

HR Memorandum No.: 2024-089  
Date: October 21, 2024  
To: All Employees  
Subject: Revised Code of Conduct and Discipline v3.0

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#### I. PURPOSE

1. This Code of Conduct and Discipline (the "Code") establishes a framework of ethical standards and behaviors that guide TechIgnite Business Solutions, Inc. (the "Company") in the proper conduct and management of the employees and stakeholders. It includes the policy principles and a system for identifying and managing corrective actions as required.

#### II. OBJECTIVES

1. The objective of this Code of Conduct and Discipline is to define acceptable behaviors and promote ethical decision-making across the Company. It aims to ensure compliance with laws and company policies, instill discipline and character reformation, and foster a positive, inclusive work environment. By setting clear expectations, the Code supports a culture of integrity, respect, and accountability among all stakeholders.

#### III. SCOPE

1. The Code applies to all personnel of the Company and its affiliates, regardless of status and rank, and covers all actions related to infringements or deviations committed during the discharge of official duties or while representing the organization within and outside its premises.
2. Certain regulations are of general application across all operations and personnel, while others are relevant only to designated classes of employees and operations. Although universal in nature, these rules are enforced within the boundaries of fairness and decency.

#### IV. TERMS AND DEFINITIONS

1. **Aggravating Circumstances** – are factors or circumstances that increase the severity of a violation and may lead to more severe disciplinary action.
2. **Appeal or Motion for Reconsideration (MR)** – is a formal request made by an individual or party to have a decision regarding disciplinary action reviewed or reconsidered. The appeal process allows the person subject to the disciplinary action to challenge the decision, either seeking a reduction in penalties or overturning the decision based on new evidence or procedural errors.
3. **Approving Authority** – is the individual or committee with the authority to review the recommendations from the Recommending Body and make the final decision on the appropriate disciplinary action.

4. **Authorized Personnel (AP)** – refers to person/s authorized to handle and process reports or complaints related to employee behavior, from the Reporting Person.
5. **Company** – pertains to TechIgnite Business Solutions, Inc. and its affiliates.
6. **Corrective and Preventive Action Report (CPAR)** – outlines specific actions the employee must take to improve performance or behavior, along with measures the organization will implement to support the employee in achieving these goals. It serves as an attachment to the Notice of Decision and its issuance is subject to the severity of the violation.
7. **Disciplinary Action** – is a formal response or corrective measure taken to address violations of the Code of Conduct. This can include warnings, suspensions, or other penalties aimed at correcting and reforming behavior, and ensuring future compliance.
8. **Disciplinary Committee** – is the body created for the purpose of conducting the required investigation and/or hearing and the subsequent rendition of decision.
9. **Discipline** – the practice of training individuals to follow rules or a code of behavior by enforcing organizational policies and maintaining ethical standards.
10. **Dismissal / Termination** – pertains to permanent cessation of employee-employer relationship and deletion from the Company's payroll and list of employees.
11. **Employee/s Concerned** – any employee or group employees who are directly involved in, affected by, or under investigation for potential violations under this Code.
12. **Incident Report** – is a written, signed, and evidence-based document created by any reporting person providing a detailed account of an unexpected or undesired event or occurrence within an organization. Incident reports serve as a formal record of the incident and are used for investigation, analysis, and the implementation of corrective measures.
13. **Mitigating Circumstances** – factors or conditions that, while not excusing a violation of the Code of Conduct, may reduce the severity of the disciplinary action.
14. **Notice of Hearing or Conference (NOC)** – is a formal document issued to inform an individual or entity that a conference or hearing will be conducted to further discuss a specific matter or resolve an issue. It serves as an official notification that outlines the details of the conference or hearing, including the date, time, location, and purpose.
15. **Notice of Decision (NOD)** – is a formal document issued to communicate the outcome or decision reached after a process of evaluation, investigation, or review. It serves as an official notification that informs the relevant parties about the

decision made and may include details about any actions, consequences, or next steps that will be taken as a result of the decision.

16. **Notice to Explain (NTE)** - is a written notice that narrates reported acts and informs an individual or entity that they have allegedly violated a rule, policy, regulation, or agreement. It gives the opportunity to the Employee Concerned to explain his/her behavior.
17. **Preliminary Warning** - includes documented verbal and written warnings and serves as preliminary to warranting disciplinary actions.
18. **Preventive Suspension** - is a temporary disciplinary action taken in response to an alleged violation or misconduct by an employee. Preventive suspension is usually implemented when there is reasonable ground to believe that the employee's continued presence in the workplace could potentially compromise the investigation process or pose serious or imminent threat to the safety, security, or well-being of others or the employee himself/herself. During the period of preventive suspension, the employee is not allowed to report for work and is placed on a without-pay status.
19. **Recommending Body** - is the individual or team responsible for reporting the incident, identifying the alleged infraction, and recommending potential sanctions. This could include the Unit or Team Leads or identified Authorized Personnel, as the case may be.
20. **Reporting Person / Complainant** - refers to a person who files or submits a report or complaint.
21. **Suspension** - is a penalty of forced temporary absence from duty on a without-pay-status, the length of which is dependent on the nature of the offense and the effect thereof. Such a status of forced absence shall be considered as the temporary severance of the employee-employer relationship and shall be considered for all intents and purposes as not part of the employee's length of services. This shall be distinguished as different from the order of preventive suspension as provided for by the Labor Code.
22. **Written Reprimand** - is a formal, documented notice issued after repeated infractions and failure to improve following prior verbal warning/s, or after a first serious violation of company policy. This signifies the need for immediate corrective action and warrants disciplinary measures. It outlines the specific behavior, performance, or conduct issues, provides corrective steps, and may include a timeframe for improvement and potential consequences. The reprimand is placed in the employee's personnel file, often requiring the employee's acknowledgment by signature, and is accompanied by a Corrective and Preventive Action Report (CPAR) to ensure the issue is addressed and prevented from recurring.

23. **Verbal Warning** - is an informal, first-level warning issued to address minor infractions or performance issues. It is meant to serve as a reminder of the organization's expectations and to give the employee an opportunity to correct their behavior or improve performance without formal disciplinary action. Verbal warnings are typically given in a private conversation where the employee is made aware of the issue, and guidance or support is offered to help them improve. Documentation is maintained to track progress and serve as a reference for future discussions. This approach promotes a constructive and supportive environment while addressing issues effectively.

