



# RIVERSIDE MEDICAL CENTER, INC.



**METRO PACIFIC HEALTH**  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Human Resources Department		<b>POLICY NUMBER:</b> DPOTMH-MPP-ER/LR-P011-(01)	
<b>TITLE/DESCRIPTION:</b> <div>HANDLING DISCIPLINARY ACTION</div>			
<b>EFFECTIVE DATE:</b> April 10, 2024	<b>REVISION DUE:</b> April 9, 2027	<b>REPLACES NUMBER:</b> HR (ER/LR) – QP – 03	<b>NO. OF PAGES:</b> 1 of 12
<b>APPLIES TO:</b> Human Resources Department		<b>POLICY TYPE:</b> Multi Disciplinary	

**PURPOSE:**

To ensure that appropriate, and fair judgments and resolutions are arrived at concerning infractions or violations of the Employees' Manual or Code of Discipline.

**DEFINITIONS:** N/A**RESPONSIBILITY:**

Immediate/Section Head, Department Head, HR Manager, HR – Labor Relations Section Head, Disciplinary Board, Corporate Human Resources Officer, President & CEO

**POLICY:**

1. Any violation committed shall first be considered as an "allegation" until proven to qualify as an offense.
2. All corrective/disciplinary measures shall be implemented pursuant to the provisions of the Labor Code of the Philippines, other pertinent laws and the relevant policies and regulations of the DPOTMH.
3. The employee who is the subject of an investigation may be placed under preventive suspension if his continued employment poses a serious and imminent threat to life or property of the DPOTMH or of his co-employees, as determined by and depending on the discretion of the Immediate Head/Manager.
4. It is understood that an employee who shall be suspended will not be paid of his wages during the period of his suspension. All other benefits shall also be suspended, except hospitalization benefits.
5. Termination of one's employment may either be for a just or authorized cause as provided under Article 282 and 283 of the Labor Code. Employees separated due to just causes e.g. fraud or serious misconduct, are not entitled to separation pay.
6. All sanctions with penalty of termination shall be cleared by the Corporate Human Resources Officer before the issuance of Notice of Decision. All records, and/or documentation regarding such investigation are made part of the employee's 201 file.
7. The sanction herein imposed shall not prevent the company from pursuing criminal and/or civil charges against the erring employee in accordance with laws.



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8. The following approval metrics in the decision and imposition of sanctions and/or penalty of the offense shall be followed:

DISCIPLINARY ACTION	PERSON RESPONSIBLE
Warning/Written Reprimand	Immediate Head
Suspension	Disciplinary Board Notice - HR Labor Relation Head Decision - Immediate Head/HR LR Head
Termination	Disciplinary Board Notice – c/o HR Labor Relation Head Decision: Immediate Head/CHRO Dept. Head/CHRO Division Head/CHRO President & CEO
Rank and File Supervisor Dept. Head Division Head	

9. The following turn-around time shall be followed:

Steps in Handling Administrative Investigation	Activity	Duration	Person In Charge
1. Receiving of Incident Report with anecdotal  For IR's without anecdotal refer back to submitting party	Receives IR from employee or Immediate Head		HR Employees'/Labor Relation Head / HR Labor Relation Staff
2. Evaluation of the IR submitted	Reviews of the IR submitted. If details are not sufficient contact the complainant for further verification.	2 days	HR Employees'/Labor Relation Head / HR Labor Relation Staff
3. Issuance of Show-cause/	Reviews the Code of	1 day	HR Employees'/Labor



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	prepares and facilitates the issuance of the Notice to Explain.		Relation Staff
4. Reply to the Notice to Explain	Response of Erring Employee	5 calendar days	Erring Employee
5. Administrative Hearing	Coordinates schedules with the Immediate Head the availability of the Erring Employee same with the Hearing Committee	5 days	HR Employees/ Labor Relation Head/ HR Labor Relation Staff
6. Transcription	Transcription of the Administrative Hearing	5 days	HR Employees/ Labor Relation Head/ HR Labor Relation Staff
7. Case Evaluation after the Hearing/ Recommendation	Determining the factors, mitigating & aggravating circumstance regarding the case		HR Employees/ Labor Relation Head/ HR Labor Relation Staff
8. Referral to legal		1 day	Sanction given to the Erring Employee
9. Decision	Sanction given to the Erring Employee	1 day	Immediate Head
TOTAL		20 days	





