



# PRIDE IN PERFORMANCE

## FGEN RECOGNITION PROGRAM

The main objective of the PIP "Pride In Performance" program is to recognize the valuable contribution of the employees in the development of ideas and implementation of projects which are linked to the organization's **COMMITMENT & FOCUS** on initiatives that promote Service Value Innovation through Process Efficiency & Technology Innovation which aims to develop **FGen's Service Signature** that will distinguish us from the rest of the competition

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# PRIDE IN PERFORMANCE

## FGEN RECOGNITION PROGRAM

### 1 OVERVIEW

Fortune General Insurance Corporation promotes the importance of recognition and supports projects recommended by the employees that will bring about significant **Service Value Innovation**, which consequently translates to growth in revenue, cost optimization and process efficiency.

Pride in Performance (PIP) is a recognition program of FGen that aims to reinforce new ideas, motivate and empower employees, and acknowledge projects and employee's contributions to the overall strategic goals of the company guided by its vision, mission, and core values.

### 2 GUIDELINES

The PIP is a tool that will enhance good employee relations thru teamwork and collaboration. It will also help employees better understand how their jobs contribute to the company's overall goals and how their performance affects the achievement of those goals. Moreover, PIP will help cultivate projects that raise morale for all employees, increase loyalty, and develop creativity and accountability.

#### 2.1 Groupings

- There will be 5 groups to be formed and each group is composed of employee representatives from the different divisions and levels within the organization as provided in Annex 1
- Head office employees from Rank and File to Manager levels will be grouped accordingly to represent their divisions
- Branch based employees, due to geographical location will be considered as one group
- HR and MIS & Techno Initiatives divisions will provide support to all groups but will not be exclusively part of any group

## OBJECTIVE

The main objective of the PIP is to recognize the valuable contribution of the employees in the development of ideas and implementation of projects which are linked to the organization's

**FOCUS** on

*Service Value Innovation*  
through  
*Process Efficiency & Technology Innovation*

which aims to develop

**FGen's Service**

**Signature** that will distinguish us from the rest of the competition.

## 2.2 Project Recommendation

- 2.2.1 Each group should recommend project/s that will produce significant measurable results
- 2.2.2 In evaluating possible projects, the FOCUS of any such project to be recommended should be on its direct impact to "Service Value Innovation" which may come in any of the following forms:

✓ **STEP UP**

Stimulate Transformation thru Efficiency in Process

- 5 existing company priority/critical processes – identified by the MANCOM, will be assigned to each group for them to improve, standardize and/or enhance
  - Encourage new ways of doing, consequently bring about improved turn-around - times
  - Better define and/or focus on areas that need to be revised to more efficiently cope with the changing needs of our market, thereafter create improvement in the delivery of our service

✓ **CROP IT**

Cost and Resources Optimization

- Identification of existing cost areas and offer cheaper alternative measures, the resulting savings from which may be rechannelled to fund other expanded service programs
- Maximize business value

✓ **GRIP**

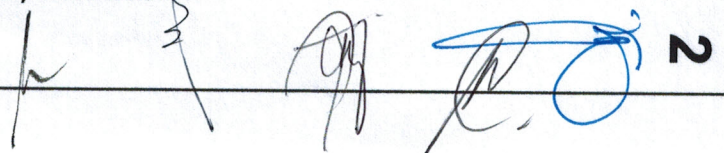
Growth in Revenue and Innovation of Products

- Create revenue generating avenues and/or opportunities that expand our market presence and/or expand our accessibility to the insuring public
- Focus on Service (Product) Value Innovation that provides the insuring public the freedom of choice

- 2.2.3 There will be no limit in terms of the number of proposed project/s by each group, however, the fruits of completion of the project/s must be felt within the year for it to be included in the project evaluation. A group may endeavor on a new project proposal only after a prior proposal has been approved and implemented as evidenced by an approved company policy, as provided under item 2.3.

## 2.3 Project Integration

To ensure the implementation of all approved project recommendations, the same shall be translated into official policies by the STEERING COMMITTEE to be submitted to all EXCOM members for approval. Implementation shall be carried similar to any new policy introductions, with the proponent group taking the lead in conducting the necessary project/policy orientation.



