

Starmall	TITLE OF MANUAL HRD MANUAL	INITIAL ISSUE DATE JULY 2011	DOCUMENT NO. OM 3.2
	TITLE OF PROCEDURE CODE OF DISCIPLINE		PAGE
	APPROVAL <i>[Signature]</i>	REVISION DATE	REVISION NO.

I. The Company

Company shall refer to all companies and establishments under the Starmall Group of Companies ("Group"), such as, Manuela Corporation, Manuela Metropolis Corporation, Family Shoppers Unlimited Inc., The Village Server Inc., Finds Convenience Store Inc., and such other companies which may thereafter belong to the Group.

II. Policy

The Company shall set standards of behavior in the workplace and shall impose appropriate disciplinary action against employees who commit infractions against company policies, procedures, rules and regulations or display any act of wilful misconduct.

III. Purpose

The enforcement and implementation of disciplinary action to employee is set to instill employee discipline and promote harmony and smooth workflow in the company in congruence with the standards set by the company.

IV. Coverage

All employees

V. Disciplinary Procedure

1. It is the responsibility of the Department Head / Immediate Superior to report to Corporate Human Resources Department (HRD) any incident of infraction or violation of the Company Code of Discipline committed by the employee.
2. Corporate HRD shall then investigate based on the incident report, testimony of the witnesses, and other evidence related to the commission of the offense.
3. All employees prior to administration of the corresponding penalty for any violation of offense, shall be afforded DUE PROCESS, as follows:

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A. The employee shall be notified by Corporate HRD, within forty-eight (48) hours upon receipt of a violation report upon discovery of the violation to submit his explanation in writing.

However pending investigation, the employee may be placed under preventive suspension of not more than thirty (30) calendar days if his continued employment poses a serious and imminent threat to the life or property of the company or to his co-employees.

B. A Notice of the administrative investigation is sent to the employee concerned at least two (2) days prior to the date of the hearing. During the investigation, the employee shall be given the time to explain his side. While the HR Manager acts as the presider of the hearing/conference, the presence of the employee's immediate head/department head shall be required during the proceedings. Additionally another Department Manager is invited to witness the investigation and act as an independent body.

After the administrative hearing, a discussion among the administrative body is conducted to decide on the final offense and sanction to be given to the employee.

C. The employee shall immediately be notified of the decision in writing no later than six (6) working days after the completion of the investigation.

D. All pertinent records relative to the case proceedings must be compiled in the personnel (201) file of the employee.

VI. Types of Disciplinary Action

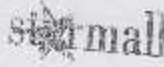
Any infraction of the Company rules and regulations shall give rise to appropriate disciplinary action taken in any of the following forms:

A. Principal Penalty

1. WRITTEN WARNING

A formal letter issued to the employee informing and warning him of his violation and the reason why he is being warned.

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An outright written reprimand is also given for less serious offenses.

2. FINAL WRITTEN WARNING

Final written warning is given to an employee who continuously commit the same offense for which a written warning was previously given to caution him of the adverse consequences resulting from the repetition of the offense.

3. SUSPENSION

Suspension is an enforced absence without pay for a fixed duration. It is given to an employee after a written reprimand has been issued. It is also given in serious offenses that require stricter disciplinary action.

The duration of the suspension will depend on the gravity of the offense committed. During the period of suspension, the suspended employee shall not be entitled to receive any salary as well as other benefits.

1. Dismissal

Dismissal is an involuntary and unconditional separation of the employee from the service, without benefits to such employee and with prejudice to his re-employment by the company. It is given in cases where the offense committed is grave/serious in nature.


B. ACCESSORY PENALTY

1. Disqualification from promotion for one or more merit rating period.
2. Suspension of employee facilities which is the deprivation for a temporary period of the employee's privilege to avail of facilities (e.g. employee loans, etc.) that the Company may voluntarily offer to its personnel from time to time.
3. The Company may adopt such other reasonable forms of disciplinary actions as may be deemed appropriate for the offense committed.

