

CODE OF CONDUCT

EMPLOYEE RELATIONS

The Employee Handbook is drafted to create norms of conduct that will regulate employee behavior while working for the Company. It is instituted to achieve the objectives of the company in furthering the goals of effective and efficient servicing as well as to instill to the employee a sense of duty and a commitment to the values of honesty, integrity and responsibility.

1. DEFINITION OF TERMS

a. Verbal Reprimand (VR)

This may take the form of one-on-one meeting between employee and Supervisor to discuss the infraction and possible corrective measures.

b. Written Reprimand (WR)

This is a written notice with stern warning that repetition of the offense will be dealt with severely. An employee may either be given an email or written letter which will constitute as WR.

c. Final Written Warning (FW)

A written notice giving the employee a last chance to reform and cease from committing any infraction.

d. Suspension (S)

Suspension is a temporary cessation of employment without pay and the employee is barred from entering the company premises for the duration of the suspension.

e. Dismissal or Termination of Employment (D)

This refers to involuntary separation from service. Upon dismissal, employee shall forfeit all benefits and privileges without prejudice to whatever legal action that the Company may take against him.

f. Harassment

Any improper conduct by an individual, that is directed at and offensive to another person or persons in the workplace, and that the individual knew or ought reasonably to have known to cause offense or harm. It comprises any objectionable act, comment or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat.

g. Sexual Harassment

Unwelcome and unsolicited conduct of sexual nature including, but not limited to, unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of sexual nature when the conduct is either directly linked to the grant or denial of any work related benefit or where it has the purpose or effect of unreasonably interfering with the individual's work performance or

h. Quid Pro Quo

A form of sexual harassment when a manager/supervisor or a person of authority gives or withholds a work related benefit in exchange for sexual favors. Typically, the harasser requires sexual favors from the victim in turn for rewards or punishes the victim in some way.

i. Tardiness

Reporting to work later than the scheduled work time as defined under Section II.

j. Absence

Failure to report for work on a day when he/she is supposed to be at work.

k. Penalty and/or Disciplinary Action

Act of punishing or the result of an infraction, offense/violation of any rule of the Company.

l. Bullying

Persistent, offensive, abusive, intimidating, malicious or insulting behavior, or abuse of power with unfair sanctions. It makes the recipient feel upset, threatened, humiliated or vulnerable, undermines their self-confidence and causes them to suffer stress. It is often carried out by a person in authority, but it could be carried out by a colleague of equal status, and a group of people may bully an individual.

m. Gross Misconduct

Serious deviation or wrongful acts, disgraceful or improper conduct from the accepted rules and practice of the company.

n. **Grievance Procedure** – Procedure followed by the employee and the Company in resolving workplace issues involving employee-management relations and/or disputes. Either party may commence with their procedure by supplying the other party a written statement of the grievance or complaint. For employees, this should be sent to his direct supervisor, and if this is not possible, due to next higher superior in rank. The Company shall then arrange a meeting to discuss all issues involved, and if necessary, an investigation may be done. Otherwise, the Company shall decide upon the issue based on results of the meeting and conference with the employee. A decision is required to be made within 28 days (or sooner) from the last conference date. The participation of HRD shall be limited to this means all disputes are first to be resolved by the concerned supervisor and employee. HRD's participation should only occur when amicable discussions failed.

o. **Disciplinary Procedure** – The Company is required to send a written statement of reasons for meeting with the complainant/subject-employee. If the complainant/subject-employee is dissatisfied with the decision of the Company, he/she has the right to appeal. The complainant/subject-employee must appeal through the grievance procedure set out above.

2 DUE PROCESS IN DISCIPLINARY ACTION

The following standards of due process shall be observed in all cases of termination of employment for causes attributable to the employee:

- A written notice sent to the employee specifying the ground/s for termination, and giving said employee reasonable opportunity to explain his side in writing.
- A written notice of corrective action served on the employee, indicating that upon due consideration of all circumstances, ground/s have been established to justify said action. The reason for dismissal must be stated clearly.

In case of disciplinary actions not involving termination, compliance with the above-mentioned procedures should also be observed in the discretion of management, depending on seriousness of the offense charged.

