

DGBPO PHILIPPINES HR POLICIES & PROCEDURE

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A. RECRUITMENT AND EMPLOYMENT POLICY

All applicants shall undergo an intensive assessment and evaluation before being hired or accepted. The Qualified Applicant is required to follow all the policies, regulations and rules of the company. They are also expected to practice honesty, loyalty and professionalism and perform their duties and responsibilities to their Employment Provider with competence.

The Qualified Applicant shall submit the following documents:

- ✓ Certified Photocopy of Transcript of Records
- ✓ Certified Photocopy of Diploma, Degree and any other documents confirming educational qualifications stated in the submitted resume
- ✓ Updated Resume
- ✓ NBI Clearance
- ✓ Police/ Barangay Clearance
- ✓ Medical Certificate
- ✓ TIN Number
- ✓ SSS Number
- ✓ Phil. Health Number
- ✓ Certificate of Employment from the previous Employment Provider
- ✓ Certificates from Workshop and Seminars Attended

I. NATURE OF APPOINTMENT/ TENURE

1. **PROBATION** – The probationary period shall not be less than six (6) months from the date the employee started working. The services of an employee who has been engaged on a probationary basis may be terminated for **(a)** a just cause or **(b)** if the employee fails to meet the standard Job requirements for the skills and competencies required or **(c)** if the Employee fails to meet the standard performance required for the Job.
2. **PERMANENT** – The permanent appointment/tenure shall be granted to an employee if they are able to pass the critical evaluation done by the management of the company and/or their Employment Provider after they have undergone a

probationary period of six (6) months.

3. **CONTRACTUAL** – The contractual appointment/employment shall be given if you are tasked to perform a special project (which requires expertise) for a specific period of time.

II. PERFORMANCE EVALUATION

A monthly performance evaluation will be done during the probationary period.

1. Supervisor with the HR manager will have the Employee sign the Performance Evaluation to acknowledge that he/she understood the terms and condition whether the recommendation is for regularization or termination.
2. Immediate supervisor will conduct a monthly evaluation with the employee with a set target for 4 consecutive months.
3. On the 5th month, assigned supervisor will discuss scorecard and decision with Management if the employee is for Regularization or Termination.

III. TERMINATION OF EMPLOYMENT

Management has the right to terminate employment for any of the following causes:

1. Serious misconduct or willful disobedience by the employee of the lawful orders of the Employment Provider or representative in connection with the employee's work;
2. Gross and habitual neglect by the employee of duties;
3. Fraud or willful breach by the employee of the trust reposed in the employee by the Employment Provider or duly authorized representative;
4. Commission of a crime or offense by the employee against the person of their Employment Provider or any immediate member of family or duly authorized representatives; and Other causes analogous to the aforementioned;
5. Closure of the establishment and reduction of personnel as provided under Art. 283 of the Labor Code of the Philippines;
6. Disease as provided under Art. 284 of the Labor Code of the Philippines.
7. Provisions on termination as stated in the Employment Contract.

IV. OFFICIAL WORKING HOURS / REST DAY / HOLIDAYS

- A. The employee shall render eight (8) hours work time each day inclusive of two (2) 15-minute break and exclusive of one hour time for meal break 5 days per week (Monday to Friday) or depending on the roster that the employee is assigned to.
- B. Your working hours are described in your Contract of Employment. Most employees work for businesses which are located on Australia's east coast where normal business hours are 7:00am to 7:00pm (Australian Eastern Standard Time) which is two (2) hours ahead of Manila. Some Australian states observe Daylight Saving Time or summertime for half the year in which case three (3) hours ahead during Daylight saving time which begins at 2 am, Australian Eastern Standard Time on the first Sunday in October and ends at 3 am summer time on the first Sunday in April.
- C. The employee has sixty (60) minutes lunch break (unpaid) and two (2) breaks of no more than fifteen (15) minutes each (paid) in each working day.
- D. Development and Growth BPO Philippines shall pay a night shift differential of ten percent (10%) of the employee's regular wage for each hour of work performed between ten o'clock in the evening and six o'clock in the morning.
- E. Applicable overtime pay for working on a Philippine holiday shall be paid, accordingly.

- F. Management shall not permit the employee to use any under time as an offset against overtime work. The management shall deduct all tardiness and absences; however, management shall pay the correct computed overtime work of the employee.

