HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAM	В	49
	ON-BOARDING AND INTERNAL COMMUNICATIONS		

EMPLOYEE RELATIONS PROGRAMS

The SSS shall ensure and maintain sound organizational climate through the implementation of the employee relations programs and policies that aims to promote sound relationships and strengthen flow of communication between and among employees and management that will result to more harmonious, motivated and satisfied employees in the workplace and cultivate the organizational culture of trust, empowerment and teamwork.

A. ON-BOARDING PROGRAM

1. Policy Statement

It shall be a policy of the System to welcome and assist new employees to easily adapt to their new work or functions and align their roles with the mandates and values of the System through a systematic and comprehensive on-boarding program.

2. Coverage

- 2.1 Newly hired employees (e.g. Job Order workers)
- 2.2 External hires (direct hires, transferees from other companies/government agencies, coterminous employees, re-employed SSS employees)
- 2.3 Newly promoted regular employees who will assume new functions in other units

3. Implementing Rules

- 3.1 For newly hired employees and external hires
 - 3.1.1 New employees shall be on-boarded upon assumption to his/her position but not earlier than the approval of the President and CEO. The notice on the approval of the said employees shall be issued by the Organizational Planning and Staffing Department (OPSD).
 - 3.1.2 The On-Boarding schedule shall be on the first day of their assumption to duty.
 - 3.1.3 The Head/Senior Officer/Supervisor of the Branch/Division Office shall act as the On-Boarding Officer who will conduct the General Orientation that include but not limited to the following topics:
 - SSS Mission, Vision
 - SSS Corporate Values
 - HRMG Structure/ Overall Organizational Structure
 - SSS Equal Employment Opportunity Principle
 - HRMG Programs and Services
 - Recruitment and Promotion
 - Learning and Development such as Executive, Supervisory, and Employee Development, Library Management, etc.
 - Performance Management Appraisal System Strategic Performance System
 - Career Management such as Succession Management, Job Rotation, etc.
 - Incentives and Rewards such as Programs on Awards and Incentives for Service Excellence (PRAISE), etc.
 - Employee Relations such as Dialogue such as Dialogue with the PCEO, HRSD-ACCESS Meeting, Employee Care Reach-Out Programs, etc.
 - Employee Wellness such as Sports and Fitness, Cultural and Arts, etc.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAM	В	50
	ON-BOARDING AND INTERNAL COMMUNICATIONS		

- Employee Services such as Employee Compensation and Benefits, Office Decorum and Discipline, Attendance and Leave Administration, etc.
- 3.1.4 Employee's Welcome Kit shall also be provided during the conduct of the General Orientation.
- 3.1.5 Induction Ceremony shall follow after orientation to be officiated by the branch/department/office head.
- 3.1.6 All new employees shall be assessed of their performance and character during the probationary period using the Probationary Assessment Form to be endorsed by OPSD. The accomplished form shall be submitted to Employee Services Department (ESD).
- 3.2 For newly promoted regular employees who will assume new functions in other units, they shall undergo orientation on the job functions to be conducted by the branch/office of assignment, and also On-the-job Mentoring and Evaluation (Brown Bag Meeting and Post On-the-Job Mentoring Assessment) within the prescribed period.
- 4. A 2-4 months coaching and mentoring activity to assist the employee to effectively adapt to his/her role functions. A supervisor shall be designated as mentor and shall assist and guide the employee in learning and effectively perform the assigned tasks and provide feedback for improvement.
- 5. On-Boarding forms are required to be accomplished by the concerned employee (as applicable) and to be forwarded to PMERD within the prescribed period:

Description	Person Responsible	Timeline
General Orientation	HRSD Department in-charge of	After orientation
Certification	the orientation	
Post-Orientation	New employee concerned	Within 1 week after reporting
Evaluation Form		
Workplace Orientation	Administrative Officer or its	Within 1 week after reporting of the
Certification	equivalent	new employee
Work Function	Immediate supervisor concerned	Within 1 week after reporting
Orientation Certification		
Brown Bag Meeting	Head of the department/ branch	3 months after assumption to duty
Post On-the-Job	Immediate supervisor concerned	2 months (non-technical positions) /
Mentoring Assessment		4 months (technical positions) after
		assumption to duty
Probationary	Immediate supervisor	At least twice during the
Assessment	concerned/Department/Branch/	probationary period (every three (3)
	Head of Office	months within six (6) months or
		depending on the duration of the
		probationary period) as required by
		the position and to be conducted
		within ten (10) days before the end
		of every rating period during the
		probationary period.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAM	В	51
	ON-BOARDING AND INTERNAL COMMUNICATIONS		

B. INTERNAL COMMUNICATIONS

The SSS recognizes the value of employees as its most valuable resource in the organization, hence it is important to keep the employees informed and up-to-date about the SSS initiatives, plans, programs, activities and progress through a comprehensive internal communication.

