

AWIT NG PVAO

*PVAO! Aming tahanan
Kanlungan ng kabayanihan
Tungon sa pangangailangan
Marangal na lingkodbayan*

*Sa mahal naming Beterano
Inaalay ang serbisyo
Ang inyong giting at tapang
Nagpalaya sa Inang Bayan!*

*Sakripisyo niyo't kagalingan
Di naming malilimutan
Matitibay na sandigan
Ng demokrasya't kalayaan*

*Kaya inyong asahan
Katapatan at kahusayan
Di lamang sa ngayon
Kundi habang panahon*

*Mabuhay ka PVAO
Mabuhay ka, PVAO
Sulong!*

PHILIPPINE VETERANS AFFAIRS OFFICE

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PHILIPPINE VETERANS AFFAIRS OFFICE

CODE OF CONDUCT

HANDBOOK



Serbisya Beterano, Serbi Bayan



PHILIPPINE VETERANS AFFAIRS OFFICE

CODE OF CONDUCT

HANDBOOK

Philippine Veterans Affairs Office
Code of Conduct Handbook
2013
Camp General Emilio Aguinaldo
Quezon City

PVAO VISION



A dynamic, committed, and effective organization imbued with the highest standards of integrity, competence, and professionalism in delivering benefits and services to all veterans and their beneficiaries, promoting their



PVAO MISSION

We are committed to deliver veterans benefits and services and improve their general welfare and perpetuate the memory of their heroic

PVAO CORE VALUES

*V*eteranfriendliness

*E*xcellence

*T*rustworthiness

*E*thical *R*esponsibility

*R*esponsiveness

*A*ccountability

*N*ationalism

*S*elfless Service



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Foreword



Republic of the Philippines
DEPARTMENT OF NATIONAL DEFENSE
Camp General Emilio Aguinaldo, Quezon City

It is with great appreciation that I welcome this new Code of Conduct for the Philippine Veterans Affairs. Through this manual, we not only protect the integrity and quality of our service to the public by introducing preventive and prescriptive measures of conduct, we are also setting the platform for improvement and growth.

As firm upholders of professional public service, this code is a vital addition to the organization as it provides the necessary guidelines as we strive to serve our war heroes and their dependents with utmost honor and enthusiasm.

The inclusion of a chapter on Policy on Gifts and Benefits exemplifies the prudence and genuine concern of the PVAO management both to our employees and clientele. It not only aims to safeguard integrity of our employees with compromise situation, it also allows the faithful application of professional standards needed in the furtherance of our mission.

Therefore, urge each PVAO personnel to employ the provisions of this guidebook and take pride in upholding the highest standards of corporate and personal behavior on which our service to our country and fellow countrymen should be built upon.

Once again, my sincerest congratulations to PVAO.


VOLTAIRE T. GAZMIN
Secretary



Republic of the Philippines
DEPARTMENT OF NATIONAL DEFENSE
Camp General Emilio Aguinaldo, Quezon City

As a welfare and benefits administration agency, one of the major final outputs of the Philippine Veterans Affairs Office (PVAO) is the efficient and effective delivery of pension and other benefits and services to its special clients and their families.

This requires the agency to continually develop the core competencies that it has acquired over decades to serve its unique clientele as these competencies are what give greater value to the benefits and services PVAO provides.

In addition to its mandate but more importantly, in order to have a significant impact on our veterans, their spouses, and descendants. It is therefore necessary for the agency to formulate a Code of Conduct that states what is expected of its officials and employees as public servants.

This Code of Conduct specifies unequivocal rules and policies on how we can apply the principles of honesty, integrity, accountability, and transparency as we relate with our clients, officials, fellow employees and other stakeholders. It also sets standard of competence and ethics in performing our day-to-day tasks. As this Code is already explicit in providing guidance on how to carry out our everyday business, all we need to do know is to embrace it, claim it as a manifestation of our shared values and strictly adhere to it at all times.

As I congratulate PVAO for coming up with this Code of Conduct, I would like to remind everyone as well that this is just an initial success. We can only make our success complete and meaningful if we can truly uphold the provisions set forth in this Code.

EDUARDO G. BATAC

Undersecretary for Civil, Veterans and Reserve Affairs



Department of National Defense
PHILIPPINE VETERANS AFFAIRS OFFICE
Camp General Emilio Aguinaldo, Quezon City

The Philippine Veterans Affairs Office has truly gone a long way from its formation in 1972. From the commendations given by our fellow public servants to the encouraging feedback we receive from the very people we serve, all these attest to the positive change that is happening in PVAO.

This Code of Conduct you are holding in your hand is a testament to that continuing commitment to change. Two years ago, PVAO is among the government agencies that participated in the Integrity Development Review (IDR), which entailed a comprehensive review of our policies and procedures. We have taken preventive measures to fight the same.

These measures are reflected in our Moral Recovery Action Plan (MRAP) and Integrity Development Action Plan (IDAP), in which one of our deliverables is the publication of a Code of Conduct. This handbook, therefore, is a comprehensive list of policies and values PVAO employees have also included a chapter on the Policy of Gifts and Benefits to provide a healthy working environment, free from compromising and perceptibly inappropriate situations, for our employees.

We believe that in enlightening our very personnel with these principles at hand, we are providing a strong deterrence against corruption and raise the standard of public service to our veterans and their heirs. Therefore, I commend the IDAP Technical Committee for successfully coming up with this very useful material as I enjoin every PVAO employee to actively participate in our work.

Mabuhay ang ating mga beterano! Mabuhay ang PVAO!

ERNESTO G. CAROLINA
Administrator

About the Code of Conduct

This Code of Conduct is a public declaration of the principles of good conduct and standards of required behavior that the public can expect from the officials and employees of the Philippine Veterans Affairs Office (PVAO)

The purpose of the Code is to provide PVAO officials and employees with a framework for ethical behavior, actions and decisions in the performance of their official duties. It supports the PVAO's commitment to honest and ethical conduct and compliance with laws, rules, and regulations, and company policies, standards, and procedures.

WHY DO WE NEED A CODE OF CONDUCT?

The Philippine Veterans Affairs Office as an organization is made up of individuals from a variety of backgrounds. Each of us has our own set of experiences and expectations, which can often influence our own views of what is right and proper.

Sometimes we are called upon to make decisions or implement policy in circumstances in which our personal values and beliefs, or our individual interests, may be in conflict with Agency policies.

We are also required to recommend courses of action in matters involving conflicting interests. If consistent standards and approaches are adopted in our actions, and that other views are considered, this Code of Conduct has been designed to provide common guiding principles and standards of behavior.

Ethics are the principles that help determine the choices and decisions we make especially in cases where no specific rule exists, or where there may be conflicting interests or opinions.

TO WHOM DOES THE CODE APPLY?

The provisions of this Code shall apply to all officials and employees of the PVAO, including temporary and contractual employees, consultants, contract of service personnel, and on-the-job trainees, are also covered by this Code

Our Commitment

The officials and employees of the Philippine Veterans Affairs Office are committed to discharging their duties conscientiously and to the best of their ability; to act with honesty, integrity and impartiality and generally conduct themselves in a manner worthy of public trust, thereby enhancing the role and image of the Agency.

In addition to legislations, PVAO officials and employees recognize the requirements of this Code of Conduct as the standards that will be adopted in the performance of their functions and responsibilities as public servants.



Responsibility for Our Code

In PVAO, there are several organizations and many individuals who are responsible for our Code of Conduct: the government stakeholders, and the general public, among others. Ultimately, the responsibility for our Code lies with each of us, working together.

While the Code cannot possibly cover every situation we may encounter, it does outline key responsibilities in critical areas to guide us. In many cases, our Code and office policies establish minimum standards for complying with Civil Service rules and regulations.

By focusing only on compliance with the law, we miss a much broader goal and benefit all employees, we share a duty to make PVAO a better organization for all of us.

This Handbook is designed to make it easy for us to understand and apply the Code. Our

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G 9 F 6 = G M C ' G 5 ' 6 5 M 5 B "

With the core philosophy as its base, we want to be an Agency where we bring our whole selves to work, we create an environment where each personnel his/her part and believe the following key principles:

- " I love my country.
- " I value and respect others
- " I foster a productive, healthy and safe workplace
- " = ' d f c h Y Wh ' D J 5 C Ð g ' U g g Y h g
- " I avoid conflicts of interests
- " I am responsible for my action, trustworthy in all transactions, recordkeeping, reporting, and communications
- " I obey the law
- " I follow our code and policies
- " I raise compliance and ethics concerns

Responsibility for Our Code

The Code will heighten further the organizational pride of the Agency where every employee can relate to the mantra

I work at PVAO.
 This is where I want to work.
 This is how I work.

