MCVO Talent Outsourcing Employee Handbook: Revised August 2024

MCVO Talent Resource Employee Handbook

Table of Contents

Policy	Page
1. INTRODUCTION	
0.10 Title Page	
0.20 Employee Welcome Message	
0.40 Employee Acknowledgement Form	
0.50 Our Core Values	
1. EMPLOYMENT	
1.01 Equal Employment Opportunity	1
1.02 Employee Categories and Classifications	2
1.03 Pre-Employment Medical Examination	4
1.04 Business Ethics and Conduct	5
1.05 Outside Employment	6
1.06 Non-Disclosure	7
2. EMPLOYMENT STATUS & RECORDS	
2.01Access to Personnel Files	9
2.02 Personnel Data Changes	10
2.03 Employment Applications	11
2.04 Performance Evaluation/Promotion	12 &13
3. EMPLOYEE BENEFIT PROGRAMS	
3.01 Holidays	15
3.02 Paid Time Off	16
3.03 Bereavement Leave	20
3.04 Health Insurance	21

4. TIMEKEEPING/PAYROLL

4.01 Timekeeping 23
4.02 Break and Lunch Policy 24
4.03 Paydays 25

Policy **Page**

5. WORK CONDITIONS & HOURS

5.01 Employee Responsibilities 27
5.01.1 Security and Confidential Information 27
5.01.2 Privacy Issues 27
5.01.3 Internet and Email Use/Email Etiquette 27
5.01.4 Social Media Guidelines 30
5.01.6 Bulletins and Bulletin Boards 31
5.01.7 Personal Use of Company and Other Equipment 31
5.01.8 Mobile Phone Usage 32
5.02 Smoking 33
5.03 Overtime 34
5.04 Workplace and Security Monitoring 35
5.05 Security Inspections 36
5.07 Workplace Violence Prevention 37

6. LEAVES OF ABSENCE

6.01 ALL Leave of Absence 40
6.02 Critical Working Days 41

7. EMPLOYEE CONDUCT & DISCIPLINARY ACTION

7.01 Employee Standards of Conduct 43
7.02 Drug and Alcohol Use 46
7.03 Sexual and Other Unlawful Harassment 47
7.04 Attendance and Punctuality 49
7.05 Personal Appearance 53

7.05.1 Washday on Holiday 55
7.06 Return of Property 56
7.07 Resignation 57
7.08 Progressive Discipline 58
7.09 Problem Resolution 60

8. MISCELLANEOUS

8.01 Employee Referral Program 63
8.02 Life-Threatening Illnesses in the Workplace 64
8.03 Violations of Handbook 65
8.04 Workplace Health and Safety Policy 66

Policy **Page**

9. CLASSIFICATION OF OFFENSES AND DUE PROCESS

9.01 Definition of Penalties 69
9.02 Table and Scale of Penalties 69
9.03 Holding Period and Circumstances Which Affects Penalty 71
9.04 Acts or Omission Punishable Under this Code 72
9.05 Notice and Hearing 78
9.06 Steps in Processing Employee's Violation 79

MCVO Talent Outsourcing Employee Handbook

Revised and Amended Employee Handbook: October 2021

MCVO
TALENT OUTSOURCING

INTRODUCTION

Welcome new employee!

On behalf of your colleagues, I welcome you to MCVO Talent Resource (MCVO) and wish you every success here.

We believe that each employee contributes directly to MCVO's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of our employees' expectations and outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the employee handbook's contents as soon as possible, for it will answer many questions about employment with MCVO.

2

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

MCVO Management

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about MCVO Talent Resource, and I understand that I should consult my Manager regarding any questions not answered in the handbook. I have voluntarily entered into my employment relationship with MCVO Talent Resource and acknowledge that there is no specified employment length. Accordingly, either I or MCVO can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change; I acknowledge that revisions to the handbook may occur, except to MCVO's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of MCVO can adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies in this handbook and any revisions made to it.

AMENDMENTS:

1) Cash Payout Policy
2) 30-Day Resignation Provision based on DOLE
3) Critical Working Days
4) Pre-Employment Medical
5) Medical Certificate
6) Washday on Holiday
7) Paid Time Off
8) Failure to comply with instructions
9) Attendance and Punctuality
10) US Holidays
11) Personal Appearance
12) Safety Policy

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

Our Core Values

Modesty: Have the Strength of Character to always stay Humble.

Customer First: Support our clients' Business Outsourcing needs.

Virtue: Be TRUE to our actions and words.

Ownership: Think Beyond our Role to plan for the company's future.

MCVO
TALENT OUTSOURCING

1.0 EMPLOYMENT

1.01 Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at MCVO will be based on merit, qualifications, and abilities. MCVO does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

MCVO will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all employment aspects, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the CEO or the HR representative's attention.

Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

1.02 Employee Categories and Classifications

There are several different types of employees that the Company employs.

1. Full-time Regular Employees (FTR)

   Full-time employees are those employees who regularly work at least thirty (32) hours per week. Full-time regular employees are eligible for all Company benefits based on various participation schedules (See Benefits section).

2. Part-time Regular Employees (PTR)

   Part-time employees are hired to understand that they will regularly work less than thirty (32) hours per week. A part-time employee who becomes a full-time employee will earn seniority based on the employee's date becomes full-time. Unless otherwise specified, part-time employees are not eligible for any employee Health Benefits programs described in this Handbook.

3. Temporary Employees (includes seasonal)

   Employees hired for a specific task, project, or season usually involving fewer than 180 days (six months). Temporary employees are not eligible for Company benefits.

4. Contract/Agency

Employees hired by an outside agency for a specific task or project for a particular period. Contract/Agency personnel are not Company employees and are not eligible for Company benefits.

5. Interns

Paid or unpaid employees hired for a fixed period, usually involving fewer than 180 days (six months) in support of an academic or technical course of study. Interns are not eligible for Company benefits.

6. Hourly/Non-Exempt Employees

Employees are paid at an hourly rate and are covered by the Philippine Labor Laws' overtime provisions and any applicable wage/hour laws. Non-exempt employees are entitled to an overtime premium in accordance with state or federal law.

7. Exempt Employees

Employees are paid on a salaried basis and assigned work duties that exempt them from the Philippine labor laws' overtime provisions and any applicable wage/hour laws.

1.03 Pre-Employment Medical Examination

To secure all MCVO employees' health, all newly hired employees must undergo a pre-employment medical examination before deployment to ensure that the newly hired employees are fit to work and don't carry any contagious diseases that the other employees may inherit.

1.04 Business Ethics and Conduct

The successful business operation and reputation of MCVO are built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of MCVO is dependent upon our customers' trust, and we are dedicated to preserving that trust. Employees owe a duty to MCVO, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

MCVO will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, based on high ethical principles, the use of good judgment will guide you with respect to lines of acceptable conduct. Suppose it is challenging to determine the proper course of action. In that case, the matter should be discussed openly with your immediate supervisor and, if necessary, with the CEO for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every MCVO employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

1.05 Outside Employment

Employees may hold outside jobs as long as they meet the performance standards of their job with MCVO. All employees will be evaluated by the same performance standards and subject to MCVO's scheduling demands, regardless of any existing outside work requirements.

Suppose MCVO determines that an employee's outside work interferes with performance or the ability to meet the requirements of MCVO as they are modified from time to time. In that case, the employee may be asked to terminate the outside employment if they wish to remain with MCVO.

Suppose an employee does hold a second job. In that case, he/she should be aware that working for or helping any customer, vendor, or competitor of the Company in any way is a conflict of interest and against company policy and may affect employment with the Company. A competitor is any company that provides services or products similar to ours. If in doubt, contact your supervisor/manager or the Human Resources Representative.

1.06 Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of MCVO. Such confidential information includes, but is not limited to, the following examples:

* Computer processes

* Computer programs and codes

* Customer lists

* Customer preferences

* Financial information

* Marketing strategies

* New materials research

* Pending projects and proposals

* Proprietary production processes

* Research and development strategies

* Technological data

* Technological prototypes

All employees may be required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not benefit from the disclosed information.

2.0 EMPLOYMENT STATUS AND RECORDS

2.01 Access to Personnel Files

MCVO maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, training records, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of MCVO, and access to the information they contain is restricted. Generally, only supervisors and management personnel of MCVO who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their files should contact their Manager. With reasonable advance notice, employees may review their personnel files in MCVO's offices and in the presence of an individual appointed by MCVO to maintain the files.

2.02 Personnel Data Changes

It is the responsibility of each employee to notify MCVO of any changes in personnel data promptly. Personal mailing addresses, telephone numbers, numbers and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify their Manager.