1. Policy Statement

The SSS is committed to adhere to clear communication principles for all employees to effectively perform their roles and functions and support the mission, vision, values and strategic goals of the organization by ensuring that information disseminated is relevant, clear, accurate, appropriate, and timely in both content and delivery.

All internal communications shall be geared to:

- Sustain employee engagement and involvement;
- Promote mutual understanding and sense of community among employees and offices in the organization;
- Improve information sharing and collaboration among all employees and units in the organization;
- Reinforce the promotion of the SSS Mission, Vision, Quality Policy and the Corporate Values; and
- Contribute to the identification of solutions for organizational enhancements.

2. Definition of Terms

- 2.1 SSS Personnel refers to members of the Social Security Commission, all SSS Officials and employees, including coterminous, casual and contractual employees.
- 2.2 Information refers to data that have been converted into a meaningful and useful context such as but not limited to reports, news articles, facts, knowledge, etc.
- 2.3 Internal Communication refers to information exchange across all levels and units of the organization-through appropriate communication channels.
- 2.4 Confidential Information refers to classified information that has not been made publicly available by the SSS or other regulatory bodies because such release may compromise the reputation and integrity of the organization. This includes information classified as confidential by the SSS management, the Social Security Commission, and other applicable laws. Communication Channel refers to the medium through which an information is transmitted to its audience / recipients including but not limited to the following:
 - i. Face-to-face or personal communication (e.g. meetings, interviews, conference);
 - Broadcast media (e.g. TV, radio, public address, intercom);
 - Written messages (e.g. Memorandum, Forms, Manuals, Bulletin Board, newsletter, publication, notices, advisories)
 - Pictorial (e.g. signs, photos, pictures, maps, diagrams, posters, charts, video clips);
 - Electronic channels (e.g. email, internet, intranet and other social media platforms, SMS messages).

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAM	В	52
	ON-BOARDING AND INTERNAL COMMUNICATIONS		

- 2.5 Official Communication Channels refer to the management-approved platforms such as SSS Memoranda, Manuals, Bulletin Board, newsletter, publication, notices, advisories, SSS intranet, corporate e-mail, public address system and, other internal communication platforms that may be approved by the management.
- 2.6 Official Orders refer to approved official information circulated by the organization classified into the following: circulars, office orders, manual of procedures orders, personnel orders, and administrative orders, as defined under Office Order Nos. 2011-095.

3. Implementing Rule

- 3.1 All SSS Personnel shall be informed of the Strategic plans, programs, projects and its key objectives, expectations and relevant issues and concerns by their respective Heads to enable them to make informed decisions relevant to their work functions.
- 3.2 All information must be conveyed promptly through appropriate communication channels.
- 3.3 All SSS Personnel shall be informed of new programs, processes, products, services and procedures at least two weeks prior to conduct / roll-out.
- 3.4 Project owners shall include a communication plan in the development and implementation of new programs, products, or projects.
- 3.5 All information shared through the official communication channels shall be considered exclusively as SSS organizational information.
- 3.6 All SSS Personnel are required to exercise due diligence to ensure the protection of confidential information and communications.
- 3.7 All Official Orders shall be disseminated by the Human Resource Services Division through the Employee Services Department for control and monitoring.
- 3.8 All SSS personnel shall not disclose or make public confidential information as defined in these Guidelines and other applicable laws unless permitted by the SSS President and Chief Executive Officer.

4. Violations and Sanctions

SSS Personnel shall be subject to disciplinary action and be meted with appropriate penalty under existing Civil Service Rules and Regulations.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAM	В	53
	ON-BOARDING AND INTERNAL COMMUNICATIONS		

5. Policy Review

These Guidelines shall be regularly monitored, evaluated and reviewed by the Corporate Communications Department and Human Resource Services Division to ensure its effectiveness and responsiveness to the needs / requirements of the organization.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAM	С	54
	LABOR RELATIONS		

C. LABOR RELATIONS

1. Policy Statement

The SSS ensures continuous flow of communications among the employees and cultivate good relationship between Management and the Union through the conduct of meetings, dialogues, discussions and negotiations with the objective to promote continuous improvement of the working conditions of its employees.

