

MEMO: 002

TO: All Concerned

From: Training and Business Development Group

Date: May 31, 2017

Re: Revised policy on borrowing of keys

Please see guidelines below for your reference.

POLICY ON REQUEST FOR KEYS

This policy is intended to properly monitor all requests for unit viewing and borrowing of keys. Every requestor is required to comply with these procedures and guidelines to align with the process.

1. Request must be submitted to the **TRAINING AND BUSINESS DEVELOPMENT** at least 2 days before the date of unit viewing. (Example: If the viewing falls on a Wednesday, request must be forwarded on or before Monday. This is implemented to give ample time to secure the unit.
2. Request must be approved by the VP of the region and be sent to the custodian of the key via email with the following format:
 - Name of client/prospect
 - Name of the SA/CM/Authorized Representative
 - Project
 - Type of unit

- Unit details
- Date/Time of viewing

Please email the request to:

Randolf Rivera (trainingbd10.mwi@gmail.com)

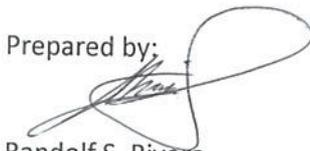
Jolo Saranillo (trainingbd6.mwi@gmail.com)

3. If custodian is unavailable to pick up the keys, Country Managers or Sales Assistants may claim the keys from Strategic Planning Group. He/she may secure an authorization from the custodian of the key and present it to Ms. Mariel Malaki or Mr. George Delacruz of SPG. Direct coordination with SPG without authorization from custodian is strictly prohibited.
4. Keys must be returned to the TRAINING AND BUSINESS DEVELOPMENT within 24 hours from the date of unit viewing. Keys can also be directly returned to SPG on a case to case basis.
5. The borrower is responsible for all the keys. He/she will be liable for any loss or damage to the keys and will be charged a fine of Php 2,000 per Key. As per MEMO released by SPG last May 23, 2017, the following rates will be imposed as deposit each time we borrow a key.

Quantity		Amount
1-2 Pcs	–	Php 500
3-5	–	Php 1,000
6 pcs and up	–	Php 2,000

- The requesting region shall shoulder the above mentioned fees.
 - Borrower will get the refund immediately right after the key is returned, provided he/she complies with the policies and procedures.
 - Late returns will incur a fine of Php 500 per day, per key.
6. Schedule of pick up from SPG is only during Mondays and Thursdays (9:30am and 2:00pm).

Prepared by:



Randolf S. Rivera

Training and Business Development – Supervisor

Noted By:



Gerard Jude R. Vito

Training and Business Development – Senior Asst. Vice President