|
| Room Attendant | 1 per 14 rooms (std) / 1 per 10 rooms (suite) |
| Houseman/Runner | 1 per 25 rooms |
| Floor Supervisor | 1 per 30 rooms |
| Public Area Attendant | 1 per 2,000 sqm |
| Turndown Attendant | 1 per 25 rooms |

Section 15.2 — Room Cleaning Standards

Standard Room Cleaning Procedure consists of 30 detailed steps from knock-and-announce through final inspection and PMS update. The 52-item deep-clean checklist covers entry, bathroom, bedroom, climate, minibar, and amenities areas.

Room release requires: zero Fails, no more than 3 Minor Deficiencies (corrected before guest arrival).

Section 15.3 — Laundry Operations

| Service Level | Pickup By | Delivery By | Surcharge |
|-------------------|-----------|-------------|-----------|
| Standard | 9:00 AM | 6:00 PM | None |
| Express (4-hour) | Any time | 4 hrs after | 50% |
| Same-Day Pressing | 12:00 PM | 5:00 PM | None |

Section 15.4 — Lost and Found Procedures

| Item Category | Retention | Disposal |
|----------------------------------|-----------|-------------------------------|
| Valuables (jewelry, electronics) | 6 months | Turn over to local government |
| Clothing | 3 months | Donate to charity |
| Toiletries/consumables | 7 days | Dispose |
| Documents/IDs | 6 months | Turn over to authorities |
| Perishable items | 24 hours | Dispose |

CHAPTER 16 — EMERGENCY RESPONSE AND SAFETY

Section 16.1 — Emergency Response Framework

All PCHG properties shall maintain a comprehensive Emergency Response Plan (ERP). The General Manager serves as the Emergency Commander, with the Security Manager as alternate.

Section 16.2 — Fire Emergency

Fire Prevention

- Monthly fire extinguisher inspection
- Quarterly fire alarm system testing
- Semi-annual sprinkler system testing
- Annual fire detection system certification
- Daily kitchen hood suppression system check

Fire Response Procedures

- Discoverer: Activate nearest fire alarm pull station and call security
- Security: Dispatch fire response team; call fire department
- Engineering: Activate emergency ventilation; recall elevators
- Front Office: Announce evacuation via PA system
- All Staff: Assist guests to nearest emergency exit; do not use elevators
- Do NOT re-enter building until cleared by fire department

Section 16.3 — Earthquake Emergency

During Earthquake — DROP, COVER, HOLD

- DROP: Get down on hands and knees
- COVER: Get under sturdy furniture; protect head and neck
- HOLD: Hold on to shelter until shaking stops
- If in kitchen: Turn off stoves and ovens immediately
- DO NOT run during shaking; DO NOT use elevators

Section 16.4 — Typhoon/Severe Weather

Preparation (24-48 hours before): Monitor PAGASA bulletins, secure outdoor items, board/tape windows, stock emergency supplies, test generator (ensure 72-hour fuel supply), pre-position sandbags, brief all departments, offer early check-out for exposed rooms.

Section 16.5 — Medical Emergency

AED (Automated External Defibrillator) locations: Lobby (behind front desk), Pool area (lifeguard station), Gym (near entrance), Banquet area (service corridor), Each floor (elevator lobby). Certified first aiders on duty every shift (minimum 2).

Section 16.6 — Bomb Threat

If received by phone: Keep caller on line, use Bomb Threat Checklist, notify Security Manager, DO NOT use mobile phones near suspected area, evacuate following police guidance.