GENERAL GUIDELINES

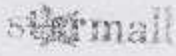
1. This Code of Discipline was established by the Company pursuant to its management prerogative to discipline its employees and was promulgated in accordance with the standards set by the Company.

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2. In imposing the penalties for a specific offense the Company may impose the principal penalty alone, concurrently or successively with the accessory penalty.
3. Only those acts committed against any relevant and effective provision shall be considered in the application of a disciplinary action. Acts committed prior to the effectivity of such provision or any acts or omission which are not specifically provided in this code shall be considered under Company rules or precedents, and/or in accordance with applicable laws and jurisprudence.
4. Where an offense is comprised of a series of acts, the Company, in its sound discretion, may apply any relevant rule prevailing at the time any of the acts in the series was committed.
5. The Code is not intended to be restrictive or inclusive. The Company may impose necessary policies, procedures, supplementary rules and regulations.
6. Unless otherwise specifically stated in the Code, the offenses defined are punishable whether or not committed within company premises or during office hours.
7. Conflict of interest exists in a condition where a transaction of an employee, in any dealings with others, customers and/or suppliers, is in conflict with the interest of the Company. The penalty to be imposed is dependent on the gravity and nature of the transaction involved which shall rest solely upon the discretion of the Company.

For avoidance of doubt, a conflict exists when the subject transaction was entered, dealt, participated and/or instructed by the employee, his relatives by affinity or consanguinity or by any person over which the employee is presumed to have reasonable control and authority.
8. Every employee of the Company is expected to know and understand the provisions of this Code. In case of doubt, an employee may consult his Department Head or Corporate Human Resources.
9. The Company, as deemed necessary at any time, may make reasonable substitutions or alterations to this Code or to repeal the same.
10. This Code shall be read together, and subject to the pertinent provisions of the Labor Code of the Philippines, its implementing rules and related laws.

	TITLE OF MANUAL FIELD MANUAL	EFFECTIVE DATE JULY 2011	SECTION NO. ONE 1.2
	TITLE OF DOCUMENT CODE OF DISCIPLINE		
AUTHORITY HR			DATE

EMPLOYEE CODE OF CONDUCT AND DISCIPLINE

OFFENSES	DISCIPLINARY ACTIONS					
	1ST	2ND	3RD	4TH	5TH	6TH

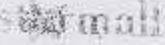
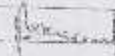
A. OFFENSES AGAINST PERSON

1. Verbal insult or willful disrespect by the employee on the honor of a company officer or his fellow employees	10 WDS	Separation				
2. Discourtesy, rudeness, indifference in dealing with customers, Company Officials, Supervisor or Co-employees	10 WDS	Separation				
3. Fighting or engaging a fight within the Company premises whether or not on Company time	Separation					
4. Attempting to inflict bodily injury within Company premises for any reason or attempting to inflict bodily injury to others anywhere at anytime in any dispute involving one's employment	Separation					
5. Inflicting bodily injury to others at anytime within Company premises for any reason or inflicting bodily injury to others anywhere at anytime in any dispute involving one's employment	Separation					
6. Intimidation or coercion of fellow employees, customers, contractors and other parties which adversely affect company interest	5 WDS	Separation				
7. Inducing or exciting employees to violate rules (the penalty shall be similar to the one applicable to the rule violated)	The penalty shall be similar to the one applicable to the violated rule					

B. OFFENSES AGAINST COMPANY INTEREST

1. INSUBORDINATION

1. Refusal to accept an assignment such as but not limited to change of work, shift, work locations when such is within reasons and capability of the employee without any valid excuse	Written Warning	3 WDS	5 WDS	12 WDS	Separation	
2. Refusal of an employee to appear and/or testify when summoned to appear as witness or to answer questions in any investigation conducted by the company	5 WDS	10 WDS	Separation			
3. Willful disobedience to written or verbal company order, reasonable requests or instructions given by the manager/supervisor to perform assigned task NOT RESULTING to injury of person, damage or loss to the Company property	5 WDS	10 WDS	Separation			
4. Willful disobedience to written or verbal company order, reasonable requests or instructions given by the manager/supervisor to perform assigned task NOT RESULTING to injury of person, damage or loss to Company property	Separation					

