

**The duties and responsibilities of the ADR Program Committee;**

- a) Receives, through the Committee Secretary, the Complaint or Letter requesting for assistance of an aggrieved party addressed to the CADR Chairperson;
- b) Calendars the Complaint or Letter Request for Assistance for mediation conference;
- c) Conducts mediation conference that is non-adversarial in nature and equitable to both parties appearing therein;
- d) Maintains the privileged and confidential nature of the mediation proceedings;
- e) In case of successful mediation, the CADR shall recap the terms and conditions agreed upon, and shall assist the parties in formalizing the same by drafting a contract for their review before executing the agreement; and
- f) In case of failed mediation, the CADR shall endorse the case to the Corporate Investigation Department (CID) for appropriate action.
- g) To keep abreast with the different laws and jurisprudence on mediation and arbitration by regularly attending seminars and events relative thereto.
- h) To conduct regular information drive to employees on matters being handled by the Committee.