

Beneficial-PNB Life Insurance Co., Inc.

Policy : OFFICE DECORUM

Policy Code: HRD-2006-00

I. PURPOSE

To maintain physical order, promote mutual respect, understanding and responsible behavior across the organization, and secure the privileged information and valuable resources essential to **Beneficial-PNB Life Insurance Co., Inc.** as it conducts its business operations. To ensure that employees will work in a way that will promote and improve the image and goodwill of the company. This policy guideline formalizes the norms, setting the standards of corporate behaviour, for the employees to observe as they conduct themselves in the performance of their duties.

II. POLICY GUIDELINES

A. Courtesy to Co-employee

Extend to fellow employees all the respect and courtesies that an employee would want to extend to them.

B. Client Relationship

Attend to clients and visitors promptly and courteously. If needed, refer them to the department/person who can best attend to their needs.

C. Prohibited Activities

Avoid getting into arguments, participating rowdy gatherings, joining undisciplined crowds and similar activities.

D. Disorder Manner

An employee must refrain from creating trouble, fighting or exhibiting disorderly conduct within the company premises or while on official duty outside the company.

An employee must not inflict or cause bodily injury to his/her co-employees or intend to do so. Any misunderstanding between employees must be brought to the attention of Department Head concerned and/or Human Resource Department.

E. Personal Lending

An employee is not allowed to set up within the company premises money lending to co-employees for purposes of gains.

F. Command Responsibility

All employees are required to follow and obey legitimate orders of superior.

G. Obligation to Report

An employee is required to give factual, complete and accurate record or data such as expense report, receipts or any other document upon which reimbursement is made.

H. Loitering

Every employee is assigned in a place to conduct his/her work responsibility. Thus, it is expected that during office hours the employee should be on his/her respective workstations unless otherwise instructed by his/her superior.

I. Unnecessary Noise

The management discourages unnecessary noise during office hours that may disturb other employees in their work.

J. Use of Telephone

Office telephones are strictly for business purposes. Personal calls, except in cases of emergency should be minimized during office hours.

Proper telephone etiquette gives the impression of professionalism and enhances corporate image.

All employees should make a positive connection by observing the following telephone manners:

1. Answer the telephone promptly and courteously
2. The company standard answer to a telephone call:

“Good morning or Good afternoon, Beneficial
PNB or HRD, This is Juan, How may I help you?”

3. Ensure that complete information received is properly relayed to the concerned personnel.

K. Proper Wearing of Company Uniform

Employees are expected to conduct themselves on a corporate manner by properly wearing complete company uniform. Complete uniform refers to wearing the prescribed uniform and company ID as provided by the company. Wearing of slippers and similar footwear shall not be allowed.

All employees are required to be reasonably presentable before clients, customers and the public at all times.

L. Personal Visitors during Office Hours

Employees are discouraged to entertain personal visitors during working hours, except for some valid reasons.

M. Restricted Areas

Visitors and clients unless those who are with emergency or official business to transact, shall under any circumstance be prohibited to gain access to restricted areas.

Employees are expected to observe accessibility to restricted areas unless they are authorized to gain access for official business.

N. Gambling

Gambling of any form done during office hours and within the company premises is strictly prohibited.

O. Firearms

Bringing of firearms, pointed knives and other deadly weapons for self-defense or otherwise is strictly prohibited.

P. Smoking

Smoking is strictly prohibited in the work area.

Q. Bringing children to the Office

Employees are discouraged to bring children in the office for them to concentrate on their work.

R. Good Housekeeping

All employees are expected to practice good housekeeping by maintaining an organized and clean workplace.

S. Preparing to Go-Off

It is the responsibility of every employee to ensure that all electrically run equipment/machines under their custody are properly shut down and unplugged at the end of each working day.

T. Confidential Information

All employees are required to keep in strict confidence whatever confidential information they may acquire in the course of their employment with the company particularly employees salaries and the like.

U. Conflict of Interest

One of the important areas of an employee's responsibility to the company, customers, and the public is to ensure that he/she avoids any situation which might make it difficult for the employee to exercise judgement and make decisions without full confidence that his/her actions do not in any way conflict with the best interest of the company.

The areas of potential conflict of interest includes engaging in peddling products of the same character, use of confidential information, as well as other business the Company is in a position to direct others.

Gifts may also be an occasion for conflict of interest. As a general rule, neither gift nor entertainment should be accepted from person dealing with the company either as principal or as agent unless the employee accepting it is in a position to reciprocate either on a personal basis or subject to a proper claim for reimbursement from the company.

It is expected that all situations involving potential conflict of interest shall be disclosed to the employee's Department/Division Head

V. Unauthorized and Improper Utilization of Company Electronic Facilities

Unauthorized and improper utilization of company electronic facilities such as computer, internet, photocopying machine, fax machine, mobile phones and the like are strictly prohibited.

Unauthorized installation of software particularly unlicensed software, games, etc. shall not be allowed.

W. Improper Utilization of Office Supplies and Equipment

Company is encouraging all employees to utilize properly all office supplies and equipment to achieve cost effectiveness and efficiency.

Equipment for personal use such as company vehicle and the like unless otherwise authorized is strictly prohibited.

Theft of company property including malversation of funds is strictly prohibited.

X. Unauthorized Utilization of Company Documents

Unauthorized utilization of company documents which are clearly prejudicial to the interest of the company shall not be allowed.


*** Non-compliance of the policy guidelines as stated in the company's office decorum shall be subject to penalty as prescribed in the company's code of conduct.**

Date of Implementation: July 1, 2006

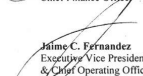
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