2.03 Employment Applications

MCVO relies upon the accuracy of the information in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may exclude the individual from further consideration for employment or, if the person has been hired, termination of employment.

2.04 Performance Evaluation

The Company's philosophy is to compensate employees according to the value of their contribution to the efficient operation, profit, and growth of the Company. The Company's compensation program is designed to pay for job performance. Employees are being compensated based on a satisfactory job performance which equates to a rating of 3 and above. Employees' performance will be evaluated daily by your immediate supervisor. Any changes in compensation will be made based on employee skill improvement, value to the Company, and profitability.

Employees are eager to learn how they are progressing in their jobs. As a new hire, employees' performance will be reviewed regularly with their immediate supervisor every 30 – 60 – 90 days or as deemed appropriate, and there will be ongoing reviews every six months. Only on the employee's anniversary review will there be a consideration for an increase in the wage rate. A review does not necessarily mean a pay increase. A performance review gives valuable information when considering employees for promotion, transfers, and future pay increases. Also, a performance review allows an employee to have a personal discussion with his/her immediate supervisor and learn how to improve or maintain on-the-job performance. Zookbinders expects employees to perform at a rating of 3 and above. If an employee receives a rating of 2-4 consecutive below 3 ratings based on 6-month and annual reviews, he/she is subject to disciplinary action up to and including termination.

Performance rating ranges as follows:

< 3.0	Unsatisfactory Performance, Needs Improvement & Coaching
3.0 - 4.0	Satisfactory Competence and Performance- Meets Expectations of the job.
> 4.0	Excellent – Goes above and beyond what's expected from the job.

Promotion

The Company strives to employ individuals capable of performing in positions of increased responsibility for the long term. Employees will be considered for promotion based upon experience with current Company opportunities. The following criteria will be weighed in considering individuals for promotion:

- past performance evaluations; specific job skills and aptitudes; prior experience; current immediate supervisor recommendations; and service length.

3.0 EMPLOYEE BENEFITS PROGRAMS

3.01 Holidays

MCVO will grant holiday time off to all employees on the holidays listed below:

* Changes yearly (Refer to Philippine Labor Law website for complete holiday list)

MCVO will grant paid holiday time off to all eligible employees immediately upon assignment to a qualified employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the holiday date) times the number of hours the employee would otherwise have worked on that day.

Paid time off for holidays will not be counted as hours worked to determine overtime.

3.02 Paid Time Off Benefits

The Company believes that employees should have opportunities to enjoy time away from work to help balance their lives. The Company recognizes that employees have diverse needs for time off from work. The Company has established this paid time off ("PTO") policy to meet those needs. PTO promotes a flexible approach to time of which will allow minimal unscheduled absences. PTO is intended to cover usage for vacation, sick and personal time needs.

All regular employees are eligible for PTO. Newly hired regular employees are eligible to schedule PTO on the first day of the month after the employee's first 30 days of employment. Full-time and Part-Time employees who the Company has continuously employed for over 60 days are eligible for PTO. Temporary employees are not eligible to accrue PTO.

PTO time can be taken only with the prior approval of the employee's supervisor/manager. PTO requests must be completed with a minimum of 24-hour advance notice. Supervisors/managers have the right to deny employee PTO requests based on workload.

Employees are also eligible to receive PTO days for 6 US/Client Holidays (President's Day, Columbus Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day). However, if you are working for a specific client, their approval is needed before you can take the Holiday PTO. Any approved PTO for US Holidays will not be deducted from your PTO bank.

If a Company-recognized holiday falls during a scheduled PTO, the holiday time off will not be charged against the employee's earned PTO time.

Accrual (Earned) and Payment of PTO.

PTO hours are accrued on a per payroll period basis (# of total PTO days divide it by 24 pay periods) and are available for use in the pay period following the pay period in which they are accrued.

Full-time employees will earn PTO hours on a pro-rated basis, according to the number of full years in which the employee has been employed by the Company as outlined in the table below.

PTO time may be taken in hour increments.

Years of Services	**Days of PTO per year**
Year of Hire:	
> - 1	13 days (2 weeks, 3 days)
1 - 3 years	18 days (3 weeks, 3 days)
4 – 9 years	23 days (4 weeks, 3 days)
10+ years of greater	28 days (5 weeks, 3 days)

Responsibility:

Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness or disability, appointments, emergencies, or other conditions that require time off from work.
An employee who terminates employment will be paid for any accrued, unused PTO days at the employee's pay rate at the time of termination. PTO taken but not earned will be deducted from the employee's final paycheck.

Anniversary:

Full-time employees become eligible for the new higher PTO accrual rate on the first day of the next pay period in which the employee's anniversary date falls. PTO will accrue at the old rate through the end of the pay period, including the employee's anniversary date.

Use and Scheduling of PTO:

PTO must be scheduled in advance for all time off, including, but not limited to personal appointments, care of dependents, and vacations.

Leaves with effect on PTO:

- Vacation Leave (VL);
- Sick Leave (SL); and
- Emergency Leave.

Leaves with no effect on PTO:

- US Holiday PTO;
- Birthday PTO; and
- Bereavement Leave.

A Time Off request form must be used and submitted to your supervisor for approval before the requested PTO as far in advance of the requested date as possible.

The following lead time to request for PTO are as follows:

- ½ - 1 day requires 2-day notice
- 2 days require a 1-week notice
- 3+ days require a 2-week notice

Please note that all PTOs will be approved provided that appropriate coverage of your job duties has been planned.

Approvals:

PTO approval is subject to supervisor consent, department staffing needs, previously approved seniority requests, and established departmental procedures.

The supervisor may request the employee provide a statement concerning the justification for an unscheduled absence.

PTO can be scheduled if it is already accrued or will be earned in the calendar year (see Borrowing PTO below)

NOTE: The Client MUST initially approve all PTO requests. Once client approval is granted, the employee MUST seek immediate Supervisor's consent for final processing of PTO requests.

Paid vacation time may not be taken during the "Blackout period."

Unexcused Absence during the Blackout Period (Nov 1 to Dec 25) – MCVO offers as much understanding and flexibility of start time to work the scheduled shift to accommodate unexpected personal matters (i.e., stuck in traffic, child care issues, etc.) provided that approval from the supervisor is granted. However, during the company's blackout period, **there will be no accommodations given to ANY employees**. All unexcused absences will affect employee's attendance. Two unexcused absences during the blackout period will be subject to further disciplinary action up to and including termination. (** See Progressive Discipline)

*__Note:__ PTO during the blackout period may be taken **provided that** the employee requests for a pre-approval from the Supervisor at least 2 weeks before the scheduled day off **AND** that coverage of the employee's job duties has been arranged.

Borrowing Paid Time Off:

Employees may borrow against their PTO banks, subject to approval by their supervisor. For employees with less than one year of service, the maximum hours to borrow cannot exceed 8 hours at any one time. For employees with more than one year of service, the full hours to borrow cannot exceed 40 hours at any one time.

Unused PTO Days

Any unused PTO Days upon completing the anniversary year **will be awarded as a 75% cash payout.** For example, if you have 10 unused PTO days, your cash payout will be 7 days. ***However,*** *PTO cash payout will* ***ONLY BE AWARDED*** *when the employee's respective Annual Performance Review has been completed. This will give both*

employees and supervisors/managers commitment to accomplishing the annual evaluations timely. This amended policy is in effect starting May 2019 onwards.

Special Paid Time Off (PTO)

All Team Leads, Supervisors and Managers who will work on a declared Special Non-Working Holiday and Regular Holiday will receive an additional PTO day as benefit but this will only be applied or availed on days where workload is manageable which should be approved by your Supervisor or your Manager.

Termination

Upon termination of employment, an employee shall be paid for all PTO hours earned but not used.

Any PTO taken by an employee over the amount earned by such employee as of his or her termination will be deducted from such employee's final paycheck at the employee's straight-time rate.

3.03 Bereavement Leave

The Company grants regular employees a bereavement leave of absence with pay for an immediate family member's death.

DEFINITION

● Immediate family defined as the following:

1. Single - Mother, father, siblings, step-siblings and step parents of the employee only.

2. Married - Legal spouse, children, legally adopted child and step children of the employee only.

3. Widower - Children, legally adopted child and Step children of the employee only.

4. Solo Parents - Children, legally adopted child and Step children of the employee only.

● Extended family defined as the following:

1. Single - Grandparents (parents of the employees' parents).

2.Married - Mother, father, siblings, step-sibling, step parents, mother-in-law/father-in-law and grandparents (parents of the employees' parents).

3. Widower- Mother, father, siblings, step-siblings and step parents, mother-in-law/father-in-law grandparents (parents of the employees' parents).