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	TITLE OF DOCUMENT CODE OF DISCIPLINE	REVISION DATE	ISSUE
APPROVAL FOR 	APPROVED DATE	APPROVED BY	APPROVED DATE

OFFENSES	DISCIPLINARY ACTIONS					
	1ST	2ND	3RD	4TH	5th	6th

Refusal to handle overtime without justifiable reasons after being scheduled and informed of such schedule, to work according to overtime policy.	6 WDS	10 WDS	Separation			
Engaging in personal business posing direct conflict with the position one is occupying or part-time employment without permission from Management (person is subject to General Guidelines Para. No. 7)	Written Warning	3 WDS	6 WDS	10 WDS	Separation	

3. NEGLIGENCE

Failure to give proper and due attention (commission or omission of an act) to the Company policies and procedures, standard operating procedures, employees' and work guidelines and to the particular duties and responsibilities inherent to the employee's job which may or may not result to injury or personal or damage or loss to Company property.	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
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4. LAZINESS

b.1. Inobservance of tardiness exceeding the sixty (60) minutes allowable tardiness in one calendar month.	Written Warning	Written Reprimand with Stern	3 WDS	6 WDS	10 WDS	Separation
b.2. Habitual Tardiness Arriving late at least four (4) times in any calendar month is considered habitual.	Written Warning	Written Reprimand with Stern	3 WDS	6 WDS	10 WDS	Separation

5. UNAUTHORIZED ABSENCE

Unauthorized and unexcused absences from work for ONE (1) day in one calendar month.	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
Unauthorized and unexcused absences for TWO (2) but not more than SIX (6) consecutive working days in one calendar month.	3 WDS	6 WDS	10 WDS	Separation		
Unauthorized and unexcused absences for work exceeding SIX (6) consecutive working days in one calendar month.	Separation					
Failure to return to work promptly upon expiration of leave or absence without any valid reason.	6 WDS	10 WDS	Separation			
Abuse of regular break period either taking longer time than allowable or taking in scheduled break time.	Written Warning	Written Reprimand with Stern Warning	3 WDS	6 WDS	10 WDS	Separation

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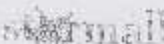
NAME OF EMPLOYEE: **ERIK MANDAL**
 SERVICE/EMPLOYEE DATE: **JULY 2011**
 CODE OF DISCIPLINE: _____
 NAME OF SUPERVISOR: _____
 DATE OF OFFENSE: _____

OFFENSES	DISCIPLINARY ACTIONS					
	1ST	2ND	3RD	4TH	5TH	6TH
1. Unavailability under time of TWO (2) times in one month	Written Warning	Written Warning with 15min Verbal	3 WDS	6 WDS	10 WDS	Separation
2. Absentment of work. This is defined as the failure to report for work without notice or authorization from superior for an unreasonable number of days despite notice to report back to work within a specified time	Separation					
3. Failure to log in/out through authorized time keeping device (clock-in) and log-hourly in one calendar month	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
4. Leaving work assignment without permission from superior	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
5. Engage in any activity without permission from superior regardless of whether or not the employee returns to his work assignment	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
6. Working while carrying on performing activity not related to work during working hours	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
7. Loitering and conducting personal business at anytime within Company premises during off-duty	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
8. Frequently receiving visitors during office hours for personal business or receiving or making frequent personal telephone calls	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
9. Sleeping on the job	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
10. Failure to settle monetary or other obligations with the Company	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
11. Failure to report accident/incident involving an employee during Company time that may result in injury of a person/ damage or loss to Company property	3 WDS	6 WDS	Separation			
12. Holding unauthorized meeting at Company time or premises that would adversely affect Company operations / activities	3 WDS	Separation				
13. Careless or negligent submission of vital reports (e.g. expense, financial, etc.)	3 WDS	10 WDS	Separation			
14. Improper or unauthorized use of Company property regardless of whether it results in financial loss or gain to Company property or to a person	3 WDS	Separation				
15. Improper/unauthorized use of spareparts, tools, Company vehicles, equipments, etc., which may lead to damage	6 WDS	Separation				
16. Mishandling of customers	3 WDS	10 wds	Separation			
17. General job disinterest, negligence in performing assigned task, deliberate slow down or decrease efficiency	Written Warning	6 WDS	Separation			
18. Furnish, manipulate, or leaking false, untrue or confidential information affecting the interests of the company or its officers	Separation					

