

SUBJECT: Leave Policy

SCOPE: All Manila Staff

PROCESS OWNER: Development and Growth BPO Philippines

EFFECTIVE DATE OF POLICY: January 2022

Attendance is the key to a successful business and career. Proper attendance is being logged in and ready for calls or your duty or task at your scheduled time. Attendance will be determined based on TimeDoctor Clock ins and outs.

Article I. The tables of offenses that appear below refer to the number of instances within the last 60 days. The date of the first instance is day 1 of the 60-day rolling period.

Section I.01 Regular Employees and Probationary Employees

a. Tardiness/Halfday/Undertime/Overstaying Breaks without documented illness or leave

- 1st instance – NTE then written warning from direct supervisor
- 2nd instance – Removal of bonus/allowances for 1 month
- 3rd instance – Disciplinary action including suspension & termination

b. Absence without leave credits or documented illness

- 1st instance – NTE then written warning from direct supervisor
- 2nd instance – Removal of bonus/allowances for 1 month
- 3rd instance – Disciplinary action including suspension and termination

c. 4 consecutive working days absent with no notification – Employee deemed AWOL and considered to have voluntarily terminated their employment with the company

d. Providing false reasons for absence – Disciplinary action up to and including termination

e. Correct notification not given

- 1st instance – Coaching (no NTE)
- 2nd instance – NTE then written warning from direct supervisor
- 3rd instance – Removal of discretionary benefits for 1 month
- 4th instance – Disciplinary action including suspension and termination

Article II. Anything over Three (3) days with an approved and verified medical and/or doctor or Legal or qualifying family incident/emergency will be considered for Leave Of Absence (LOA) and the employee should notify within the day of the incident. Otherwise, each day will be equivalent to 1 instance. LOA will be approved upon notification, and approval is discretionary based on the event and Human Resources, or Admin Manager's review and approval.

Article III. Maternity, paternity and solo parents leave benefits are approved in accordance with existing company policies and/or appropriate laws and are not considered as an instance.

Article IV. Leaving the workplace and duty during the employee's schedule requirement without approval from a direct line manager is job abandonment and carries the sanction based on our HR policy Manual.

Article V. Development and Growth Philippines Leaves

Section V.01 Vacation leave is considered a non-instance event and is considered a vacation, paid or unpaid provided approved by the worker's immediate supervisor. Any unapproved time out will revert to the policy sanctions noted above. Vacation must be pre-approved based on DGBPO Leave policy. Approval is not guaranteed as the needs of the business take priority.

Section V.02 Emergency Leave is defined as an urgent matter that is unplanned or out of the employee's control, and raises the possibility of serious negative consequences, including emotional harm, if not responded to.

Emergency leave is also considered a non-instance event only if the employee has provided documentation to justify the incident.

Only the Administration Manager is authorised to grant EL to regular employees. EL will be granted to cover absences associated with either:

- Death in the immediate family or household only
- Inclement weather
- Injury or medical emergency of the employee and of an immediate family or household only

Article VI. Death in the immediate family or household .To ensure equal treatment for all eligible employees, and consistency among supervisors in granting EL, the following categories apply.

Section VI.01 Category A (up to 5 days)

- Spouse
- Son/ Daughter
- Mother/Father
- Brother/Sister
- Step-Mother/-Father Step- Child

Section VI.02 Category B (up to 3 days)

- Grandfather/Grandmother Mother-/Father-in-law
- Brother-/Sister-in-law
- Daughter/Son-in-law

Section VI.03 Inclement weather

- In the event that the company closes due to inclement weather, EL may be charged for this absence.

Section VI.04 Injury or Medical Emergency.

All injuries and medical emergencies of the employee or of a specified family member, as listed above, will qualify an employee for EL. But a proper documentation shall be provided (e.g. police report, barangay report, medical certificate, medical abstract, etc.).

Examples are:

1. An employee had an accident on his way home from work and sprained his knee
2. Any of the immediate family member was rushed to the hospital.
3. The employee's child (age infant to 15 years old) is sick and needs to be taken to the hospital.