3 TYPES OF INFRACTION

a.Tardiness and Absences

It is the desire of management to avoid work interruptions and ensure that the work is accomplished without delay. Employees are vital to the company. Therefore, all leaves with or without pay should be applied for in advance. Pursuant to Section II, each employee is tasked to report to work at a designated time, failure to do so would have the following consequences:

OFFENSE	Corrective Action					
	1st	2nd	3rd	4th	5th	6th
Section A. Tardiness Habitual tardiness shall mean: 1 Reporting late for work three (3) times within a 30-day period. The total number of minutes late for work is at least 30 minutes If an employee, however, continuously or repeatedly report late for work even after the 3rd time within a 30-day period, he/she shall be subject to a more severe penalty. 2 Reporting late for work for two (2) hours and above in a day within a 30-day period. Tardiness shall not apply or cannot be charged to excusable absences. Unless the employee provides a sufficient and valid reason (accident, sickness, flood, and unavoidable circumstances, example matter of life and death).	WR	3- Day s	D			

OFFENSE	Corrective Action					
	1st	2nd	3rd	4th	5th	6th
3 Failure to Register Time in Reporting late for six (6) times within the 30-day period.						
Section B. Absences						
1 Habitual absenteeism (3 absences due to invalid reasons within 30-day period).	WR	15-Days	D			
2 Absence without official leave or permission. * A 'No Work No Pay' shall be applied on AWOL days. * One day is equivalent to one (1) offense.						
3 AWOL with insubordination; insisting on going on leave due to invalid reasons without pay after request for leave has been denied.	D					
4 Failure to submit medical certificate when requested.	VR	WR	D			

OFFENSE	Corrective Action					
	1st	2nd	3rd	4th	5th	6th
5 . Extension of duly-approved leave of absence without prior permission or notice for three (3) consecutive days. - In case of illness: duly notarized doctor's medical certification or documentary proof subscribed under oath. - In other cases: duly-notarized barangay captain certification or other documentary prescribed under oath. - Company reserves the right to conduct investigation to determine truthfulness of concerned employee's allegation, and take appropriate disciplinary action against him for any misrepresentation in the regard - Company will appoint a legal physician or another medical check-up on the employee to verify authenticity of medical result.	WR	3-Day	D			
6 An indefinite leave of absence for any cause not authorized by Management is not allowed.				D		

b. Committing Illegal Acts on Time Card

Time cards are important tools in monitoring attendance. Putting irrelevant marks and writing is prohibited.

OFFENSE	Corrective Action					
	1st	2nd	3rd	4th	5th	6th
8 Failure to turn over to the Company money immediately upon receipt; any money given by the client or his/her representative.	D					
9 Failure to wear prescribed work attire/identification card while on duty.	WR	5-DayS	D			
10 Failure of an immediate superior or managerial employee to disseminate to his/her subordinates Company policies, work rules and procedures.	WR	5-DayS	D			
11 Failure of an immediate superior or managerial employee who knows any violation of this Code and of other Company work rules to take steps to prevent and/or to report the same.	D	5-DayS	D			

d. Offenses Against Fellow Employee / Authority

The Company recognizes the innate dignity of every human being. Therefore, any behavior that tends to lower or mock the personal dignity will be abated at its inception. Fighting of any kind will not be tolerated inside Company premises, especially if the same was instigated by or participated in by a group, or with the use of firearms or any weapon, or while under the influence of liquor or prohibited drugs.

Every employee will be guaranteed the right to protect him/herself against any abusive conduct of his/her supervisors. However, no disrespect or harm towards the latter will be tolerated. Employees are expected to obey lawful orders/instructions regarding their work to maintain the workplace and promote harmony and good order, all of which are essential to the efficiency of operations and realization of corporate objectives.