Code under each Guiding Principle. In addition, each Guiding Principle contains four (4) sections.

OUR PROMISE BEHAVIOR	GUIDING PRINCIPLE
SERVICE	I love my country. I give my best, faithful service to my stakeholders. I value and respect others. I avoid conflicts of interests.
ENGAGEMENT	I foster a productive, healthy and safe workplace. I raise compliance and ethics concerns.
ACCOUNTABILITY	I am responsible for my actions, trustworthy in all transactions, recordkeeping, reporting, and communications. I obey the law. I follow the Code and policies.
MANAGEMENT (For PVAO Officials and Supervisors)	I set the standard. I lead by example.

Overview of Our Code

Overview: A summary of what our Code requires with respect to that Guiding Principle.

Know Our Code: A list of examples of behaviors that illustrate the requirements contained in the Overview.

Code Breakers: Examples of behaviors that violate our Code.

Related Policies: References to the most directly related policies such as legislations, issuances, and Civil Service rules and regulations.

Ethical Decision Making

Our Code of Conduct challenges us to promote ethical behavior in everything we do. In many situations, however, the right course of action is not obvious. Sometimes, there is simply no black-and-white answer. Because of the complex rules and regulations that govern the way we do our work, the right answer is not cut-and-dried.

Here are some questions that we can ask ourselves to help us make good ethical decisions:

- < Is the action legal?
- < Does it comply with our Code?
- < Does it comply with Agency policies and procedures?
- < Does it feel right?
- < How would it look in the media, to stakeholders, or to the general public?
- < Would the action stand the test of time?
- < Am I being fair and honest?

If you are unsure, ask for guidance and keep asking until you get answers.

SERVICE

- < I demonstrate integrity and honesty in all my actions and treat others with respect.
- < I build and sustain collaborative working relationships by listening and demonstrating humility.
- < I engage in respectful, transparent, and open communication.
- < I believe results matter; spin, internal politics, "who I know", my "level" and the "level" of others shouldn't matter.

"I LOVE MY COUNTRY"

OVERVIEW

A passion that emanates from an individual who is a citizen of the Philippines. As government employees, the flame for this passion must always remain alight. It becomes the inspiration for faithful and efficient SERVICE to the veteran clientele and the general public.

KNOW OUR CODE

- < I respect and observe the laws of my country.
- < I demonstrate my love of country by attending to the needs of the veteran clientele with utmost courtesy.
- < I advocate the protection of the environment and natural resources of my country.

CODE BREAKERS

- < Unprofessional conduct when attending to the needs of the veteran clientele.
- < Heedless use of resources of the Agency

RELATED LAWS and POLICIES

- < Republic Act No. 8491 Flag and Heraldic Code of the Philippines
- < Republic Act No. 9485 Anti-Red Tape Act of 2007
- < Office Policy re Attendance during Monday Flag Raising
- < Legislated Environment Laws such as :
 - Republic Act No. 8749 Philippine Clean Air Act of 1999
 - Republic Act No. 9003 Ecological Solid Waste Management Act
- < Presidential Decree 953 (July 6, 1976) Requiring the Planting of Trees and Penalizing Unauthorized Cutting, Destruction Damaging and Injuring Certain Trees, Plants and Vegetation

SERVICE

- < I demonstrate integrity and honesty in all my actions and treat others with respect.
- < I build and sustain collaborative working relationships by listening and demonstrating humility.
- < I engage in respectful, transparent, and open communication.
- < I believe results matter; spin, internal politics, "who I know", my "level" and the "level" of others shouldn't matter.

"I VALUE AND RESPECT OTHERS."

OVERVIEW

Our greatest strength is our workforce, rich in its differences. We value a respect we extend to all our veterans, stakeholders, employees, and the general public.

We treat each other with dignity and respect, and foster a workplace free of discrimination and harassment.

KNOW OUR CODE

- < I respect the diversity of Filipinos in terms of cultural heritage, dialects, religious beliefs, and traditions.
- < I foster a work environment where we all perform according to the standards set by the Performance Evaluation System
- < I am committed to non-discrimination and equal opportunity for all employees.

CODE BREAKERS

- < Making unwanted or offensive sexual advances or physical contact with another individual in the workplace or at a work-related event
- < Making derogatory comments or posting-male jokes, stories, or images based on sex, race, national origin, or other regional characteristics

RELATED LAWS and POLICIES

- < The Philippine Constitution
- < The State Policy on Gender and Development
- < Implementing Rules and Regulations on RA 877 an Act Declaring Sexual Harassment Lawful in the Employment, Education or Training Environment

- < Republic Act No. 9262 Law on the Protection of Women and Children
- < Republic Act No. 9710 Magna Carta of Women

SERVICE

- < I demonstrate integrity and honesty in all my actions and treat others with respect.
- < I build and sustain collaborative working relationships by listening and demonstrating humility.
- < I engage in respectful, transparent, and open communication.
- < I believe results matter; spin, internal politics, "who I know", my "level" and the "level" of others shouldn't matter.

"I PROTECT
PVAO'S ASSETS."

OVERVIEW

As government employees, each of us must be a careful steward of PVAO assets. We have a responsibility to protect these assets from loss, damage, misuse, and theft. This means that we safeguard our information, intellectual property, name, and reputation. We also respect the property and privacy of others.

KNOW OUR CODE

< I protect the confidentiality of information given to me to do my work for the Agency. These include confidential information that is not generally known to the public.

< I protect the confidentiality, security, and integrity of the personal information of others such as personal information about fellow employees and clients obtained during the course of official transaction/s.

< I use my time at work and the equipment and supplies given to me for work.

< I use technology resources such as telephones, computers, and internet access, I make limited use of those resources and follow office policies.

< I understand that I have no right to privacy when using any of anything found, and disclose any wrongdoing that it uncovers.

CODE BREAKERS

< I do not disclose information to an unauthorized third party

< I do not access the Integrated Veterans Data Management System

- < Communicating with the media on behalf of PVAO, committing to an advertisement on behalf of the Agency; or using the name of PVAO, logo, influence, or other assets in connection with any outside personal or business.
- < Use of PVAO resources for personal activities.

RELATED POLICIES and LEGISLATIONS

- < Office policy on security measures
- < Office policy on Integrated Veterans Data Management System (IVDIMS)
- < Office policies on Employee Information and Termination of Employment
- < Records Management and Information Security Policies
- < Article 32(11) of the Civil Code: "any public officer or employee, or any private individual, who directly or indirectly obstructs, defeats, violates or in any manner impedes or impairs the privacy of communication and
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- < Administrative Orders 103 and 110

SERVICE

"I AVOID
CONFLICT OF INTERESTS."

- < I demonstrate integrity and honesty in all my actions and treat others with respect.
- < I build and sustain collaborative working relationships by listening and demonstrating humility.
- < I engage in respectful, transparent, and open communication.
- < I believe results matter; spin, internal politics, "who I know", my "level" and the "level" of others shouldn't matter.

OVERVIEW

PVAO decides based on the best interests of the public. It looks at decisions from the perspective of others: the veteran/clients, stakeholders, employees and the general public to ensure that actions are both right and fair. Each has interests and responsibilities outside of work, but PVAO seeks to avoid any conflict or the appearance of a conflict of interests or those of relatives or associates.

KNOW OUR CODE

- < I must not use my position or the knowledge gained as a result of my position for private or personal advantage.
- < I understand that there may be outside activities and/or financial interests about which I am obligated to disclose and for which restrictions may arise such as influencing decisions or engaging in employment outside PVAO.
- < I recognize that similar restrictions and obligations may arise as a result of the activities and financial interests of my relatives and associates. For this reason, I review and follow the Conflict of Interest Policy and its procedure in order to address a conflict or the appearance of a conflict.
- < I am aware of the restrictions and my obligation to disclose regarding the employment by PVAO of my relatives.
- < I understand that there are restrictions prescribed under 5 C.F.R. § 2635.501-507 regarding giving or accepting gifts, entertainment/recreation packages, personal favors or other items of value in the course of my employment because it may influence or appear to influence decisions in favor of any person or third parties.

