



## **Company Policy**

August 24, 2023

# Contents

- HQ Support Staff & Responsibilities ..... 3
- Sales & Inventory Related Policies..... 4
  - Sales & Inventory Reporting ..... 4
  - Sales collection & deposit ..... 4
  - Credit Card Installment Option..... 4
  - Credit Card Transactions ..... 5
  - Free Shipping ..... 5
  - First-in-First-out policy ..... 5
  - Expired Product ..... 5
- Scheduling & Staffing ..... 6
  - Mall ID's, Attendance & Late/s..... 6
  - Change of Schedule & absences..... 6
  - Grace Period ..... 6
  - Time-In and Out via Store Phone..... 7
  - Cell phone Usage ..... 7
  - Uniform & work attire ..... 7
- Benefit Policies..... 8
  - Commission and Bonuses ..... 8
  - Holiday Pay ..... 9
  - Medical Benefits..... 9
  - Eyewear Benefit ..... 9
  - Accident Insurance..... 10

Life Insurance.....	10
Product Allowances.....	10
Referral Benefit .....	11
Whistle-blower Benefit .....	11
Leave Benefit.....	12
Bereavement Benefit.....	13
Moving Allowance .....	13
Hardship loans / Cash Advance .....	14
Discretionary Financial Benefits.....	15
Plan Bee – Investment Plan Benefit.....	15
Emergency Policies .....	16
Fire Hazard.....	16
Storm Weather.....	16
Earthquake .....	16
Off-Site Meetings.....	17
Employment of Relatives .....	17
Smoking & Vaping.....	17
Table of Consanguinity .....	19

## HQ Support Staff & Responsibilities

Should the field need any type of support from HQ, do not hesitate to contact the following personnel with respective issues:

<p>Ms. Marites Guzman</p> <ul style="list-style-type: none"> <li>▪ Store / bazaars supplies concern</li> <li>▪ Inflow transfer of stock per store</li> <li>▪ Loyalty earning and redeeming</li> </ul>	<p>Ms. Mae Dizon</p> <ul style="list-style-type: none"> <li>▪ Collections &amp; deposits</li> <li>▪ Product allowances</li> <li>▪ Cash / card transactions</li> <li>▪ Store funds &amp; expenses</li> <li>▪ Credit Card technical concern</li> </ul>
<p>Ms. Emma Maricon Rallos</p> <ul style="list-style-type: none"> <li>▪ Sales staff schedules / duties</li> <li>▪ Memos</li> <li>▪ Attendance/Time keeping</li> <li>▪ Employee's vacation leave</li> <li>▪ Account manager for outright partners</li> <li>▪ HR personnel               <ul style="list-style-type: none"> <li>○ Recruiting &amp; interviews</li> </ul> </li> </ul>	<p>Ms. Chennie Marcelo</p> <ul style="list-style-type: none"> <li>▪ Late &amp; other deductions</li> <li>▪ Payroll</li> <li>▪ Legal documents &amp; permits</li> <li>▪ Employees benefits</li> <li>▪ Employee's vacation leave</li> <li>▪ Cash advance</li> <li>▪ HR admin               <ul style="list-style-type: none"> <li>○ Employee contracts</li> </ul> </li> </ul>
<p>Ms. Marjorie Vibar</p> <ul style="list-style-type: none"> <li>▪ Daily sales reports</li> <li>▪ Driver and delivery schedule</li> </ul>	<p>Mr. Arnel</p> <ul style="list-style-type: none"> <li>▪ Products / Inventory</li> <li>▪ Kiosk maintenance (via Complaint form)</li> <li>▪ Consignments               <ul style="list-style-type: none"> <li>○ Product deployments on supermarkets</li> </ul> </li> </ul>
<p>Mr. Johanne Go</p> <ul style="list-style-type: none"> <li>▪ Advertising</li> <li>▪ Marketing</li> <li>▪ Monthly promos</li> <li>▪ Poster</li> <li>▪ Employee ID and name plates</li> </ul>	<p>Mr. Charles Ley</p> <ul style="list-style-type: none"> <li>▪ Whistle-blowing</li> <li>▪ Staff complaints/violations</li> <li>▪ Service requests</li> <li>▪ Company suggestions</li> </ul>

## **Sales & Inventory Related Policies**

### ***Sales & Inventory Reporting***

Opening staff must count inventory using Day End Receipt of previous day. Any discrepancies with inventory & discounts must be reported to the HQ ASAP. Failure to report discrepancies to HQ will have corresponding demerits (in COC).