OFFENSE	Corrective Action					
	1st	2nd	3rd	4th	5th	6th
1 Making false and malicious accusations (libel) against co-workers or fellow employees.	5 S	D				
2 Performing acts or functions beyond authority detrimental to co-employees.	3 S	D				
3 Provoking a fight, inflicting injury, intimidating, threatening, insulting, and harassing a co-employee for any reason at anytime within the Company premises.	7 S	D				
4 Discourtesy and disrespectful acts towards superior, Company visitors, representative or fellow employee.	7 S	D				
5 Failure to comply with established Department Operating Procedures.	7 S	D				
5 Insubordination – neglect / refusal to comply, obey and cooperate given a legitimate work-related instruction / order from supervisor.	7 S	D				
6 Abuse of authority to gain profit or advantage against employee directly or indirectly under his/her supervision.	15 S	D				

e. Harassment in the Workplace

Any unwelcome verbal, written, or physical conduct that either degrades or shows hostility or aversion towards a person on the basis of race, color, national origin, age, sex, religion, disability, marital status or pregnancy that:

- 1 Has the purpose or effect of creating an intimidating, hostile or offensive work environment.

- 2 Has the purpose or effect of unreasonably interfering with an employee's work performance.
- 3 Affects an employee's employment opportunities or compensation.

Harassment in the workplace is unacceptable and will not be tolerated.
All employees should enjoy a harassment-free workplace.

Offense	Corrective Action
1. Serious or repeated rude, degrading, offensive remarks, such as teasing about a person's physical characteristics or appearances, put-downs or insults.	- Discipline ranging from a reprimand to dismissal and which will be reflected in the employee's personnel file after thorough investigation. - Failure to follow the foregoing rules shall be subject to disciplinary action at the discretion of the Management, depending upon the severity of the case/offense.
2. Frequent or continued display of sexist, racist or other offensive pictures, posters or sending e-mails related to one of the grounds prohibited under Philippine law.	Discipline ranging from reprimand which will be reflected in the employee's personnel file to dismissal after thorough investigation.
3. Repeatedly singling out an employee or meaningless jobs that are not part of their normal duties.	Subject to disciplinary action at the discretion of the Management, depending on the severity of the case/offense.
4. Repeated threats, intimidation or retaliation against employee, including one who has expressed concerns about perceived unethical or illegal workplace behavior.	
5. Persistent unwelcome social invitations, which may or may not be combined with sexual overtones or flirting with a subordinate.	

Offense	Corrective Action
1. Persistent, offensive, insulting behavior or abuse of power with unfair penal sanctions. It makes the recipient feel upset, threatened, humiliated or vulnerable, undermines their self-	
2. Making statements damaging to a person's reputation.	
3. Making sexually suggestive remarks.	
4. Persistent physical contact such as touching or pinching.	
5. Persistent unwelcome social invitations, which may or may not be combined with sexual overtones or flirting with a subordinate.	

f. Against Health Safety and Security

To maintain security and order within company premises and among its employees, the Company prohibits any employee from bringing deadly weapons inside company premises.

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
Section A. Against Health & Safety					
1. Not observing "No Smoking" in prohibited areas.	WR	3-Day S	D		
2. Refusal to submit to physical check-up, x-ray, drug test, etc.	WR	15-Day	D		

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
3 Failure to notify office of any communicable/contagious illness that may or may not be detrimental to Company business and/or co-employee.	10-DayS	D			
4 Any officer or employee who uses, possesses, distributes, sells, or attempts to sell or transfer dangerous drugs or otherwise commits other unlawful acts as defined under Article II of RA 9165 known as the Comprehensive Dangerous Drug Act of 2002 and its implementing Rules and Regulations shall be subject to pertinent provision of the Act.	- Discipline ranging from a reprimand to dismissal and which will be reflected in the employee's personnel file after thorough investigation. - Failure to follow the foregoing rules shall be subject to disciplinary action at the discretion of Management, depending upon severity of the case/offense.				
5 Any officer or employee who is found positive for use of dangerous drugs shall be dealt with administratively in accordance with the provisions of Article 282 of Book VI of the Labor Code under RA 9165.	- Discipline ranging from a reprimand to dismissal and which will be reflected in the employee's personnel file after thorough investigation. - Failure to follow the foregoing rules shall be subject to disciplinary action at the discretion of Management, depending upon severity of the case/offense.				