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## PROCEDURE (SOP):

1. The Immediate Head requires a written Incident Report from the erring employee.
2. The Immediate Head makes the initial investigation and fact-finding and forwards the Anecdotal Report to the HR.
3. If the violation is not punishable by suspension, the Immediate Head issues the verbal and written warning to the erring employee. However, if the violation merits a suspension to termination, the Immediate Head elevates the case and submits an anecdotal report to the HR – Labor Relations Section.
4. The HR – Labor Relations Section Head checks the related offense committed with the Company Rules and Regulations so that proper sanctions can be made.
5. The HR – Labor Relations Section Head, through a memorandum, directs the employee concerned to explain within five (5) days the reason/s why no disciplinary action should be imposed upon him/her.
6. The NOTICE TO EXPLAIN states in clear and unambiguous terms the particular company rule which is allegedly violated together with a brief description of the acts allegedly committed. If no reply is received after five (5) days, a second and Final Notice is served. If the erring employee fails to reply to the second and Final Notice, the case shall be decided by the HR based solely on the evidence at hand and a NOTICE OF DECISION is issued to the employee, copy furnished his/her Immediate Head and the Labor Union.
7. In the event that the employee submits a written REPLY explicitly denying the allegation or when the alleged infraction merits the penalty of TERMINATION, an administrative hearing is immediately conducted.
8. On the other hand, should the employee submit a written explanation and he/she admits the alleged infraction but pleads leniency or mercy, the case is immediately submitted for resolution. There shall be no more need for an administrative hearing. Except, when the penalty for the alleged infraction is DISMISSAL, in which case an administrative hearing should be conducted.
9. The NOTICE to an administrative hearing is served to the employee personally or via registered mail, if he/she is not reporting to work.
10. The HR – Labor Relations Office conducts the administrative hearing.
11. Postponement is allowed, if prior to the scheduled date of hearing, the employee or his/her counsel/union representative requests for such postponement.
12. The erring employee is allowed only two (2) postponements.
13. During the administrative hearing, the parties are informed that the proceedings will be recorded. The transcript of said proceedings is signed by all parties present. For purposes of transparency, the parties are allowed to get a copy of the said transcript, upon request.



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are marked in numeric order.

15. The HR – Labor Relations Section Head evaluates the facts and considers any mitigating and/or aggravating circumstances present. He/She also checks the provisions of pertinent company rules and regulations and refers to the employee's 201 file for any previous infractions and/or sanctions.
16. The HR – Labor Relations Section Head issues the NOTICE OF DECISION personally to the employee, duly acknowledged by the latter.
17. In case the employee refuse to sign or acknowledge the Notice of Decision, the HR – Labor Relations Section Head shall mark the NOTICE “refuse to sign” and must be attested by the employee's immediate Head, co-worker or Union Representative.
18. The Notice of Decision with markings “refuse to sign” must be sent to the employee's registered address, via registered mail with return card. The HR – Labor Relations Section Head shall file all documents in the employee's 201 file.
19. The HR – Labor Relations Section Head submits a monthly report of terminated employees to the Department of Labor and Employment.





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<b>WORK INSTRUCTION:</b>	
<b>KEY TASKS</b>	<b>PERSON RESPONSIBLE</b>
1. Receives Incident Reports/Complaints.	HR – Labor Relations Head
2. Determines if the case should be pursued for possible disciplinary action.	
3. Issues Notice to Explain to the erring employee.	
4. Informs the concerned party if the case is not for possible disciplinary action.	
5. Issues the Notice of Administrative Hearing.	
6. Issues the Second and Final Notice to Explain.	
7. Conducts the Administrative Hearing/s.	
8. Issues second and final Notice of Administrative Hearing, if the erring employee did not attend the hearing.	
9. Issues the Notice of Decisions.	
10. Gives a copy of the Decision to concerned parties.	
11. Keeps the copy of the Investigation Report and other pertinent documents in the 201 file.	
12. Submits the Explanation Letter within five (5) calendar days upon the receipt of the Notice to Explain.	Erring Employee
13. Attends the scheduled Administrative Hearing/s.	
14. Makes anecdotal report and submits it to HR Office.	Immediate Head
15. Gives the verbal warning or makes written reprimand for the employee.	
16. Signs the transcript of the proceedings.	Disciplinary Board
17. Evaluates facts and considers mitigating/aggravating circumstances present	