2. Implementing Rules

The Management shall enter into collective negotiation agreement with the Union on the terms and conditions of employment and its improvements that are not fixed by law.

- 2.1 The Management shall also enter into negotiations with the Union with regard to the CNA incentive, subject to the existing laws, policies, rules and regulations, The CNA incentive is a cash incentive granted to both management and rank-and-file employees of agencies with approved and successfully implemented CNAs in recognition of their efforts in accomplishing performance targets at a lesser cost, in attaining more efficient and viable operations through cost-cutting measures and systems improvement.
- 2.2 To further facilitate productive dialogues, mitigate issues and concerns and disseminate information affecting employee's worklife and workplace the following mechanisms shall be undertaken subject to the approval of the PCEO and availability of concerned officials.
 - 2.2.1 Dialogue with the PCEO a forum with the PCEO and senior officials to discuss and clarify issues and concerns of affecting the employees. Also, to maintain the unity and interpersonal relationships among the employee participants and the identified units, a group dynamic activity shall form part of the program.
 - 2.2.2 HR and Union Meetings a quarterly meeting with to discuss and resolve issues encountered by the rank-and-file employees.
 - 2.2.3 Visits of HR Team in the Branches conducted by HRSD-PMERD to establish stronger connection with the branches and reinforce the PCEO's regional visits in informing and updating the employees on corporate matters and assist the branch in strengthening the relations and teamwork of its employees.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAMS	D	55
	GENDER AND DEVELOPMENT		

D. GENDER AND DEVELOPMENT

Aligned with the United Nations' (UN) initiatives on women's empowerment and gender and the Philippine Commission on Women's (PCW) directive to institute gender responsiveness and implement gender mainstreaming in all government agencies, the SSS supports Gender and Development (GAD) mainstreaming as a key strategy in promoting gender equity in the System by adopting the following GAD Policy Statement and use of gender-sensitive and inclusive workplace language:

1. Policy Statement

The SSS shall promote the fulfillment of GAD through men and women empowerment and gender equality.

SSS shall pursue this by ensuring that -

- Equal opportunities on career advancements, training and development and resources are provided to and obtained by the employees; and
- Meaningful and equitable social protection programs to all its members and their beneficiaries in times of disability, sickness, maternity, old age, and death that are culturally sensitive and genderresponsive are provided through world-class service delivery of dedicated women and men employees of SSS.

2. Definition of Terms

- 2.1 Gender and Development (GAD) refers to the development perspective and process that is participatory and empowering, equitable, sustainable, free from violence, respectful of human rights, supportive of self-determination and actualization of human potentials. It seeks to achieve gender equality as fundamental value that should be reflected in development choices and contends that women are active agents of development, not just passive recipients of development.
- 2.2 Gender Analysis refers to a framework to compare the relative advantages and disadvantages faced by women and men in various spheres of life, including the family, workplace, school, community and political system. It also takes into account how class, age, race, ethnicity, culture, social and other factors interact with gender to produce discriminatory results.
- 2.3 Gender Audit refers to a form of "social audit" or "quality audit" which determines whether the organization's internal practices and related support systems for gender mainstreaming are effective, reinforcing each other and are being followed. This tool or process assists organizations in establishing a baseline, identifying critical gaps and challenges, and recommending ways of addressing them.
- 2.4 Gender Equality refers to the principles asserting the equality of women and men and their right to enjoy equal conditions realizing their full human potentials to contribute to and benefit from the results of development, and with the State recognizing that all human beings are free and equal in dignity and rights.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAMS	D	56
	GENDER AND DEVELOPMENT		