Section 16.9 — Security Threat / Active Threat

RUN — HIDE — FIGHT Protocol

- RUN: If safe path exists, evacuate immediately
- HIDE: Find a secure room; lock and barricade doors; silence phones
- FIGHT: As absolute last resort only

Section 16.10 — Emergency Drills

| Drill Type | Frequency | Participants |
|--------------------------|-------------|------------------------------|
| Fire evacuation | Quarterly | All staff + simulated guests |
| Earthquake drill | Semi-annual | All staff |
| Bomb threat tabletop | Annual | Management + Security |
| First aid refresher | Semi-annual | All certified first aiders |
| Active threat training | Annual | All staff |
| Typhoon preparedness | Annual | All staff (pre-season) |
| Power failure simulation | Annual | Engineering + Front Office |

CHAPTER 17 — REVENUE MANAGEMENT AND PRICING

Section 17.1 — Revenue Management Philosophy

PCHG employs a data-driven approach to revenue management, optimizing the balance between occupancy rate and Average Daily Rate (ADR) to maximize Revenue Per Available Room (RevPAR) and total revenue per available room (TRevPAR).

Section 17.2 — Key Performance Metrics

| Metric | Target |
|----------------------|----------------|
| Occupancy Rate | 75–85% |
| ADR | PHP 5,500+ |
| RevPAR | PHP 4,400+ |
| TRevPAR | PHP 7,200+ |
| GOPPAR | PHP 3,200+ |
| Booking Lead Time | 21 days avg |
| Length of Stay | 2.1 nights avg |
| Cancellation Rate | < 15% |
| No-Show Rate | < 3% |
| Direct Booking Ratio | > 40% |

Section 17.3 — Rate Structure

17.3.1 Rate Levels (Demand-Based)

| Level | Demand Indicator | Rate Adjustment |
|-------|------------------|----------------------|
| L1 | Occupancy < 40% | Base rate - 25% |
| L2 | Occupancy 40–55% | Base rate - 15% |
| L3 | Occupancy 55–65% | Base rate - 5% |
| L4 | Occupancy 65–75% | Base rate (standard) |
| L5 | Occupancy 75–85% | Base rate + 10% |
| L6 | Occupancy 85–92% | Base rate + 25% |
| L7 | Occupancy > 92% | Base rate + 40% |

Section 17.6 — Overbooking Policy

NEVER walk loyalty Platinum members, return guests, or guests with special occasions noted. Walk procedures include arranging comparable accommodation, complimentary transportation, and a future stay

voucher (minimum 1 night complimentary).

APPENDIX A — GROOMING GUIDELINES

A.1 — General Appearance (All Employees)

- Clean, pressed uniform or business attire
- Name tag visible at all times
- Minimal jewelry (wedding band, watch, small earrings)
- Clean, trimmed nails (no nail art for guest-facing staff)
- Good personal hygiene

A.2 — Front-of-House Staff

- Hair neatly styled, natural colors only
- Men: Clean-shaven or neatly trimmed facial hair
- Women: Natural-looking makeup; hair tied back if below shoulder
- Fragrance: Light, not overpowering
- No visible tattoos (must be covered)

A.3 — Kitchen Staff

- Hair nets and chef hats mandatory
- No jewelry except wedding band
- Closed-toe, non-slip shoes mandatory
- No nail polish or artificial nails

APPENDIX B — HOLIDAY SCHEDULE 2025

Regular Holidays

| Date | Holiday |
|-------------|---------------------|
| January 1 | New Year's Day |
| April 9 | Araw ng Kagitingan |
| April 17 | Maundy Thursday |
| April 18 | Good Friday |
| May 1 | Labor Day |
| June 12 | Independence Day |
| August 25 | National Heroes Day |
| November 30 | Bonifacio Day |
| December 25 | Christmas Day |
| December 30 | Rizal Day |

Special Non-Working Days

| Date | Holiday |
|-------------|------------------------------------|
| January 29 | Chinese New Year |
| February 25 | EDSA People Power Anniversary |
| April 19 | Black Saturday |
| August 21 | Ninoy Aquino Day |
| November 1 | All Saints' Day |
| November 2 | All Souls' Day |
| December 8 | Feast of the Immaculate Conception |
| December 24 | Christmas Eve |
| December 31 | Last Day of the Year |