CODE BREAKERS

- < Using my position for personal gain or to further personal activities.
- < Using PVAO property or information for my personal benefit or the benefit of a relative or associate.
- < Conducting nonwork related activities during office hours.
- < Accepting gifts, entertainment, bribes, inducements, kickbacks or anything of value directly or indirectly either from the veteran clientele or from any individual.

RELATED POLICIES and LEGISLATIONS

- < Republic Act No. 3019 Anti-Graft and Corrupt Practices Act
- < Section 7, Republic Act No. 6713- [8] j Y g h a Y b h [
- < Section 8, Republic Act No. 6713
[= X Y b h] Z] W U h] c b ' U b X ' X] g W ` c g i f Y
- < D J 5 C D g ' D c `] W m ' c b ' ;] Z h g ' U b X ' 6 Y b Y

ENGAGEMENT

- < I have the courage to raise and disclose issues and constructively dissent.
- < I respect other's views and decide what to do in a structure and thoughtful way.
- < I deal directly with someone if I have a problem with him or her.
- < I bring my whole self to work and contribute my ideas, perspectives, and feedback to advance our goals.

"I FOSTER A PRODUCTIVE, HEALTHY AND SAFE WORKPLACE."

OVERVIEW

At PVAO, we are committed to providing a productive, healthy, and safe workplace. We make decisions and take actions that result in a more creative and competitive workplace. We know and comply with our Office policies to support our efforts related to health and safety. We maintain our physical resources, and our workplace that is free from the effects of alcohol abuse, gambling, and smoking. We strive to protect our environment by working to maximize the efficiency of the energy and resources we use.

KNOW OUR CODE

- < I create and maintain a safe working environment. I observe safety regulations and exercise due care and good judgment.
- < I foster an environment that is free from harassment, intimidation, physical altercation, or destruction of property.
- < I take appropriate steps to prevent accidents from occurring and eliminate hazards likely to cause accidents

CODE BREAKERS

- < Ignoring an unsafe work condition such as faulty lifts, and buildings without fire exits.
- < Gambling and/or drinking alcohol within the office premises.
- < Working while intoxicated or under the influence of alcohol.
- < Possessing any sharp/gun weapons within the office premises including parking lots.
- < Engaging in conduct that is commonly considered to be violent or could incite/provoke, or lead to violence.

RELATED POLICIES and LEGISLATIONS

- < Presidential Decree No. 1181 Fire Code of the Philippines
- < Republic Act No. 6541 National Building Code of the Philippines
- < C Z Z] WY ` D c `] W] Y g ` c b ` Í B C ` G A C ? = B
- < Office Policies on Drinking of Alcohol
- < Office Policies on sharp/gun weapons

ENGAGEMENT

"I RAISE COMPLIANCE AND ETHICS CONCERNS."

- < I have the courage to raise and disclose issues and constructively dissent.
- < I respect other's views and decide what to do in a structure and thoughtful way.
- < I deal directly with someone if I have a problem with him or her.
- < I bring my whole self to work and contribute my ideas, perspectives, and feedback to advance our goals.

OVERVIEW

At PVAO, discussion and disclose of issues is a responsibility shared by all of us. While it may not always be easy, we promptly raise compliance and ethics questions and concerns that ~~come~~ attract attention. We recognize that many problems can be solved simply by discussing them.

KNOW OUR CODE

- < If I have a question about compliance and ethics, am sure about my obligations or those of others, or suspect or know that wrongdoing (including violation of our Code) has occurred or will occur, I raise my question or concern with:
 - a) Immediate supervisor;
 - b) Division Chief;
 - c) Any other appropriate member of management/grievance committee.
- < I exercise good judgment and common sense when raising a compliance and ethics concern. I raise my concern to an appropriate level within PVAO, depending on the nature of concern. I refer to Agency policies as needed.
- < I ask for guidance and keep asking until I get an answer.

CODE BREAKERS

- < Failing to raise a suspected or known violation of our Code (including a violation of policy, law or regulation) in an appropriate manner
- < Retaliating against an employee because of a question that he or she asks or a report that he/she makes under our Code or related policies
- < Failing to cooperate with or interfering with an investigation of wrongdoing or potential wrongdoing

- ◁ Knowingly and falsely accusing another employee of wrongdoing.

RELATED POLICIES and LEGISLATIONS

- ◁ Republic Act No. 677(Sections 13 and 15)
- ◁ PVAO Policies on Internal Reporting and Whistleblowing
- ◁ PVAO open policy (suggestion boxes)
- ◁ PVAO Grievance Machinery

ACCOUNTABILITY

- < I am accountable and I take responsibility for my actions.
- < I take responsibility, apologize for my mistakes, own the problem and resolve issues.
- < I work with a continuous uncompromising determination to improve myself, my group/division/office.

"I AM TRUSTWORTHY IN ALL TRANSACTIONS, RECORDS KEEPING, REPORTING AND COMMUNICATIONS."

OVERVIEW

At PVAO, we treat our veterans, tele, stakeholders and the general public fairly, honestly, and in a straightforward manner. We protect the integrity of PVAO and ensure that all Agency and veteran records are accurate and complete. We are committed to exemplary financial U b X ` f Y [i ` U h c f m ` f Y d c f h] b [" ` ` K Y ` g i make disclosures to the public through appropriate public communications that contain full, fair, accurate, timely, and understandable disclosure. We cooperate fully with internal and external auditors and regulators.

KNOW OUR CODE

- < If my duties include preparing transactions, I am committed to reflecting those transactions properly, accurately, and promptly in all financial statements, books of records for which I am responsible. This includes compliance with applicable accounting rules, regulations, principles, and standards.
- < If my duties include complying with internal accounting, operational and disclosure controls and procedures, I make sure that I know and follow them.
- < I make sure that I am familiar with professional ethics, regulatory requirements, and internal procedures that affect or govern my work or that of my division/office/section/unit.
- < If I am responsible for preparing public communication or providing information whether written, press releases, media interview and appearances, I prepare such public Wc a a i b] WU h] c b `] b ` Wc a d `] U b WY controls, clearances, and procedures.
- < I retain records in accordance with sound records management practices, policies, and applicable legal and regulatory requirements.

CODE BREAKERS

- ◁ Taking unfair advantage of others through manipulation, concealment, abuse of privileged or confidential information, or misrepresentation.
- ◁ Making false, misleading, or inaccurate statement or entries in our financial statements, books, or records, including failing to record or disclose an asset or liability, in order to deceive others.
- ◁ Making false or misleading statements about PVAO to a regulator, auditor, government official, or to the general public.
- ◁ Creating false or misleading records
- ◁ Falsifying any reports or Daily Time Records or any supporting documents such as Official Receipts
- ◁ Destroying/tampering documents without authorization

RELATED POLICIES and LEGISLATIONS

- ◁ Office Policy on Disclosure Controls and Procedures
- ◁ Office Policy on Records Management
- ◁ Article III, Republic Act No. 9470 [Y Public h c Z F Y Wc f X g I

ACCOUNTABILITY

- < I am accountable and I take responsibility for my actions.
- < I take responsibility, apologize for my mistakes, own the problem and resolve issues.
- < I work with a continuous uncompromising determination to improve myself, my group/division/office.

"I OBEY THE LAW".

OVERVIEW

At PVAO, we obey the letter and spirit of all rules and regulations in every area in which the Agency conducts its service to its veteran clientele and the general public. We deal fairly with each other, as well as with the clients and stakeholders. We conduct our interactions with them according to the highest ethical standards.

KNOW OUR CODE

- < I understand that there are important restrictions on my transactions, be it support, operations or frontline service. I understand that these restrictions may extend to my relatives and associates. I review and comply with civil service rules and regulations, and conduct myself professionally.
- < If I negotiate or administer contracts in behalf of PVAO, I ensure that the Agency comply with all applicable laws and regulations, as well as with the provisions of existing contracts.