- 2.5 GAD Focal Point System (GFPS) is an interacting and interdependent group of people in all government instrumentalities tasked to catalyze and accelerate gender mainstreaming. It is a mechanism established to ensure and advocate for, guide, coordinate, and monitor the development, implementation, review and updating of their GAD plans and GAD-related programs, activities and projects (PAPs).
- 2.6 Gender Issues and Concerns arise from the distinct roles of women and men and the relationship between them. These include affairs and involvement arising from societal expectations and perceptions of the roles of women and men reflected and perpetuated by laws, policies, procedures, systems, programs, activities and projects of the government. These impede the opportunities for women to participate in the development process and enjoy its benefits.
- 2.7 Gender Mainstreaming refers to the strategy for making women's as well as men's concerns and experiences an integral dimension of the design, implementation, monitoring, and evaluation of policies, programs and projects in all social, political, civil, and economic spheres so that women and men benefit equally. It is the process of assessing the implications for women and men of any planned action, including legislation, policies or programs in all areas and at all levels.
- 2.8 Gender Responsiveness refers not only on the identification of gender issues but on the process that substantially help overcome gender biases. It integrates measures for promoting gender equality and women's empowerment, foster women's inclusion and provide equal opportunities for women and men to derive social and economic benefits.

3. Implementing Guidelines

- 3.1 The GFPS shall:
 - 3.1.1 Develop and issue GAD policies or other directives that support GAD mainstreaming in the policies, plans, programs, activities and projects of SSS;
 - 3.1.2 Ensure that GAD perspective is integrated in the SSS systems, structures, policies, programs, processes and procedures; and
 - 3.1.3 Monitor, evaluate and review regularly the issued GAD policies to ensure its effectiveness and responsiveness to the needs and requirements of the organization.
- 3.2 The Business Process Owners (BPOs) shall identify gender issues and concerns in the design, planning, budgeting, monitoring and evaluation of SSS programs, activities and projects (PAPs). It shall conduct gender audit and gender analysis of its policies, guidelines, programs and services for the development/improvement of GAD programs and strategies to address the gender relation issues and concerns.
- 3.3 The Human Resource Services Division and/or Corporate Policy and Planning Department (CPPD), in coordination with the GFPS shall conduct GAD capacity development programs that support continuing gender education, updating and enhancing skills of the GFPS, officials and employees of the SSS, and shall be integrated to the SSS human resource development programs and the corporate planning workshops. These capacity development programs shall include gender

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAMS	D	57
	GENDER AND DEVELOPMENT		

sensitivity, gender analysis, gender-responsive planning and budgeting and gender audit, among others.

- 3.4 The CPPD shall ensure that plans and strategies on the implementation of GAD policies and programs are included in the concerned SSS unit's deliverables to attain GAD objectives. The BPO in collaboration with the Information and Technology Management Group (ITMG) shall develop, maintain and monitor an adequate GAD database of its programs containing gender statistics and sex-disaggregated data that have been systematically gathered and regularly updated. These data shall provide the bases for gender analysis, planning, programming and policy formulation
- 3.5 The Budget Department shall allocate funds for PAPs and the Organizational Planning and Staffing Department (OPSD) shall provide GAD personnel to support the management and operations of the GFPS, to be charged to the SSS GAD budget. Budget and support staff for PAPs shall be determined by all concerned SSS organizational units and submitted to the Budget Department through the SSS GFPS.
- 3.6 The GFPS and Financial and Budget Division shall ensure that at least 5% of the total SSS annual budget are allotted directly or attributable for the implementation of GAD PAPs.

4. Use of Gender-Sensitive and Inclusive Workplace Language

Pursuant to the UN's instructions on the use of gender-sensitive language, Civil Service Commission (CSC) Memorandum Circular (MC) No. 12, s.2005, Philippine Commission on Women (PCW) Memorandum Circular (MC) No. 2014-06 and in line with the System's continuous efforts to mainstream GAD activities and programs in its undertakings, it hereby institutionalizes the use of gender-sensitive / inclusive / bias-free terms and phrases in all official correspondences, issuances, circulars, notices, and other corporate engagements.

4.1 Use of Pronouns

- Eliminate the generic use of him, his, or him unless the antecedent is obviously male.
- Use the plural as the preferable option.
- Rephrase to omit the pronoun
- Replace with a definite article (the) or an indefinite article (a / an)

4.2 Exclusionary Terms

Eliminate the use of following:

- Generic use of man. Instead, use people, person(s), human(s), human being(s), humankind, humanity, human race.
- Sexism in symbolic representations of gender in words, sentences, and texts.
- Sexual stereotyping of roles.
- Sexism when addressing persons formally.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAMS	E	58
	EMPLOYEE CARE REACH-OUT PROGRAM		

E. EMPLOYEE CARE REACH-OUT PROGRAM

1. Policy Statement

It is the policy of the SSS to provide assistance to support the employees and/or their families in times of accident, sickness, calamities, armed conflict, death and untoward events, to hasten their physical, emotional, and psychological recovery.