Australian states observing summer time¹

ABB.	NAME	STATUS	CAPITAL CITY	TIME RELATIVE TO MANILA	HAS DST?
NSW	New South Wales	State	Sydney	2 hours earlier	Yes
VIC	Victoria	State	Melbourne	2 hours earlier	Yes
QLD	Queensland	State	Brisbane	2 hours earlier	No
SA	South Australia	State	Adelaide	1.5 hours earlier	Yes
WA	Western Australia	State	Perth	Same	Yes
ACT	Australian Capital Territory	Territory	Canberra	2 hours earlier	Yes
TAS	Tasmania	State	Hobart	2 hours earlier	Yes
NT	Northern Territory	Territory	Darwin	1.5 hours earlier	No

V. ABSENTEEISM / TARDINESS

The employee is expected to exercise punctuality and refrain from any absenteeism. Habitual tardiness and unreasonable absenteeism shall be subject for dismissal and/or loss or part or all the Management Benefits. The employee shall notify the Company prior to the commencement of their shift in the event they cannot report for work and shall turn over all necessary information about the status of their work to their superior or employment Provider. If an employee fails to notify the Office of their absence prior to the start of their shift, the employee is automatically deemed AWOL.

VI. ATTENDANCE

A. Attendance Logging

1. Employee **must** scan his/her fingerprint using the biometrics system upon arrival and before leaving the office. Do NOT follow other people in or out without scanning (if applicable).
2. Employee **must** clock in to TimeDoctor before starting his/her shift and logout at the end of shift and each time a break starts or finishes.

B. Absence/Late Notification (See Development and Growth BPO Philippines Manila Attendance Policy Implemented January 2022)

REMINDER: There is **no lateness grace period** from the given schedule.

1. Employee **MUST** call their Immediate Supervisor or Manager before the time they are due to arrive and inform if he/she will be late or absent.

¹ Summertime is also known as "Daylight Saving Time" or DST. Not all Australian state have DST.

C. Work from Home

1. If in case the employee cannot report to work and needs to work from home, he/she must **Admin Manager's** PRIOR approval. **NO ONE IS ALLOWED TO WORK FROM HOME WITHOUT PRIOR APPROVAL.** Applications made on the same day will be refused. If the employee still worked at home, but is not approved, then the employee will not be paid for these hours worked from home.
2. Employee **must** still **login** to TimeDoctor and **logout** after completing the required working hours including breaks as if they are in the office.

NOTE: If no email is received from the Employee, then employee will be tagged as absent and will not be paid.

D. Leave

All regular employees are entitled to 5 days' leave each year. Any combination of vacation (VL), sick (SL) and emergency leave (EL) can be used.

E. Application for Sick Leave

Discuss separately using the *Development and Growth BPO Philippines' Leave Policy* document.

F. Application for Vacation Leave

Discuss separately using the *Development and Growth BPO Philippines' Leave Policy* Document

G. Payroll Adjustments

1. If an employee has a payroll query, he/she can let her or his supervisor/Manager know or directly email maureen@cpfirstaid.com.au
2. Any adjustment will be subjected for verification and approval.
3. If the adjustment has been approved, then all the necessary adjustments will be credited the next payout

NOTE: Paydays are weekly

B. COMPENSATION, BENEFITS AND PRIVILEGES

I. SALARIES

The basic salary rate of an employee shall be based on the position title/rank, educational qualification, scope of work and work experience.

II. ALLOWANCES AND REMUNERATION

In addition to the basic salary, permanent employees are entitled to receive the following non-taxable compensation:

- a) 13th Month Pay

III. STATUTORY BENEFITS

Permanent and Probationary Employees are entitled to the following benefits:

- a) SSS
- b) Philippine Health Insurance Corp.
- c) PAG-IBIG (Home Development Mutual Fund)

IV. LEAVE BENEFITS

Development and Growth BPO is an Australian company. Accordingly, the Company and its staff will often observe Australian holidays in place of Philippine holidays. See your Contract of Employment for your specific situation.

Employees shall be entitled each year to the Service Incentive leave and holidays stipulated in their contract of employment.

In addition, regular full-time employees are entitled to:

- a) MATERNITY LEAVE
- b) PATERNITY LEAVE
- c) Other applicable leaves under the law.

Unused leave credits of up to 5 SIL (service incentive leaves) is convertible or commutable to cash.

V. MANAGEMENT REWARDS/BENEFITS

Management may provide for rewards or benefits to its employees who are compliant to the rules and policies of the company.

C. CODE OF CONDUCT AND ETHICS

As a general rule, the employee or contractor is expected to comply with proper ethics such as:

- Observe the highest standard of morality, integrity, honesty, and devotion on all occasions;
- Perform your tasks thoroughly, faithfully and efficiently;
- Serve the Office's clientele courteously, justly, and patiently;
- Uphold respect and observe the proper conduct in any transactions and services given; and
- Deliver quality output at all times.

I. GENERAL BEHAVIOUR OF A MODEL EMPLOYEE

Every employee is expected to exercise a manner befitting your stature as a respectable person and true professional. During office hours, you should perform your duties and responsibilities seriously. Hence, you should refrain from leaving your respective place of

assignment.

