

	POLICY IN VERBAL ABUSE		Doc. No.	HRD -	
			Rev. No.		
			Eff. Date	Immediately	
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POLICY:

All employees shall maintain a working environment free from any form of verbal abuse.

OBJECTIVE:

To prevent verbal abuse from taking place.

DEFINITION OF TERM:

VERBAL ABUSE is hurtful and usually attacks the nature and abilities of the person. It may be in a form of angry outburst, name-calling, insults, sarcastic comments, angry jab, put-downs and swearing of foul language.

PROCEDURE:

1. An employee who claims to be a victim under this policy must file his/her complaint with the Human Resources Department (HRD) immediately upon the commission of the alleged offense against his/her person.
2. The HRD shall initiate an investigation by interviewing the complainant and this does not preclude the discreet disclosure of information in order to elicit the facts of the case.
3. Thereafter, the HRD shall request an explanation in writing from the person who allegedly committed the said verbal abuse. This explanation must be provided within Five (5) days from receipt thereof.
4. This explanation shall be assessed by the HRD.
5. The evaluation shall be prepared by the HRD based on the investigation and other testimony presented during the Administrative Conference. For the purpose of this policy, Administrative Conference shall refer to a venue wherein the concerned employee can further defend his/her side before any penalty or fine is being imposed against him/her resulting from the reported complaint of verbal abuse.
6. Any penalty decided shall be in accordance with the existing company rules and regulations and recorded on the offending individual's 201 or personnel file.

RECORD:

All notes, complaints and decisions shall be maintained in confidential file to protect the interest of the complainant.


COVERAGE:

All employees of Value Care Health Systems, Inc.

Effectivity: Immediately

Date prepared: December 2019

Recommending approval:


Reynaldo M. Magdulot
Head – Operations and ACCUSA

Approved by:


Armando S. Macalino
EVP/COO