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
1. Refusal to undergo random drug testing. - In cases where employee is found positive in the use of prohibited drug, he/she voluntarily proceeds or refers to accredited Government Rehabilitation Center for treatment. - Upon return of the employee, the Company shall require medical clearance from the appointed legal physician to evaluate the health status of the subject-employee. The result of the medical check-up will determine the resumption of the employee's job if he/she poses no serious dangers to his/her co-employees and/or the workplace.					
7 Repeated drug use despite expansive opportunity for treatment.	D				
Section B. Against Security					
1 Failure to immediately report to proper authority the treatment of any injury from accident no matter how minor.	WR	3-Day S	15-Day S	D	
2 Recklessly driving company vehicle outside the premises.	WR	3-Day	15-Day	D	
3 Refusal to wear safety devices and other accessories provided by the Company.	WR	3-Day	15-Day	D	
4 Unauthorized entry to restricted/secured areas, including entry within the premises while not on duty.	WR	3-Day S	15-Day S	D	

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
7 Refusal to be inspected or searched before entering and leaving the premises.	D				
1 Reporting for work intoxicated or under the influence of prohibited drugs; taking prohibited drugs within Company premises or drinking alcohol within Company premises except during Company-initiated activities.					
2 Carrying/possession of all types of deadly weapons, explosives or objects that may cause injury or damage to person and property.	WR	3-DayS	15-DayS	D	
3 Discharging explosives or firearms during working hours or within the Company premises.	WR	3-DayS	15-DayS	D	
4 Entering or remaining in the Company premises after regular working hours or during rest days or holidays without any work-related reason.	WR	3-DayS	15-DayS	D	
4 Unauthorized entering of, or presence in, the office of the executives; or unauthorized entering of, or passing through, or presence in restricted areas.	WR	3-DayS	15-DayS	D	
4 Any unauthorized activity or act inimical to the security and safety of Company properties, its officers, employees and other persons.	WR	3-DayS	15-DayS	D	

g. Against Proper Office Decorum

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
2 Engaging in unprofessional conduct, horseplay, littering, boisterous discussion, laughter, shouting, howling, and similar disturbing/disruptive activities.	WR	5-DayS	7-DayS	15-DayS	D
3 Other misconduct or misdemeanor within Company premises including socials and similar activities.	WR	5-DayS	7-DayS	15-DayS	D
4 Failure/neglect to wear the required office attire/uniform while on-duty.	WR	5-DayS	7-DayS	15-DayS	D
3 Gambling or holding of unauthorized game during office hours or anytime within Company premises.	D				
4 Sleeping in work area and/or Company premises.	WR	D			

h. Against Conflict of Interest

It is the obligation of every employee to declare and divulge in writing his/her own involvement in case of conflict of interest with the Company. The very existence of a conflict-of-interest situation is not in itself a punishable offense. However, failure, whether deliberate or through neglect, to divulge the same to the Company shall be punishable under this Code.

After an employee makes such a declaration, Management and HRD shall determine whether or not the actual or potential conflict-of-interest poses any danger to the company.

If so, the Company shall take measures to protect itself from any harmful effects of such conflict. Such measures shall include, but shall not be limited to, transferring the employee to another position whereby the conflict shall cease to exist, or requiring the employee to divest himself/herself of all his/her interests which are in conflict with the Company.

A conflict-of-interest shall be deemed to exist when, in general, an official or other employee has or acquires a financial or other interest of a personal nature in any business enterprise or transaction in which s/he may be called upon to act (e.g. approval, recommendation, make such action), or may be substantially involved. The personal involvement in such business enterprise or transaction shall be construed as conflict of interest. Such personal interest is not confined to the personal involvement of the officer or employee him/herself but may also arise directly or indirectly as a result of the officer's or employee's family or close personal relationship. "Family relationship" shall include the spouse or relatives by consanguinity to the third degree or by affinity to the second degree. "Close personal relationship" shall include close personal friendship or professional employment with the officer or employee giving rise to or assuring free access to such officer or employee.