Employees are prohibited from engaging in any personal business such as selling or distributing merchandise or any personal activity which may give rise to a conflict between the employee's interests and the company. The employee's services as a full-time employee must be made available at all times, as required by the Company/Management.

Receiving and/or entertaining personal visitors/calls during office hours or using employee's mobile phone (such as calling, texting, etc.) for reasons not connected with the Office's business should be limited to important and urgent matters so as not to interrupt or delay completion of assigned work tasks. Personal calls must be limited to three minutes duration.

Moreover, an employee is prohibited to use the Company's Internet, computers or equipment for personal use including chatting, surfing, email, instant messaging, personal documents and the like especially during office hours.

II. RELATIONSHIP WITH SUPERIORS AND CO-WORKERS

An employee must always be respectful and cordial. An employee must refrain from discussing the personal life of their superiors and co-employees. Rivalries, intrigues and gossips, jealousies and petty bickering among employees and officers that may adversely affect the work ambience are prohibited.

III. APPROPRIATE APPEARANCE, ATTIRE AND WEARING OF IDENTIFICATION CARD

Dressing properly and cultivating the look that is well-groomed, neat, conservative and authoritative enable you to create for yourself the image of professionalism. An Identification Card (ID) must be worn at all times while on office premises.

The Office must be notified immediately should an Identification Card (ID) be lost and an Affidavit of Loss secured for its replacement. Upon resignation or termination of employment, the employee is required to surrender the ID as part of the clearance procedure.

IV. ILLEGAL ACTIVITIES AND USE OF ALCOHOL AND DRUGS

Engaging in illegal activities of any sort and abuse of alcohol or drugs may be the basis for disciplinary action, including dismissal. In addition, excessive drinking of alcoholic beverages and the illegal use of drugs by any employee reflects unfavorably on each staff member and on the company.

Under no circumstances should any employee be under the influence of alcohol or drugs during the working hours and inside the office premises. Moderate drinking is allowed during the company-related activities such as group parties, Christmas parties, and other social parties initiated by the company.

V. FINANCIAL EMERGENCY

While our policy is not to advance salaries to employees, we urge you to discuss your financial emergencies with the human resource personnel to help you out on borrowing limits with certain financial institutions, banks, and loan association. You may not seek loans from other

employees or from the clients and customers whose business does not involve loaning funds.

VI. SOLICITING CONTRIBUTIONS

You may not directly or indirectly solicit contributions (regardless of how worthy that may cause be), advertisements, or similar transactions, from any other staff member.

VII. LOCKERS AND SECURITY POLICY

- a. Each employee shall have their own locker.
- b. Company will provide keys and it is the sole responsibility of the employee to keep the keys safe to prevent any loss or damage.
- c. The company must have spare keys in case the employee loses his/her key.
- d. DGBPO Philippines will not be liable for any damages and loss in respect of lockers.
- e. All handbags, lunch boxes, umbrellas and other items which are not essential to the employee's work must be kept in their respective lockers and not taken into the work area.
- f. Personal mobile phones must be kept in the locker during office hours.
- g. Only wallet/s and company mobile phones are allowed in the work area.
- h. All employees will be frisked 100% without fail and favor upon entering or leaving the work area.
- i. All bags and other personal belongings shall be inspected before leaving the work area.
- j. The provisions of these guidelines shall take effect upon the approval of this procedure.

VIII. DRESS CODE

- a. Employees are expected to dress in appropriate business attire at all times while in the office. Specifically, cutoff jeans, and singlets are not permitted at any time. Attire which is clearly not appropriate for a professional office environment is strictly prohibited.

IX. CODE OF DISCIPLINE

TABLE OF OFFENSES AND PENALTIES

All offenses will involve notification to your Employment Provider as well as removal and/or deduction of Management Benefits

The following offenses are dealt with as follows:

1st Offense	Notice to Explain – Warning
2nd Offense (of any two)	Notice to Explain and Suspension of Benefits
3rd Offence (of any three)	Dismissal

OFFENSE
Failure or willfully neglect to participate in scheduled company programs or drills intended to ensure health or safety of all employees' i.e. annual physical examinations, safety building drills
Any act or omission of an employee in disregard of safety or health rules and regulations
Non Compliance with office decorum guidelines or the Code of Conduct and Ethics (which include proper office behavior, grooming, dress code and use of company ID)
Sleeping while on duty
Possession of or drinking alcohol beverages within the office premises without managerial authority
Loitering in office premises excluding the kitchen and reception area during or after office hours
Soliciting funds for any purpose whatsoever within office premises, or from other employees or Employment Providers
Engaging in usurious activities and transactions
Gambling in any form within office premises
Improper or unauthorized use of company property
Any deliberate or concerted action which causes a stoppage or slowdown of work facilities, technical difficulties or financial loss to the company
Refusal of an employee to accept official work or place of assignment
Refusal on an employee to report to his/her shift or workplace
Willful or intentional disobedience to rules, orders and lawful instructions of the company and or/any managerial or supervisory employee
Abandonment/Neglect of Post/Duty
Accessing /browsing internet pornographic sites
An employee who fails to report for work without first securing written authority from his/her immediate superior or fails to notify of such absence will be considered as AWOL