All sales must be processed using Bee GIS (time-in, lock inventory, In-Transit, time-closed) whenever possible.

Use the In-Transit function to avoid negative inventory.

### ***Sales collection & deposit***

All branches must prepare a deposit slip for cash and check collection DAILY. Collection for the day must be deposited the next day before the first shift end

Only the Managers are authorized to deposit cash. However, it is under the manager's discretion if they want to assign the task to their staff. Managers will take responsibility for any discrepancies. After deposit, send SMS to Ms. Mae Dizon to inform that you've already deposited the cash sales.

Sales for Saturday/Sunday must be stored in drop box vault (& deposited the following Monday). Vault key is under the accountability of the Manager.

If branch cash sales reach or exceed 15k, please inform HQ for pick-up. HQ will determine if we can make the cash pickup to reduce kiosk liability.

### ***Credit Card Installment Option***

All sales paid via credit card terminal on an instalment basis will see the sales representative's commission reduced by 50% for that particular transaction.

We advise NOT to recommend the instalment option to our customers because a 7% charge of the total sale goes to the bank (vs 3% regular). Please keep in mind that the use of the instalment option is NOT being DISSALLOWED; though

considered as a last resort to make a larger sale.

### ***Credit Card Transactions***

Bee Healthy Trading will not allow multiple swipes of credit cards for a single transaction unless they are 2 different credit cards, with a maximum of 1 swipe each. Violators of this policy will be penalized with 2 demerits, forfeited sales commission/s, and be charged all associated bank penalties.

This policy is to help our accounting department to minimize 3rd party disputes with our banks.

### ***Free Shipping***

Minimum order to avail FREE nationwide shipping is Php3,500. Shipping rates remains at Php100 within Metro Manila and Php150 outside of Metro Manila if order is below Php 3,500.

### ***First-in-First-out policy***

Always observe a First-In-First-out in selling our inventory. Always check the expiration date of your products when doing inventory & make the oldest product the most accessible.

### ***Expired Product***

Each store Manager is required to do an expiry date check & report to HQ every 1<sup>st</sup> of the month. HQ will then decide if & when to discount the product to move the item faster.

If a product expires in the store, the product will be forced to be part of the PA of the Manger / store.

If the product still doesn't sell despite reduced prices, total company will be asked to take the product as PA before regular stock is issued.

## **Scheduling & Staffing**

Schedules will be released on a weekly basis (with minor edits to follow if needed). It is a staff's responsibility to keep updated on the latest version & be in their correct location at the proper time.

There will be no swapping or change of schedule without prior approval of HQ. All violations should be reported to HQ immediately.

## **Mall ID's, Attendance & Late/s**

Sales staffs are responsible to get mall ID's and/or gate passes from Admins. BHT will reimburse the sales staff for mall ID application. However, the company will NOT reimburse the sales staff for the mall ID requirements (e.g. health certificate, ID picture).

Opening time is 15 minutes before Mall Opening with a 15-minute grace period. One (1) minute late is equivalent to fifteen (15) minutes late, sixteen (16) minutes late is equivalent to thirty (30) minutes, and so on.

## **Change of Schedule & absences**

Should there be a need for a staff to be absent, you need to give at least a 3-day lead time to request for a scheduled absence. HQ has the right to approve or disapprove your request. Some acceptable requests include: death in the family (up to 2<sup>nd</sup> degree), hospitalization of member of the family (1<sup>st</sup> degree). See table of consanguinity for clarification.

Should there be an instance where the staff cannot make it to work due to illness, please inform HQ at least 3 hours before duty so that there is enough time to be able to find a substitute staff. You do not need to find a replacement on your own. You will need to submit a medical certificate to HQ as proof that you were ill during said absence.

## **Grace Period**

A fifteen (15) minute grace period will be allowed for all opening & closing

personnel.

The official time-in for opening is fifteen (15) minutes before the mall opens. One (1) minute late after the mall opens is considered thirty (30) minutes late.

### ***Time-In and Out via Store Phone***

All time-in and time-out shall be done via a selfie that includes 1) store credit card terminal 2) picture of time, 3) picture of location. Picture must be sent to BHT schedules viber group as soon as possible.