## **V. PRINCIPLES**

1. The Company endeavors to provide a work environment where everyone is treated with respect and dignity. It is the Company's policy to always demand proper conduct and behavior from its employees and reserve the inherent prerogative to take appropriate disciplinary action against any employee found guilty of irregularities and of having violated any existing Company rules, regulations, procedures, including this Code, and the like.
2. The Company believes each member of the organization must be given the opportunity to be heard, coached, and counseled. The Code provides this mechanism to ensure that when deviations are committed, corrective action shall be constructive, consistent, objective, and fair.
3. The rule and the corresponding corrective actions shall be imposed with fairness. Due process of law and ample opportunity to be heard will be accorded to the errant employee, unless he or she waives the right to the same.
4. Corrective actions shall be commensurate with the offense committed.
5. Since the intention of this Code is to provide for preventive measures on possible misbehavior of an employee, corrective actions enumerated and expressed herein shall not be construed as limiting the prerogative of the Company, its officers and its management, to take appropriate measures for violations or misconducts not enumerated or not explicitly falling under any of the violations or offenses enumerated herein. Other violations or offenses shall be governed by the appropriate provisions of the Labor Code of the Philippines and other applicable labor regulations or issuances.
6. In cases where the penalty calls for the termination of employment, the provisions of the Labor Code, its implementing rules and regulations shall apply. All cases leading to an employee's dismissal shall be related or analogous to the following:
  - a. Serious misconduct;
  - b. Willful disobedience of the lawful orders of his/her employer or representative in connection with his/her work;
  - c. Gross and habitual neglect by the employee of his/her duties;

- d. Fraud;
- e. Willful breach by the employee of the trust reposed in him/her by his/her employer or his/her Immediate Head;
- f. Commission of a crime against the person of the employer or any immediate member of his/her family or his/her duly authorized representatives;
- g. An employee found to be suffering from any disease and whose continued employment is prohibited by law and is prejudicial to his/her own and/or co-employees' health;
- h. Analogous cases.

## **VI. ROLES AND FUNCTIONS**

### **1. Employees**

Regardless of status, rank, designation, or department, all employees of the Company shall:

- a. Know and familiarize themselves with and abide by the Code;
- b. Conduct themselves with integrity, honesty, and professionalism in all dealings, both within the organization and with external stakeholders.
- c. Report any employee misconduct, infraction, violation or any irregularities to any Authorized Personnel of the Company;
- d. Extend full cooperation with the members of the Authorized Personnel, Disciplinary Committee, Managerial and Supervisory Personnel and Human Resources Department, by way of observing all Company rules and regulations on all aspects of operations.

### **2. Recommending Body**

- a. The Recommending Body is composed of the Unit or Team Lead or Authorized Personnel, as applicable.
- b. The roles and functions of the Recommending Body include the following:
  - i. Acknowledge the receipt of the report or complaint, either written or verbal, by the Reporting Person;
  - ii. Make and submit incident report or written statements relative to the submitted report or complaint which he/she directly received;
  - iii. Attend during the clarificatory hearing if so invited by the HR or Disciplinary Committee;
  - iv. Assist in the determining of the validity, truthfulness, genuineness, and due execution of the report, either written or verbal, by the Reporting Person.

### **3. Authorized Personnel**

- a. The Authorized Personnel is composed of any of the following:
  - i. Division Manager
  - ii. Department Manager / Head

- iii. Unit or Section Manager / Officer-in-Charge / Assistant Manager
  - iv. Human Resource Officers
- b. The roles and functions of the Authorized Personnel include the following:
- i. Acknowledge the receipt of the report or complaint, either written or verbal, by the Reporting Person;
  - ii. Make and submit initial investigation or incident report or written statements relative to the submitted report or complaint which he/she directly received;
  - iii. Attend during the clarificatory hearing if so invited by the HR or Disciplinary Committee;
  - iv. Determine and ascertain the validity, truthfulness, genuineness, and due execution of the report, either written or verbal, by the Reporting Person;
  - v. If infraction or offense is punishable by Preliminary Warning up to Written Reprimand, the Authorized Personnel, as provided under this Code, may proceed with his/her initial investigation as provided under this Code, and come up with the decision subject to the review and approval of the HR Manager.
- v.1 If the matter is resolved successfully, he/she will submit the record of the case including the resolution to the HR Department.
- v.2 The Employee Concerned may ask for a review of the decision by filing a motion for reconsideration submitted to the AP within a period of ten (10) days from receipt of the decision. The AP will submit the record of the case to the Disciplinary Committee for resolution.

#### 4. Disciplinary Committee

- a. The Disciplinary Committee (DC) shall be composed of the following:

Disciplinary Committee		
Chairman	HR Manager	Voting member
Co-Chairman	HR or Legal Consultant	
Member	Appointed Department or Unit Manager	
	Appointed Department or Unit Manager	
	Appointed Department or Unit Manager	

- b. The Disciplinary Committee (DC) shall include members who are not party to the case or where they may have a conflict of interest. In instances where a conflict of interest may arise, a replacement member will be designated to ensure a fair and objective review of corrective actions and recommendations.
- c. The powers and functions of the Disciplinary Committee include the following:
  - i. To receive records of the case;
  - ii. To conduct administrative and clarificatory hearing;
  - iii. To render judgment on the administrative case;
  - iv. To receive additional evidence;
  - v. To issue summons/notices/invitations;
  - vi. To deliberate and cast vote to sustain a decision; and
  - vii. To act on the MR filed by the Employee Concerned

## VII. SYSTEM OF SANCTIONS

### 1. System of Sanctions

Classification	No. of Times Committed	Sanction
Minor	First	Written reprimand
	Second	7 days suspension
	Third	14 days suspension
	Fourth	30 days suspension
	Fifth	Dismissal
Moderate	First	7 days suspension
	Second	14 days suspension
	Third	Dismissal
Serious	First	30 days suspension
	Second	Dismissal
Grave	First	Dismissal

- 2. While corrective action for standard violations will follow a progressive disciplinary procedure, the Company reserves the right to enforce discipline in accordance with the grievousness of the violation.