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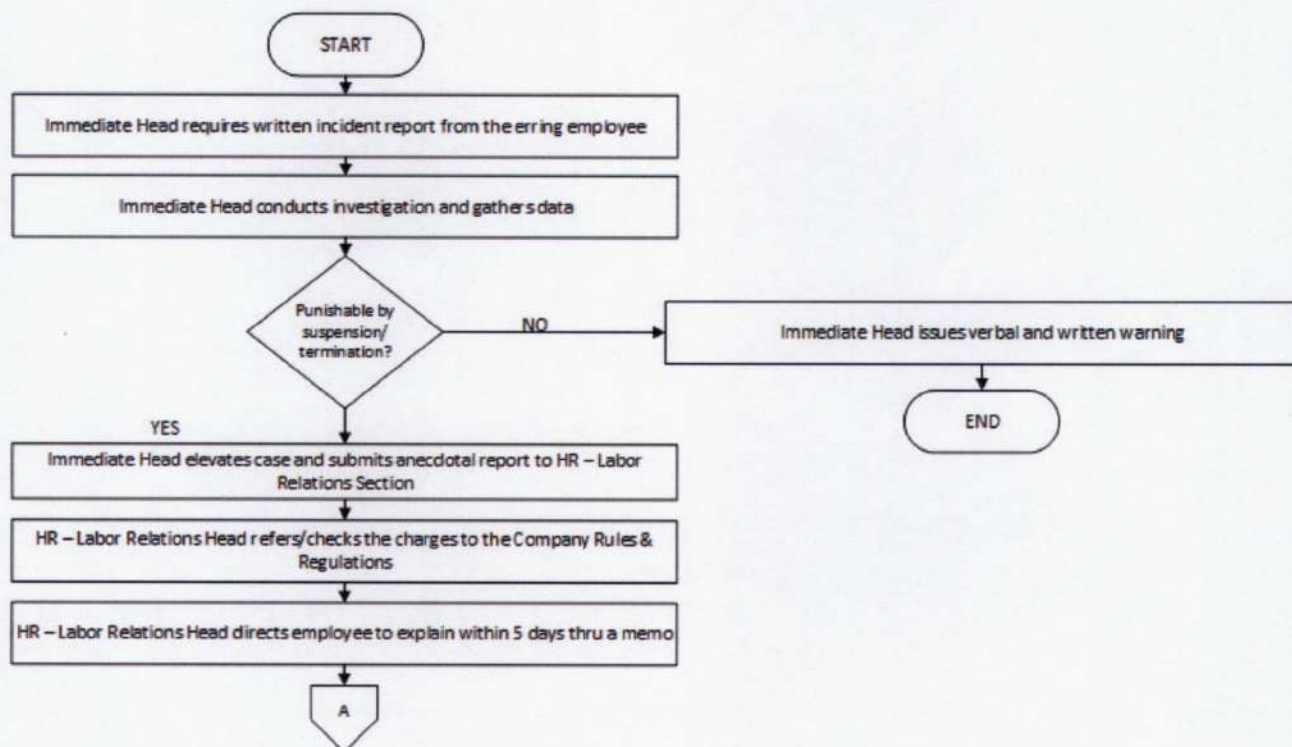
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### WORK FLOW:



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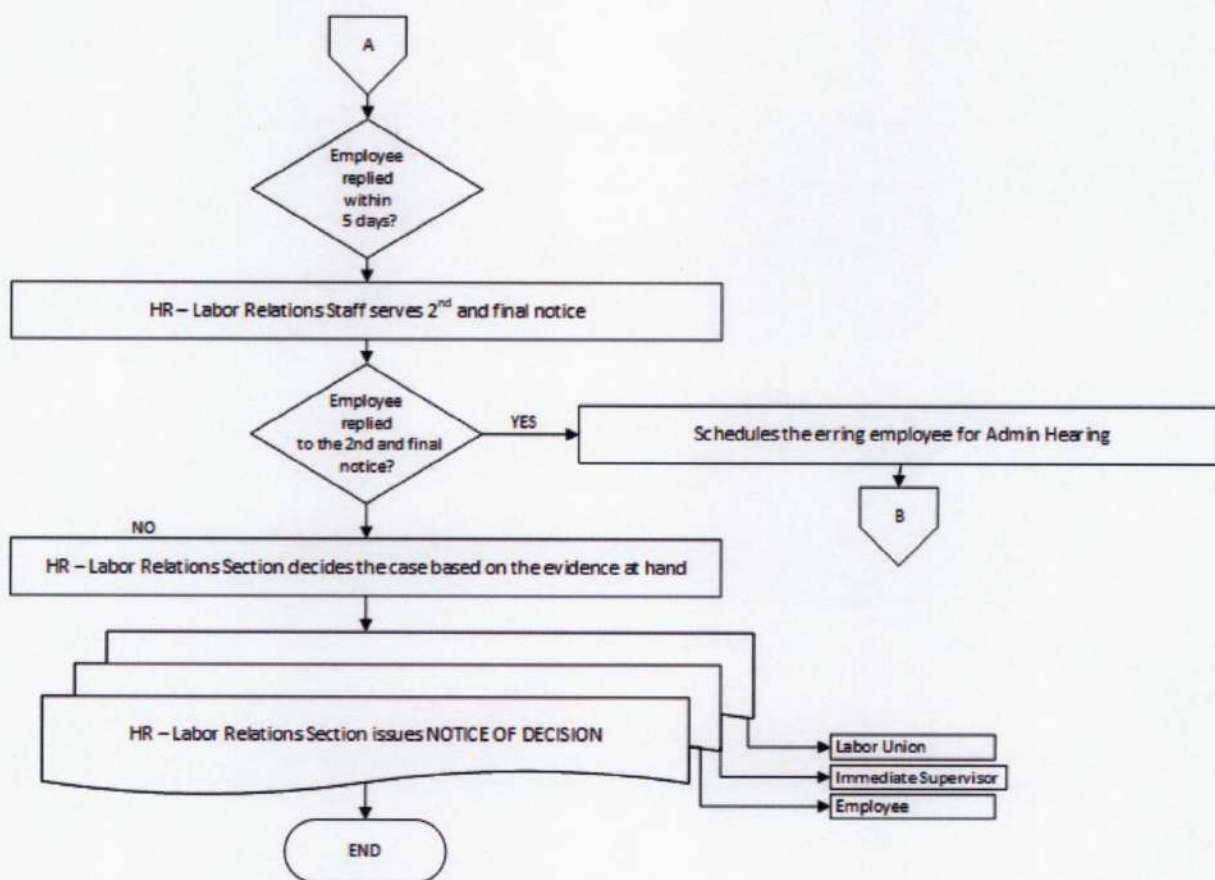
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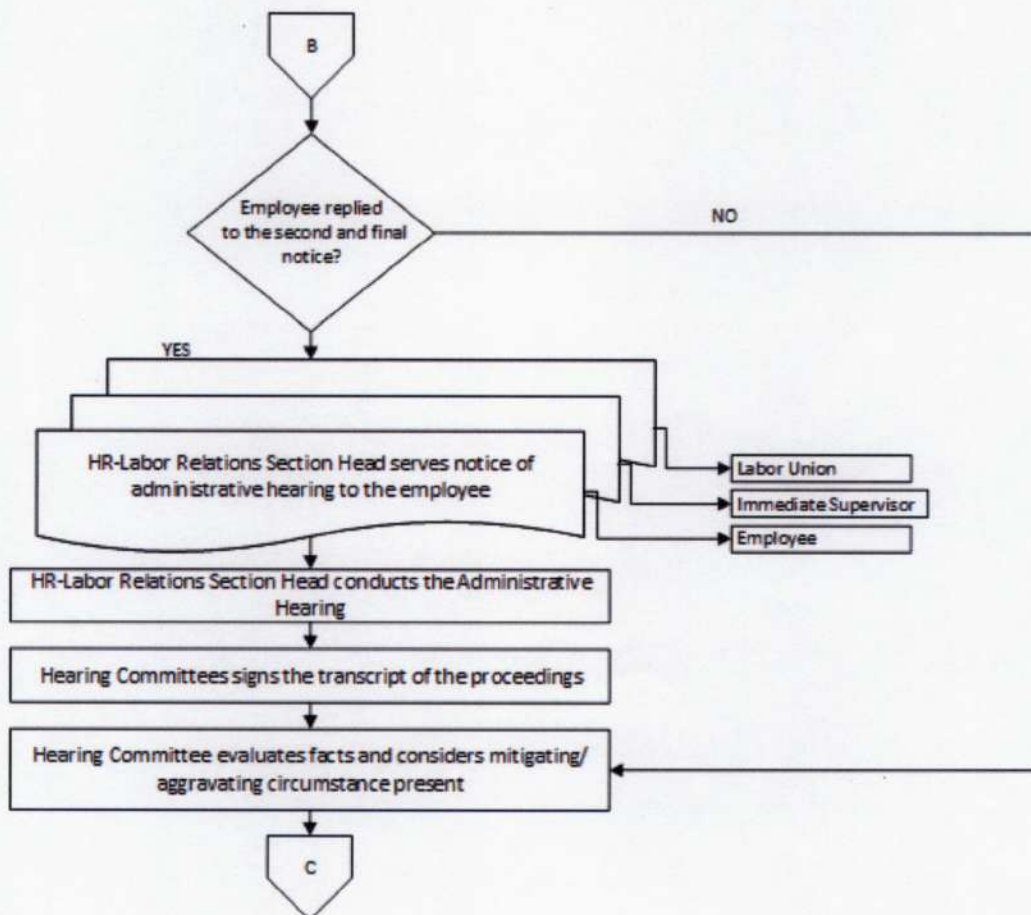