Coverage

All employees and non-SSS employees (Job Order workers, Utility/Janitorial, Security personnel and other outsourced workers deployed at SSS), subject to existing guidelines,

3. Types of Assistance

3.1 Hospital Visit

An employee who gets sick or meets an accident and is confined in a hospital for a minimum of three (3) days shall be visited, except on restricted cases (e.g. " visitors are not allowed), by Management, through representative officials and employees of the Division/Department/Branch concerned, with "get-well-soon" token of fruits or flowers.

3.2 Debriefing Session

A debriefing session shall be conducted, as may be necessary, by a team of psychologists and/or psychosocial first aiders to employees affected by extreme natural and man-made disasters to provide coping mechanisms in overcoming their traumatic experiences.

3.3 Bereavement Assistance

The bereaved family of a deceased employee, retired or immediate family member of an employee shall be given bereavement assistance (e.g. sympathy message, flowers, mass card, or necrological services) based on existing guidelines.

3.4 Coaching Assistance

The HRS Division, through the Performance Management and Employee Relations Department (PMERD), shall assist, as may be necessary, the heads of units in coaching

- a) an employee who seeks advice or was complained due to behavior concerns,
- b) a retiring employee to facilitate compliance to retirement application requirements, and
- c) a beneficiary of a deceased employee to facilitate compliance to the separation application requirements.

See Office Order 2015-064 (Employee Care Reach-Out Program) for complete details

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAMS	F	59
	RETIREMENT PROGRAM		

F. RETIREMENT PROGRAM

1. Policy Statement

It is the policy of the SSS to give appropriate recognition to employee's dedicated service to the Social Security System by providing complete assistance and guidance in the timely completion of retirement documents and transition to a meaningful and productive retirement life.

Coverage

All employees who will optionally or technically retire except those with pending cases.

3. Implementing Rules

- 3.1 A Primer on SSS Employee Retirement shall be issued to all employees at age 58 and above to guide them on the whole retirement process and to remind them the necessary documents required.
- 3.2 Employees who will avail the optional retirement must file their letter of intent one (1) year before the effectivity date. Once the letter of intent is submitted to ESD, he/she will be advised and guided to comply with the requirements to complete the retirement process and shall be scheduled for an exit interview.
- 3.3 A Retirement Life Planning Course designed to prepare retiring employees for a smooth transition to a comfortable retirement life will be conducted at least six (6) months before retirement to be facilitated by the Learning and Development Department. Sessions shall include counselling, financial and investments planning, health and wellness programs, and various livelihood activities which shall be conducted quarterly or semi-annually depending on the number of participants.
- 3.4 A retirement ceremony will be conducted by Month and Branch or Department to recognize the service they have rendered in SSS. Certificates of Appreciation shall be awarded to retiring employee/s in appreciation of their contribution to the institution. A special tribute webpage shall also be posted in the intranet.
- 3.5 A year after their retirement, a simple Get-Together Activity during the SSS Anniversary Month shall be prepared to continue the connection of SSS to its retired employees. The SSS Employee Retirees' Club shall be organized to establish friendship, continuous linkage and camaraderie with fellow retirees.

See Office Order 2017-008 (Revised Implementing Guidelines on the Employees' Retirement Process) for complete details.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAMS	G	60
	SSS VOLUTEERISM		

G. SSS VOLUNTEERISM

1. Policy Statement

It shall be the policy of the SSS to foster and instill the value of volunteerism among SSS employees which shall form part of the social contribution of the SSS to the social, economic and humanitarian undertakings of the government.

Objective

- 2.1 To promote SSS through volunteerism activities/participation in volunteer programs
- 2.2 To participate with and support development projects of the government
- 2.3 To act as the disaster-response team as needed
- 2.4 To institutionalize corporate volunteerism in the SSS
- 2.5 To build a cohesive SSS volunteer community and productive employees