CODE BREAKERS

- < Making false or misleading statements

RELATED POLICIES and LEGISLATIONS

- < Philippine Constitution
- < Republic Act No. 6713 Code of Conduct and Ethical Standards of Public Officials and Employees

ACCOUNTABILITY

- < I am accountable and I take responsibility for my actions.
- < I take responsibility, apologize for my mistakes, own the problem and resolve issues.
- < I work with a continuous uncompromising determination to improve myself, my group/division/office.

"I FOLLOW OUR CODE AND POLICIES"

OVERVIEW

The PVAO Code of Conduct and Office policies are important components of our commitment to making our Agency a better place to work. They help each of us contribute to outstanding governance, and that of achieving Agency goals. Under our Code, we commit being accountable for maintaining the highest of compliance and ethics in the workplace.

KNOW OUR CODE

- < I recognize that compliance and ethics are shared responsibilities.
- < I follow our Code and our policies. I recognize that our Office policies are maintained with the Administrative Division. I am aware that these policies are updated periodically and that I am responsible for understanding changes to policies that apply to my position/job responsibilities.
- < I maintain critical records and other records in accordance with the records management policies of the Agency.
- < I understand that if I violate our Code or a policy, I can be subjected to disciplinary action in accordance with existing laws and civil service rules and regulations. In addition, I understand that some violations may result in referral for civil or criminal prosecution.
- < I acknowledge that compliance with our Code and Office policies is a condition of my employment as an employee of the Philippine Veterans Affairs Office.

CODE BREAKERS

- < Violation of the policies/principles enshrined in the PVAO Code of Conduct

RELATED POLICIES and LEGISLATIONS

- < Republic Act No. 6713 Code of Conduct and Ethical Standards for Public Officials and Employees
- < Office Policy/ies on Records Management

MANAGEMENT

- < I listen, lead by example, and create an inclusive environment where everyone can participate and openly express their opinions without fear of retribution.
- < I am accountable for ensuring that my subordinates know what they are supposed to do.

"AS PVAO OFFICIAL/
SUPERVISOR, I SET THE
STANDARD"

OVERVIEW

Management has an especially important leadership role when it comes to compliance and ethics. They set the tone through words and deeds; supervise the activities of others to promote compliance with our Code, policies, laws, and regulations; and take appropriate disciplinary action when needed.

KNOW OUR CODE

As PVAO Official Supervisor

- < I demonstrate my personal commitment to Code on a daily basis leading by what I say and what I do. I expect the same from others, and I expect them to hold me accountable as well.
- < I set realistic goals and expectations for my division/office, and I keep my promises and commitments.
- < I see to it that all employees under my supervision are aware of their obligations under our Code. This includes participation in appropriate training programs.
- < I maintain a workplace environment that encourages open communication. In particular, I foster a culture in which employees are encouraged to raise compliance and ethics concerns without fear of retaliation.
- < I exercise good judgment and common sense when addressing compliance and ethics concerns that have been brought to my attention. I see that such concerns are addressed at an appropriate level within the organization and are escalated as necessary.

CODE BREAKERS

- < Retaliating against any employee who raises a compliance or ethics concern

- < Failing to address compliance or ethics concerns raised by employees
- < Failing to act affirmatively to prevent prohibited conduct that I know or suspect an employee is engaging in or plans to engage.
- < Failing to take appropriate disciplinary action against an Employee who has engaged in wrongdoing, violation of our Code, policies, laws, rules and regulations.

RELATED POLICIES and LEGISLATIONS

- < Executive Order 292 Administrative Code of 1987
- < Civil Service Rules and Regulations Circulars and other Issuances
- < Administrative Order No. 257 Moral Renewal Action Plan

PVAO CODE OF CONDUCT

OFFICE CIRCULAR NO: 12 -01

TITLE

This set of rules shall be known as the Code of Conduct for Philippine Veterans Affairs Office (PVAO) Officials and Employees.

DECLARATION OF POLICY

Public office is a public trust. It is the policy of the State to promote a high standard of ethical public service. Public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, competence, and loyalty, act with patriotism and justice, lead modest lives, and uphold public interest over personal interest.

PURPOSE

In order to maintain public confidence and trust in PVAO, as well as its integrity and professionalism of its personnel, this Code outlines the standards of conduct that are expected from all PVAO officials and employees.

Rule I

Coverage

The provisions of this Code shall apply to all officials and employees of PVAO, including contractual employees. Consultants, personnel hired under contract of service, and trainees are also covered by this Code.

Rule II

Definition of Terms

For the purpose of this Code, the following terms shall be construed as follows:

- a. $\hat{c} \cdot X Y \hat{c} \cdot g \setminus U \cdot \cdot f Y Z Y f \cdot h c \cdot h \setminus] g \cdot 7 c X Y \cdot c Z \cdot 7 c b X i W h \cdot$
- b. $\hat{c} \cdot b Z \cdot] W h \cdot c Z \cdot = b h Y f Y g h \hat{c} \cdot U f] g Y g \cdot k \setminus Y b \cdot U \cdot D J 5 C \cdot$
personal obligation or financial interest, or he/she has some influence in any transaction involving him/her that is inconsistent with his/her loyalty to public service. It may also exist when a PVAO personnel is influenced or appears to be influenced by his/her personal interests, or when an official act results in unwarranted personal benefit to his/her family and relatives.

DY f g c b U` `] b h Y f Y g h g `] b W` i X Y ` b c h ` c b ` m ` U ` DJ 5 C ` c
financial or other interests of his/her family or relatives.

- c. [;] Z h I ` f Y Z Y f g ` h c ` U ` h \ u t o u s l y ; o r a n y a c t o f l i b e r a l i t y , i n f a v o r o f g o d a n o t h e r w h o a c c e p t s i t , a n d s h a l l i n c l u d e a s i m u l a t e d s a l e o r a n o s t e n s i b l y o n e r o u s d i s p o s i t i o n t h e r e o f . I t s h a l l n o t i n c l u d e a n u n s o l i c i t e d g i f t o f n o m i n a l o r i n s i g n i f i c a n t v a l u e n o t g i v e n i n a n t i c i p a t i o n o r i n e x c h a n g e f o r , a f a v o r f r o m a p u b l i c o f f i c i a l o r e m p l o y e e .
- d. [: U a] ` m ` c Z ` DJ 5 C ` d Y f g c b b Y ` I ` a Y U b g ` h \ Y] f ` g d c i g
- e. [:] I Y f I a p e r s o n w h o f o r a f e e , f a v o r , o r p r e s e n t , p e r f o r m s a n y o f t h e a c t s f o r , a n d i n b e h a l f o f a n o t h e r p e r s o n , i n r e l a t i o n t o o r i n c o n n e c t i o n w i t h a n y o f f i c i a l t r a n s a c t i o n s i n P V A O .
- f. [:] I] b [I ` f Y Z Y f g ` h c ` h \ Y ` U W h ` h \ U h `] b j c ` j Y g ` b .
other advantage or consideration.
- g. [DJ 5 C ` U g g Y h g ` U b X t a n g i b l e r e s o u r c e s s u c h a s f u n d s , v e h i c l e , p r o p e r t y , p l a n t a n d e q u i p m e n t , a n d i n f o r m a t i o n c o m m u n i c a t i o n s t e c h n o l o g y r e s o u r c e s a c q u i r e d t h r o u g h a n y m o d e , a n d i n t a n g i b l e r e s o u r c e s s u c h a s t i m e a t w o r k .
- h. [DJ 5 C ` d Y f g c b b Y ` I ` a Y U b g ` D J c l o s i n g t e m p o r a r y a n d c o n t r a c t u a l X ` Y e m p l o y e e s .
- i. [C Z Z] W] U ` ` d i f d c g Y I `] g ` c b Y ` f Y ` U h Y X ` h c ` U i h \ c f]
- j. [F Y ` U h] j Y g I ` f Y Z Y f ` h c ` U b m ` U b X ` U ` ` ` d Y f g c b g ` f Y
of consanguinity or affinity.

Rule III

General Principles of Conduct

Section 1. PVAO is the agency in charge of delivering benefits and services improving the Filipino veterans and their lawful beneficiaries. It is also responsible for perpetuating the heroic deed and legacy of Filipino veterans. Accordingly, PVAO personnel need to exemplify commitment and dedication to serve the veterans] Y b h Y ` Y ` U b X ` U X \ Y f Y ` h c / G X Y V s a g n d b W
Beterano, Serbisyo g U ` 6 U m U b I

Section 2. PVAO personnel shall adhere to the following norms of conduct officials and employees as mandated by RA 6713:

- a. Commitment to public interest
- b. Professionalism
- c. Justness and sincerity
- d. Political neutrality
- e. Responsiveness to the public
- f. Nationalism and patriotism
- g. Commitment to the rule of law
- h. Simple living

Section 3. PVAO personnel shall maintain excellence and competence in performing duties and responsibilities from the simplest to the most complex tasks. They shall strive to produce results that are responsive to the needs of the public.