### ***Cell phone Usage***

Promo guys & girls need to be attentive to customers & passersby. Cell phone use is prohibited while on duty.

Only managers inside the kiosk are permitted to occasionally glance at their phones for work purposes.

### ***Uniform & work attire***

All sales managers and sales staff shall present a professional appearance to promote a positive image among their clients. Uniforms are given to all sales staff and are expected to be worn every day.

Listed below are the guidelines on proper uniform attire and grooming as well as a list of some of the more common items that are not appropriate in the nature of your work setting. These items should help set the general parameters and allow the sales staff to make intelligent judgments about items that are not specifically addressed.

<b>TYPE</b>	<b>ALLOWED</b>	<b>DISALLOWED</b>
PANTS	Slacks/pants/jeans	Capris
	Leggings (for pregnant women)	Jogger pants
		Leggings
		Shorts



		Baggy/elephants/torn pants
		Colored pants
SHIRTS	Uniform	Faded (request new uniform from HQ)
	Name plate	Unclean / visible stains
SHOES	Doll shoes	Open toed shoes
	Rubber shoes	Sandals
	Boat shoes	Slippers
	Closed shoes	
	High heels (closed)	
GROOMING	Black/brown hair tie/clip (for women only)	Facial jewellery (for men)
	Earrings (for women only)	Earrings (for men)
		Long necklaces
		Loud hair color
		Mohawk, faux hawk, man buns
	Visible henna, tattoo or body art	

## Benefit Policies

### Commission and Bonuses

Probationary sales staff and regular employees are entitled to a store's monthly, quarterly and yearly commission.

Probationary HQ employees are only entitled to the company's quarterly and yearly commission.

HQ COMMISSION	
Tenure	Amount
6th month (upon regularization)	25%
1 year	50%
2 years	75%

3 years and up	100%
*50% cap for drivers	

All bonuses and commissions will go to loans repayment of loans regardless if the limit is exceeding or not.

All back pay resulting from salary increases will go to repayment of loans.

All salary increases (on top of agreed repayment schedule) will go to repayment of loan first before releasing to employee.

### **Holiday Pay**

Every employee covered by the Holiday Pay Rule is entitled to the minimum wage rate (daily basic wage and COLA). This means that the employee is entitled to at least 100% of his/her minimum wage rate even if he/she did not report for work, provided he/she is present or is on leave of absence with pay on the work day immediately preceding the holiday. Work performed on that day merits at least twice (200%) the wage rate of the employee.

### **Medical Benefits**

Regular employees are entitled to the following benefits:

1. Yearly flu shot and lifetime Pneumonia vaccine.
  - 1.1 Given by the company as an additional benefit.
2. HMO Plan includes coverage of emergency room, ward confinement, consultations, medications, and laboratory tests and procedures with doctor's prescription.
3. Dental benefit includes dental consultation, dental examination, extraction, cleaning, and more.
4. Other procedures that are not covered by HMO will be charged to the employee.

### **Eyewear Benefit**

Regularized staff with 6-month tenure may avail for eyeglasses & replacement frames.

<b>Item</b>	<b>Amount</b>	<b>Term</b>	<b>Maximum Cost per Year</b>
Frame	Php 3,500	5 years	Php 700
Replacement Lens	Php 800	2 years	Php 400

- At least 50 grade or with Doctor's recommendation
- Must avail eyewear through company's recommended Optical Shop
- Present Company ID at the Optical Shop

Benefit may only be used by staff. There will be periodic checks for actual wear. Should employee fail 2 consecutive checks, full amount will be charged to staff.

### ***Accident Insurance***

Regularized staff is entitled accident medical expense up to P25,000 per accident & daily accident hospital benefit of P250 per day. Policy managed by Pioneer Insurance.

### ***Life Insurance***

Regularized staff is entitled to a Php 250,000 life insurance policy. Policy managed by Pioneer Insurance.

### ***Product Allowances***

Staffs are given monthly product allowances to be able to testify to the efficacy of the products. These are given benefits upon regularization (6 months).