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OFFENSES	DISCIPLINARY ACTIONS					
	1ST	2ND	3RD	4TH	5TH	6TH
1. Deliberate logging about other employees' time entry in official records.	Separation					
2. Unauthorized or deliberate alteration of his/her or another employees time record.	5 WDS	10 WDS	Separation			
3. Concealing failure to report any losses, breakages or damages incurred by the concerned employee to proper authority.	5 WDS	Separation				
4. Deliberate submission of fraudulent documents, misrepresentation and falsification of any kind (e.g. time records, application papers, official receipts and other pertinent documents)	Separation					
5. Giving in writing, any false narration of facts, answers or any kind of statement in memorandum, report or other inter-office communications or in any inquiry or investigation conducted by the Company.	Separation					
6. Giving Company identification material to unauthorized persons.	10 WDS	Separation				
7. Offering, accepting or extorting anything of value in exchange for a job, favorable condition of employment (work assignment, work location, etc.) or for personal gain or soliciting such for any forms or services rendered in connection with their duties in the Company.	Separation					
8. Falsifying company records and documents	Separation					
9. Forging or pretending illness to obtain company benefits or for other purposes.	Separation					
10. Making false claim against company for reimbursement.	Separation					
11. Forgery or unauthorized use of signatures and initials for any purpose or falsely representing Company in any document/ circumstance.	Separation					
12. Perjury and/or giving false testimony willfully and unintentionally.	Separation					
13. Misversing company funds	Separation					
14. Disclosing, leaking out or revealing confidential or classified information, technique, method and company secret to unauthorized person or employee.	Separation					
15. Other form of fraud committed by the employee against the company, company or its client or employees.	Separation					
16. Entering into arrangements with suppliers or customers to obtain kickbacks or preferential treatment.	Separation					

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	TITLE OF DOCUMENT WORK MANUAL	ORIGINAL ISSUE DATE JULY 2011	DOCUMENT NO. COM 1.2
	CODE OF DISCIPLINE	SECTION NO.	REVISION NO.