Section 4. PVAO personnel shall promote teamwork and camaraderie. They shall treat each other with respect and courtesy, notwithstanding disagreements on issues and policies.

Section 5. PVAO personnel shall at all times be accountable to the public for their decisions and actions.

Section 6. PVAO personnel shall be transparent in all their official transactions. They shall, however, only withhold information where prescribed by law, such as but not limited to, those inimical to the public interest and those covered by executive privilege.

Section 7. While PVAO recognizes freedom of speech and expression as inalienable human rights, PVAO personnel shall ensure that their decisions, directions and conduct in office do not encourage or induce others to defy the law, public order, morals, good customs, established policies, lawful orders, decrees and edicts.

Section 8. PVAO personnel shall have the duty to act in what they believe to be the best interest of the public, consistent with principles and beliefs for what is right, and adhere to the highest tenets of public ethics.

Section 9. PVAO personnel shall at all times exhibit loyalty and utmost respect to the public, and commitment to the mission of PVAO.

Section 10. PVAO personnel shall not voluntarily place themselves under any financial or other obligation to outside individuals or organizations that might adversely influence them in the performance of their official duties.

Section 11. PVAO personnel shall lead simple and modest lives appropriate to their positions and income.

Section 12. PVAO personnel shall carry out public business based on the highest tenets of professional practice. They shall not use their positions or influence to secure unwarranted benefits, privileges or exemptions for themselves or for others.

Section 12. PVAO personnel shall act in the best interest of the public and the PVAO in their dealings with other stakeholders by:

- a. Being conscientiously honest, efficient, and diligent; and
- b. Not taking any course of action that would tarnish the integrity and reputation of the organization.

Rule IV

Conflict of Interest

Section 1. PVAO personnel shall avoid conflict of interest at all times.

Section 2. The following acts are within the bounds of conflict of interest and are, thus, prohibited:

a. Directly or indirectly having financial or pecuniary interest in any business, contract or transaction in connection with which a PVAO official/employee or his/her spouse takes part in his/her official capacity.

b. Directly or indirectly requesting or receiving any gift, present, share, percentage, or any other pecuniary or material benefit, for himself/herself or for another, from a person with whom a PVAO official/employee conducts official business

c. Entering, on behalf of PVAO, into any contract or transaction that is disadvantageous to the agency.

d. Representing oneself as being able, whether real or imagined, to influence, facilitate, or assist another person having transaction, application, request or contract with PVAO in which a PVAO official/employee has to intervene (*influence peddling*)

1) Acting as a fixer or following up/expediting processing and/or payment of pension claims or benefits of a claimant in exchange for money or other pecuniary gain or consideration (*pension benefits claims fixing*);

2) Unduly influencing a PVAO official/employee to take a particular action that favors or tends to favor a particular individual (*claimant or accused on a case being handled by a PVAO official/employee*)

3) Unduly influencing a PVAO official/employee to take a particular action which favors, or tends to favor, a particular private contractor/bidder/supplier.

g. Use of credentials, PVAO Identification Cards issued to PVAO officials/employees, to intimidate, exert influence or obtain, directly or indirectly, any privileges, favors for themselves or others;

h. Engaging in the private practice of profession, *Í a c c*, without the written permission from/ authorization by the PVAO Administrator, especially by those officials and employees whose duties and responsibilities require that their entire time be at the disposal of the Government.

i. Recommending *f l X i f] b [: U : D J 5 C : c Z Z] W] U ` Ð g # Y a d ` c m)* person to any position in a private enterprise which has regular/pending official transaction with PVAO, *year after resignation, retirement or separation*.

Section 3. PVAO personnel may consult their immediate superior or appropriate official for advice in determining the possibility or existence of conflict of interest. Any information disclosed shall be held in confidence except when the best interest of the public or PVAO demands otherwise.

Section 4. PVAO personnel who have conflict of interest, or a possibility thereof, in any transaction shall take immediate steps to resolve such conflict.

They shall promptly make full disclosure of such conflict in writing or verbally to their immediate superior or appropriate official. In this connection, the latter shall have the duty to act upon immediately to address the situation at issue.

PVAO personnel subject of conflict of interest shall inhibit themselves from participating in an activity related to such transaction. Nonetheless, they may be allowed to provide inputs, if necessary relevant to the transaction provided that, they shall not participate in the decision making for such transaction.

Rule V

Confidentiality of Information

Section 1. PVAO personnel should observe the confidentiality of information that they acquire by virtue of their employment or affiliation with the Agency. They should not disclose or misuse information/data or documents to further their interest or give undue advantage to any individual.

Section 2. PVAO personnel shall not release or order the release of classified information and/or document unless authorized by competent authority.

Section 3. PVAO personnel shall diligently abide by the legal prescription in the handling of public and classified documents or information.

Section 4. Upon separation from the agency, PVAO personnel shall turn over all classified official documents or information in their possession to the proper authority. They shall not disclose such classified documents or information without authorization

Rule VI

Solicitation or Acceptance of Gifts, Benefits, and/or Donations

Section 1. PVAO personnel shall not solicit or accept, directly or indirectly, any gift, gratuity, favor, entertainment, loan or anything in the course of their official duty in connection with any transaction which may unduly influence the functions of their office or which may affect their judgment in the performance of their duties and responsibilities. This shall also apply to the family and/or relatives of PVAO personnel.

Section 2. PVAO personnel or a member of his / her family shall not be prevented from accepting gift of nominal or insignificant value in the nature of souvenir, token of appreciation, symbolic item, or moderate and occasional acts of hospitality or goodwill; provided, in accepting such gift, hospitality or goodwill, the public interest and the integrity of PVAO will not be or appear to be compromised in any way.

PVAO personnel shall consider the following factors on the acceptance of gift:

- a. perception of outside party to the acceptance of gift or benefit;
- b. the reason for the gift or benefit being offered;
- c. value of the gift or benefit;
- d. the frequency of the gift; and,
- e. presence or absence of pending, existing, or forthcoming transaction with PVAO

Section 3. PVAO may accept donations coming from funding institutions, other government entities, and private organizations whether local or foreign, which are considered and accepted as humanitarian or in the furtherance of its mandate. PVAO shall abide by the existing government accounting and auditing rules and regulations relative to receipt of donations.

Section 4. PVAO personnel shall not allow their actions and decisions to be influenced by the prospect of future employment with other officials with PVAO.

Section 5. PVAO personnel shall not exercise the influence obtained from their public office, or use official information, to gain any improper benefit for themselves or others.

Rule VII

Use of PVAO Assets and Resources

Section 1. PVAO personnel shall use PVAO assets, resources, and facilities for official purposes only.

Section 2. PVAO personnel shall be conscientious in their use of these assets and resources, and shall use reasonable efforts to prevent misuse by others.

Section 3. PVAO personnel shall keep appropriate records of and ensure that they regularly account for assets, equipment, and other resources entrusted to them.

Section 4. PVAO personnel concerned shall ensure that they implement an assets and resources management system, including inventory, allocation and property disposal guidelines.

Rule VIII

Observance of Courtesy and Respect Towards Colleagues

Section 1. PVAO personnel shall, at all times, observe courtesy and respect towards colleagues and ensure that the atmosphere in the workplace is characterized by good working conditions which are free from discrimination and harassment.

Section 2. Discrimination on the grounds of regional/cultural diversity, sex, gender, preference, age, civil status, religious belief or affiliation, physical disability, and social, political, and cultural preferences shall not be tolerated.

Section 3. It is unlawful for an official/employee who has authority, influence or moral ascendancy over another in the workplace to demand sexual favors from another, regardless of whether such demand is accepted.

Rule IX

Compliance and Reporting Violations

Section 1. PVAO personnel shall uphold the observance of all laws, rules and regulations in accordance with their oath of office and to act at all times befitting of a public servant.