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## 2.4 Project Evaluation

Project evaluation will be done by the MANCOM at the end of the year to identify top performers which is based on the measurable financial results and significant outcome of each project.

## 3 RECOGNITION

Depending on the actual results and the related perpetual benefit of the project, the EXCOM members shall accord the members commensurate recognition in the form of monetary rewards or additional bonuses.

## 4 ROLES & RESPONSIBILITIES

Consultants	•MANCOM Members
Steering Committee	•Std. Members - HO Sr. Managers - SAVP •Others - Select Managers whose Unit is not represented by any of the Std. Members
OPCOM Members	•HO Rank and File - Managers •Branch Based Employees represented in the HO by the SAVP, Marketing & the Branch Coordination Head

**Consultants** – MANCOM Members will serve as advisors and will provide the overall guidance to all groups. They shall give their perspectives and constructive feedback for each project. They are the final approvers, and will be the one to evaluate and measure the effectiveness and efficiency of the implemented projects by the end of the year.

**Steering Committee** – This committee composed of Sr. Managers to SAVP levels shall function as the facilitating panel during all meetings, further providing insights and feedback to all proposed projects. They will ensure the successful delivery of the projects and provide guidance on items such as company objectives, divisional and departmental policies, risk management, marketing strategy and fiscal & budgetary control. Lastly, they shall formulate official policies to officially integrate approved project recommendations by the respective proponent OPCOM Groups.

**OPCOM Group Members** – Employees from rank and file to manager levels grouped under 2.1 and will recommend projects under 2.2, wherein these projects will be the agenda and center of discussion of the OPCOM meeting.

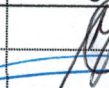
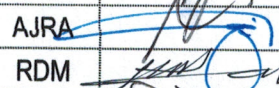
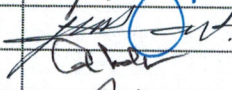
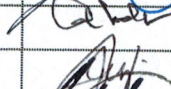
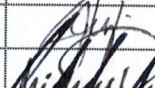
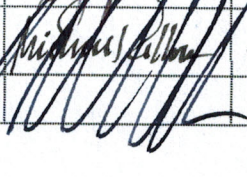
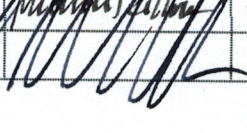
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**5 MONITORING**

- 5.1 The OPCOM Group Members should regularly meet to discuss and conceptualize their project proposals.
- 5.2 The STEERING COMMITTEE should regularly hold weekly Monday OPCOM meetings individually per OPCOM Group or Collectively to monitor the progress of the respective projects of the OPCOM Groups and shall regularly provide copies of the minutes to every EXCOM member, within two days from every OPCOM Meeting, in time for the regular Thursday EXCOM meetings. In the case of all Branch Based Employees, whom are clustered under one strategic group, their programs shall be directly administered by the SAVP, Marketing, with the Branch Coordinating Head as lead support.

**6 EFFECTIVITY**

1 February 2018.

	Designation	Initial	Signature	Date
Submitted By:	HR Manager	MCD		25 Jan 2018
Reviewed By:	CFO / OIC-HR	AJRA		25 Jan '18
Endorsed By:	SVP – Technical Operations	RDM		26 Jan 2018
	VP – Marketing	MMM		25 JAN. 2018
	VP – MIS & Techno Initiatives	CYM		25 JAN 2018
Recommending Approval:	President & COO	MFR		26 January 2018
Approved By:	Chairman of the Board & CEO	JAAC		

## GROUPINGS

## STEERING COMMITTEE

Std. Members – ALL Sr. Managers to Sr. Asst. Vice President

Others – Meliza I. Reyes, Asst. Manager - Underwriting

## OPCOM Grouping Guide – Based on Current Plantilla

DIVISION	GRP 1	GRP 2	GRP 3	GRP 4	GRP 5
Technical Operations	7	7	7	6	
Marketing & Sales (HO)	7	7	6	6	
Finance	4	4	5	5	
Branches					49
Executive Offices			1	2	
<b>TOTAL</b>	<b>18</b>	<b>18</b>	<b>19</b>	<b>19</b>	<b>49</b>

\*Specific Employee Distribution

– to be identified by the Steering Committee to be announced during their first OPCOM Meeting