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
3 Investment or other pecuniary or material interest,directorship,officership,partnership,employment,consultancy,distributorship or agency or sub-agency in: (a) supplier company (b) contractor (c) sub-contractor (d) customer (e) competitor (f) creditor (g) any other company or enterprise that does business or seeks to do business with Company.	15- DayS	30- DayS	D		

3	Borrowing money or property from or otherwise incurring any debt to any of the companies or enterprises enumerated in No. 1 above.	15- Day S	30- Day S	D		
3	Directly or indirectly engaging in the Company's line of business and therefore becoming the business competitor of the Company.	D				
3	Engaging in any other transaction inside or outside the Company premises, which tends to undertake undue advantages of his employment in the Company.	D				
4	Moonlighting in conflict with one's work schedule or the interest of the Company.	D				

i. Against Company Interest

Efficiency and effectiveness in operation are part of the goals set by the Company towards a world-class corporation. Consequently, it is expected that the employees will not tolerate wastage of Company resources, and disruption of work. For protection and preservation of the good name and reputation of the Company, employees are expected to conduct their official business transactions in a straightforward manner. A reprehensible conduct will result in the destruction of the good image of the Company; hence, the Company reserves the right to prosecute in court any employee whom it feels is deliberately working against Company interest.

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
1 Attending to personal matters such as collecting debts and selling merchandise within Company premises during office hours.	WR	FW R	D		
2 Performing acts/functions beyond authority detrimental to the Company.	WR	FW R	D		

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
3 Creating and/or making false, inaccurate, misleading, fictitious, or malicious statements and affects the Company's reputation, profitability, efficiency, stability and good standing; ridiculing, insulting, embarrassing or mocking the Company by word/letter or action provided that it does not constitute a constructive criticism meant to correct deficiencies and improve Company operations and that the criticism are expressed solely within Company premises and before appropriate Company officials.	WR	FWR	D		
4 Divulging company and trade secrets or confidential information about the operations of the Company.	D				
5 Release of information belonging or pertaining to the Company in advance of the authorized release date.	D				
6 Concealment of defective work which directly results in damage or prejudice to the Company.	D				
7 Abandonment of post / work or exchanging assignment, post or shift schedule without proper authorization or designated supervisor.	WR	FWR	D		
8 Malingering or feigning sickness to stop, delay, slow down or avoid doing assigned task/work similarly influencing, intimidating or threatening other employees to do the same.	WR	FWR	D		

9 Offering, soliciting, or receiving anything of value to perform any act/activity prejudicial to the Company.	D				
10 Unauthorized solicitation / accepting directly or indirectly money or anything of value from suppliers, creditors or parties doing business with the Company in exchange for a favor, decision or service connected with the discharge of the employee's official duties that may or may not be detrimental to the Company.	D				
11 Forging and falsifying Company documents / records / signatures. Presenting fraudulent documents or records for gain, profit or advantage.	D				
12 Breach of confidentiality or revealing Company trade secrets, plans, operations, finances, inventories and similar classified matters of information.	D				
13 Competing or engaging in any activity which is directly competing with the Company's business or any part of its operations.	D				

j. Against Company Property

The Company recognizes that every employee has the innate capacity to be honest and to be straightforward in his/her business dealings and official transactions. Acts of dishonesty are thus abhorred. To correct all forms of deviation from this standard norm of behavior, the Company reserves the right to file criminal/civil suits against the erring employee concerned.

Every employee is expected to take good care of all company properties, equipment, vehicles, buildings, etc. In all cases of dishonesty and vandalism, restitution will be demanded in addition to whatever penalty is meted out.

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
1 Unauthorized possession and use of materials, equipment, product, facilities and other property whether owned by, leased to or deposited with the Company regardless of the condition or value of such property.	WR	FWR	D		
2 Substituting or attempting to substitute Company and/or client's materials and equipment with malicious intent.	WR	FWR	D		
3 Negligently or willfully causing or contributing damage to Company property (building, equipment, vehicle, materials, etc.) as well as the property of company officials and co-employees. <i>*Employee may be required to pay cost of loss or damage.</i>	D				
4 Falsification of company records, receipts, reports, documents or the like, furnishing false data, report or misrepresentation in this regard, or any attempt thereat, including forging of signatures of company officers or those of other employees.	D				
5 Stealing/concealing company or client's property.	D				
6 Withholding, misappropriation or misuse of company funds even if such is later returned.	D				