### VIII. TABLE OF INFRACTIONS/OFFENSES AND CORRESPONDING SANCTIONS

Rule / Section	Infraction / Offense	Classification
<b>RULE I</b>	<b>CORE VALUES / VALUED CULTURE</b>	
Section 1	<b>Drive to Excel</b>	
1a	Consistently delivering work that meets only the minimum requirements without striving for improvement or excellence.	Minor
1b	Ignoring opportunities for growth and refusing to engage in professional development or feedback.	Minor
1c	Demonstrating a lack of efforts or enthusiasm for tasks, leading to subpar results and a negative influence on team morale.	Minor
1d	Regularly failing to meet deadlines or deliverables, showing a disregard for the commitment to surpass expectations.	Moderate
Section 2	<b>Integrity-Built Actions</b>	
2a	Shifting blame to others when mistakes are made or avoiding responsibility for one's own actions or decisions.	Minor
2b	Failure to follow through on commitments and meet agreed-upon deadlines, deliverables, or responsibilities without transparent communication or justification.	Moderate
2c	Using a position of power or trust to manipulate situations, decisions, or people for personal benefit, at the expense of fairness and ethical conduct.	Serious
Section 3	<b>Relationship Building-Driven Partnerships</b>	
3a	Delaying or failing to respond to communications from partners in a timely manner, creating frustration and impeding effective collaboration.	Minor
3b	Failing to keep partners or teammates informed about important updates, changes, decisions, or challenges, creating misalignment and inefficiencies within the organization.	Minor
3c	Ignoring constructive feedback from colleagues or partners, resulting in stagnation and reduced partnership quality.	Minor
3d	Prioritizing immediate gains at the expense of long-term relationship-building or disregarding the need for sustained collaboration.	Minor
3e	Overstepping professional or personal boundaries established with partners, resulting in discomfort or strain in the relationship.	Moderate
3f	Not adhering to or supporting the organizational culture that promotes collaboration and respect, creating a disconnect between stated values and actual behaviors.	Moderate
Section 4	<b>Entrepreneurial Spirit</b>	
4a	Demonstrating a passive approach to decision-making and problem-solving, and failing to take initiative in areas where improvement or action is needed.	Minor
4b	Failing to come up or pursue innovative ideas, cost-saving measures, or growth strategies that could benefit the company.	Minor
4c	Making decisions that serve personal interest rather than the best interests of the company or clients, leading to compromised results or opportunities.	Moderate
4d	Making uninformed or reckless decisions without considering the broader implications for the company's goals and reputation.	Moderate
4e	Not investing time or effort in mentoring, training, or supporting the growth of team members or colleagues.	Moderate
Section 5	<b>Creativity-Inspired Collaboration</b>	
5a	Working in isolation or refusing to engage in team discussions, brainstorming sessions, or collaborative problem-solving.	Minor

5b	Failing to share crucial information or insights that could help the team solve problems more effectively, undermining the collaborative environment necessary for innovation.	Minor
5c	Refusing to adopt or learn institutionalized tools or technologies that could enhance collaborative efforts or improve the creative process, holding the team back from pursuing innovative solutions.	Minor
5d	Going against team decisions or disregarding input from collaborative discussions, especially after a consensus has been reached, undermining the spirit of teamwork and collaboration.	Moderate
5e	Avoiding participation in brainstorming or problem-solving sessions, or not contributing actively when complex challenges arise, missing opportunities to use creativity for team success.	Moderate
<b>RULE II</b>	<b>SPECIFIC COMPANY RULES &amp; REGULATIONS</b>	
Section 1	<b>Instigating or Abetting Employees to Violate Rules</b> Inducing, encouraging, coercing, bribing, or otherwise abetting any employee to engage in practices that violate Company rules and regulations	Moderate
Section 2	<b>Attire, Dress Code and Grooming</b> Failure to adhere to the Company's attire, dress code and grooming standards, including wearing inappropriate or unprofessional attire	Minor
Section 3	<b>Unauthorized Posting of Notices or Distribution of Printed or Digital Materials</b> Unauthorized posting, distribution, or circulation of notices, announcements, posters, or similar documents and materials within Company premises.	Minor
Section 4	<b>Unauthorized Selling, Vending</b> Unauthorized selling and vending of any items or commodities within the Company premises during working hours.	Minor
Section 5	<b>Reporting to Work Under the Influence of Alcohol</b> Drinking, bringing in, reporting for work or performing duties while under the influence of liquor and/or intoxicating drinks, except for Company authorized events and functions.	Moderate
Section 6	<b>Storage Units (Lockers, Cabinets, Drawers, Shelves, and the like)</b>	
6a	Unauthorized opening or use of another employee's storage units (lockers, cabinet, drawers, shelves, and the like) a vacant one, or an unassigned locker without permission from the designated owner or the Company.	Moderate
6b	Storing or keeping unauthorized materials, equipment, or prohibited items inside the Company's storage units other than those authorized by the Company for work purposes.	Moderate
Section 7	<b>Wastefulness</b> Failure to cooperate with the Company's energy conservation and cost-saving programs by willfully or deliberately wasting supplies and materials, habitually neglecting to conserve water, electricity, appliances, or engaging in any other actions that lead to the unnecessary waste of Company resources, materials, or supplies.	Minor
Section 8	<b>Health and Sanitary Practices</b>	
8a	Violation of any of the provisions of the Safety and Health Policy and Program	Serious
8b	Failure to observe health and sanitation rules and requirements or contributing to poor housekeeping and unsanitary conditions such acts as spitting, urinating in public areas, improper use of toilets or lavatories, and the like.	Minor
8c	Failure to undergo and/or complete the scheduled Annual Physical Exam (APE) as required by the Company, and/or failure to follow doctor's orders.	Moderate
8d	Failure to disclose or advise the Company of any communicable or contagious disease and/or neglecting to follow doctor's orders or seek necessary medical treatment for an illness that could pose a risk to others' health.	Grave
8e	Failure to report or advise the Company of another employee known to be suffering from contagious or communicable disease.	Serious
Section 9	<b>Safety &amp; Security Regulations</b>	
9a	Smoking, including e-cigarettes, vaping etc., in prohibited or restricted areas.	Minor

