



CODE OF CONDUCT

I. Vision

To be an indispensable partner in the journey of everyone whose life we touch.

II. Core Values

INTEGRITY

We adhere to the highest standards of ethics and conduct. Our reputation defines who we are.

EXCELLENCE

We aim to be the best in everything we do.

SERVICE

We value all our stakeholders, and provide unrivalled customer experience.

INNOVATION

We welcome opportunities to create at all times new and better products, services and ideas.

TEAMWORK

We value relationships. We achieve goals through collaborative efforts.

STEWARDSHIP

We nurture our resources responsibly.

III. Mission

- We deliver the best value in products and services to our business partners
- We conduct our business with respect, integrity, and excellence
- We provide maximum returns to our shareholders and investors
- We create opportunities for learning, growth, and recognition to the Phoenix Family
- We build programs to nurture the environment and welfare of the communities we serve.

IV. Objectives

This Code of Conduct aims to:

1. Guide all employees on proper behavior and decorum inside the company promises.

2. Remind all employees on the standards of behavior expected of them in performing their duties and while dealing with colleagues, superiors, stakeholders, suppliers and business partners.
3. Ensure discipline for the common good and professionalism.
4. Provide the reasonable penalties for violations/deviations from the standard rules and procedures.

V. Policy Statement

Phoenix Petroleum Philippines, Inc. is committed to the highest standard of excellence and professionalism. Hence, it is incumbent upon employees to uphold “*malasakit*” and integrity in the conduct of their work as guided by the company's Vision, Mission and Core values. Phoenix endeavors to provide a work environment where each individual is treated with respect and professionalism. Deviations from policies and procedures shall be handled in a constructive, consistent, objective and fair manner.

VI. Coverage

This shall be applied to all employees of the company regardless of rank and employment status.

VII. Offenses

Refer to violations/deviations committed by employee in reference to company rules and regulations, policies and standards operating procedures.

VIII. Restitution or Reparation of Damage Caused

In addition to the appropriate penalty in cases involving loss of, or damage to property, the offender will be required to replace or pay for the property loss or damaged, unless fully compensated by insurance or other remedies available to the company.

IX. Penalties

Written warning (WW) – a letter given to an employee for committing minor offense. It reminds that a repetition of similar offense will constitute further disciplinary action.

Final warning (FW) – a more serious warning issued to an employee for a graver offense than that warranted in ordinary written warning.

Suspension (S) of 3-30 days (e.g. S3, S5, S8, S10, S23, etc.) – a temporary physical detachment from the service of the employee without any salary and benefits.

Termination- (T) – a dishonorable separation from the service.

X. Table of Penalties

(Note: * Repetition beyond 4th offense will have a penalty of S30 to Dismissal)

#	Offenses	1 st	2 nd	3 rd	4 th
A	Neglect of Duty				
	*Failure to register in the biometrics attendance system as required	WW	FW	S5	S10
	*Habitual Tardiness (5 times or more in a month after the 15-minute grace period or accumulated tardiness of 2 hours within the month whichever comes first)	WW	FW	S5	S10
	*Unauthorized Undertime	WW	FW	S5	S10
	*Unauthorized Absences for 1-3 days	FW	S10	S20	S30
	Unauthorized Absences for more than 3 days	FW	S20	S30	T
	*Failure to file leave online even if with approval	WW	FW	S5-	S10
	*Violation of break-time schedules	WW	FW	S5	S10
	*Failure to comply with Phoenix dress code while on duty	WW	FW	S5	S10
	*Failure or refusal to wear company ID while inside the company premises	WW	FW	S3	S10
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	Acts of negligence or carelessness resulting to injury, damages to property whether belonging to the company or its clients, customers or other business partners and the incurrance of unnecessary, expenses such as but not limited to failure in reporting, accounting and following standard operating procedures. To also include compliance with government requirements.	"Written Warning" to "Termination" depending on the gravity of offense.			
	Gross negligence where there is substantial damage/cost to company property or injury to person.	S30 to Termination			
	*Losing/misplacing company records or documents	FW	S5	S10	S15
	Failure to submit self to Annual Medical Examination	FW	S15	S30	T
	Failure to follow safety & security rules and practices such as but not limited to use of safety devices, protective personal equipment, etc.	"Written Warning" to "Termination" depending on the gravity of offense.			
	Leaving work assignments and/or post without permission from immediate superior	FW	S5	S15	T
	Sleeping while on duty	FW	S10	S20	T
	*Wasting time, loafing, loitering	WW	FW	S15	S30
	Failure of the immediate superior to report and/or take action on any violation of his/her direct report/subordinate.	FW	S10	S30	T
	*Failure to attend approved, scheduled seminar or training without justifiable reason	FW	S10	S20	S30
		"Written Warning" to			