4. Solo Parent - Mother, father, siblings, step-siblings and step parents, grandparents (parents of the employees' parents).

GUIDELINES

4.1 Availment of Paid days of Bereavement Leave

● Employees may avail Three (3) days paid Bereavement Leave should a death occur in anemployee's immediate family.

● Employees wishing to attend the funeral of friends, non-immediate family members may take a Three (3) PTO day with the permission of his/her supervisor/manager.

●Employees who do not have paid PTO credits but wishing to attend the funeral of friends, non immediate family members may take a Three (3) unpaid PTO day with the permission of his/her supervisor/manager.

● Employees that need to extend their bereavement leave, may use their PTO credits or unpaid leave but subject for approval of the leads/managers.

Restrictions

● Availment of the Bereavement Leave is valid only within the Death month of the relative.

● Bereavement Leaves is non transferable

● Bereavement Leaves cannot be converted to cash

Submission of Required document/s

● Employees must submit a Certified True Copy. Death Certificate to the HR Department.

● In absence of a Certified True copy of the Death Certificate the employee may file PTO first andonce the document is submitted, the HR department will credit back to the employee his/her used PTO.

3.04 Health Insurance

MCVO's health insurance plan provides employees and their dependents access to medical insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

* Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between MCVO and the insurance carrier.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on the cost of coverage will be provided in advance enrollment to eligible employees. Contact the Human Resources Representative (or Office Manager) for more information about health insurance benefits.

4.0 TIMEKEEPING AND PAYROLL

4.01 Timekeeping

Accurately recording time worked is the responsibility of every employee. Philippine Labor laws require MCVO to keep an accurate record of time to calculate employee pay and benefits. Time worked is the actual time spent on the job performing assigned duties.

Nonexempt employees should accurately record when they begin and end their work and the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should report to work no more than 0 minutes before their scheduled starting time nor stay more than 0 minutes after their scheduled stop time without the express, prior authorization from their supervisor.

It is the employees' responsibility to sign their time records to certify all-time recorded accuracy. The supervisor will review and then initial the time record before submitting it for payroll processing.

NOTE: Appropriate Timekeeping is mandatory, requiring all employees to log in/ out on Timekeeping application on employee's respective personal computers.

4.02 Break and Lunch

MCVO provides full, and part-time employees with rest breaks and lunch breaks to ensure they can remain productive at work. These breaks can be used for any reason, such as restroom use, smoking (in designated areas only), coffee breaks, meal or snack breaks, telephone breaks, or short naps. We provide two kinds of breaks and a break room for you to use.

Rest Breaks: Rest breaks are to be no longer than 30 minutes. You are not required to take a break, but we encourage it for your health and well-being. First 4 hours and last 4 hours before the end of shift.

Here's how it works:

- Breaks are offered twice a day for full time employees who work 8 hours or more daily.
- Rest breaks are on the clock, meaning you don't have to clock-out for a rest break.
- Breaks can be taken any time after your first 2 hours on the job on a given workday.
- Employees are to remain in the building or on the property during their rest break.
- It is recommended that employees use the break room rather than remain in the work area to not cause a distraction to other workers, not on a break.
- Please notify your supervisor when a rest break is needed to ensure work is covered while you're on break.

Lunch Breaks: Lunch breaks work similarly to rest breaks except that they are **1)** longer than rest breaks and **2)** the amount of time you're on a **one-hour** lunch break is not paid time.

Here's how it works:

- Employees who work 6 or more hours a day are provided a lunch break.
- You must clock in and out during your lunch break using a biometrics machine.
- Lunch breaks are typically taken after the first 3-4 hours on the job, depending on your schedule. Work with your supervisor to determine the best time to take your lunch break.

Break and Lunch Time Policy Violations

Breaks and lunch will be monitored to ensure that work does not suffer. Therefore, we reserve the right to discipline any employee found abusing our break and lunchtime policy.

4.02 Paydays

All employees are paid semi-monthly every 10th and 25th of each month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Suppose a regularly scheduled payday falls on a day off, such as a weekend or holiday. In that case, employees will receive pay on the last day of work before the regularly scheduled payday.

Suppose a regular payday falls during an employee's vacation. In that case, the employee may receive their earned wages before departing for vacation if a written request is submitted at least one week before leaving for vacation.

NOTE: Employees MUST abide by the payroll cut-off policy of submitting Time Log to respective Supervisors on the 10th and 25th of each month. Failure to submit the Time Log by the cut-off schedule will result in the employee's paycheck not being distributed until the following pay period.

5.0 WORK CONDITIONS AND HOURS

5.01 Employee Responsibilities

5.01.1 Security and Confidential Information

The Company's customer lists, customer pricing, customer materials, finances, sales volumes, employee information, systems, policies, procedures, practices, plans, or processes are proprietary and highly confidential. Each employee should keep such Company information confidential and unavailable to persons not involved in the Company's business. Employees should, therefore, not discuss the Company's confidential information with any person who does not work for the Company. If anyone not affiliated with the Company questions you about the Company or any of its confidential information, you should immediately refer those requests to your immediate supervisor.

The obligation not to disclose confidential information extends beyond each employee's term of employment with the Company. Upon termination of employment or the Company's request, all employees must return to the Company all Company property (and any copies or derivatives thereof) and information in the employee's possession. As a condition to each employee's employment or continued employment with the Company, each employee agrees to be bound by these confidentiality provisions.

5.01.2 Privacy Issues

Since good communications are required in our Company, we have invested significantly in our communication technology. Messages are sent to and from employees and our business associates via voice mail, electronic mail, facsimile, the telephone system, and other verbal and electronic methods. All employees must understand that none of these communications are private. Management also reserves the right to monitor and intercept electronic and voice mail transmissions from our employees without advance notice. Please let those who contact you know that the information they leave is not private and uses their discretion appropriately. Finally, you should be aware that all files on personal computers at the Company are subject to review and are also not private. As a condition to each employee's employment or continued employment with the Company, each employee waives any right to privacy in anything he or she creates, stores, sends or receives on the Company's computer system.

5.01.3 Internet and E-Mail Use / Email Etiquette

As a condition of providing Internet, e-mail, voice-mail, and other internal and external telecommunications system access to its employees, the Company places certain restrictions on these telecommunications systems' workplace use. Employees may only use the Company's Internet and e-mail resources if their plan requires or necessitates such use. Employees may use the Company's Internet and e-mail resources for business purposes only. They may not use them for commercial or personal advertisements, solicitations, promotions, destructive programs (i.e., viruses and self-replicating code), political material, or any other unauthorized use. Use of personal email accounts, Instant Messenger, chat room forums, or other electronic media not provided by the Company is prohibited. Additionally, sending, displaying, printing, or otherwise disseminating fraudulent material, harassing, illegal, embarrassing, sexually explicit, obscene, intimidating, or defamatory is prohibited. If any employee encounters such material, the employee should report it to the employee's immediate supervisor immediately or, in his or her absence, to the Human Resources Representative.

All material downloaded from the Internet or computers or networks must be scanned for viruses and other destructive programs before being placed onto the Company's computer system. Employees must comply with all software licenses, copyrights, and other state and federal laws governing intellectual property and online activity.

- **Discussing Public and Private Matters**

Make sure when and how to disclose information via email. Know to whom you should send your email and how to address the recipient/s adequately. Be cautious in disclosing information on your email. Look over the people included in the email. Before hitting REPLY TO ALL or putting names on the CC or Bcc, think first if these recipients need to know the information in your message. Significantly, when your message affects or offends someone (included in the loop).

- **Responding to Email/s if Others are Copied**

When an email is addressed to an employee and other colleagues are copied, the recipient must REPLY TO ALL unless the response is confidential that he/ she wouldn't want others to know.

- **Confidentiality of the Information**

Avoid discussing information with others, especially when they are not involved or loop-in on a particular message. Always remember that every bit of information in every email is highly sensitive and confidential.

- **Respond on time**

Make sure to respond to the emails you received. Do not let your recipients wait too long for your response. Let them know that you acknowledge the content of the email.

- **Be Cautious about your Audience**

You need to know whom you should address in your message. Make sure to address your message or response properly to a person, especially if it is a group message.

- **Proper Response**

Avoid using inappropriate words such as slang words in responding to an email. You may use "Got it, "confirmed." If you feel like you need to take your time thinking about what to respond to that email, you may use "Just a moment" or "Just a minute." In this way, the person you exchange emails with will be aware/ informed that you received their message. Do not use exclamation points too often in responding or creating an email.

- **Signature**

Do not forget to include your signature in your email.