9b	Failure to wear the required personal protective equipment (PPE) in designated Company areas wherever and whenever it is mandatory.	Moderate
9c	Disregarding or violating security and safety rules, including those for fire, theft, etc.	Serious
9d	Operating a Company vehicle without a valid driver's license, under the influence of alcohol, in a reckless manner or without proper authorization, that results in injury or death to a third party, or causes damage to Company or third-party property	Serious
9e	Allowing unauthorized person to handle or operate any company property or equipment	Serious
9f	Bringing unauthorized person/s into the Company's premises to cause trouble or damage to Company's image and property	Serious
9g	Refusing to be subjected to reasonable search, without justifiable reason, by security officers or authorized representative/s of the Company	Serious
Section 10	<b>Information Technology and Communications</b>	
10a	Violation of any of the provisions of Information Technology and Communications Policy and Program.	Serious
10b	Using social media in a manner that negatively impacts the Company's reputation, discloses confidential information, or violates Company policies.	Moderate
10c	Engaging in or falling victim to social engineering or phishing attempts that compromise Company information or systems.	Moderate
10d	Non-observance of the applicable, duly issued memorandum on email guidelines and etiquette.	Minor
10e	Downloading and installing any unlicensed software or license for personal or business use without prior approval from the Company or the MIS Committee resulting to damages.	Moderate
Note: Total damages shall be paid by the erring employee		
10f	Unauthorized configuration of non-standard computers, laptops, gadgets, or other devices to connect to the Company network or server, or any connection of such devices to the Company's network or server.	Serious
10g	Neglecting to exercise reasonable care and caution to prevent the introduction of computer viruses into the Company's systems.	Serious
10h	Gaining or attempting to gain unauthorized access to Company systems, networks, or data.	Serious
10i	Neglecting to follow established security protocols or failing to report security vulnerabilities.	Serious
10j	Unauthorized removal of official external drives, flash drives, or any similar media containing confidential information from Company premises.	Serious
10k	Unauthorized use of another user's login credentials to access any system or network resources without prior approval.	Serious
10l	Using Company communication systems for harassment, discrimination, or unauthorized external communications.	Serious
10m	Mishandling or unauthorized sharing of confidential or sensitive information of the Company and its partners.	Grave
10n	Failure to comply with relevant data protection laws and regulations in handling Company data.	Grave
10o	Using Company technology and IT resources for personal gain, illegal activities, or activities not authorized by the Company.	Grave
Section 11	<b>Other acts in violation of the Company's safety and security rules</b> Committing other acts in violation of any established Company safety and security rules and regulations	Serious
<b>RULE III CRIMINAL ACTS</b>		
Section 1	<b>Conviction of Any Criminal Offense</b> Convicted of any criminal offense under the law	Grave
Section 2	<b>Gambling</b> Participating in any form of gambling, betting, or games of chance within	Grave

	Company premises, or while on duty outside Company premises, especially when wearing the Company uniform, displaying the Company ID, or any other identifiable clothing or items associated with the Company.	
Section 3	<b>Possession of Dangerous/Lethal Weapons</b> Unauthorized carrying, possession and/or using of firearms (taunting), bladed weapon, explosive or inflammable materials within the Company premises or in any other place during the conduct of business for the Company.	Grave
Section 4	<b>Prohibited Drugs and Illegal Substances</b> Using, possessing, pushing, selling or supplying of prohibited or dangerous drugs and their derivatives or paraphernalia to employees, clients, suppliers, inside the Company premises or reporting to work under the influence of illegal drugs or substances.	Grave
Section 5	<b>Dissemination of False Information</b>	
5a	Malicious dissemination of false information or news that may endanger public order, cause damage to the interest or credit of the state, or cause panic among the public. (e.g. presence of bombs, explosives, or any similar devices)	Grave
5b	Dissemination of false information or news through electronic means (e.g., social media, text messages, emails) that could lead to public panic or endanger public safety.	Grave
Section 6	<b>Trespassing</b>	
6a	Unauthorized entry into restricted areas by the employee concerned, unauthorized use of such areas, or refusal to leave when instructed to do so.	Serious
6b	Entering the Company premises while under suspension and without prior authorization from the Company or any of its officers.	Serious
Section 7	<b>Cybercrime</b> Engaging in illegal activities using Company IT systems, including hacking, unauthorized access, or distributing malicious software.	Grave
Section 8	<b>Harassment and Discrimination</b>	
8a	Engaging in criminal harassment, discrimination, or hate crimes based on race, gender, religion, or other protected characteristics.	Grave
8b	Committing acts of sexual harassment, assault, or any other form of sexual misconduct within Company premises or during Company activities.	Grave
8c	Acts of sexual innuendoes and jokes, inappropriate sexual advances, requests for sexual favors, catcalling, obscene gestures, unwanted physical contact, other verbal or physical harassment of a sexual nature or assault.	Grave
8d	Engaging in any form of harassment and discrimination.	Grave
Section 9	<b>Other Criminal Acts</b> Commission of other punishable acts against the Company or its employees, clients, visitors or guests or commission of any offense punishable under the Revised Penal Code or other special laws, rules or regulations promulgated by the Philippine government and its agencies.	Grave
<b>RULE IV</b>	<b>DISHONESTY</b>	
Section 1	<b>Betrayal of Company Trust</b> Betrayal by an employee of the trust reposed in him/her by the management or duly authorized representative of the Company.	Grave
Section 2	<b>Concealing / Withholding Information</b>	
2a	Concealing defective or subpar works and mistakes adversely affecting operations.	Serious
2b	Failure to immediately report known infractions or offenses committed by other employee/s, resulting to aggravated consequences for the Company.	Serious
2c	Failure to report the loss or damage of Company property, leading to further deterioration, additional losses, or other adverse consequences for the Company.	Serious
2d	Deliberately withholding information that is detrimental to the Company, its clients and employees, including refusal to testify in an inquiry involving matters related to function.	Serious