Attempting to use/access or using/accessing somebody else's account without authorization
Copying and /or installing software without authorization
Eating or drinking in prohibited areas of the Office
Engaging in the other work during or outside of regular work hours which has a detrimental effect on their standard of performance

Failure to liquidate cash advances within the prescribed period
Failure to register an employee's attendance
Failure to submit medical certificate to substantiate medical claims as sick leave
Gross and Habitual Tardiness 3 times in a 60 days calendar period or (additional days over 3 treated as another offense)
Leaving the office before the conclusion of regular work hours
Failure to change status in the Timedactor / Over-break without approval
Malingering or pretending to be ill and/or giving false excuses for an absence
Nepotism
Oppression
Refusal to render overtime service
Smoking within restricted areas or prohibited areas
Unauthorized Under time
Unauthorized use of company telephone or other communication facilities i.e. fax machines, etc.
Using of any language other than English in the office (except of phone conversation within the Philippines from local suppliers).
Absenteeism
Not following break schedules

The following offenses are dealt with as follows:

1st Offense	Dismissal
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OFFENSE
Abandonment of Employment
Being AWOL for 3 consecutive days
Unauthorized copying, renaming, modification, deletion, or access of any system, data, directory, files, utilities, and other software application program
Installing and or playing any type of computer games
Tampering with Set-up and/or configurations of computers (i.e. autoexec. Bat, config. Sys, windows desktop configurations, project configurations, computer labels, etc.)

Sexual Harassment – any unwelcome intimate or sexual advance or conduct that creates an intimidating, hostile, or offensive working environment.
Any request for sexual favours, and other verbal or physical conduct of a sexual nature.
Any undertaking regarding money and promotion by the management/superior to subordinates in return for sexual favour or vice versa.
Defrauding your Employment provider of salary by fraudulent alteration of your own or someone else's timesheet, guard's time record or console time log; logging in from outside the office pretending to be working; showing "working" status on console when not working.
Asking, demanding, or receiving commission or bribe from company suppliers or contractors
Causing damage to the Company's property through gross and habitual negligence worth 50,000 or above
Commission of any act or omission which constitutes a crime or offense against the law of the Philippine government
Unlawful or unauthorized possession of carrying of firearms explosive, or any deadly weapon
Selling, buying, using, or possession of prohibited drugs
Reporting for work or entering the office premises under the influence of alcohol or
prohibited drugs
Logging IN/OUT for another employee, or asking another employee to log-in/out in ones favor
Logging IN/OUT of the console from outside the office without approval
Attempted theft or theft of the property of the company or any employee of the company
Attempted forgery or forgery
Abuse of authority related to supervisor or leadership function
All other acts of dishonestly or deceit causing prejudice or damage to the company
Breach or abuse of trust reposed by the company or duly authorized representative
Making misleading or false statement of material facts
Misuse or misappropriation of the company's funds and properties
Neglect of responsibility related to supervisory or leadership function
Unauthorized disclosure of company's information or records to unauthorized persons
Unauthorized disclosure of production business or trade secrets
Unauthorized use of diskettes, CD's, data tapes and other electronic media

B. SEPARATION FROM SERVICE

I. RESIGNATION

The office shall be given at least 30 working days' notice in writing prior to the resignation date. This notice period must be worked; terminal leave and public holidays are not included within the notice period and scheduled holidays (falling within a notice period) may be cancelled. The employee should clear their desk and turn over all documents and other Company information to their superior. Identification Card and Employee's Manual must be returned as part of clearance. The employee will receive their last month salary, withholding tax, thirteenth month pay, if applicable and other allowances after clearance in any obligation to the Office.

II. ABANDONMENT/AWOL

If you fail to report back to duty after a period of authorized leave of absence has expired or if you commit three consecutive absences without first having written approval for the leave, you will be deemed to have abandoned your employment and will be terminated based on the rules prescribed under the Philippine Labor Code.

III. TERMINATION

Termination from the service occurs when an employee commits a grave offense against the Code of Conduct and Ethics prescribed by the Company. There are no benefit entitlements paid out if termination was due to violation of the Code of Conduct and Ethics.

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