3. Implementing Guidelines

- 3.1 All SSS officials and employees including coterminous employees, as well as Job Order and Service Bureau contractual personnel assigned at SSS shall be required to participate in the Volunteer activities of the System.
- 3.2 An SSS Volunteer Group shall be created which shall serve as a partner in planning, executing and monitoring the Corporate Social Responsibility (CSR) of the SSS, which include, but not limited to the following:
- SSS Disaster Response Team
- SSS Events/programs-driven activities
- Volunteer activities invitation of other private and public agencies
- 3.3 The PMERD shall act as overseer in the implementation of the volunteer programs and assist the SSS Volunteer Group in promoting employee participation.
- 3.4 The Corporate Communications Department (CCD) shall review and ensure that the programs of the SSS Volunteer Group are aligned with the SS mandate and shall identify potential networks and partnership with other groups or organizations.
- 3.5 The CCD shall handle the external communication regarding potential volunteer programs.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL	PERFORMANCE MANAGEMENT AND MANAGEMENT	4	3.1.2020
POLICIES, RULES	SYSTEM		
AND	Subject	Subject No.	Page
REGULATIONS	EMPLOYEE RELATIONS PROGRAMS	Н	61
	GRIEVANCE MACHINERY		

H. GRIEVANCE MACHINERY

Pursuant to the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC Resolution No. 010113 dated 10 January 2001 and implemented through CSC Memorandum Circular No. 02, s. 2001 as well as other relevant CSC issuances on the matter, the following rules shall govern the handling of complaints and/or grievances of SSS officials and employees.

Policy Statement

Cognizant of the rights of employees to ventilate their grievances, the Social Security System (SSS) has set up a Grievance Machinery which will provide forum at department/branch/office, group, and system-wide levels with the end view of promoting an environment that is conducive to smooth, wholesome and desirable relationship within the organization.

Definition of Terms

Accredited Employee Union - An employee union accredited pursuant to Executive Order No. 180.

Bilis Aksyon Partner – The counterpart Action Officer of the Civil Service Commission under the Mamamayan Muna Program in every agency pursuant to CSC MC No. 3, s. 1994.

Career Service Positions – Positions in the Civil Service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.

Grievance – A work related discontentment or dissatisfaction which had been expressed verbally or in writing and which, in the aggrieved employee's opinion, has been ignored or dropped without due consideration.

Grievance Machinery – A system or method of determining and finding the best way to address the specific cause/s of a grievance.

Non-Career Service Positions — Positions in the Civil Service characterized by (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service, and (2) tenure which is limited to a period specified by law or which is coterminous with that of the appointing authority or subject to his pleasure, or which is limited to the duration of a particular project for which employment was made.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL POLICIES,	EMPLOYEE SERVICES DEPARTMENT	3	3.1.2020
RULES AND	Subject	Subject No.	Page
REGULATIONS	PERSONNEL, POLICIES, RULES & REGULATIONS	1	237
	ADMINISTRATIVE DISCIPLINARY RULES ON		
	SEXUAL HARASSMENT		

8.2. Employee Services Department (ESD)

 Make the corresponding deductions from the Transportation Allowance of the Officials/Employees included in the list submitted by EFMD, the amount to be refunded by the concerned officials/employees.

K. ADMINISTRATIVE DISCIPLINARY RULES ON SEXUAL HARASSMENT

Pursuant to Section 58, Rule XII of Civil Service Commission Resolution No. 01-0940, otherwise known as the "Administrative Disciplinary Rules on Sexual Harassment Cases", the following Rules are hereby promulgated.

RULE I. TITLE

Section 1. These Rules shall be known as the Social Security System (SSS) Administrative Disciplinary Rules on Sexual Harassment Cases.

RULE II. COVERAGE

Section 2. These Rules shall apply to all officials and employees in the SSS, whether in the Career or Non-Career service and covers all levels of position, including but not limited to Presidential appointees, regardless of status.

RULE III. DEFINITION

Section 3. For the purpose of these Rules, the administrative offense of sexual harassment is defined as an act, or series of acts, involving any unwelcome sexual advance, request or demand for a sexual favor, or other verbal or physical behavior of a sexual nature, committed by any SSS employee or official in the workplace or any other work-related activity.

Sexual Harassment is committed under any of the following circumstances:

- (a) Submission to or rejection of the act or series of acts is used as a basis for any employment decision (including but not limited to, matters related to hiring, promotion, raise in salary, job security, benefits and any other personnel action) affecting the applicant/employee; or
- (b) The act or series of acts have the purpose or effect of interfering with the complainant's work performance, or creating an intimidating, hostile or offensive work environment; or
- (c) The act or series of acts might reasonably be expected to cause discrimination, insecurity, discomfort, offense or humiliation to a complainant who may be a co-employee, applicant, member-claimant, or any other person who may have official transaction with the person complained of.