Here is how the PAs accrues (per month) through the years served:

<b>Tenure</b>	<b>Sales</b>	<b>Support</b>	<b>Service</b>
6 <sup>th</sup> – 12 <sup>th</sup> month	1,000	1,000	500
13 <sup>th</sup> month – 24 <sup>th</sup>	1,500	1,500	750
24 <sup>th</sup> month onwards	2,000	2,000	1,000

Further to this, staffs are privy to extra discounted items based on customer

returns & expiry dates:

Regular Item (expired): 25% off

Damaged Item (sealed, not expired): 25% off

Damaged Item (sealed, expired) 50% off

Opened Item (returns): 75 % off

Product Allowances accrued must not exceed the total amount of Php 10,000, any allowances in excess of Php 10,000 shall be forfeited (use it or lose it).

Product allowances are solely intended for personal use only. They may NOT be sold to the public or to other staff. Appropriate demerits will apply when caught (as per COC).

Further, company may provide containers specifically for PA. Original packaging will no longer be included. Product will be transferred to container to further prevent unauthorized sales to clients. Staff will return the container before claiming PA.

All product allowances should be pre-approved by HQ. There will be instances wherein the company will ask for staff to take in a specific set of damaged/expired product. This is to reduce our inventory position of an overstocked/expired/returned item.

### **Referral Benefit**

Staff will be rewarded for successful referrals to the company.

1 year from start date - 1K

3 years from start date - 2K

5 years from start date - 3K

### **Whistle-blower Benefit**

Should a BHT employee find dubious or questionable activities or any policy or conduct violations done by other employees, please report these infractions directly to Charles Ley via email, viber or text.

All submissions will be treated with the highest confidentiality. HQ is excluded from submitting to this program. However, you can whistle blow on HQ's infractions as well.

Reward for convictions & policy changes can be up to as much as P20,000; upon Managers' discretion.

**Leave Benefit**

Employees will receive leave benefit (absent leave with pay) after 1 year from start date (not regularization date).

The total amount of SL/VL will depend on your tenure. With the minimum being 6 days total & the maximum 24 days total.

Here is the chart on our total SL/VL by tenure:

Tenure	Total SL	Total VL	Total SL/VL
1 <sup>st</sup> Year	3	3	6
2 <sup>nd</sup> Year	6	6	12
3 <sup>rd</sup> Year	6	9	15
4 <sup>th</sup> Year	6	12	18
6 <sup>th</sup> Year	6	14	20
8 <sup>th</sup> Year	6	16	22
10 <sup>th</sup> Year	6	18	24

If you have planned leaves, outing, wedding, birthday, or baptism you can also apply for special consideration before the schedule is released for the next week.

For employees that have not yet been regularized, you can still file for absent-

leave with no pay in the same process & with the proper approvals.

**Bereavement Benefit**

Regular employees will be able to receive financial assistance from the company. The corresponding rates are:

Junior Employee (<1.5 years)

1st degree (wife, parents, children) - P3,000

2nd degree (sibling, grandparents, cousin) - P2,000

3rd degree - Day off or leave (if requested)

Senior employee (>1.5 years)

1st degree (wife, parents, children) - P5,000

2nd degree (sibling, grandparents, cousin) - P2,000

3rd degree - Day off or leave (if requested)

Regular staff will receive an extra 5-day leave with pay for 1<sup>st</sup> degree family members.

Staff will need to submit a death certificate to the company before release of funds. Please inform HQ on your current situation & request for approval from HQ. Do not hesitate to bring forth your current issues.

**Moving Allowance**

Employees may avail a moving allowance for the purpose of relocating to a new residence that is closer to their place of work.

<b>Tenure</b>	<b>Amount</b>
3 years below	Php3,000
3 to 5 years	Php5,000
5 years and up	Php8,000

Employees must reside in the new location for not less than 2 years. If the staff resigns, before the mandated tenure, company will deduct a prorated amount from their quit claim.

You can also avail of our vehicles to help you transport your items.

Requirements:

- Proof of housing contract (notarized)
- Photo of new housing
- New house MUST be 30 minutes away from work area
- New house MUST be closer to work area than previous house

### ***Hardship loans / Cash Advance***

BHT has provision to extend loans to regularized employees. Loan limits are as follows:

Below 3 years –1 months' salary

3 years and above –2 months' salary

Each loan application must have a minimum of Php1000/month (Php500 per payroll period) repayment scheme. Extension to repayment schemes are at Management's prerogative.