Section 2. PVAO officials and supervisors shall demonstrate their awareness of the Code standards by modeling them in their own behavior. They have the responsibility to ensure that their subordinates have received a copy of, read, and understood this Code.

Section 3. A complaint against any PVAO personnel under this Code shall be handled in accordance with the Revised Rules on Administrative Cases in the Civil Service, without prejudice to other appropriate legal or authorized action, if warranted.

Section 4. Any PVAO personnel who has personal knowledge of an infringement of this Code or any applicable laws shall raise this issue with his or her concerned superior or official for appropriate action. Such infringement may likewise be reported anonymously to the Resident Ombudsman or to an appropriate superior or official.

Rule X

Penalties

Section 1. Offenses Against Persons

a. Physical fighting or deliberate attempt to inflict or cause bodily harm or injury upon another; or, have in fact inflicted or caused bodily harm to another, either personally or through other persons, for any reasons, and within PVAO premises, property, or elsewhere, if started from within and consummated outside PVAO premises, or during PVAO sponsored activities.

1st Offense ----- Written Warning
2nd Offense ----- Suspension

b. Commission of crime, threats, intimidation, provoking a fight, undue interference, coercion against any employee, or person of authority, in PVAO premises.

1st Offense ----- Written Warning
2nd Offense ----- Suspension

c. Use of profane, abusive, defamatory, or slanderous language; making false rumors, malicious statements against another employee, or person of authority.

1st Offense ----- Written Warning
2nd Offense ----- Suspension

d. Uncontrolled temper unbecoming of Official Supervisor, and/or an Employee.

1 st Offense	-----	Verbal Warning
2 nd Offense	-----	Written Warning
3 rd Offense	-----	Suspension

Section 2. Offenses Against Property

a. Any act of stealing, whether from fellow employees, from superiors, from suppliers/dealers, from visitors.

1 st Offense	-----	Suspension
2 nd Offense	-----	Dismissal

b. Any act of stealing or theft of PVAO property, including the malicious removal and/or transfer of PVAO property without proper authorization and documentation. Suspension

1 st Offense	-----	Suspension
2 nd Offense	-----	Dismissal

Section 3. Infraction Against PVAO Interest and Policy

a. Any act of fraud or willful breach of trust reposed on the employee, especially act constituting falsification misrepresentation, tampering, or fraudulently altering personnel/employment records, file, time record, and other personnel and PVAO documents.

1 st Offense	-----	Dismissal
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b. Disclosing confidential or classified PVAO information, record, technical data, business plans, without proper authorization.

1 st Offense	-----	Dismissal
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c. Deliberate concealment of conflict of interest situations in order to have person

1 st Offense	-----	Suspension
2 nd Offense	-----	Dismissal

d. Misappropriation and/or malversation of PVAO funds, including the tampering of travel reimbursement receipt/documents.

1 st Offense	-----	Dismissal
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e. Leaves Without Pay in excess of five (5) days within twelve (12) month period and confirmed by the Administrative Division

6 th Day	-----	Verbal Warning
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7th Day ----- Written Warning
8th Day ----- Suspension

f. Absence Without Official Permission (AWOP) or leave.

Below a month ----- Written Warning
More than a month----- Dismissal

g. Tardiness in excess of two (2) HOURS within a month, with each violation committed only AFTER the FIFTEEN (15) MINUTES grace period, and each month considered as a specific offense:

1st Offense ----- Verbal Warning
2nd Offense ----- Written Warning
3rd Offense ----- Suspension
4th Offense ----- Dismissal

h. Wasting time, loitering, or abandoning work area/station during work hours without proper permission from the immediate superior.

1st Offense ----- Verbal Warning
2nd Offense ----- Written Warning
3rd Offense ----- Suspension
4th Offense ----- Dismissal

i. Sleeping on the job, while on duty, or with PVAO time.

1st Offense ----- Verbal Warning
2nd Offense ----- Written Warning
3rd Offense ----- Suspension

j. Deliberately slowing down or disrupting operation, office work, and/or engaging in sabotage of PVAO operations or cause losses to PVAO

1st Offense ----- Suspension
2nd Offense ----- Dismissal

k. Serious misconduct, including refusal to perform or accept job assignments.

1st Offense ----- Written Warning
2nd Offense ----- Suspension
3rd Offense ----- Dismissal

l. Gross, habitual, and inexcusable negligence, carelessness, incompetence or lack of knowledge resulting in quality or safety problems, accidents or disruption.

1st Offense ----- Suspension
2nd Offense ----- Dismissal

m. Failure to wear the prescribed uniform,

1 st Offense	-----	Verbal Warning
2 nd Offense	-----	Written Warning
3 rd Offense	-----	Suspension

n. Failure to time in and time out for attendance.

1 st Offense	-----	Verbal Warning
2 nd Offense	-----	Written Warning
3 rd Offense	-----	Suspension

p. Reporting for work under the influence of liquor and/or prohibited drugs.

1 st Offense	-----	Written Warning
2 nd Offense	-----	Suspension

q. Using or operating PVAO equipment, machinery, or vehicle without proper authorization and documentation.

Not resulting to damages or injury to self and other:

1 st Offense	-----	Verbal Warning
2 nd Offense	-----	Written Warning
3 rd Offense	-----	Suspension

Resulting to damages and/or injury to self or others:

1 st Offense	-----	Suspension
2 nd Offense	-----	Dismissal

Section 4 Infractions against Security, Public Order, and Public Morals

a. Sexual harassment under RA 7877 (Anti Sexual Harassment Act of 1995)

1 st Offense	-----	Suspension
2 nd Offense	-----	Dismissal

b. Committing or engaging in any indecent act, immoral conduct, illicit relationship, or any act of lasciviousness, including but not limited to, unwanted or unwelcome sexual advances, demand or requests for sexual favors, verbal or physical conduct of sexual or otherwise offensive nature, the display of sexually suggestive objects or pictures, offensive comments, jokes, innuendoes, or other sexually oriented statement, made by an employee to another employee, applicant, trainee, or person transacting or carrying out official matters or business with the PVAO where the act/s or circumstances do not constitute sexual harassment under RA 7877 (e.g. where the offender/employee has no authority, influence, or moral ascendancy over the party, etc.).

1 st Offense	-----	Suspension
2 nd Offense	-----	Dismissal

c. Deliberate disregard and/or violation of PVAO security and safety rules and regulations.

1 st Offense	-----	Suspension
2 nd Offense	-----	Dismissal

d. Use, peddling, and/or distribution of prohibited drugs.

1 st Offense	-----	Dismissal
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e. Possession and/or distribution of printed materials that are illegal, subversive, immoral, and/or unauthorized by PVAO, within its premises and/or during office hours.

1 st Offense	-----	Verbal Warning
2 nd Offense	-----	Written Warning
3 rd Offense	-----	Suspension

f. Deliberate lying during formal PVAO investigation.-----Suspension

g. Forcing entry into PVAO Building without proper authorization.--Suspension

h. Failure to wear PVAO ID and/or refusal to submit to security checks being instituted by PVAO

1 st Offense	-----	Verbal Warning
2 nd Offense	-----	Written Warning
3 rd Offense	-----	Suspension

i. Possession and/or concealment of firearm and/or deadly weapon on PVAO premises without proper authorization or clearance from the Guard Security.

1 st Offense	-----	Written Warning
2 nd Offense	-----	Suspension

j. Deliberately defacing and/or destroying PVAO property.-----Suspension

h. Having a serious contagious disease that can endanger other employees, knowing about it but deliberately concealing it from management and medical staff.----Suspension

i. Excessive drinking and public drunkenness within PVAO premises and/or during office hours.

1 st Offense	-----	Verbal Warning
2 nd Offense	-----	Written Warning
3 rd Offense	-----	Suspension

j. Receiving of gifts from client to facilitate action in favor the requesting party.

1 st Offense	-----	Written Warning
2 nd Offense	-----	Suspension

k. Disorderly conduct of any kind like gossiping, shouting, or horse playing; littering and and/or other employees and officials.

1st Offense ----- Written Warning
2nd Offense ----- Suspension

l. Conspiracy with other official and/or employee in the commission of any acts that are disadvantageous to the interest of the PVAO ----- Dismissal

Section 5. Infraction Against Public Safety and Health

a. Failure by employee to report immediately any damage or defect of PVAO vehicles, office machine or equipment that are under his/her care and resulting to accident, or increase in cost repair, or total wreck.