5.01.4 Social Media Guidelines

The Company recognizes the Internet's importance in shaping public thinking about the Company and our current and potential products, services, employees, partners, and customers. The Company also recognizes the importance of our employees joining in and helping shape industry conversation and direction through blogging and social media interaction. The Company is committed to supporting your right to interact knowledgeably and socially in the blogosphere and on the Internet through blogging and social media interaction.

These guidelines will help you make appropriate decisions about your work-related blogging and the contents of your blogs, personal Web sites, postings on wikis and other interactive sites, postings on video or picture sharing sites, or in the comments that you make online on blogs, elsewhere on the public Internet, and in responding to comments from posters either publicly or via email.

These policies and guidelines apply only to work-related sites and issues and are not meant to infringe upon your interaction or commentary online.

5.01.5 Social Media Guidelines:

1. If you are developing a Web site, writing a blog, planning an email campaign or similar solicitation that will mention the Company or our current and potential products, services, employees, partners, customers, and competitors, identify that you are an employee of the Company and that the views expressed on the blog, Web site, email or solicitation are yours alone and do not represent the views of the Company.

2. Unless given written permission by the Human Resources Representative, you are not authorized to speak on behalf of the Company, nor to represent that you do so.

3. If you are developing a site, writing a blog, email, or solicitation that will mention the Company's name/or our current and potential products, services, employees, partners, customers, and competitors, as a courtesy to the Company, please let the Human Resources Representative know that you are writing them. The Human Resources Department may choose to visit from time to time to understand your point of view.

4. You may not share information that is confidential and proprietary about the Company. This includes information about trademarks, upcoming product releases, sales, finances, number of products sold, number of employees, company strategy, and any other information that the Company has not publicly released. These are given as examples only and do not cover the range of what the Company considers confidential and proprietary if you have any question about whether information has been released publicly or doubts of any kind, speak with the Human Resources Representative before releasing information that could potentially harm the Company, or our current and potential products, services, employees, partners, and customers.

5. The Company's logo and trademarks may not be used without written permission in writing from the Human Resources Representative. This is to prevent the appearance that you speak for or represent the Company officially.

6. Speak respectfully about the Company and our current and potential employees, customers, partners, and competitors. Do not engage in name-calling or behavior that will reflect negatively on the Company's reputation. Note that the use of copyrighted materials, unfounded or derogatory statements or misrepresentation is not viewed favorably by the Company and can result in disciplinary action up to and including employment termination.

7. The Company encourages you to write knowledgeably, accurately and using appropriate professionalism. Despite disclaimers, your Web interaction can result in public members forming opinions about the Company and its employees, partners, products, and services.

8. Honor our current employees' privacy rights by seeking their permission before writing about or displaying internal company happenings that might be considered a breach of their privacy and confidentiality.

9. You may not sell any product or service that would compete with any of the Company's products or services without permission in writing from the Human Resources Representative. This includes but is not limited to training, books, products, and freelance writing. If in doubt, talk with your manager and the Human Resources Representative.

10. Recognize that you are legally liable for anything you write or present online. The Company can discipline employees for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or create a hostile work environment. Company employees can also sue you, competitors, and any individual

or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous, or creating a hostile work environment.

11. Media contacts about the Company and the Company's current and potential products, services, employees, partners, customers, and competitors should be referred for coordination and guidance to the Human Resources Representative. This does not explicitly include your opinions, writing, and interviews on topics aside from the Company and its current and potential products, services, employees, partners, customers, and competitors.

5.01.6 Bulletins and Bulletin Boards

Bulletins and bulletin boards are the "official" way of keeping everyone informed about new policies, procedures, and special events. Only authorized personnel are permitted to post, remove or alter any notice on Company premises.

5.01.7 Personal Use of Company Telephones and Other Equipment and Supplies.

The Company's supplies, copiers, fax machines, computers, including electronic "mail," postage meter, telephones, including voice mail, support personnel, and all other Company resources are for the Company's business. They must not be used for personal needs. All data and information on the Company's computers, voice mail, and e-mail to, for, or from any employee, and other electronically stored or transmitted "mail" and other communications shall be fully accessible to the Company and be the property of the Company. All passwords must be communicated to the IT department so they can keep a centralized record. Personal telephone calls during business hours, both incoming and outgoing, should be kept to a minimum and confined to those necessary and must not adversely impact the employee's ability to perform such employee's duties satisfactorily.

5.01.8 Mobile Phone Usage

For all employees' safety, personal mobile phones are not used by employees during work hours. Studies have shown that talking on a mobile phone is distracting and can cause accidents and poor work quality. Please restrict your outgoing and incoming calls, texts, and emails on your mobile phone to your break and lunch period(s). Failure to comply with this policy may result in disciplinary action, up to and including termination.

Employees with company mobile phones should also practice safe work habits by stopping and moving to the side of an aisle when conducting business on mobile

phones. You may be placing yourself and other employees in danger if you walk and talk or type in the manufacturing environment.

5.02 Smoking

To provide a healthful, safe, and pleasant working environment for our employees, smoking and use of smokeless tobacco is only permitted in designated smoking areas. This policy complies with state and federal law, which prohibits all tobacco smoke forms in all public places and employment places.

The smoking rules are listed below and will be enforced. Employees will be subject to disciplinary action, up to and including termination for non-adherence to this policy.

1. Smoking is allowed **only** while employees are on scheduled breaks or during the lunch period. There is **no** "smoking break" provided.

2. Smoking is **only** allowed outside the building (no smoking inside the building). Employees who are required/assigned to work outside may not smoke unless on a scheduled break.

3. Use of other tobacco products is not permitted during work hours or on company property in non-designated areas.

5.03 Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the manager's prior authorization.

Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all non-exempt employees under Philippine Labor Law restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

5.04 Workplace and Security Monitoring

MCVO may conduct workplace monitoring to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of MCVO. Inc. as well as their satisfaction with our service.

Computers furnished to employees are the property of MCVO. As such, computer usage and files may be monitored or accessed.

MCVO may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Admission will be granted unless there is a legitimate business reason to protect an ongoing investigation's confidentiality.

Because MCVO is sensitive to employees' legitimate privacy rights, every effort will be made to guarantee that workplace monitoring is done ethically and respectfully.

5.05 Security Inspections

MCVO wishes to maintain a work environment free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, MCVO prohibits the possession, transfer, sale, or use of such materials on its premises. MCVO requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for employees' convenience but remain the sole property of MCVO. Accordingly, they and any articles found within them can be inspected by any agent or representative of MCVO at any time, either with or without prior notice.

5.06 Workplace Violence Prevention

MCVO is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society, MCVO has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other harmful or hazardous devices or substances are prohibited from the premises of MCVO without proper authorization.

Conduct that threatens, intimidate or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment based on an individual's sex, race, age, or any characteristic protected by Philippine Employment Laws.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees and threats by customers, vendors, solicitors, or other public members. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

MCVO will promptly and thoroughly investigate all reports of threats of (or actual) violence and suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. To maintain workplace safety and the integrity of its investigation, MCVO may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that violates these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

MCVO encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the CEO before the situation escalates into potential violence. MCVO is eager to assist in resolving employee disputes and will not discipline employees for raising such concerns.

6.0 LEAVE OF ABSENCE

6.01 ALL Leave of Absences

MCVO will grant Leave of Absences to all employees based on the current Philippine Labor Leave Laws.

6.02 Critical Working Days

To ensure the good attendance record of MCVO employees, no leave of absences shall be approved during the day before payday, payday, after payday, before and after holidays, and blackout period, unless the employee follows proper procedure on requesting for PTO (please see "Use and Scheduling of PTO" under section 3.02 Paid Time Off Benefits; However, PTOs are still subject for approval. During those days, all sick and emergency leave will only be approved if employees can provide a Medical Certification from a registered Physician. Otherwise, it will automatically be considered an unexcused absence which may result in disciplinary action. Repetitive unexcused absences of the same infraction may result in further disciplinary action up to and including termination of employment.

7.0 EMPLOYEE CONDUCT AND DISCIPLINARY ACTION

7.01 Employee Standards of Conduct

MCVO is committed to conducting business with the highest degree of professionalism. Unprofessional conduct will not be tolerated under any circumstance. Such behavior is prohibited and may result in disciplinary action or termination of employment.

The following list includes many but not all of the reasons an employee may receive disciplinary action, up to and including termination of employment while on Company property or while on Company business off the property.

Misconduct includes, but is not limited to, the following behaviors:

1. Aiding or assisting any person in gaining unauthorized entrance to or exit from the Company premises.
2. Any illegal activity or behavior contrary to the Company's Code of Conduct.
3. Any misconduct that results in disruptive or offensive behavior.
4. Conduct in violation of the Drug and Alcohol Policy.
5. Bringing to work, possess or utilize any firearm or explosives in or at the workplace.
6. Unsatisfactory job performance.
7. Destroying, stealing, defacing, or misusing Company or another employee's property.