HR MANUAL OF	Section	Section No.	Effective
PERSONNEL POLICIES,	EMPLOYEE SERVICES DEPARTMENT	3	3.1.2020
RULES AND	Subject	Subject No.	Page
REGULATIONS	PERSONNEL, POLICIES, RULES & REGULATIONS	1	238
	ADMINISTRATIVE DISCIPLINARY RULES ON		
	SEXUAL HARASSMENT		

Section 4. Sexual harassment may take place:

- a. in the premises of the workplace or office;
- in any other place where the parties were found as a result of work or training responsibilities or relations;
- at work or work-related social functions;
- d. while on official business outside the office or during work or work-related travel;
- e. at official conferences, fora, symposia or training sessions; or
- by telephone, cellular phone, fax machine or electronic mail and other similar means.

RULE IV. FORMS OF SEXUAL HARASSMENT

Section 5. The following are illustrative forms of sexual harassment:

- (a) Physical;
 - Malicious Touching
 - Overt sexual advances
 - Gestures with lewd insinuation.
- (b) Verbal, such as but not limited to, requests or demands for sexual favors, and lurid remarks;
- Use of objects, pictures or graphics, letters or written notes with sexual underpinnings;
- (d) Other forms analogous to the foregoing.

RULE V. PERSONS LIABLE FOR SEXUAL HARASSMENT

Section 6. Any official or employee, regardless of sex, is liable for sexual harassment when he/she:

- (a) directly participates in the execution of any act of sexual harassment as defined by these Implementing Rules;
- (b) induces or directs another or others to commit sexual harassment as defined by these Rules;
- (c) cooperates in the commission of sexual harassment by another through an act without which the sexual harassment would not have been accomplished; or
- (d) cooperates in the commission of sexual harassment by another through previous or simultaneous acts.

RULE VI. COMMITTEE ON DECORUMAND INVESTIGATION

Section 7. Duties and Functions. A Committee on Decorum and Investigation (CODI) shall be created in the Main Office and in every Cluster Offices of the SSS. In case the person complained of is stationed in the Foreign Branch, the complaint shall be filed before the Committee in the Main Office. The Committee shall perform the following functions:

(a) Receive complaints of sexual harassment;

HR MANUAL OF	Section EMPLOYEE SERVICES DEPARTMENT	Section No.	Effective
PERSONNEL POLICIES,		3	3.1.2020
RULES AND REGULATIONS	Subject PERSONNEL, POLICIES, RULES & REGULATIONS ADMINISTRATIVE DISCIPLINARY RULES ON SEXUAL HARASSMENT	Subject No.	Page 239

- (b) Investigate sexual harassment complaints in accordance with the prescribed procedure;
- Submit a report of its findings with the corresponding recommendation to the SSS President & CEO/Social Security Commission for decision;
- (d) Lead in the conduct of discussions about sexual harassment within the SSS to increase understanding and prevent incidents of sexual harassment.
- (e) Perform such other acts as it may deem necessary to effectively carry out the provisions of these Rules. Localized Committees on Decorum and Investigation established in the Cluster Offices of the SSS shall have the same functions as stated above and shall submit the report of Investigation with its recommendation directly to the SSS President & CEO/Social Security Commission.

Section 8. Composition. The Committee shall be composed of at least one (1) representative each from the following:

- a. Management;
- b. Accredited Union;
- c. First Level Employees;
- Second Level Employees; and
- e. Third Level Employees

First level employees are those who are holding positions which involve non-professional or sub-professional work in a non-supervisory or supervisory capacity, which includes clerical, trades and crafts, and custodial services and requiring less than four years of collegiate studies.

Second level employees are those who are holding positions, which involve professional, technical and scientific work in a non-supervisory or supervisory capacity up to Section Head level or its equivalent and requiring at least four years of collegiate studies.

Third level employees are those occupying positions in the Career Executive Service.

Section 9. Qualification/Disqualification & Term. The members of the Committee shall be persons with good reputation, have not been charged or found guilty of any offense involving moral turpitude and shall have a term of two (2) years or until their successors shall have been designated and duly qualified.

Where a member of the Committee is the complainant or the person complained of, or is related to any party to the case within the fourth civil degree of consanguinity or affinity, he/she shall be disqualified from participating in the case.