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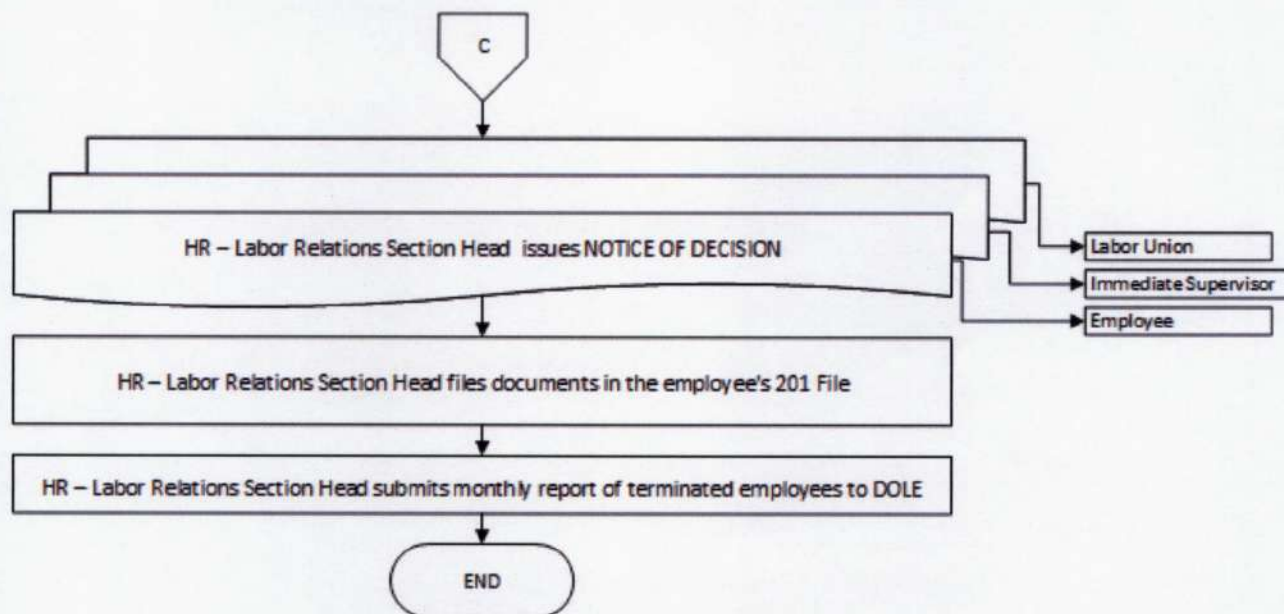
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<b>FORMS:</b> N/A
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> N/A





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APPROVAL:				
	Name/Title	Signature	Date	TQM Stamp
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Final Approved by:	GENESIS GOLDI D. GOLINGAN President and Chief Executive Officer		MAR 25 2024	