Offense	Corrective Action				
	1st	2nd	3rd	4th	5th
7 Unintentional taking/carrying-out of Company and client's property or equipment outside the company premises.	WR	FW R	D		
8 Unintentional loss/destruction/damage of company and client's property in the course of carrying assigned job/task. <i>*Employee may be required to pay cost of loss or damage.</i>	WR	FW R	D		
9 Failure of the employee/user to immediately report any damage or loss of company property to designated authority. <i>*Employee may be required to pay cost of loss or damage.</i>	WR	FW R	D		
10 Unauthorized possession and use of Company's/client's property, premises, time and material for other purpose and	WR	FW R	D		
11 Any act of vandalism or willful destruction of company records or property, or unauthorized posting and removal of notices, memos and signs.	Failure to follow the foregoing rules shall be subject to disciplinary action at the discretion of Management, depending on the severity of the case/offense.				
12 Willful destruction / loss or damage of Company property such as but not limited to files, tools, equipment, and premises or willfully permits a co-employee to lose, destroy or damage the same. <i>*Employee may be required to pay cost of loss or damage.</i>					

4. Severance from Employment

a. Resignation

Resignation should always strictly follow the notice requirement as stated in Section 11. Resignation without the notice requirement may at the discretion of Management be considered as AWOL. The Company also reserves the right to take any legal action arising from the Employment Agreement signed by the employee in case of breach.

b. Retirement

An employee who reaches the age of sixty (60) and served the Company for at least five (5) years is entitled to Retirement Benefits, compulsory retirement is when the employee reaches sixty-five (65) years of age. Both the age and length of service are mandatory before the employee can avail of any retirement benefits.

c. Termination

Aside from the foregoing discussed corrective actions, the Company may terminate an employment for any of the following reasons:

- i. Serious misconduct or willful disobedience by the employee of the lawful orders of the Company or any of its officers in connection with his/her work;
- ii. Gross and habitual neglect by the employee of tasks, duties and responsibilities;
- iii. Fraud or willful breach by the employee of the trust reposed in him/her by the Company or any of its officers;
- iv. Committing any act constituting a crime or offense involving moral turpitude under the laws of the Philippines;
- v. Failure of the employee to qualify in accordance with the standard of the Company as set forth in the criteria for Performance Appraisal;
- vi. Revealing contents of, or furnishing confidential records, data, documents, information or communications and the like to unauthorized

employee/s or person, or obtaining and using such confidential matters for purposes other than those intended by the company;

vii. Stealing or illegal tapping, as the case maybe, of the Company's power lines for, or source of, electricity, water fuel and other related utilities;

viii. Threatening, provoking, challenging, insulting, or committing acts of disrespect to or harming superiors, officers, or immediate members of their families including attempt thereat;

ix. Inflicting or attempting to inflict bodily harm or injury on any person while inside the premises of the Company; or assaulting a fellow employee or customer while inside or outside the premises of the Company, the cause of which, however, is in connection with the work in the company;

x. Possession, or being under the influence of prohibited drugs while inside the premises of the Company; possession of firearms, explosives or any deadly weapon while inside or even outside the premises of the Company but while on duty, or with intention to distribute or sell the same inside the premises of the Company. Any deadly weapon found inside the premises of the Company must be reported immediately to any officer of the Company;

xi. Any act of dishonesty, including but not limited to misappropriation of entrusted company funds, materials, property and the like;

xii. Fighting inside the premises of the Company. In order to avoid such incidents, if one of the parties involved should seek the help of his immediate superior/officer or any of the supervisors present;

xiii. Slowing down or hindering work, or inducing others to do so; or any concerted action that would slowdown or disrupt operations; or any act of sabotage; or habitual refusal to render overtime work when the exigency of the service so requires, in spite of prior notice;

xiv. Gross insubordination to officials of the Company or superior;

xv. Demanding favors (accepted or not) in any form from employees, suppliers, customers or outsiders in exchange for certain considerations that may be prejudicial to the interest of the Company.