



DFPC WHISTLE BLOWING POLICY

Policy Statement

Duty Free Philippines Corporation (DFPC) is committed to carry out its functions with the highest degree of professionalism, effectiveness and transparency. All officers, employees and members of the DFPC Board of Directors are expected to conduct its affairs, operation and business in compliance with all applicable laws, rules and regulations.

For this purpose, DFPC encourages everyone (employees, suppliers, contractors, clients or any individual) to report suspected misconduct, illegal or unethical acts and those in violation of the provisions of the following laws, rules and regulations:

- a) DFPC Code of Ethics
- b) R.A. No. 6713, "Code of Conduct and Ethical Standards for Public Officials and Employees";
- c) R.A. No.3019, "Anti-Graft and Corrupt Practices Act";
- d) R.A. No. 7080, as amended, "The Plunder Law";
- e) Book II, Title VII, Crimes Committed By Public Officers, The Revised Penal Code
- f) Executive Order (E.O.) No. 292, s. 1987, "Administrative Code of 1987"
- g) R.A. No. 10149, the GOCC Governance Act of 2011;
- h) GCG M.C. No. 2012-05, "Fit and Proper Rule";
- i) GCG M.C. No. 2012-06, "Ownership and Operations Manual Governing the GOCC Sector";
- j) GCG M.C. No. 2012-07, "Code of Corporate Governance for GOCCs";
- k) R.A. No. 9593, "The Tourism Act of 2009"; and
- l) Other GCG Circulars and Orders, and applicable laws and regulations.

Cases of illegal or unethical acts made by employees and officials of DFPC or those made by its Directors/Trustee may also be reported directly to the Governance Commission for GOCCs (GCG) as provided under GCG Memorandum Circular No. 2014-04.

Procedure in Handling of Reported Cases

DFPC established a system for handling complaints/reported cases of violations which shall be acted upon by management and shall be investigated upon expeditiously by the legal office or by an appointed whistleblowing committee.

1. Reporting Channel

Complaints/Cases of violation may be reported through the following channels:

- a. Website : in.dfp.com.ph/whistleblower
- b. E-mail : whistleblower@dfp.com.ph
- c. Mail : c/o HRMD, Duty Free Philippines Corporation NAIA Road, Sucat, Paranaque 1700
- d. Telephone : (02) 5524351
- e. Fax No. : (02) 5524346
- f. Face-to-face Meeting with HRMD or any trusted DFPC Official

2. Details of Complaint

Reports of complaints/violations should include the following information:

- a. full name and position of employee/officer being reported
- b. specific conditions/actions/omissions being complained
- c. laws/rules/regulation violated
- d. full name and position of the whistleblower/reporting employee

The complainant shall attach all relevant information/evidence in support of the complaint/reported case.

3. Anonymous Reporting

If the Whistleblower does not want his/her identity disclosed, he/she may still choose to report the case through any of the above-mentioned channels provided that the details and relevant information pertaining to the case is divulged and complete. DFPC shall accept anonymous reporting and shall ensure non-disclosure of the identity of the whistleblower at all times.

4. Confidentiality

DFPC shall ensure integrity of received information pertaining to the reported case and shall treat all data and evidence gathered with utmost confidentiality and are protected from unauthorized dissemination, disclosure and/or release, unless required by law.

5. Protection from Retaliation

Management shall guarantee **protection** of the whistleblower **from retaliatory acts** provided the report was made in good faith, with merit and/or supporting evidences and does not merely intend to falsely accuse or destroy a person's reputation.

- a. Protection from retaliation means no unfavorable action can be taken against whistleblower, such as:
 - Firing or laying off
 - Demoting
 - Denial of benefits
 - Reducing pay or hours
 - Intimidation/harassment
 - Denying overtime or promotion
 - Reassignment affecting prospects for promotion
 - Making threats
 - Disciplining
 - Failure to hire or rehire
 - Blacklisting
- b. A grievance committee shall be constituted to accept and investigate the reported retaliatory acts.
- c. The whistleblower should present a connection between the whistleblower's complaint and the retaliatory behavior of the person being complained.
- d. The whistleblower should document all alleged retaliatory behavior. Likewise, keep track of all information prior to complaint was made.