

Procedures on Protecting Employees' Rights on Reporting Illegal Practices and/or Unethical Behavior

The Board-approved Manual of Corporate Governance (Manual) provides that the Corporate Secretary shall, *motu proprio* or upon complaint, bring to the Board's attention any violation of the Manual.

PSALM strictly maintains confidentiality in all stages of the proceedings to protect the interest of the complainant, the person complained against and any other person who may report illegal and/or unethical behavior.

Every member of PSALM is encouraged to promptly report any potentially illegal, improper and/ or unethical conduct that they become aware of at their workplace or in connection with their work. PSALM shall have an environment that enables its people to raise genuine and legitimate concerns internally. However, in the event that the people of PSALM believe their reporting to management may result in harassment, or undue distress, they may contact the Governance Commission for GOCCs (GCG) to report such matters. The GCG provides for an opportunity for concerns to be investigated and ensures appropriate action is taken to resolve the matter effectively.

In addition, PSALM established a Grievance Machinery in June 2014 through [Memorandum Order No. 2014-009](#) which was approved by the Civil Service Commission (CSC) on the same month to act on grievances involving work-related discontentment or dissatisfaction, among others. While in November 2014 the Committee on Decorum and Investigation (CODI) was reconstituted through [Office Order No. 2011-205](#) and [Office Order No. 2014-331](#) to act on complaints on sexual harassment.

PSALM's Grievance Machinery is aimed to settle grievances at the lowest possible level in the organization. This is in support to the Corporation's commitment to create a work atmosphere conducive to good work relations among employees and improved employee morale. Employees may express, verbally or in writing, to the Grievance Committee any work-related issues causing them dissatisfaction in the workplace. The Grievance Committee shall be responsible for the implementation of pro-active measures or activities to prevent grievances. They shall conduct dialogues between and among parties involved, conduct investigation and hearing within ten (10) working days from receipt of grievance, and render a decision within five (5) working days after the investigation.

PSALM likewise has a Gender and Development Focal Point System (GADFPS) created pursuant to [Office Order No. 2013-040](#), [Office Order No. 2014-057](#) and

[Office Order No. 2015-280](#) which handles gender-related complaints. Lastly, rank and file personnel have formed the PSALM Association of Corporate Employees (PACE) led by a set of officers who makes representations with the PSALM Management on any concern of its members including protection of employees' rights which are provided under the Collective Negotiation Agreement between PACE and Management.

For any complaints, including concerns on illegal (including corruption) and unethical behavior, employees and stakeholders may submit it for appropriate action to the following:

E-mail:

complaints@psalm.gov.ph

or any of the following telephone numbers:

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| Office of the President and CEO | (632) 902-9004 |
| HRAGSD Manager | (632) 739-5272 |

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