OFFENSES	DISCIPLINARY ACTIONS					
	1ST	2ND	3RD	4TH	5th	6th

C. OFFENSES AGAINST HEALTH, SAFETY, SECURITY AND PUBLIC ORDER

a. (Unjustified) failure to wear complete prescribed working apparel including failure to wear ID within Company premises. (Members of Top Management are exempted from the requirement of wearing ID)	Written Warning	Written Reprimand with Star Warning	3 WDS	6 WDS	10 WDS	Separation
b. Entry or allowing entry into restricted area without authorization	6 WDS	Separation				
c. Allowing and/or failure to report unauthorized person entering or loitering in the Company's restricted areas.	6 WDS	Separation				
d. Refusal of an employee to be checked and searched by authorized personnel at the gate and any other designated area or failure to meet security requirements of the Company, in the Company's opinion is damaging or potentially damaging.	6 WDS	10 WDS	Separation			
e. Distraughting written or printed materials of any description on Company time and premises without proper permission.	Written Warning	6 WDS	Separation			
f. Conviction of crime committed anytime involving moral turpitude	Separation					
g. Unauthorized possession of deadly weapon inside company premises /	Separation					
h. Creating or contributing to unhealthy or unsanitary conditions or violating ordinary rules on health and sanitation.	Written Warning	6 WDS	10 WDS	Separation		
i. Refusal to undergo medical check-up when instructed to do so by Management	6 WDS	Separation				
j. Failure to report for Annual Physical Examination within the scheduled period.	Written Warning	Written Reprimand with Star Warning	3 WDS	6 WDS	10 WDS	Separation
k. Failure to follow Medical advice by Medical Officer to submit to a required medical check-up, laboratory tests or for confirmation / verification of any claim of illness	6 WDS	Separation				
l. Failure to follow safety rules and regulations.	Written Warning	3 WDS	6 WDS	10 WDS	Separation	
m. Presentation of forged, altered or falsified medical certificate as a requirement of the Company	Separation					
n. Concealing a disease which endangers fellow employees	Separation					
o. Participating in riots or disorders or concerted activities such as slowdowns and any attempt to destabilize and/or create chaos in the Company	Separation					

Confidential

HRD MANUAL

ISSUANCE DATE
JULY 2011

HRD OPERATIONS

CODE OF DISCIPLINE

DOCUMENT NO.
COW 5-2

HR PROCEDURES

VERSION DATE

Rev.

REVISED DATE

OFFENSES

DISCIPLINARY ACTIONS

C. OFFENSES AGAINST PROPERTY

	1ST	2ND	3RD	4TH	5TH	6TH
a. Attempting to tamper, damage, destroy either intentionally or thru negligence Company property, other employee's property in trust or in custody of the Company	10 WDS	Separation				
b. Tampering, damaging or destroying either intentionally or thru negligence Company property, other employee's property in trust or in custody of the Company	Separation					
c. Unauthorized opening or attempting to open any locker, drawer or cabinet.	10 WDS	Separation				
d. Bringing out or attempting to bring out company property or funds from the Company or other person's property held in trust or custody of the company	Separation					
e. Substituting or attempting to substitute company materials or equipment with another of inferior quality or lesser value	Separation					
f. Use or allowing use of Company equipment, facilities, materials, and/or vehicle for private and personal interests	4 WDS	Separation				
g. Unauthorized writing, drawing, posting, altering, mutilating or removal of any matter on the bulletin board, walls or equipment at anytime.	Written Warning	4 WDS	Separation			
h. Obtaining or attempting to obtain materials with the use of fraudulent purchases orders or falsified letters, memorandum or authorization.	Separation					
i. Vandalism in any form.	10 WDS	Separation				
j. Improper or incorrect use of parts, tools, equipment and vehicles.	Written Warning	5 WDS	Separation			
k. Sabotage, waste destruction or mass stoppage of company operation.	Separation					
l. Unauthorized Possession of a picklock, master key or similar device, which can open locker, drawer or door of Company employee or Office.	Separation					
m. Failure to report the loss/damage of Company Property under his/her accountability.	5 WDS	Separation				

C. OFFENSES AGAINST PUBLIC MORALS

a. Engaging in immoral, throwing things or behaving roughly within Company time and premises whether with outsiders or co-employees.	Written Warning	6 WDS	10 WDS	Separation		
b. Displaying disorderly conduct and/or gross discourtesy and using profane or obscene language in addressing another person within Company premises at anytime.	6 WDS	Separation				
c. Indulging into unwholesome practices as in lending or excessive borrowing money, employees, inhouse, failure to pay just debt.	Written Warning					
d. Gambling in any form, soliciting, placing of gambling bets and/or collecting payment of money prizes anytime within company premises.	6 WDS	Separation				
e. Distribution of sexually explicit or pornographic material.	10 WDS	6 WDS	Separation			