<b>Section 3</b> <b>Falsification / False Testimony</b>		
3a	Giving false testimony during a Company investigation or concealing matters which is material to the case under investigation to avoid responsibility or distorting the truth to gain favorable advantages.	Grave
3b	Falsification of any document, records, or information or presenting such falsified documents, records or information in any study, research, inquiry, investigation or proceeding in which the Company is involved or interested or falsifying personnel records, production reports, vouchers, receipts, time and attendance records, application forms, medical records, or other similar documents or records.	Grave
3c	Planting of evidence against another employee to attribute the commission of an offense against the latter.	Grave
<b>Section 4</b> <b>Breach of Confidentiality</b>		
4a	Unauthorized access and disclosure of confidential information, intentionally or by negligence in any form and manner which includes but are not limited to: employee records, trade secrets, formulas, financial operation statements, business plans and other confidential matters related thereto.	Grave
4b	Unauthorized reproduction/circulation of confidential records, electronic data, documents	Grave
4c	Committing any act which jeopardizes the image, security, and reputation of the Company through malicious publication and posting in social media platforms.	Grave
<b>Section 5</b> <b>Moonlighting and Conflict of Interest</b>		
5a	Engaging in any additional employment, consultancy, or business activity that poses a conflict of interest, interferes with the employee's job performance, compromises the Company's confidential information, or directly or indirectly detrimentally affects the company's primary business or industry.	Grave
5b	Moonlighting, partnership, collaboration, or employment in any Company/employer which is of the same kind and nature as to business carried on by the Company or any of its associate companies or firms or concerns	Grave
<b>Section 6</b> <b>Extortion / Bribery / Corruption</b>		
6a	Bribery, borrowing, accepting, or soliciting money, gifts, commission, donation, material favors, or anything of value from clients, suppliers, outside agencies, officers or other employee, in exchange for or in consideration of any act, decision or service for his/her own personal benefit, without prior authorization, and/or detrimental to the Company's interest.	Serious
6b	Entering arrangements with suppliers, customers, or any entity to obtain commission or kickback or other preferential treatment or favors	Serious
6c	Extortion and other/ alike or corrupt practices.	Grave
<b>Section 7</b> <b>Fraudulent Acts</b>		
7a	Knowingly obtaining or attempting to obtain materials, property, information and the like based on fraudulent or falsified orders exposing the Company to financial damages, material loss, or injury to its name, reputation, and standing in the community or the industry.	Grave
7b	Making, insinuating and/or instigating false representation of facts or any kind of deception or fraudulent claims against the Company or its people.	Grave
7c	Unauthorized misrepresenting of oneself or acting as an officer or representative of the Company.	Grave
7d	Knowingly or with gross negligence, initiate or take part in any action intended to defraud the Company or to obtain payment, benefit, or gain from the Company to which the Employee or a third party is not entitled to.	Grave
7e	Knowingly honor a forged signature, or accept, submit or give due course to or approve a document knowing it to be false or erroneous.	Grave
7f	Forging signatures of company officers or employees for personal benefit or advantage	Grave
7g	Failure to remit, pay, reimburse or liquidate any money, collection or cash advance within the prescribed time.	Serious

7h	Unaccounted, unauthorized, and unexplained expenses or disbursements (ex. unaccounted cash advance, fuel pilferage or unexplained fuel consumption, unauthorized use of company credit card, improper travel expense claims, unexplained inventory discrepancies, etc.)  Note: The total unaccounted, unauthorized, and unexplained expenses shall be paid by the employee.	Serious
7i	Failure to account, return or deliver materials, equipment entrusted by the Company within the prescribed time or regulations or as instructed by the authorized representative of the Company.	Serious
7j	Altering medical-related test samples including submitting other's samples as his/her own and/or tampering test results.	Grave
7k	Unauthorized withdrawing of Company's supplies, records, equipment, tools or other assets from the Company's premises.	Serious
Section 8	<b>Robbery, Theft, Pilferage or Property or Misappropriation of Funds</b>	
8a	Robbery, theft, pilferage of property, misappropriation of funds or its attempt in any form or manner, committed against the Company, its employees, clients or suppliers.	Grave
8b	Malversation of Company funds or unauthorized diversion or application of Company funds, use or keeping of Company funds or property for whatever purpose, padding expense accounts or purchases for personal gain.	Grave
Section 9	<b>Substituting Company Property, Materials or Equipment</b>	
9a	Substituting Company property, materials or equipment with another of inferior quality or of lesser value with the intent to defraud or without the consent or approval of the management.  a. If the value substituted is less than P1,000.00  b. If the value substituted is between P1,001.00 to P10,000.00  c. If the value substituted is greater than P10,000.00	Moderate  Serious  Grave
Section 10	<b>Unauthorized Sale of Company Property</b> Unauthorized sale of Company property for monetary and other personal gains.	Serious
Section 11	<b>Use of Company's or Client's Time, Premises, Resources, etc., for Personal Benefit</b>	
11a	Unauthorized use of Company, co-employee or client's time, premises, resources, property, supplies, equipment, tools, or other materials for personal benefit and/or resulting to detrimental effects to the Company	Moderate
11b	Unauthorized or deliberate use of the client's property without permission is detrimental to the Company and its operations.	Moderate
Section 12	<b>Unauthorized Bringing Out of Any Company Documents from Premises</b> Bringing into or taking out from the Company premises any article such as but not limited to confidential documents, client documents, handbooks, sales reports, and other electronic devices and accessories without proper authorization. (The Company reserves the right to inspect personal items, packages or bags carried by an employee or personnel in or out of the work premises).	Moderate
Section 13	<b>Unauthorized Use of Company Property and Equipment Resulting to Damage</b> Using or lending any Company property and equipment, including vehicles, for any purpose, unless authorized; provided further, if such a situation occurs, any damage or injury caused by the accident to the Company property, employee or to any third party shall be for the sole and exclusive account of the erring employee.	Moderate
Section 14	<b>Other Acts of Dishonesty</b> Commission of other acts of dishonesty analogous to the foregoing	Serious

<b>RULE V</b> <b>NEGLIGENCE, INEFFICIENCY &amp; ATTENDANCE VIOLATIONS</b>		
<b>Section 1</b> <b>Poor or unsatisfactory performance</b>		
1a	<p>Poor performance review:</p> <p>First Below Expectations Rating</p> <p>Second Below Expectations Rating</p> <p><b>Note:</b> Gross inefficiency or continued unsatisfactory performance (2 consecutive below expectations rating) not attributed to factors beyond the employee's control (e.g. transfer, change of position, etc.)</p>	Moderate Grave
1b	Unsatisfactory work performance for no valid reason, in any particular day or assignment	Moderate
1c	<p>Failure to maintain and/or submit records/reports as required by the Company or its clients within the prescribed period, categorized by the level of impact as follows:</p> <p>a. Low impact (described as affecting specific user or person)</p> <p>b. Medium impact (described as affecting an entire department or group of users and/or the top management or executives)</p> <p>c. High impact (described as affecting the entire organization)</p>	Minor Moderate Serious
1c	Repeated failure to answer inquiries or official phone calls during working hours	Minor
1d	Unexplained failure to perform regular duties or special assignments within the time such duties or assignments should have been normally accomplished	Serious
1e	Playing games, watching movies, or participating in similar activities, including the use of social media for non-work-related purposes, during official duty or working hours.	Minor
Section 2	<p><b>Gross negligence</b></p> <p>a. Causing damage to or loss of materials, parts or equipment, or endangering the efficiency of equipment, property or safety of personnel or guests or disruption of operations through gross negligence, carelessness or inefficiency. (Damage means P50,000.00 or below, and in addition, the material damage is essential tool of trade to perform work.)</p> <p>b. Causing considerable damage to or loss of materials, parts or equipment, or endangering the efficiency of equipment, property or safety of personnel or guests or disruption of operations through gross negligence, carelessness or inefficiency. (Considerable damage means P50,001.00 or more, and in addition, the material damage is essential tool of trade to perform work.)</p> <p><b>Note:</b> The total amount of damages incurred shall be paid by the employee.</p>	Serious Grave
Section 3	<b>Attendance and Timekeeping Violations</b>	
3a	<p>Failure to follow policies for prior notification and approval period:</p> <p>a. Vacation leave of 1-2 days - at least five (5) calendar days before the scheduled leave for rank-and-file and professional-technical, supervisory and managerial employees;</p> <p>b. Vacation leave of more than 2 days - at least ten (10) calendar days before the scheduled leave for rank-and-file and professional-technical, and at least fifteen (15) days ahead for supervisory and managerial employees;</p> <p>c. Sick leave and Emergency leave - at least two (2) hours before the start of one's official work schedule;</p> <p>d. Unable to report to work - at least two (2) hours before the start of one's official work schedule.</p>	Moderate
3b	Habitual absenteeism or unexcused absences of two (2) or more days in any given payroll cut-off, whether consecutive or non-consecutive.	Serious