Advances to purchase appliances are considered as cash advance & will be counted against your total balance.

Employees are strongly advised to stay within loan limits, should there be a need for more financial assistance, extra funds are available with an interest rate of 8% per month banked against your Plan Bee savings. Proof of expenses may be required.

The company has the right to refuse loan applications.

***Intra-personnel loans are strongly discouraged.***

## ***Discretionary Financial Benefits***

These DISCRETIONARY benefits are all case-to-case basis and given to employees of good standing. We will consider giving these benefits to high-potential employees that do not meet the requirements.

### Birth / Children

Legally married wife (maximum of 2 children)

Female <1.5 years tenure - Government benefits

Female 1.5 - 3 years - P3,000

Female > 3 years - P6,000

Legally married husband (maximum of 2 children)

Male <1.5 years tenure - Government benefits

Male 1.5 - 3 years - P2,000

Male > 3 years - P3,000

Unmarried wife (maximum of 1 child)

Female <1.5 years tenure - Government benefits

Female 1.5 - 3 years - P2,000

Female > 3 years - P3,000

Unmarried husband (maximum of 1)

Male <1.5 years tenure - Government benefits

Male 1.5 - 3 years - P1,000

Male > 3 years - P2,000

## ***Plan Bee – Investment Plan Benefit***

Regular employees are entitled to enter Bee Healthy's investment plan – Plan Bee co-managed by Pioneer Insurance.

This plan is to incentivise BHT employees to stay with the company until retirement. It also serves as an untouchable retirement fund for the staff. Under no circumstance will BHT use these funds for business purposes.

Participation in this program is voluntary. Bee Healthy will not be liable for the performance (and withdrawal maturity) of this fund. All investment funds carry



risks of negative returns. If you are extremely risk averse, you may opt to stick with the cash bond system. Joining the program exempts the staff from the monthly cash bond.

Please refer to your orientation packet for details.

## **Emergency Policies**

### ***Fire Hazard***

In case a fire/hazard breaks out within the mall but away from our kiosk/store, secure the products and kiosk and be prepared to evacuate as soon as the mall administration tells you to.

In case the fire/hazard is within the vicinity of our kiosk/store, secure whatever you can as fast as you can and leave the vicinity immediately towards safety.

If the fire/hazard is within proximity of the kiosk/store, leave immediately towards safety.

The safety and well-being of our staff is our utmost concern.

### ***Storm Weather***

During storm signal #2, employees have the option of not reporting for work while still getting paid. Please inform HQ if you will not be able to work.

During storm signal #1/severe thunderstorm, it is under the discretion of the employee if they can work for the day. Absent employees will be unpaid.

BHT staff needs to wait for their respective mall admins before they can leave their posts before closing time due to foul weather.

### ***Earthquake***

Use personal discretion if you can be present for work duty without risk of harm.

Report to HQ all absences due to this natural occurrence.

## **Off-Site Meetings**

Procedure & guidelines for off-site meetings & jobs:

- Submit plan for approval via viber for approval. Include purpose, date, & estimated duration.
- If going straight to off-site meeting in the AM, please take a selfie attendance picture (same guidelines as sales) when you start the day, (after lunch) 1-3pm & (day-end) 4-5pm. It is ok to take an early leave if it is impractical to head back towards the office.
- If you are on duty, you must still be accessible via viber.
- Try to avoid offsite work on Mondays, Fridays & Saturdays when possible

## **Employment of Relatives**

Bee Healthy Trading will disallow stationing of employees who are direct relatives by birth or marriage. However, relatives are allowed employment under different locations.

The intention of this policy is to minimize the likelihood of any awkwardness, accusations of favouritism, or any other potential difficulties by management in situations where closely related employees work together in the same location or department.