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8/27/11

EMPLOYEE HANDBOOK

REVISED EDITION
JULY 2011

CODE OF CONDUCT

EMPLOYEE ID: 106422

NAME:

DEPARTMENT:

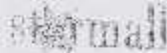
OFFENSES

DISCIPLINARY ACTIONS

1ST | 2ND | 3RD | 4TH | 5TH | 6TH

OFFENSES	DISCIPLINARY ACTIONS					
	1ST	2ND	3RD	4TH	5TH	6TH
Alcoholism:						
1. Reporting for work under the influence of alcoholic beverage.	10 WDS	Separation				
2. Drinking alcoholic beverage anytime within company premises, except on occasions and in locations authorized by the company.	Separation					
3. Bringing or attempting to bring into the company premises alcoholic beverages.	10 WDS	Separation				
4. Use of habit-forming/prohibited drug.						
5. Reporting for work under the influence of habit-forming drugs.	Separation					
6. Bringing or attempting to bring into the company premises habit-forming drugs.	Separation					
7. Committing any immoral acts, which violate common decency.	Separation					

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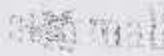


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HABITUAL DELINQUENCY

For purposes of these rules and regulations habitual delinquency may mean the repeated violation of any of the offenses herein defined:

1. Commission of any three (3) offenses within a one-month period shall be penalized by seven (7) days suspension.
2. Commission of any four (4) offenses within a one-month period shall be penalized by fifteen (15) days suspension.
3. Commission of any five (5) offenses within a one-month period shall warrant dismissal from the company.
4. Commission of any twelve (12) offenses within a one-year period shall warrant dismissal from the company.
5. Commission of any three (3) offenses punishable by suspension within a three-month period shall warrant dismissal from the company.
6. Commission of any six (6) offenses punishable by suspension within a one-year period shall warrant dismissal from the company.

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	TITLE OF POLICY BEREAVEMENT LEAVE		PAGE 12
	AUTHORITY <i>[Signature]</i>	REVISION DATE	REVISION NO.

HRD 5.4

BEREAVEMENT LEAVE

1. POLICY

The company recognizes the need for its employees to grieve the loss of a loved one therefore shall provide three (3) working days authorized leave with pay for an employee to attend the funeral and mourn the death of a member of his immediate family.

2. COVERAGE

Regular employees of the Company

3. FORMS USED

Application for Leave Form

4. DEFINITION

4.1 For the purpose of this policy an immediate family member is defined as a person related to the employee up to the 2nd civil degree by affinity or consanguinity.

4.1.1 1st Civil Degree relations include spouse, parents, children, and "stepparent members" within the same category.

4.1.2 2nd Civil Degree relations include siblings, grandparents, grandchildren, and "step-family members" within the same category.

5. GUIDELINES

1. The maximum allowed length of paid bereavement leave is three (3) workdays.
2. Leave taken in excess of the days provided above may be charged to Vacation Leave or Unpaid Leave (to be without pay).
3. The usual notice must be provided to the employee's superior.

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TYPE OF PROCEDURE				PAGE	3/2
APPROVED BY	<i>[Signature]</i>	ISSUE DATE		APPROVAL NO.	
BEREAVEMENT LEAVE					

- 1. All Bereavement Leave applications should be accomplished on or after the availability of Relationship to the deceased must be indicated.
- 2. Submission of Death Certificate is required within ten (10) calendar days upon availability of leave.

PROCEDURES

- 1. All Bereavement leaves must be requested thru a duly accomplished leave form and submitted to employees' immediate head/ manager for approval.
- 2. Approved bereavement leave forms are to be submitted to Corporate HR on or after Bereavement Leave is undertaken.
- 3. A requisite for payment of the leave is a Death Certificate. Failure to submit the document will result in leave without pay (LWOP).

Starbuck Group of Companies
2011

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