3c	Patterned absences or three (3) or more patterned occurrences of absences on the day before or after a scheduled holiday or leave, on a desirable day off, a specific day of the week or a unique work day in a period of one payroll cut-off.	Serious
3d	Arriving late for work in a rolling 12-month period following the Company's calendar year:  5-8 occurrences;  9-12 occurrences;  13-16 occurrences;  More than 17 occurrences.	Minor  Moderate  Serious  Grave
3e	Engaging in the unauthorized use of the biometric device or any applicable or official timekeeping system to log in or out on behalf of another employee.	Moderate
3f	Extending the original period of a previously authorized vacation leave without prior authorization or going on leave despite failure to secure valid authorization for the leave.	Serious
Section 4	<b>Absence Without Official Leave (AWOL)</b>	
4a	Absence without a prior approved leave that is filed under the officially recognized timekeeping and attendance system or HRIS of the Company.	Moderate
4b	Unauthorized alterations or falsification of entries and contents of time logs the officially recognized timekeeping and attendance system or HRIS of the Company.	Grave
Section 5	<b>Malingering, Loitering, Abandonment of Post</b>	
5a	Leaving work assignment and the Company's premises during working hours without prior permission from the immediate head or authorized personnel.	Minor
5b	Wasting time or loitering on Company (regular and over) time (every employee is fully accountable to his department head and supervisor for his whereabouts during working hours). Wasting time or loitering on working time includes but shall not be limited to:  - Being in an area where the employee has no legitimate business;  - Being in his authorized area but not doing anything useful in the accomplishment of his job;  - Taking more than the normal time for rest periods and lunch breaks	Minor
5c	Sleeping, in any position, during working hours.  Sleeping during working hours resulting to losses to the Company	Moderate  Grave
5d	Malingering, pretending illness or providing false reasons to avoid doing assigned work or absent oneself from work.	Moderate
5e	Abandoning of post or leaving place of work or duty stations, or going outside company premises, without proper authorization, during designated work hours.  Abandoning of post or duty without justifiable reasons resulting to risks and damages to his area of responsibility and the Company.	Moderate  Grave
Section 6	<b>Other Acts in Violation of the Company's attendance policy</b> Committing other acts in violation of any established Company attendance and timekeeping-related policies, rules and regulations	Serious
Section 7	<b>Other Acts of Inefficiency and Incompetence</b> Commission of other acts of inefficiency and incompetence	Serious
<b>RULE VI</b>	<b>DETRIMENTAL TO MANAGERIAL OR SUPERVISORY PERSONNEL</b>	
Section 1	<b>Loss of trust and confidence</b>	Grave
Section 2	<b>Insubordination</b>	
2a	Willfully defying or disregarding the Company's authority and disobeying, delaying or non-execution of any established procedures, lawful orders,	Grave

	official system or any direct order or instruction written or verbal (with witnesses), or refusing to cooperate with its supervisors, department heads, officials or representatives.	
2b	Refusing or neglecting to follow and obey Company and its partners' orders or to perform assigned work	Serious
2c	Unjustified refusal or failure to accept work assignment(s), change of schedule or work locations, or report for overtime, as required by the exigencies of the service or business operations of the Company, by the supervisor, immediate head of the management.	Moderate
2d	Refusal to leave the place of work or the premises when required to do so by a supervisor or manager acting within authority.	Serious
<b>Section 3 Discourtesy or Use of Disrespectful Language or Behavior</b>		
3a	Discourtesy unbecoming of a decent employee, either by acts or words, using disrespectful, impolite, obscene or offensive language against employees, clients, customers, visitors, suppliers, subordinates, supervisors and managers.	Serious
3b	Making libelous, malicious and false utterances or statements, publications against the Company, its affiliates or any of its employees.	Grave
<b>Section 4 Abuse of Authority</b>		
4a	Abuse of position in order to gain profit, consideration or advantage against employees under his/her supervision	Grave
4b	Coercion, maltreatment, favoritism or any retaliatory act against a subordinate.	Serious
<b>Section 6 Other Acts Detrimental to the Management or Supervisors</b> Other acts of insubordination analogues to the foregoing.		Moderate
<b>RULE VII PEACE AND ORDER</b>		
<b>Section 1 Fighting or Inflicting Harm</b>		
1a	Any attempt or act of assaulting, inflicting or fighting within the Company premises resulting in any kind of injury of any violent behavior, wielding any form of weaponry even if no harm was actually inflicted to another, whether employees, visitors, vendors and guests, or outside Company premises if work-related, except in case of defense of one's self or another against unprovoked assault.	Grave
1b	Provoking or instigating a fight within the workplace.	Moderate
<b>Section 2 Threat</b>		
2a	Any act constituting threats, intimidation, coercion, or harassment, in any manner, to inflict harm, disgrace, or bodily injury on any person, property or reputation of an employee, officials, clients, suppliers, guests, management, committed within the Company premises, or even outside office premises if work-related.	Grave
2b	Initiates or threatens retaliation in any form or way against an individual who reports a serious concern or participates in an investigation related to a serious concern committed within the Company premises, or even outside office premises if work-related.	Grave
<b>Section 3 Engaging in Illegally-Concerted Activities</b>		
3a	Inciting, instigating, provoking or participant in any riot or disorders, or in any illegally-concerted activities resulting work slow-downs, stoppage, or other serious offenses.	Grave
3b	Committing act/s of sabotage in any form or manner.	Grave
<b>Section 4 Engaging in Horseplay, Running, or Scuffling</b> Engaging in horseplay, running, scuffling, playing practical jokes during work hours and within Company premises		Minor
<b>Section 5 Other Acts of Disturbance of Peace and Order</b> Commission of any other acts which disturbs peace, order or public tranquility inside the company premises.		Moderate