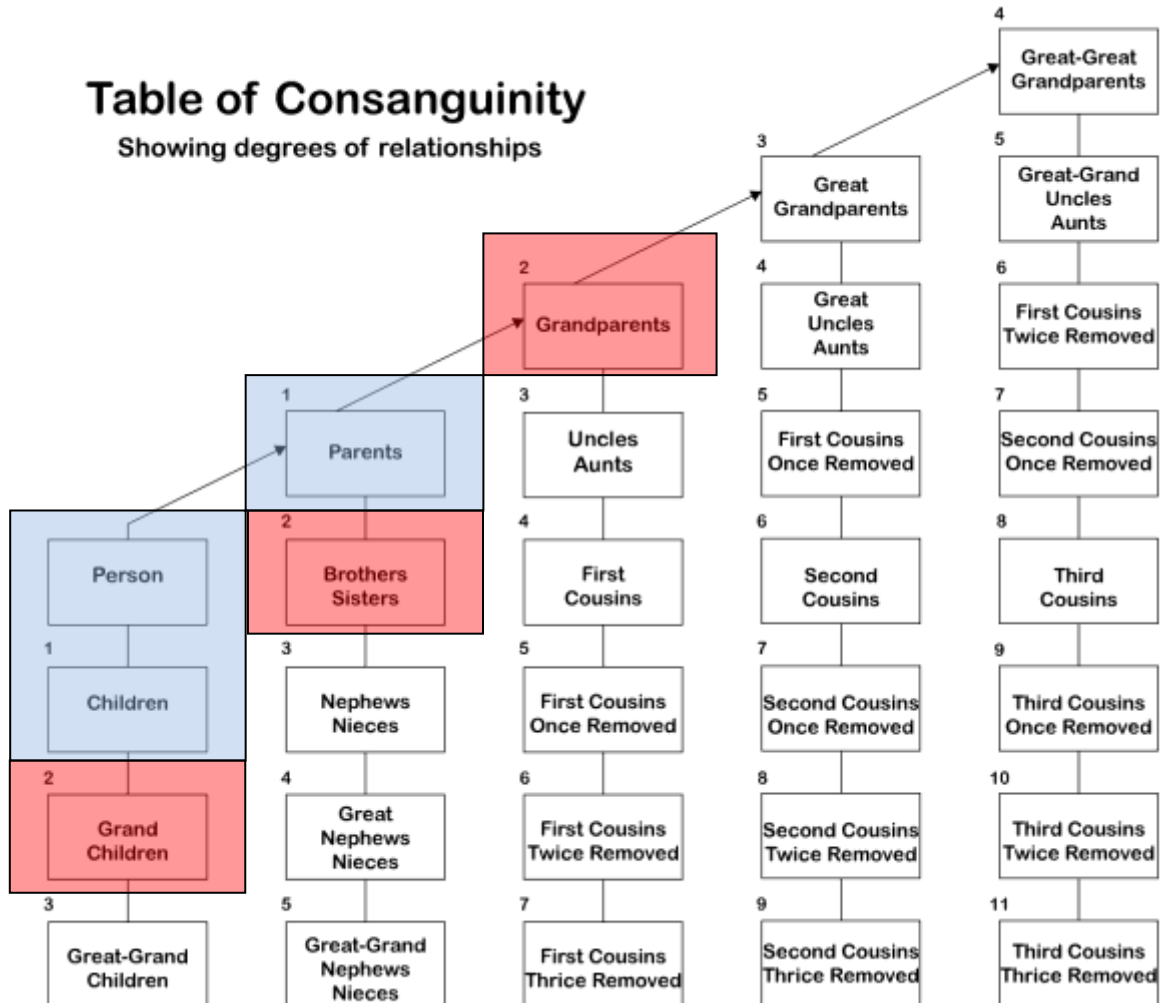
## **Smoking & Vaping**

BHT has a strict no smoking/vaping policy while on duty (on or off premises). This aims to protect non-smokers from their right to clean air. This policy applies to all employees of our company as well as to visitors, contractors and temporary staff. This also coincides with Philippine law on smoking in public areas.

Managers and our HR department are responsible for taking appropriate action

after they investigate any incidents thoroughly. Demerits will apply.

# Table of Consanguinity



Blue highlights are 1<sup>st</sup> degree  
Red highlights are 2<sup>nd</sup> degree

## ACKNOWLEDGEMENT

This is to certify \_\_\_\_\_ currently holding the position of  
(full name of employee)  
\_\_\_\_\_ under \_\_\_\_\_ has  
(current position of employee) (department)  
read and understood a copy of the BEE HEALTHY TRADING & DISTRIBUTION INC.  
Company Policies. I understand that it is my obligation to read, understand and  
comply with the contents of the BEE HEALTHY TRADING & DISTRIBUTION INC.  
Company Policies booklet.

\_\_\_\_\_  
Signature of Employee

Issued by:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Position