Article VII. 7 day Solo Parent Leave

Parental Leave refers to leave benefits granted to a solo parent to enable said parent to perform parental duties and responsibilities where physical presence is required as provided under Civil Service Commission (CSC) Memorandum Circular No. 08, series 2004.

Parental leave is non-cumulative and can be used only during the current year. Further, it can only be availed after the issuance of the Solo Parent ID

The parental leave shall be availed of on a continuous or staggered basis, subject to the approval of the Administrator. In this regard, the solo parent shall submit the application for parental leave at least one

(1) week prior to availing the solo parent leave, except on emergency cases.

The *Solo Parent* employee may use of parental leave under any of the following circumstances with documents to prove the request.

- a) Attend to personal milestones of a child such as birthday, communion, graduation and other similar events;
- b) Perform parental obligations such as enrollment and attendance in school programs, PTA meetings and the like;
- c) Attend to medical social, spiritual and recreational needs of the child;
- d) Other similar circumstances necessary in the performance of parental duties and responsibilities, where physical presence of the parent is required.
- e) The head of agency/office concerned may determine whether granting of parental leave is proper or may conduct the necessary investigation to ascertain if grounds for termination and withdrawal of the privilege exist.

Article VIII. Process

The importance of attendance

Development and Growth BPO Philippines provides employees with numerous benefits, including five (5) days of paid leave each year.

One of the conditions of employment is that you arrive and leave work on time each and every

day, and stick to allocated breaks. It is vital that, in the event that you cannot be at work on time, you notify your Manager. This is so the company and team has time to prepare and can reallocate urgent tasks.

Your adherence to the attendance policy demonstrates your respect for your employer & workmates and your commitment to your job.

Repeated absenteeism, repeated tardiness, or unexcused absenteeism/tardiness will subject an employee to disciplinary actions up to and including dismissal.

Article IX. When do you need to be at work?

- 4:00am/5:00am is the start time for most employees and managers. Others start their shifts between 5:am to 8:00am. On weekends, times may be different altogether. You should always know exactly when you are required to begin your shift.
- When your shift begins, you need to be at your desk, logged in to Timedoctor and ready to work.
- Once the shift begins, you are required at your desk until the first break.
- Outside of allocated breaks and quick trips to the bathroom, you should be at your desk working.

Article X. If you won't make it in on time

- If it is impossible to report for work as scheduled, you must call or sms/Viber your Manager on their mobile before your shift begins.
- You must tell your Manager why you are late/absent and when you plan to be at work
- If you can't reach your Manager or your shift begins before theirs, call any other Supervisor.
- Friends or relatives cannot give notification on your behalf except in emergency circumstances.
- If the absence is to continue beyond the first day, you must notify your Manager on a daily basis or advise your Manager of the number of days you are required to rest (due to sickness) or off work (due to emergency).
- Calling in is the responsibility of every employee who is not going to be on time –don't expect your manager to call you.
- If you are a Manager and you are going to be late or absent you notify the Admin Manager.
- All absences within the 5 credits/year will be paid regardless of the reason (with or without documentation)..

Article XI. Handy Definitions

- **Tardiness:** PH shows login between 1 minute and 1 hour after shift begins
- **Undertime:** PH shows logout between 1 minute and 1 hour before shift ends
- **Half day:** PH shows login more than 1 hour but less than 4 hours after shift begins OR PH shows logout more than 1 hour but less than 4 hours before shift ends
- **Absence:** performs less than 4 hours of the shift / absent entire shift
- **Sick leave:** can be paid via accrued leave credits or unpaid. In either case proper

documentation must be supplied i.e. a verified medical certificate or a report from the company nurse. Documentation must be presented the day of return to work or when required by HR, whichever comes earlier.

NOTE: The Company reserves the right to take appropriate disciplinary action, up to and including termination, for any incident based on the specific facts and circumstances.