8. Dishonesty, including falsifying or misrepresenting information on applications, timesheets, expense reports, or any Company work records.

9. Engaging in any form of sexual or other harassment that violates the Harassment Policy.

10. Fighting or provocation to entice fighting and or any violation of the Workplace Violence and Threats Policy.

11. Insubordination – refusal to comply with management's reasonable instructions.

12. Loitering, horseplay, gambling, sleeping, or loafing during working hours.

13. Refusal to accept a proper job assignment, mandatory overtime, or leaving the job without immediate supervisor/manager approval.

14. Failure to abide by the Cleanliness on the Station policy set by the Office Manager.

15. Failure to shut down Personal Computers at the End of the Shift for the week to conserve the use of company property.

16. Provide any IT related credentials of Client Service Manager as required by Company Use of Assets policy

17. Release of proprietary or confidential information to unauthorized personnel.

18. Smoking or cell phone use (except in designated areas).

19. Use of Company time or assets (computers, material, telephone, voice mail, e-mail, internet, intranet, photocopiers, fax machines, or other assets) for excessive personal business or non-MCVO related matters.

20. Violating safety rules and regulations and failure to report injuries, illnesses, or safety incidents according to our Safety Procedures.

21. Change of Work Schedule is ONLY granted if it is necessary. Employees must seek approval from Clients and Immediate Supervisors for the work schedule to be changed.

22. Failure to comply with any company instructions, either written or verbally, on employee's duties, such as not meeting deadlines, not adhering to a consistent schedule, etc., shall be dealt with accordingly.

The above list is not intended to be inclusive. Each case of unsatisfactory behavior will be evaluated on its own set of circumstances. This includes determining whether there have been multiple occurrences or a trend of conduct of the same or varied offenses.

7.02 Drug and Alcohol Use

MCVO desires to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical conditions to perform their jobs satisfactorily.

While on MCVO premises and while conducting business-related activities off MCVO premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the job's essential functions effectively and safely, which does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the Employee Assistance Program's resources. They may also wish to discuss these matters with their supervisor or the HR Representative to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in and are not the immediate subject of disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from using the problem substance; abides by all MCVO policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause MCVO any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify MCVO of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the sentence.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the HR Representative without fear of reprisal.

7.03 Sexual and Other Unlawful Harassment

MCVO is committed to providing a work environment free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment.

Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

* Unwanted sexual advances.

* Offering employment benefits in exchange for sexual favors.

* Making or threatening reprisals after a negative response to sexual advances.

* Visual conduct includes leering, making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons, or posters.

* Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.

* Verbal sexual advances or propositions.

* Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.

* Physical conduct that includes touching, assaulting, or impeding, or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (I) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) recommendation or rejection of the conduct is used as a basis for making employment decisions; or, (3) the behavior has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or believes it would be inappropriate to contact that person, you should directly contact the HR Representative or any other management member. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. Your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure to the extent possible. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the HR Representative or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

7.04 Attendance and Punctuality

Punctual and regular attendance is an essential responsibility of each employee at MCVO. Any tardiness or absence causes problems for fellow employees and supervisors. When an employee is absent, others must perform the work, which diminishes the smooth functioning of MCVO.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided. The purpose of this policy is to promote the efficient operation of the company and minimize unscheduled absences.

Any employee who fails to report to work without notification to his or her supervisor for three days or more will be considered to have voluntarily terminated his or her employment relationship.

Absence
"Absence" is defined as an employee's failure to report for work when the employee is scheduled to work. The two types of absences are described below:

1. *Excused absence occurs when all four of the following conditions are met:*
   a) the employee provides sufficient notice to his or her supervisor,

   b) the reason is found credible or acceptable by his or her supervisor (see number 2 below),

   c) such absence request is approved by his or her supervisor, and

   d) the employee has sufficient accrued PTO days to cover such absence. Employees must take earned vacation days for every absence unless otherwise allowed by the company. MCVO uses a calendar year when determining an excessive amount of unexcused absences. (See number 2.)

2. *Unexcused absence occurs when one of the four conditions in number 1 is not met.* Suppose an employee must be absent or late for work because of illness or

an emergency. In that case, the employee must notify his or her supervisor no later than 1 hour after the employee's scheduled starting time on that same day. If *the* employee is unable to call, he or she must have someone make the employee's call.

Sixteen (16) hours or 2 working days of **unexcused absence** may subject an employee to immediate termination. Progressive discipline will be administered according to the Category of Offenses under Minor Offense: Section 26.

Employees who have **two consecutive days** of excused absences *because of illness or injury* must give MCVO proof of physician's care.

If an illness or injury prevents an employee from performing his or her regularly scheduled duties, a physician's statement must be provided verifying.

a) the nature of the illness or injury,

b) if and when the employee will be able to return to work, if applicable, and

c) whether the employee can perform his or her regularly scheduled duties, and if not, what duties the employee can achieve.

The employee is responsible for providing MCVO with the above-described physician's proof of physician's care. Without an acceptable excuse, the employee may be subject to immediate termination.

Absence Without Leave

Absence Without Leave or AWOL is defined as an employee being absent from work without seeking proper permission or notification to the Lead/ Supervisor.

1. If an employee did not report to work on the first half of the shift and no notification was given to the Lead, it is the Lead's responsibility to contact the employee via call, text, or chat to verify the employee's status.
2. If there's no response from the employee until the end of shift, the employee will be tagged as AWOL for the day.
3. If an employee is still on AWOL for two (2) consecutive days, the Lead should notify the Human Resources Department.
4. If an employee is AWOL for three (3) consecutive days, Human Resources will send a Return To Work Order (RTWO) to the employee. The employee is expected to return to work within three (3) days from the day the RTWO was sent.

5. If the employee did not report to work after the first RTWO, Human Resources will send a second RTWO. The employee is expected to return to work within three (3) days from the day the second RTWO was sent.
6. If the employee did not return to work after the second RTWO, he/she will be subject to termination.

Sufficient Notice

To be considered an **excused absence** as defined above, sufficient notice must be given to the supervisor. Sufficient notice is:

1. For a scheduled absence of eight hours or more, employees must give at least a 2-week notice (14 days).

2. For a scheduled absence of fewer than eight hours, employees must give notice of five working days. (No exceptions, other than Family Medical and Leave Act-qualified leave).

3. For an emergency absence occurring
   a) at the beginning of an employee's shift, the employee must notify his or her supervisor within 1 hour after the beginning of the shift, and

   b) during an employee's shift, the employee must notify his or her supervisor before leaving the premises.

An employee's supervisor must approve any exceptions to this provision or any conflicts in scheduling.

Tardiness

Employees are expected to report to work on time. If employees cannot report to work as scheduled, they should notify their supervisor no later than 1 hour after their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary. Tardiness is defined as when an employee reports to work 15 minutes later than the scheduled time. Each tardiness is considered as one instance or occurrence.

NOTE: Paycheck will be deducted 15 minutes if the employee is tardy for more than 10 minutes. Paycheck will be deducted 30 minutes if the employee is late for more than 15 minutes.

NOTE 2: Morning, mid, and night shifts will have a grace period of 15 minutes. All employees are entitled to 6 grace periods (either consecutive or not) instances per month. However, if employees report tardy beyond the grace period, the paycheck will be deducted according to the accumulated tardiness and disciplinary action will be applied per Employee Handbook.

NOTE 3: The Client Service Manager's prerogative is whether to approve/disprove tardiness due to inclement weather. If not approved, the employee's paycheck will be deducted based on agreed-upon accumulated tardiness.

NOTE 4: If an employee does not have an additional instance of tardiness or unexcused absences within 3 months, the disciplinary action will be lowered to the first disciplinary course of action.

Communication Tools and Methods of Reporting Tardiness or Absences

MCVO employees MUST use ALL or most communication tools and methods in reporting tardiness and absences (whichever tool applies to employees that they have access to reporting) addressed to their immediate supervisors:

1) Email 2) Skype 3) Text Message 4) Facebook

Work from Home (WFH) Policy

MCVO understands that employees may have personal matters that can potentially deter them from physically traveling to work. In these cases, the Company provides the flexibility to work from home provided that the reasons fall within these parameters:

1. Inclement weather (the definition and approval of Inclement Weather are determined by Leads)
2. Care for or Emergency/ies cases on immediate family members (immediate family is defined under "Bereavement Policy")

3. Medical Reasons (If the medical reason prevents the employees from reporting to work for 2 days, the employee MUST provide a medical certificate on the second day of absence to return to work and for the WFH to be approved)

*Approval on other reasons that may not be listed on the parameters for this will depend on the employee's Supervisor discretion and managers' judgment.