Islamic Holidays (dates approximate)

| Date | Holiday |
|----------|---------------------------------|
| March 30 | Eid'l Fitr (End of Ramadan) |
| June 6 | Eid'l Adha (Feast of Sacrifice) |

APPENDIX C — INCIDENT REPORT FORM

INCIDENT REPORT NO.: IR-____ - ____

| Field | Information |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Date of Report | _____ |
| Property | _____ |
| Date of Incident | _____ |
| Time of Incident | _____ |
| Location | _____ |
| Type | <input type="checkbox"/> Accident <input type="checkbox"/> Near-Miss <input type="checkbox"/> Property Damage <input type="checkbox"/> Other |

Sections: Persons Involved, Description of Incident, Witnesses, Immediate Action Taken, Root Cause Analysis, Corrective Actions Recommended.

Prepared by: _____ Reviewed by (Safety Officer): _____
Approved by (GM): _____

APPENDIX E — ACKNOWLEDGMENT AND AGREEMENT

I, _____, Employee ID No. _____, hereby acknowledge that I have received a copy of the Pacific Coast Hospitality Group Employee Handbook & HR Policy Manual (Version 4.2, effective January 1, 2025).

I understand that:

1. I am responsible for reading and understanding the contents of this handbook.
2. This handbook is not a contract of employment and does not create any contractual obligations.
3. The company reserves the right to amend, modify, or revoke any policy contained herein, with appropriate notice to employees.
4. I may direct questions about any policy to my HR Business Partner.
5. My compliance with these policies is a condition of my continued employment.
6. I consent to the processing of my personal data as described in Chapter 11, in accordance with Republic Act No. 10173.

Employee Signature: _____

Printed Name: _____

Date: _____

Witness (HR Representative): _____

Date: _____

APPENDIX F — STANDARD OPERATING PROCEDURE QUICK-REFERENCE CARDS

The following SOP cards are designed for lamination and placement at the respective workstations.

SOP-001: Guest Check-In (Express Version)

1. Greet guest warmly
2. Confirm name and reservation
3. Verify ID (scan/copy)
4. Present registration card
5. Process pre-authorization
6. Assign room and encode keys
7. Explain Wi-Fi, breakfast, facilities
8. Wish pleasant stay

SOP-002: Guest Check-Out

1. Greet guest and ask about stay
2. Review folio together
3. Process payment
4. Provide receipt
5. Collect key cards
6. Offer luggage help
7. Thank and invite return

SOP-004: Handling Guest Complaint

1. Listen without interrupting
2. Empathize and acknowledge
3. Apologize sincerely
4. Offer solution/resolution
5. Execute resolution immediately
6. Follow up within 30 minutes
7. Log in PMS guest profile

SOP-005: Fire Alarm Response

1. Stay calm
2. Direct guests to nearest exit
3. Do NOT use elevators
4. Assist disabled guests
5. Check your area is clear
6. Report to assembly point
7. Account for guests in your section

SOP-006: Turndown Service

1. Knock and announce
2. Fold duvet to 45 degrees
3. Place slippers beside bed
4. Close curtains fully
5. Set bedside lamp to low
6. Place water bottle and glass on nightstand
7. Place weather card
8. Leave chocolate on pillow
9. Refresh bathroom towels as needed
10. Empty trash; remove room service tray

SOP-009: VIP Guest Arrival

1. Review VIP alert 24 hours before arrival
2. Pre-assign best available room
3. Place welcome amenity per VIP level
4. Alert all departments
5. Duty Manager greets at arrival
6. Escort to room personally
7. Offer in-room check-in

SOP-013: Late Night Noise Complaint

1. Apologize to complaining guest
2. Visit offending room with security officer
3. Politely request quiet after 10 PM
4. If repeat offense: formal warning + Duty Manager
5. If third occurrence: Duty Manager intervention with potential room change
6. Log all noise complaints

SOP-014: Suspicious Package Procedure

1. Do NOT touch or move the package
2. Clear the immediate area (30 meters)
3. Call security (ext. 0) immediately
4. Security contacts police bomb squad
5. Do not use radio near package
6. Await police instructions
7. Document what you observed