1st Offense ----- Written Warning
2nd Offense ----- Suspension

b. Operating or tinkering with PVAO vehicle, Office Machine or requirement, the use and operation of which requires specialized skills or training, and to which the employee has not been assigned or given authority.

1st Offense ----- Written Warning
2nd Offense ----- Suspension

c. Without prior authority, allowing a third person to operate or tinker with PVAO vehicle, use/operate office machine, and/ or specialized tools and equipment resulting to damage.

1st Offense ----- Written Warning
2nd Offense ----- Suspension

d. Failure to report to the immediate superior any accident encountered PVAO premises.

1st Offense ----- Verbal Warning
2nd Offense ----- Written Warning
3rd Offense ----- Suspension

e. Smoking or cooking in confined space or prohibited areas.

1st Offense ----- Written Warning
2nd Offense ----- Suspension

Rule X I

Enforcement

Section 1. PVAO shall take a swift and decisive action on any verifiable information in violation of any provisions hereof or any applicable laws.

Section 2. Any PVAO personnel being harassed or coerced in relation to any investigation or case concerning any provisions hereof or any applicable laws shall resort initially to the grievance mechanism.

Rule XI I

Supplementary Rules

All provisions of law, rules and regulations governing or regulating the conduct of public officials and employees shall likewise apply to these rules.

Rule XII I

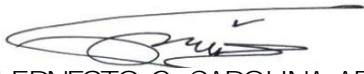
Amendment

The PVAO Management may amend or modify this Code as may be needed.

Rule XIV

Effectivity

This Code shall take effect five (5) days following the issuance and circulation of an Official Memorandum informing all PVAO personnel of the adoption of this Code.



LTGEN ERNESTO G. CAROLINA AFP (RET.)
Administrator

GIFTS & BENEFITS POLICY

OFFICE CIRCULAR NO. 12 -02

I. REFERENCES

- a. F Y d i V `] W ` 5 Wh ; ` f B U c Z " h ` ` U \$ b % X ` ž 7 d f 5 b i h d] h ` D f U W h] W Y g ` 5
- b. F Y d i V `] W ` 5 Wh ` B c " ` ` * + % ' ž ` Í 7 c X Y ` c Z ` 7 c b X i W h ` U
9 a d ` c m Y Y g Î /
- c. Administrative Order No. 255 dated 30 January 2009;
- d. PVAO Code of Conduct.

II. PURPOSE

Guided by the principles that a public office is a public trust and all public officers and employees must at all times be accountable to the people, serve them with responsibility, integrity, loyalty, and efficiency, act with patriotism and lead modest lives and consistent with the efforts of the national government to create a grade working environment, the Philippine Veterans Affairs Office is committed to upholding the highest standards of professionalism, honesty and integrity throughout the Agency.

Public servants are at all times expected to manifest professionalism, honesty and integrity. Thus, any act of indiscretion or impropriety, or suspicion of treason on their part, shall greatly affect the] a U [Y ` c Z ` h \ Y ` 5 [Y b W m ` U b X ` h \ Y ` d Y c d ` Y Đ g ` W c b Z] X Y b W Y

In this light, there is an imperative need to establish rules on gifts and benefits that are peculiar to the officials and employees of PVAO.

II. COVERAGE

This policy shall apply to all officials and employees of the Philippine Veterans Affairs Office, including those holding temporary and ~~term~~ ^{continous} appointments.

Consultants, personnel under contract of service arrangement, ~~and~~ ^{the} trainees are also covered by these rules.

These rules shall apply in addition to other prohibitions on soliciting and receiving gifts and benefits imposed by RA 3019, RA 6713, and other relevant laws.

III. DEFINITION OF TERMS

Í 5 [Y b a p e r s o n w h o a c t s i n r e p e r e n t a t i o n o f a n o t h e r .

Í ;] Z h e refers to a thing disposed of gratuitously in favor of another, and shall include a simulated sale or a disposition onerous to the giver and/or unduly beneficial to the recipient.

Í ;] Z h c Z e refers to a gift intended to generally ingratiate the giver with the recipient for favorable treatment in the future

Í ;] Z h c Z [f U h] h i X Y e refers to a gift offered to an individual in appreciation of performing specific tasks or exemplary performance of duties. Gifts to officials and employees who speak at official functions would be considered under this classification.

Í H c _ Y b e refers to a gift that is offered in business situations to the agency or to any official or employee representing the agency. Such gifts are often small office or business promotional items such as pens, calendars, and stationeries.

Í 7 Y f Y a c b e refers to a gift from one agency to another. Such gifts are often provided to a host agency when conducting official delegates from another organization, or delegations from overseas.

Í 6 Y b e refers to a right, privilege, entertainment, exemption or any other similar act of liberality in favor of another.

Í 6 f j e refers to a gift or benefit offered to or solicited by an official or employee to influence that person to act in a particular way.

Í B c a] b U e refers to the monetary limit of acceptable gifts. For the purpose of this policy, a value that is equal to or less than One Thousand Pesos (P1,000.00).

Í 7 i a i ` U h] j e refers to the total value of gifts over a period of time

IV. GUIDELINES ON THE ACCEPTANCE OF GIFTS AND BENEFITS

1. Acceptance of any gift or benefit aimed to influence your duties is prohibited.

PVAO officials and employees should never expect to get anything extra for doing what we are paid to do. We should not seek or accept any payment, gift or benefit intended or likely to influence, or that could be reasonably perceived by a partial observer as intended or likely to influence us:

- a. To act in a particular way (including making a particular decision);
- b. To fail to act in a particular circumstance; or
- c. To otherwise deviate from the proper exercise of our official duties.

2. Attempts at bribery must be resisted and immediately reported.

PVAO Officials and employees must refuse to accept any gift or benefit believed to be offered as a bribe to take or not take any action. You must report any such attempt immediately to the immediate supervisor or division chief, and whenever relevant, the police should be notified.

Any official or employee who becomes aware of soliciting gifts or benefits or accepting a bribe must immediately report that fact or suspicion to the Administration Division, who will advise the Resident Ombudsman.

3. Acceptance of gifts of money is strictly prohibited.

In no circumstances must any official or employee accept a gift of money in connection with their official duties.

4. All gifts and benefits need to be declared.

All gifts and benefits apart from moderate hospitality need to be declared and recorded in the Gift Register. This includes gifts and benefits that are offered to you but which you refuse. This extends to any gift or benefit offered to a family member that arises in connection with your official duties or could be perceived to be connected with your official duties by a reasonable observer.

The policy applies at all times including Christmas and other cultural or religious occasions when gifts or benefits may be offered.

5. Approval must be obtained from the Administrative Division to keep any gift or benefit.

Once a gift or benefit has been declared, the Chief, Administrative Division will endorse the action taken by the official/employee with respect to its disposal or direct you to take specific disposal action.

For any alternative course of action. Details of the declaration including the amount or otherwise by the Chief, Administrative Division shall be recorded in the Gifts Register.

6. Acceptance of gifts or gratitude or appreciation of nominal value are generally permitted.

It is generally permissible for any official or employee to accept and keep gifts or benefits of nominal value given in gratitude or appreciation for work done so long as the relationship between the PVAO official/employee and the gift giver has been completed and that the official/employee are unlikely to make a decision in the future that involves that client or organization. If there is any doubt about the intention of the gift giver or the value of the gift then you should discuss the issue with the Chief, Administrative Division and seek their direction on how the gift is to be disposed of.

7. Inadvertent acceptance of gifts of appreciation or gratitude above nominal value.

In circumstances where a gift or benefit with a nominal value greater than PESOS: THREE HUNDRED (P300.00) is inadvertently accepted by an official or employee and may not be easily returned, it must be immediately declared. Examples would include: a wrapped gift not opened in the presence of the giver, gifts accepted for cultural, protocol or other reasons where returning the gift would be inappropriate, anonymous gifts and gifts received in a public forum where attempts to refuse or return it would cause significant embarrassment or offense.

Decisions on whether such gifts may be kept by an official or employee will be made on a case-by-case basis. If the value of the gift is marginally above the nominal value, it may be kept by the receiver so long as there is no suggestion that it is a gift of influence. If the value is greater

than the nominal value, the gift must become the property of the Agency and must be disposed of by other means.