Requirements to Work from Home:
Almost all work from home careers must have the following:

1. Home office setup, complete with a computer and STRONG internet connectivity
2. A quiet workspace
3. Webcam (if needed for meetings)
4. Headset (if needed for meetings)
5. All software required to perform job duties

Procedure to request WFH:

1. File a request through email and send it to the immediate Supervisor, Client Service Manager, and Office Manager for approval within 4 hours of the start of the shift.

7.05 Personal Appearance

Dress, grooming and personal cleanliness standards contribute to all employees' morale and affect the business image MCVO presents to customers and visitors.

During business hours or when representing MCVO, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your appearance is inappropriate, you may be asked to leave the workplace until you are appropriately dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes an appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

* Shoes must provide safe, secure footing and offer protection against hazards.

* Wearing of slippers is prohibited inside the MCVO premises except if the employee is on her/his workstation.

* Tank tops, tube, or halter tops may not be worn under any circumstances. Shorts (Knee length) and tattered jeans may only be worn on declared washday.

* Mustaches and beards must be clean, well-trimmed, and neat.

* Hairstyles are expected to be in good taste.

* Unnaturally colored hair is only authorized in a decent look. However, extreme hairstyles, such as liberty spikes, Mohawk hairstyle, inappropriate shaved heads, and dreadlocks, do not present an appropriate professional appearance.

* Offensive body odor and poor personal hygiene are not professionally acceptable.

* Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.

* Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.

* Torso body piercings with visible jewelry or jewelry that can be seen through or underclothing must not be worn during business hours.

* Visible excessive tattoos and similar body art must be covered during client visits and formal meetings.

7.05.1 Washday on Holiday

Employees who are required to work on declared Holidays, regular or special, can wear casual attire. However, wearing slippers and tattered shorts or jeans is still prohibited.

7.06 Return of Property

Employees are responsible for all MCVO property, materials, or written information issued to them or in their possession or control. Employees must return all MCVO property immediately upon request or termination of employment. Where permitted by applicable laws, MCVO may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. MCVO may also take all action deemed appropriate to recover or protect its property.

7.07 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with MCVO.

MCVO observes the Resignation Provision of DOLE whereby it states (Book Six – Post Employment, Title I: Termination of Employment) in Article 300 [285] Termination by Employee page 122:

"An employee may terminate without just cause the employee-employer relationship by serving a written notice on the employer at least one (1) month in advance. The employer upon whom no such notice was served may hold the employee liable for damages."

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

7.08 Progressive Discipline

MCVO follows a progressive discipline policy, which allows the employees an opportunity for a "second chance." However, the extent and nature of the disciplinary action may vary or be bypassed altogether depending on the severity of the offense and the specifics of the offense's circumstances. The Human Resources Representative may authorize more severe discipline, including termination, for violations of the employee standards of conduct. Attendance policy violations are separate and distinct from other policy violations for progressive discipline purposes.

Past disciplinary actions for minor infractions will be considered when faced with additional infractions for one year from the date the disciplinary action was initially presented to the employee. Disciplinary actions for severe infractions, such as harassment, theft, reporting for work in an impaired condition, etc., will be considered for employment duration.

Disciplining supervisors are to complete the Disciplinary Action form and forward it to the Human Resources Representative for review.

Employees may be disciplined in any one or combination of the following actions at the Company's sole discretion.

- Verbal Warning
- Coaching and Counselling
- Written Warning
- Termination
- Such other discipline as the Company in its discretion may deem appropriate under the circumstances.

Final Written Warnings and Terminations are conducted by the Human Resources Representative and a witness who will be present when such actions are presented to the employee. Final Written Warnings should include a measure to emphasize to the employee that their employment is in jeopardy. Such measures may include, but are not limited to, unpaid suspensions of employment, pay reductions, work schedule changes, termination, etc.

Presentation to the Employee – All disciplinary actions will be presented to the employee with explanations and reasons for the inappropriate behavior, policy violation, attendance concern, or related problem, and the Company's expectations for resolving the problem. Employees will be requested to sign the receipt of the disciplinary action and be given a copy. Should an employee refuse to sign, another Company supervisor or management team person will witness the employee's refusal to sign. The Human Resources Representative will document this incident.

Employee Statements – Employees may attach a statement of their view to any disciplinary measures. Any such statement became part of the disciplinary action and presented to anyone who examines the disciplinary action.

7.09 Problem Resolution

MCVO is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from MCVO supervisors and management.

MCVO strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect, and Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with MCVO in a reasonable, business-like manner or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to use the following steps. The employee may discontinue the procedure at any step.

1. Employee presents a problem to the immediate supervisor within 14 calendar days after the incident occurs. Suppose the supervisor is unavailable or the employee believes it would be inappropriate to contact that person. In that case, the employee may present the problem to the CEO or any other management member.

2. Supervisor responds to the problem during discussion or within 14 calendar days, after consulting with appropriate management, when necessary—supervisor documents discussion.

3. Employee presents a problem to the CEO within 14 calendar days if the issue is unresolved.

4. The CEO counsels and advises the employee, assists in putting the problem in writing, visits with the employee's manager(s), if necessary, and directs the employee to a designated Management Representative for review of the situation.

5. Employee presents a problem to the CEO in writing.

6. The CEO reviews and considers a problem. CEO informs the employee of the decision within 14 calendar days and forwards a copy of the written response to

the HR Representative for the employee's file. The CEO has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is essential to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

8.0 MISCELLANEOUS

8.01 Employee Referral Program

The Employee Referral Program ***Referring Right, Rewarding Right,*** allows employees to refer qualified candidates for potential employment at MCVO. MCVO will reward the employee if their candidate gets hired and remains employed after 90-days. To submit a referral, send a cover letter and resume, along with an Employee Referral Form, to the Office Management.

If the referee gets hired, the referrer will receive a reward based on the position level and demand for the position as long as both the employee and the referee still work for the company after ninety (90) days from the date of the referee start date.

The reward will be included in the employee (referrer) payroll check after the 90-day anniversary of his/her referee has passed. The reward is recognized as taxable income. The following table illustrates the payout by category:

Recruiting full-time employees	Recruiting Supervisors & Leads	Management Directors/C-Level
P 1,000.00	P 2,000.00	P 3,000.00

For more information about what position is in each category, contact Office Management.

Members of management are not eligible to participate in the Employee Referral Program for any role that directly or indirectly reports them.

8.02 Life-Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their ordinary pursuits, including work, to the extent allowed by their condition. MCVO. Inc. supports these endeavors as long as employees can meet acceptable performance standards. As in the case of other disabilities, MCVO will make reasonable accommodations following all legal requirements to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

The medical information on individual employees is treated confidentially. MCVO will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information.

Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the HR Representative or MCVO's Employee Assistance Program for information and referral to appropriate services and resources.

8.03 Violations of Handbook

Disciplinary action for violation of any Company policy may include but is not limited to termination, suspension, demotion, or transfer of the offending employee. Less serious violations may result in the issuance of a written warning, with a copy placed in the employee's personnel file. Remedial action may also include counseling, changes in work assignments, changes in the level of responsibility of tasks assigned, changes in compensation, or other measures designed to prevent future misconduct. If such conduct is repeated or other violations or unacceptable conduct occurs, the Company's employment will be terminated. However, it should be noted that in the Company's sole discretion, an employee may be terminated immediately upon violation of any Company policy or upon engaging in any conduct deemed unacceptable by the Company even if such incident is the employee's first offense. The measure of discipline will correspond to the gravity of the offense as weighed by its potential effect on the company.

Workplace Health and Safety Policy

This policy is created to provide the steps that employees can take to reduce exposure to any hazards such as calamity, viral outbreak, and the like.

Background:

In early 2020, the reported outbreak of the COVID-19 virus distressed the world with record-breaking deaths and cases. The world has experienced pandemic viruses that caused many lives. Each virus has its uniqueness. The result, regardless of its kind, was life-threatening.

To prepare MCVO and reduce the impact of COVID-19 outbreak conditions on our business, employees, customers, and the public, it is essential that we now plan for COVID-19.

Some employers may have existing *plans for influenza pandemics; however*, planning for COVID-19 may involve guidelines to address the specific exposure risks, sources of exposure, routes of transmission, and other unique characteristics of SARS-CoV-2 (i.e., compared to pandemic influenza viruses).

At MCVO, we take the utmost importance to protect our employees. We emphasize the necessary infection prevention measures. As appropriate, we will implement good hygiene and infection control practices.