	Any other negligent act not mentioned above	"Termination" depending on the gravity of offense.			
B	Insubordination				
	Disobedience or disregarding lawful orders of direct superior, managers, company officers in connection to his/her duties	S3	S15	S30	T
	Refusal to accept work or instructions from direct superior without valid reasons (validity will be determined by the grievance committee only pertaining to matters that can be subjected of grievance procedure under existing policy)	"Final Warning" to "Termination" depending on the gravity of offense.			
	Displaying uncontrolled temper/discourtesy; unreasonable outburst unbecoming of a PHOENIX employee	S10	S30	T	
	Use of insulting words or willful disrespect to colleagues, superiors, company officers, clients, suppliers within company premises or while doing official functions anywhere.	S10	S30	T	
	Uttering profanities or displaying obscene acts such as dirty finger to colleague, superior, company officers.	S10	S30	T	
	.				
	*Refusing to cooperate in any investigation authorized by the company unless the statements would be against his/her constitutional rights.	FW	S10	S20	S30
	Any other act of insubordination not mentioned above.	"Final Warning" to "Termination" depending on the gravity of offense.			
C	Misconduct or Misbehavior				
	Immoral Practices Engaging in any immoral or unethical practices or offering services to suppliers, outside agencies, officers, employees and other business partners, entities or persons within or outside Phoenix premises that affect company's reputation (like pimping, providing male and female companion, etc) or engaging in any conduct which violates common decency or morality like sexual exhibition, voyeurism, etc.	S10	S20	S30	T
	Indecent acts and utterances	S10	S20	S30	T
	Sexual Harassment	S30	T		
	Threatening bodily harm or such other acts tantamount to grave threat to colleague, superior, company officers, business partners, suppliers and contractors	S10-30	T		
	Coming to work under the influence of alcohol and drugs	FW	S10	T	
	Drinking of alcoholic beverages within company premises without authorization	FW	S10	T	
	Using, possessing of or pushing, selling or supplying of prohibited or dangerous drugs and their derivatives to suppliers, outside agencies, officers, employees and	T			

	other business partners, entities or persons.				
	Unauthorized carrying, bringing or attempting to bring firearms, ammunitions, explosives, sharp or deadly weapons within Phoenix premises.	S30	T		
	Smoking in prohibited areas	S15	S30	T	
	Unauthorized entry or use of restricted areas or premise, i.e., server room, depot area, executive offices and the like.	WW	FW	S15	T
	Challenging to a fight or threatening with bodily harm within Phoenix premises an employee or employees or . This includes assaulting, inflicting, fighting with business partners, suppliers.	S10	S20	T	
	Inducing, encouraging , coercing, bribing or abetting any suppliers, outside agencies, officers, employees and other business partners, entities or persons to engage in any practice to deviate from Phoenix policies and procedures or rules and regulation.	S30	T		
	Engaging in any unauthorized form of gambling or games of chance inside PHOENIX premises or while on duty outside PHOENIX premises.	S5	S10	S20	T
	Engaging in horseplay, mischief, running, making pranks, scuffling, throwing things or other misdemeanors, improper or unnecessary acts while in PHOENIX premises.	FW	S5	S10	T
	Falsely representing self to be an officer for personal gain.	S30	T		
	Making libelous, malicious and false utterances or statements, publications or engaging in gossip which tends to cause dishonor or embarrassment to suppliers, outside agencies, officers, employees and other business partners, entities or persons of PHOENIX.	FW	S10	S20	T
	Abuse of Authority Coercion, maltreatment, favoritism, or any retaliatory, act against a subordinate or employee of lesser rank.	S5	S20	S30	T
	Lending any sum or money to or engaging in or practicing usury within the company premises.	FW	S5	S10	T
	Soliciting, vending, peddling, selling any goods or services not sanctioned by the company	FW	S5	S10	T
	Unauthorized use of company property	FW	S5	S10	T
	*Loitering	WW	FW	S5	S10
	Vandalism	S5	S20	T	
	Disregard of Health, Safety and Security standards and practices.	"Final Warning" to "Dismissal" depending on the gravity of offense.			
	Any other misconduct or misbehavior not mentioned above.	"Final Warning" to "Dismissal" depending on the gravity of offense.			