APPENDIX G — ORGANIZATIONAL CHART AND POSITION GUIDE

Section G.1 — Executive Leadership

| Position | Reports To | Direct Reports |
|----------------------|------------|------------------------|
| President & CEO | Board | All VPs, GM |
| VP Operations | CEO | General Managers |
| VP Finance | CEO | Controller, Treasury |
| VP Human Resources | CEO | HR Directors |
| VP Sales & Marketing | CEO | Dir. Sales, Dir. Mktg |
| VP Food & Beverage | CEO | Exec. Chefs, F&B; Dirs |

Section G.3 — Department Staffing Summary

| Department | Positions | FTEs | Ratio (per 100 rooms) |
|--------------------|-----------|------|-----------------------|
| Front Office | 12 | 28 | 9.3 |
| Housekeeping | 8 | 42 | 14.0 |
| Food & Beverage | 15 | 58 | 19.3 |
| Kitchen | 10 | 35 | 11.7 |
| Engineering | 6 | 12 | 4.0 |
| Sales & Marketing | 5 | 8 | 2.7 |
| Accounting/Finance | 6 | 10 | 3.3 |
| Human Resources | 4 | 5 | 1.7 |
| Security | 4 | 16 | 5.3 |
| Spa & Recreation | 5 | 12 | 4.0 |
| IT | 3 | 4 | 1.3 |
| Purchasing | 2 | 3 | 1.0 |
| TOTAL | 80 | 233 | 77.7 |

Section G.4 — Position Classification and Salary Grades

| Grade | Classification | Positions |
|-------|-----------------|----------------------------------------------------------------|
| E-4 | Executive VP | VP Operations, VP Finance, VP HR, VP Sales, VP F&B; |
| E-3 | Senior Director | General Manager |
| E-2 | Director | Hotel Manager, DoF, Dir HR, Dir Sales, Dir Eng, Dir F&B;, CISO |

| Grade | Classification | Positions |
|-------|--------------------|----------------------------------------------------------------|
| E-1 | Assistant Director | Asst Dir Ops, Revenue Manager |
| M-4 | Senior Manager | Exec Chef, Chief Engineer, Chief Acct |
| M-3 | Manager | Front Office Mgr, F&B; Mgr, Exec HK, Sales Mgr, IT Mgr, HR Mgr |
| M-2 | Assistant Manager | Asst FOM, Asst F&B; Mgr, Sous Chef, Asst Chief Eng |
| M-1 | Supervisor | FO Supervisor, HK Supervisor, F&B; Supervisor |
| S-3 | Senior Staff | Senior FDA, Senior Cook, Senior Server, Accountant II |
| S-2 | Staff | Front Desk Agent, Cook, Server, Room Attendant, Clerks |
| S-1 | Entry Level | Trainee, Intern, Utility, Runner, Steward, Bell Attendant |

Section G.6 — Minimum Staffing per Shift

| Department | Morning | Afternoon | Night |
|---------------|---------|-----------|-------|
| Front Office | 4 | 4 | 2 |
| Housekeeping | 20 | 12 | 2 |
| F&B; Service | 8 | 12 | 4 |
| Kitchen | 8 | 10 | 3 |
| Engineering | 3 | 3 | 2 |
| Security | 4 | 4 | 4 |
| Spa | 3 | 3 | 0 |
| TOTAL MINIMUM | 50 | 48 | 17 |

These are MINIMUM staffing levels for 300-room property at moderate occupancy (65-75%). Staffing increases: High occupancy (>85%): +20% all departments. Banquet events: per BEO. Holiday periods: +15%. Low occupancy (<50%): -10% non-guest-facing departments.

END OF EMPLOYEE HANDBOOK & HR POLICY MANUAL

*Pacific Coast Hospitality Group, Inc.
Version 4.2 — Effective January 1, 2025*
