



## **NATIONAL UNIVERSITY ETHICS CULTURE**

### **CORPORATE GOVERNANCE**

National University, Philippines an institution that holds accountability, transparency, clarity, checks & balances, and adherence to the highest level. This ensures that a good corporate governance is in place in the University, laying down the framework for creating long-term trust between NU and its stakeholders. *(Faculty Manual 2023, Chapter 2)*

### **TRAINING & DEVELOPMENT**

As its most important asset, National University recognizes the need to develop knowledge, skills, attitudes, and behavior of all its human resources. It does so to achieve the optimum levels of productivity and become effective in their work assignments. Not only will National University grow with a well-trained human resources but aids in the personal development of employees. National University shall plan, organize, and implement continuing training and development programs to address the needs or gaps between the employee's competence level and the desired competence level. *(Faculty Manual 2023, Chapter 7)*

### **CODE OF DISCIPLINE**

The Human Resource Department (HRD) is primarily bound to administer, supervise, and endorse the rules and regulations stated in the Faculty and Employee Manuals. All matters in connection to this shall be directly handled by the HR Officer or his duly designated representative. A Disciplinary Committee deliberates and decides on each disciplinary case. *(Faculty Manual/Employee Manual 2023, Chapter 10)*

### **GRIEVANCE POLICY AND PROCEDURE**

National University provides for amicable internal procedures to settle grievances. All faculty shall be treated fairly and be free from restraint, interference, coercion, discrimination, or reprisal in presenting grievances. Due process shall be always observed, and all cases shall be disposed of expeditiously and judiciously. No faculty nor employee shall be denied due process; dismissed, suspended, demoted, or sanctioned with disciplinary action without just, lawful, and valid cause. *(Faculty Manual/Employee Manual 2023, Chapter 10)*

### **CUSTOMER SERVICE SATISFACTION**

As the institution operates a standard type and range of services, customer satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the Management Review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customer-declared needs. *(NU Quality Management System Manual 2022, Chapter 8)*



**EQUALITY, DIVERSITY, & INCLUSION**

The University provides equal opportunity to all faculty and applicants and does not discriminate on any basis prohibited by law, (including race, colour, sex, age, religion, national origin, disability, or marital status). (*Faculty Manual, Chapter 9- Equal Employment Policy*)

**NU INTERNAL REPORTING SYSTEM**



**PAgtugon sa TAMang Salaysay**



This platform serves as an online access for responsible reporting of incidents and truthful information for employee's concerns. All Nationalian employees can access the MS Forms thru their NU account. Any employee who will use the PATAS must ensure that the information they will be providing is fact-based supported by evidences or related documents.

**ANTI-BRIBERY AND CORRUPTION POLICY**

*(contents to be sent by HR)*

Prepared:

JOHANNA G. MINGLANA  
Senior Director, Quality Management Office  
22 March 2024