D	Dishonesty				
	Robbery, theft, pilferage, misappropriation of funds or its attempt in any form or manner.	"PS30 to Dismissal"			
	Betrayal or loss of Trust and Confidence Unauthorized disclosure of confidential information which includes but not limited to PHOENIX record, trade secret, formula, financial operation or statement, and other PHOENIX documents, to suppliers, outside agencies officers, employees and other business partners, entities or persons.				
	Falsification of Documents/Cheating Falsifying any document, record or information, which include but not limited to personnel or financial or sales record, voucher, receipt, time sheet, application form; or presenting such falsified document, records or information in any study, inquiry, research , investigation or proceeding in which PHOENIX is involved.				
	Defrauding suppliers, outside agencies, officers, employees and other business partners, entities or persons through false pretenses or falsification of documents.				
	Knowingly giving false information, statements or testimonies. Giving false, inaccurate, misleading, incomplete, delayed or no information to suppliers, outside agencies, officers, employees and other business partners, entities or persons, when the employee knows, should know or is in key position to obtain such information, resulting in inconvenience, delay or expense to the suppliers, outside agencies, officers, employees and other business partners, entities or persons or loss of revenue or additional cost to PHOENIX.				
	Obtaining equipment, materials, products, supplies, goods or services from the company through fraudulent means.				
	Use of Phoenix time, premises, resources for personal gain.				
	Falsification of records, documents, vouchers, receipts and tampering with company equipment or facilities.				
	Falsely representing self as a person of authority.				
	Borrowing , Accepting or Soliciting from Suppliers/Customers Borrowing, accepting or soliciting money, gifts, commission, material favors or anything of value from suppliers, outside agencies, officers, employees and other business partners, entities or persons with which PHOENIX has a business relationship for personal benefit or gain (this can be supersede by a policy on gifts and solicitation).				
	Concealment of defective work that results to company loss.	S20 to Dismissal			

	Conflict of interest Phoenix employees are expected to be upfront in declaring personal businesses and avoid participation in any activity that may result to or even perceive to have personal gain.	S20 to Dismissal
	Unauthorized use of company vehicles, equipment, tools and other properties.	S20 to Dismissal
	Failure to report lost and found items or to turn over lost and found items within 24hours to the Human Resources Group.	S20 to Dismissal
	Unauthorized access to information, areas, files, computers, etc.	S20 to Dismissal
	Deliberate slowdown or dragging out of work.	S20 to Dismissal
	Doing unacceptable work practices.	S20 to Dismissal
	Any other act of dishonesty not mentioned above.	S20 to Dismissal
E	Others	
	Business controls Failure to follow and abide by any business controls policies and procedures	"Final Warning" to "Dismissal" depending on the gravity of offense.
	Information Technology Failure to comply with all IT rules & regulations, policies and other issuances of the company relating to security and protection of information.	
	Health, Safety, Security, Environment Failure to follow any policies, standards and procedures.	

XI. Process (see attached grievance handling procedure)



Grievance Handling

XII. Effect on Promotion and Merit Increase

PENALTY	EFFECT ON PROMOTION	EFFECT ON MERIT RATING	EFFECTIVITY PERIOD
Final warning	No Promotion	No rating higher than Good or 3	Up to 6 months from date of disciplinary action was imposed
Suspension of up to 10 working days	No. Promotion	No rating higher than Good or 3	12 months from date of disciplinary action was imposed
Suspension of more than 10 working days	No. Promotion	No rating higher than Good or 3	24 months from date of disciplinary action was imposed

XIII. Forms

Complaint Form

NTE

Notice of Hearing

Resolution