8. Restrictions on accepting cumulative gifts of nominal value.

If you are offered more than two (2) gifts of appreciation or gratitude less than the nominal value within a six (6) months period by the same person or organization, they will be regarded as a cumulative gift that will need to be shared with other employees or donated. In such cases, the gift should be shared with other employees or donated. In such cases, the gift should be shared with other employees or donated. In such cases, the gift should be shared with other employees or donated. This should be discussed with the Chief, Administrative Division.

9. Acceptance of Prizes.

Any gift or benefit that is won as a result of entering a competition while engaging in official duties (e.g. lucky door prizes at seminars) must be declared. If the Agency has a purchasing business relationship with the organization that provided the prize or has or is likely to exercise any of its investigation or scrutiny powers in relation to that organization, then acceptance of the prize may lead to a perception of improper influence. In such circumstances, the prize should be publicly declined. If those circumstances do not apply, the prize becomes the property of the Agency and a decision on its disposal will be made through the PVAO Management Committee upon endorsement of the Chief, Administrative Division. Generally, the prize should be shared among the team or used as a prize at a future team or office function.

10. Acceptance of gifts and benefits associated with procurement is prohibited.

Officials and/or employees in procurement/purchasing decisions should not accept any gift or benefit from potential suppliers and should refuse any such offers. This does not include modest hospitality such as tea, coffee or sandwiches offered during meetings.

11. Disposal of gifts or benefits arising from purchase incentive schemes.

Any gift or benefit that is obtained as a result of a purchase incentive scheme belongs to the Agency and must be only used for official purposes. Its use should be restricted to the officer responsible for making the purchase or procurement.

12. Accepting of token gifts and hospitality at work -related functions.

There is no requirement to declare receipt of token gifts and modest hospitality including food and beverages that are provided by another Agency or individual as part of normal work related activities including interviews, business meetings conference and seminars where they are given to all participants. However, if the token gift is more than the usual and/or the hospitality is significantly more than the usual any individual would offer in similar circumstances and/or there is any suggestion or reason to possibly perceive that it may be offered in an attempt to influence the official duties of a PVAO official/employee, it must be declared.

Any offer of free or subsidized travel and accommodation to attend a meeting or conference either as a participant or presenter needs to be declared and approved by the PVAO Management Committee.

13. Provision of gifts and benefits to others.

It is acceptable practice for an official and/or employee to offer modest hospitality to individuals and representatives of other agency/ies who visit our Office for work related activities. It is acceptable to give tokens of appreciation to individuals who have given presentations to PVAO officials and/or employees. Such gifts must be approved by the PVAO Management Committee upon endorsement by the Chief, Administrative Division, and should be of nominal value or less.

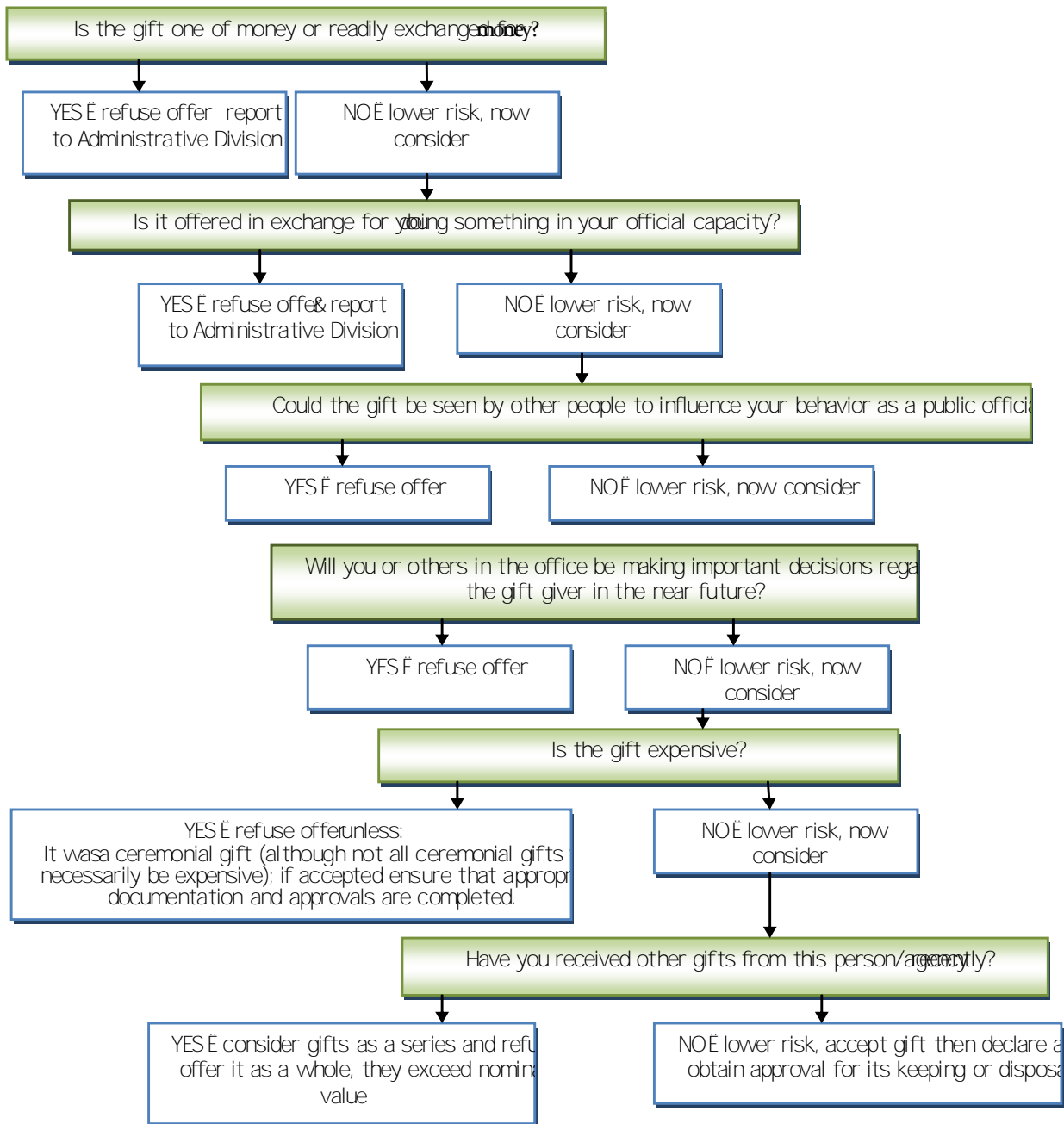
It is also acceptable to give ceremonial gifts to visiting delegations from other Offices, local or international. These should generally be of nominal value or less otherwise approved by the PVAO Management Committee.

V. PROCEDURE ON THE ACCEPTANCE OF GIFTS AND BENEFITS

1. PVAO officials and employees should use the decision making guide found on the next page to assist them to decide whether or not to refuse any gift or benefit.
2. All declarations of gifts or benefits offered or accepted must be made through the PVAO Gift Register Window by accomplishing the prescribed declaration form.
3. The Chief, Administrative Division will either endorse the disposal action taken by the official/employee to the PVAO Management Committee or direct you on how to dispose of the gift or benefit in accordance with principles set out in this policy.
4. All such decisions will be recorded in the Register which resides in the custody of the Administrative Division.
5. The Chief, Administrative Division will review the register every six (6) months to ensure compliance with this policy.

VI. DECISION MAKING GUIDE IN THE ACCEPTANCE OF GIFTS AND BENEFITS

The following decision making guide from the ICAC Publication *Managing Gifts and Benefits in the Public Sector Toolkit* June 2006 can assist PVAO officials and employees in making initial decisions about whether it is appropriate to refuse a gift or benefit. In all circumstances, any gift or benefit that is subsequently accepted must be declared and disposed of in accordance with this policy.

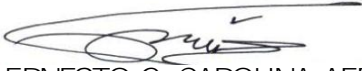


VI. PENALTIES

Any violation of these Rules shall be a ground for disciplinary action, without prejudice to the filing of appropriate criminal charges, if warranted, against the erring official and/or employee

VI. EFFECTIVITY

This policy takes effect upon approval.



LTGEN ERNESTO G. CAROLINA AFP (RET.)
Administrator