<b>RULE IX UNDESIRABLE CONDUCT &amp; BEHAVIOR</b>		
Section 1	<b>Vandalism</b>	
1a	Vandalism or willful destruction of the Company contents, form of any official posters, announcements, memoranda, circulars, and any other official company documents, property, or materials within the Company premises.	Moderate
1b	Writing, etching, or painting on walls, Company property, etc. or committing any acts of vandalism.	Moderate
Section 2	<b>Destruction of Property</b> Maliciously destroying, defacing or damaging properties of the Company, its officials and employees.	
Section 3	<b>Other Undesirable Conduct or Behavior</b>	
3a	Engaging in gossip, bickering, and petty rivalries causing dishonor or embarrassment to the Company, employees or its clients.	Moderate
3b	Maltreatment of co-employees.	Serious
3c	Committing other acts considered to be undesirable.	Moderate
<b>RULE VIII REPEAT OFFENDER</b>		
Section 1	Any employee found guilty of three (3) violations of any provisions of this Code except for offenses with prescriptive period.	Grave

## IX. RULES OF PROCEDURE IN DISCIPLINARY ACTIONS

### Article 1. Approval and Service of Disciplinary Action

The tables below indicate the appropriate authorities and their corresponding roles in the approval and implementation of disciplinary actions.

#### a. Preliminary Warning

	Recommending Body	Approving Authority
i. Verbal Warning	Unit or Team Lead	Authorized Personnel

#### b. Disciplinary Actions

	Recommending Body	Approving Authority
i. Written Reprimand	Unit or Team Lead	Authorized Personnel
ii. Seven (7) days suspension		
iii. Fourteen (14) days suspension	Authorized Personnel	Disciplinary Committee
iv. Thirty (30) days suspension		
v. Dismissal		

### Article 2. Reporting Incidents and Infractions/Offenses, NTE Preparation, Preventive Suspension

- Any Reporting Person or Complainant who observes any violation of this Code, Company Policies, Rules and Regulations, is under obligation to report, through the official HRIS or applicable system in place, the matter to any of the members of the Recommending Body and Authorized Personnel:
  - Unit or Team Lead
  - Division Manager
  - Department Manager / Head
  - Unit or Section Manager / Officer-in-Charge / Assistant Manager
  - Human Resource Officers
- Upon receipt of an Incident Report, the Recommending Body or Authorized Personnel, as the case may be according to, will conduct a preliminary investigation to determine the credibility of the reported incident, which may require clarificatory meeting or hearing if so called for by the HR or Disciplinary Committee, and make a brief incident or investigation report to be submitted to the Authorized Personnel.

- c. Preventive Suspension:
  - i. In cases warranting immediate action or suggesting that the continued presence of the implicated employee poses a serious or imminent threat to the life and/or property of the company, co-employees, client or employee themselves, or could potentially influence witnesses or compromise the integrity of the pieces of evidence, the Disciplinary Committee reserves the right to issue a preventive suspension.
  - ii. During preventive suspension, the affected employee will not receive any salary or benefits. If investigations later prove innocence, full compensation will be provided. If the initial investigation exceeds 30 days without resolution, not due to the employee's fault, automatic reinstatement occurs. The Management reserves the right to reinstate the employee solely on the payroll without requiring them to report to work until further notice.
- d. If the Authorized Personnel receives a **verbal report** from the Reporting Person, he/she may conduct further investigation to substantiate the facts and information, and if he/she finds out that there is a **probable cause** to indict the Employee Concerned, he/she shall prepare the NTE following the rule provided under this Code.
- e. If after the initial investigation, the Authorized Personnel finds the written / verbal report baseless, the Authorized Personnel will make a report stating the grounds thereof and discuss the same to the Reporting Person. A copy of his/her resolution shall be submitted to the HR Department for further assessment and record purposes.

#### **Article 3. Notice to Explain**

- a. If the incident or investigation report suggests a probable cause, whether for verbal or written reports, the Authorized Personnel will prepare the Notice to Explain with the assistance of HR, regardless of the prescribed penalty as provided in this Code.
- b. The NTE must always be signed by the HR and noted by the Department Manager and Division Manager.
- c. The NTE shall contain, among others, the following:
  - i. Name of the employee/s concerned and position;
  - ii. Name of complainant or witness/es, if applicable;
  - iii. Narration of facts of the infraction/s committed, such as the act/ omission, time, and place of commission;

- iv. Specific policy/ies or procedure/s violated and the resultant injury, damage or loss, of any and the probable disciplinary action/sanction/penalty;
  - v. An explanation why no disciplinary sanction shall be meted upon the Employee Concerned.
- d. The NTE shall ideally be delivered by personal service to the Employee Concerned. Alternatively, it may be sent via registered mail or courier to the employee's last known address, or through electronic mail and other communication platforms.
- e. If the Employee Concerned refuses to accept the Notice to Explain (NTE), the designated HR personnel must present a copy of the NTE to the employee in the presence of at least two witnesses, who will attest to the employee's refusal to receive it.
- f. **Period and Content of the Written Explanation**
- i. The Employee Concerned must submit a written explanation within five (5) days from receipt of the NTE. The written explanation must include any written statements from witnesses, supporting evidence, and a request for a formal hearing if desired. Failure to request a hearing within the given time frame will be considered a waiver of this right.
  - ii. If the Employee Concerned fails to provide a written explanation, it will be regarded as a waiver of their right to present evidence. In cases involving infractions with penalties ranging from a written reprimand to suspension of no more than seven (7) days, the AP will make a decision, subject to review and approval by the HR Manager. For more serious cases, the matter will be referred to the Disciplinary Committee for further deliberation and resolution.

#### **Article 4. Notice of Hearing or Conference, Administrative Hearing**

- a. HR shall prepare and issue a notice of hearing to the Employee Concerned, and may also send written or electronic notices or invitations to any witnesses whose testimony is relevant or material to the resolution of the case.
- b. A quorum, consisting of the majority of the Disciplinary Committee members, must be present during the hearing of the administrative case.
- c. The Employee Concerned may attend the administrative hearing accompanied by the counsel or representative of their choice. The Disciplinary Committee may also consider any additional evidence presented during the hearing.