The policy states:

(Note: Guidelines are cited from various references such as DOLE, OSHA, CDC, etc. The Guidelines are modified based on what applies to MCVO and its employees)

- Promote frequent and thorough hand washing, including providing employees, customers, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60% alcohol.

- Encourage workers to stay home if they are sick.

- Encourage respiratory etiquette, including covering coughs and sneezes.

- The physical distancing of 1 meter or 3 feet from colleagues is encouraged to be observed at all times.

- Provide employees, customers, and the public with tissues and trash receptacles. Trash bins must always be emptied after shift.

- MCVO will provide washable Face Masks to its employees. Face masks must be worn at all times except when eating or drinking.

- MCVO will maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other work environment elements. We will use cleaning chemicals that are expected to be effective against SARS-CoV-2 and more challenging to kill viruses.

- Employees are encouraged to limit visits to other workstations. If there is a need to do so, employees must observe proper hygiene protocol.

- Employees, including applicants and visitors, must pass the Health Checklist protocol before entering MCVO premises.

- MCVO will require employees to provide Fit to Work Certification from a licensed physician when leave pertains to any respiratory illnesses.

- Any food delivery and courier personnel/s are no longer allowed to enter MCVO premises.

9.0 Classification of Offenses and Due Process

APPLICATION OF THIS CODE

9.1 Definition of Penalties

Section 1. Violation of this Code or any Rules and Regulations of the Company shall produce the following penalties:

a. **Verbal Warning**. It is a verbal notification from the immediate superior or designated management representative to an employee that specified activities or conduct are inappropriate for the workplace, that performance standard was not met, or that a violation of workplace rules or policies has occurred; and that continuation thereof will result in more severe discipline, up to and including dismissal;

b. **Written Warning**. It is a document provided by an employer to an employee to formally indicate a concern about conduct or capacity in the workplace. It is designed to put the employee on notice that if they do not improve their performance, there may be consequences for their continued employment; and that continuation thereof will result in more severe discipline, up to and including dismissal;

c. **Suspension**. It is when you remain employed but are asked not to attend your place of work or engage in any work at all (such as working from home). It is a part of a disciplinary procedure (investigation) wherein there is a specific duration of suspension depending on the level/gravity of the offense or the number of offenses committed for the same violation of an employee.

d. **Dismissal**. It is a dishonorable separation from service where employees lose all rights to the benefits they would typically be entitled to have they been separated for reasons other than cause. Though an employer can make such a decision for various reasons, ranging from an economic downturn to performance-related problems on the employee, being fired has a strong stigma in some cultures.

9.2 Table and Scale of Penalties

Section 1. The management shall use the Table and Scale of Penalties as a guide to impose the prescribed penalties. Penalties are classified according to the nature and severity of the offense or violation committed by the employee.

Section 2. For graduation or reduction of penalties, the Management shall use the Penalties' Scale as a guide to ascertain the impossible liabilities upon erring employees.

Section 3. Violation of infraction committed by any employee shall be penalized following the table and scale of penalties as here under provided:

Offenses	**FREQUENCY OF OFFENSE**				
	1ST	2ND	3RD	4TH	5TH
Minor	Verbal Warning	Written Warning	2 days Suspension	Final Warning	Dismissal
Major	Written Warning	3 days Suspension	Final Warning	Dismissal	
Grave	Dismissal				

I. **Verbal Warning**
II. **Written Warning**
III. **Two (2) days Suspension/Three (3) days Suspension**
IV. **Final Warning**
V. **Dismissal**

9.3 Holding Period and Circumstances Which Affects Penalty

Section 1. For the purpose of computing the number of violations and graduation of disciplinary action, only violations committed within the holding period shall be considered cumulative. The employee's last offense, within the holding period, shall be the starting point for counting the number of same, similar, or related offenses for the period.

Section 2. Commission of an offense while having an existing record of a prior offense, within the holding period, which falls under the same nature, shall be considered for the graduation of penalty, which shall be imposed for the current offense. Such records shall be deleted from the employee's 201 File upon expiration of the following holding periods:

Minor Offenses Three (3) months from the commission of the offense;

Major Offenses Six (6) months from the commission of the offense;

Grave Offenses Twelve (12) months from the commission of the offense, which only applies if the penalty of dismissal is committed to a lesser penalty.

NOTE: *Each time the employee commits the same offense within the respective holding period, the employee will be served the next-level penalty up to the final penalty, which is termination. Meanwhile, suppose the employee does not commit the same offense within the holding period but commits the future offense. In that case, they will be served a penalty lesser than their last, or the first-level penalty, whichever is applicable. Suppose the employee successfully refrains from committing the offense within the consequent holding periods. In that case, the penalty will continuously be reduced to a lesser penalty until the offense can be deleted from the employee's 201 File. Team Lead will provide a coaching document/ log indicating that employee has been cleared from his or her offense. However, if an employee commits another offense different from their first or previous offense/s, the employee will be served the corresponding corrective action depending on the offense's level. As such, they may be served a different penalty.*

9.4 Acts or Omission Punishable Under this Code

Category 1 – Minor Offenses

Section 1. Eating inside workplace during work hours

Section 2. Playing games on mobile phones, computer, or any electronic gadget during work hours

Section 3. Over Break or taking earlier than the scheduled break time

Section 4. Unauthorized use of company space, office, rooms, or facilities

Section 5. Requiring personal or non-work-related service or favor, or soliciting business from subordinate, at the expense of Company's resources

Section 6. Disturbing or interfering with the work of another employee during work hours

Section 7. Excessive use of the telephone or Company provided communication tool for personal use

Section 8. Tardiness or being late for at least one (1) minute in one month after the six (6) grace period instances.

Section 9. Talking or speaking aloud in the general working area causes discomfort with co-employees

Section 10. Failure to wear Company ID, prescribed work uniform, or attire while on duty

Section 11. Failure to submit login and out on time daily

Section 12. Non- accomplishment/non-submission/late submission of required Company forms

Section 13. Non-compliance with grooming standards

Section 14. Failure to notify Immediate Superior within two (2) hours before the start of work that he/she cannot report for work

Section 15. Failure to observe the cleanliness & orderliness in the office and within peripherals, such as the arrangement of chairs after use or displacement of materials/equipment in their proper place

Section 16. Failure to shut-down electronics such as computers, CPU's & AVR's and air-condition

Section 17. Failure or refusal to comply with the health or medical requirements of the Company

Section 18. Littering, leaving soiled dishes on the table or sink, or leaving comfort room unsanitary after use

Section 19. Failure to submit to or follow the security and safety regulations of the Company Building

Section 20. Wasting time, loafing, loitering, or leaving place of work during work hours without permission from supervisor

Section 21. Lost/misplaced Company ID

Section 22. Abuse or wasting Company's time on personal telephone calls, text messaging or use of social media while on duty

Section 23. Smoking in a NO SMOKING AREA

Section 24. Two (2) instances (consecutive or not) of unexcused absences.

Category 2- Major Offenses

Section 1. Out of post or leaving work and/or company premises during working hours or abandonment of work

Section 2. Deliberately concealing a suspected communicable disease or ailment

Section 3. Absence Without Official Leave for three (3) consecutive days

Section 4. Improper use or mishandling of Company property

Section 5. Timing in/out or logging in/out of another employee's timecard or log sheet; the employee whose timecard/log sheet has been entered shall be meted the same penalty

Section 6. Unauthorized alteration of timekeeping records or any official company documents

Section 7. Failure to comply with agreed "overtime", assigned schedule, change of shift, and change rest day

Section 8. Failure to report any damage or defect of Company machines, tools, equipment and/or other Company properties within 24 hours from discovery or knowledge thereof

Section 9. Failure to return tools, equipment, instrument or other Company property after use

Section 10. Horse playing, rude pranks or other unruly conduct which cause or tend, to cause disorder, disrupt work, annoy, vex, create scandal or disturbance within Company premises or during Company events, and without loss or damage to Company, property or injury to any person

Section 11. Refusal to sign receipt of official communication or memorandum from the management

Section 12. Making false, vicious, or malicious statement to any employee, the company that may affect the integrity and respect to anyone

Section 13. Threatening, intimidating, coercing, or harassing anybody within the company premises; challenging co-worker to a fight

Section 14. Provoking and/or fighting within the Company premises, except when any of the parties involved in the fight acted in the defense of one's self

Section 15. Stubborn behavior, discourtesy, and uncooperative attitude towards superior

Section 16. Discourtesy to clients and/or visitors

Section 17. Using profane/obscene language

Section 18. Refusal or failure to cooperate in a Company initiated investigation

Section 19. Failure to inform your immediate head regarding personal transactions during office hours