- d. Non-voting representatives from both the managerial/supervisory and rank-and-file levels shall be present during administrative conferences to ensure that fair and objective procedures are followed.

#### **Article 5. Notice of Decision**

##### **a. Content and Delivery of the Decision**

- i. A decision will require a majority of votes from the Disciplinary Committee members to be upheld. The decision must be signed by the voting members, including:
  - HR Manager
  - HR Consultant
  - Appointed Department or Unit Heads (3)
- ii. The Decision must include a detailed account of the facts, the specific Code provisions that were violated, the rationale behind the findings, and the corresponding penalty for the infraction.
- iii. If no appeal or motion for reconsideration is filed within the time frame specified by this Code, the decision will be considered final and executory. The Disciplinary Committee and/or HR will serve the notice and the Decision, preferably in person, or via registered mail or courier to the employee's last known address, or through electronic mail and other available communication platforms.

##### **b. Circumstances to Consider in the Decision**

- i. **Mitigating Circumstances**, which may include, but not limited to the following:
  - i.1 Length of service
  - i.2 First time offender
  - i.3 Sincere remorse
  - i.4 Relative necessity in committing the act
  - i.5 Minor role in the commission of the act
  - i.6 No intent to commit so grave a wrong as that committed
  - i.7 Voluntary surrender/confession of guilt prior to investigation or presentation of evidence.
  - i.8 Analogous to the foregoing
- ii. **Aggravating Circumstances**, such as but not limited to the following:
  - ii.1 Recidivism
  - ii.2 Habitual delinquency
  - ii.3 Seriousness of the offense
  - ii.4 Gravity of the impact of the offense
  - ii.5 Frequency of the previous offense
  - ii.6 Abuse of power and authority
  - ii.7 Behavior and attitude
  - ii.8 Intent

## **Article 6. Appeal or Motion for Reconsideration Process**

### **a. Filing Process**

- i. An employee who disagrees with the decision outlined in the Notice of Decision may appeal within ten (10) days after receiving it. The appeal must be submitted in writing to HR and should detail the grounds for appeal along with any new substantial evidence. HR will forward the appeal to the highest-ranking officer for review to ensure an unbiased evaluation. This step is crucial for ensuring fairness and transparency in the process.
- ii. The decision made on the appeal will be final and binding on all parties involved in the disciplinary process, upholding principles of fairness and accountability.

### **b. Grounds for Filing**

- i. Newly discovered evidence which could not have been discovered prior to the hearing despite due diligence, and which is of such a character that is likely to change the outcome. The motion must include affidavits or statements outlining the grounds and the new evidence.

## **X. PRESCRIPTION OF ADMINISTRATIVE LIABILITY**

1. The right to proceed against an employee for any of the infractions or violations shall prescribe one (1) year from date of the occurrence or from date of discovery of non-ostensible infractions or violations.

## **XI. REVIEW AND UPDATING PROCESS**

1. The Disciplinary Committee and Human Resource Department shall review this Code every two (2) years after its approval and dissemination, or more frequently as it may deem necessary.
2. The Human Resource Department will update the Code as needed, considering new laws or if sanctions for infractions need adjustment. Updates will be communicated through a memorandum and incorporated into the Code review.
3. Any changes to the Code must be approved by the CEO/President, or his designated representative/s, prior to implementation.

## **XII. NON-EXCLUSIVE CHARACTER OF THE CODE**

1. The offenses defined under this Code are not exclusive. The Management reserves the right to mete out disciplinary measures for offenses not covered herein, including crimes and offenses defined and punished under existing government statutes, rules and regulations, perpetrated within the Company's premises and/or affecting the interests of the Company, even if committed outside. The Company

has the sole authority to add, delete, amend, and/or revise this Code including the schedule of penalties as it may deem necessary.

**XIII. SUPERSEDING CLAUSE**

1. This supersedes all policies, circulars, and memoranda inconsistent with those contained in this document.

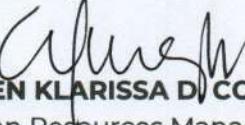
**XIV. SEPARABILITY CLAUSE**

1. In the event that any portion of this Code is repealed by provision of law, it shall not affect the remaining provisions not inconsistent with the law.

**XV. EFFECTIVITY**

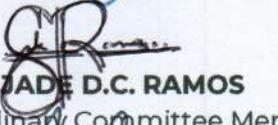
1. This Code shall be effective immediately.

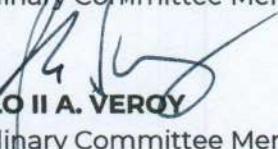
Prepared by:

  
**AIREEN KLAARISSA D. CORNEL**  
Human Resources Manager

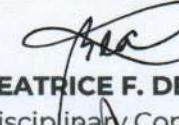
Reviewed by:

  
**CLAUDETTE S. TIONGCO**  
Disciplinary Committee Member

  
**REIZL JADE D.C. RAMOS**  
Disciplinary Committee Member

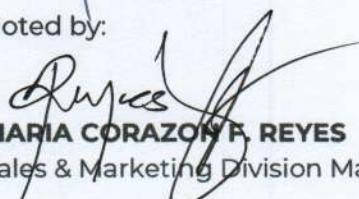
  
**DANILO II A. VEROY**  
Disciplinary Committee Member

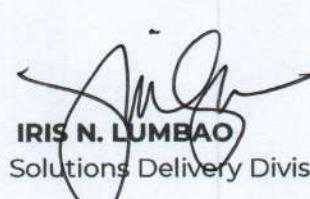
  
**CHERRYL J. ALFONSO**  
Disciplinary Committee Member

  
**BEATRICE F. DE GUZMAN**  
Disciplinary Committee Member

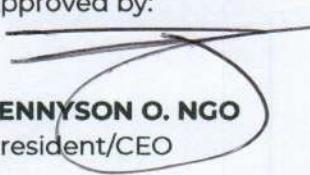
  
**NICOLE ANGELO F. ORATE**  
Disciplinary Committee Member

Noted by:

  
**MARIA CORAZON F. REYES**  
Sales & Marketing Division Manager

  
**IRIS N. LUMBAO**  
Solutions Delivery Division Manager

Approved by:

  
**TENNYSON O. NGO**  
President/CEO