Section 20. Unauthorized Half-Day

Section 21. Disclosure of salaries with other employees or co-employees

Section 22. Foul words, threat, curses & inappropriate words against co-workers

Section 23. Giving erroneous information or reason for being absent or being late

Section 24. Lending an ID to a co-employee or third person without proper authorization

Section 25. Entering the office premises outside of the office hours without proper authorization

Section 26. Unauthorized possession or duplication of Company keys or use thereof

Section 27. Under time- leaving work without prior information or approval of the immediate superior before the end of the shift

Section 28. Destruction or damage to company property, or that of another employee, either willfully or through negligence

Section 29. Acts of encouraging others to create or contribute to an unsanitary condition of workplace or company premise

Section 30. Any acts that would contribute to an eminent danger to oneself and/or other employee

Section 31. Bringing or taking out any company or confidential/informative documents without prior approval by the management

Section 32. Unauthorized use of fire protection equipment other than its primary use

Section 33. Being under the influence of liquor, drinking or possessing alcoholic beverages inside the company premises

Section 34. Transferring, removing, or taking out equipment, tools and fixtures without proper authorization

Section 35. Unauthorized and/or abuse of using company vehicle, time, equipment and materials for personal comfort and gain

Section 36. Unsatisfactory job performance after three (3) coaching/ mentoring sessions conducted with the employee

Section 37. Failure to comply with any company instructions, either written or verbally, on employee's duties, such as not meeting deadlines, sending reports (End of Day, Performance tracker and the likes), call avoidance (inbound and/or outbound), not meeting required set and identified metrics, etc.

Category 3- Grave Offenses

Section 1. Sexual harassment, either verbal or physical

Section 2. Act of immorality in or on the company premises; infidelity or cohabitant of one person to another where anyone of them or both is legally or known to have intimate or committed relationship

Section 3. Unauthorized possession of company property in the employee's locker, bag, drawer, etc.

Section 4. Indecent conduct or immortality/scandalous behavior

Section 5. Carrying of dangerous weapons such as firearms, ammunitions, explosive, sharp or deadly weapons within company premises

Section 6. Obtaining through fraudulent means of company materials, goods and services, in which the company or its organization has suffered monetary or material loss

Section 7. Falsification of any documents, record, information, call logs, employee metrics, medical records, etc. which include but not limited to voucher, receipts, informative documents and the like, to be used for personal interest,meeting performance goals, consumption and privileges.

Section 8. Unauthorized disclosure of any company and/or confidential information that will endanger the internal and organizational processes, procedures, and trade secrets

Section 9. Accepting directly or indirectly sum of money, offer or promise, in consideration of any act, contract decision or services which can put the company and its management into disadvantageous position

Section 10. Borrowing, offering, soliciting, or accepting directly or indirectly anything of value from guests, suppliers, outside agencies officers connected or with business transaction with the company for personal gain or benefits

Section 11. Favoring or conniving with suppliers, creditors, clients, co-worker or other in consideration of "kickbacks or personal rebates involving MCVO transaction"

Section 12. Unauthorized use of company funds such as petty cash, income, and others

Section 13. Committing any acts of forgery, fraud, falsification, alterations, or fabrications of documents, supporting documents, vouchers, receipts to support claims for reimbursement of expenses

Section 14. Delivering of false statement or proof of evidence to alter the true facts and avoid responsibility or punishment

Section 15. Falsely representing oneself as agent or representative of the company or any of its clients or departments

Section 16. Engaged in another job or other business activities in conflict with the company or its client's interest

Section 17. Gross negligence or insufficiency in the performance of duties which resulted to a great loss or damage to the company

Section 18. Unauthorized possession of explosives, firearms, or any deadly weapon to company premises

Section 19. Committing any act of sabotage on company, property, equipment & facilities

Section 20. Disobedience or refusal to follow any lawful orders of top management

Section 21. Any act which constitutes commission of a crime regardless of time and place with conviction under Philippine or International Law

Section 22. Taking bets or in any way participating in gambling, lottery, or any game of chance on company time and/or premises

Section 23. Using, possessing, pushing, selling or supplying of prohibited or dangerous drugs and their derivatives to guests, suppliers, officers or to any outside organization and even to another employee

Section 24. Being under the influence of drugs, possessing narcotics or any prohibited drugs inside company premises

Section 25. Involving in unauthorized sale of company property, supplies or any resources even those owned or belong to another person or other employee

Section 26. Employee is AWOL for three (3) consecutive days.

Section 27 Insubordination and/or willful refusal by an employee to accept work assignment after having been given full instructions, orientation, or training for the job, or refusal to comply with management's reasonable instructions.

DUE PROCESS

9.5 Notice and Hearing

Section 1. All employees being charged with an offense or a violation of this Code or pertinent provision of the Labor Code shall have the right to due process as herein provided.

Section 2. No suspension or Termination of employment shall be imposed upon an erring employee/s unless he/she was afforded with the following:

(a) First Written Notice or Notice to Explain. Which contains the following:

(1) Detailed narration of the facts and circumstances that will serve as basis for the charge against the employee/s; and

(2) Infraction/s or provision/s or the Coming Rules and Policies allegedly violated and/or which among the grounds under the Labor Code is being charged against the employee/s.

(b) Hearing or Conference. The employee shall be given an opportunity to be heard either through writing and/or through a conference, within five (5) calendar days from receipt, by the employee, of the First Written Notice or Notice to Explain.

During the hearing or conference, the employee shall be given a chance to:

(1) Explain and clarify his/her defense/s to the charge/s against him/her;

(2) Present evidence in support of his/her defenses; and

(3) Rebut the evidence presented against him/her by the management.

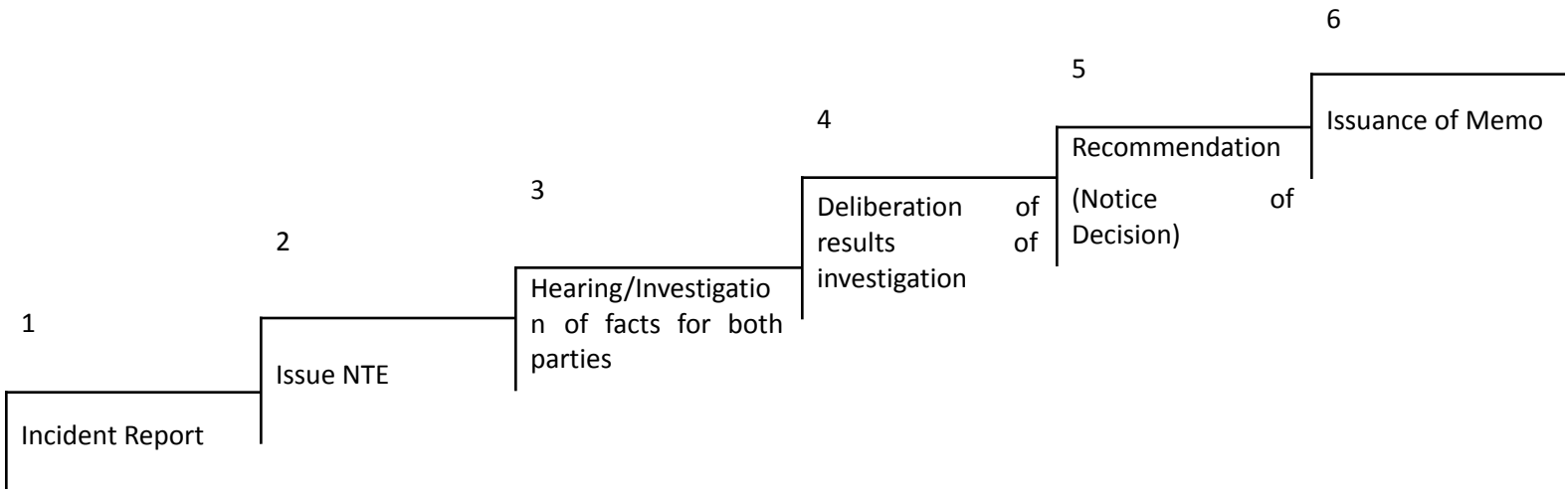
(c) Second Written Notice or Notice of Decision. Which contains the following:

(1) That all circumstances involving the charge against the employees have been considered; and

(2) Whether or not sufficient grounds have been established to justify the imposition/non-imposition of penalties.

Section 3. Whenever practicable, First Written Notice or Notice to Explain shall be served by handling a copy thereof to the employee or, if he/she refuses to receive and sign for it, by tendering it to him/her in the presence of at least one witness. This is without prejudice harm to the right of the Management to file a case for insubordination against such employees who refused to receive and sign the said First Written Notice or Notice to Explain.

9.6 Steps in Processing Employee's Violation




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