

SUBJECT: Leave Policy

SCOPE: All Manila Staff

PROCESS OWNER: Development and Growth BPO Philippines

EFFECTIVE DATE OF POLICY: January 2022

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

This document explains how leave works with us and we've kept it in a Q&A format to make it easy to find answers when you need them. You are expected to adhere to this policy.

What is Vacation Leave (VL)?

- Time off from work
- For reasons other than illness
- Where you've given at least 7 days' notice
- You file for days except Mondays and Tuesday as these are critical working days

Note that you can only take Vacation Leave if you have +1 or more leave credits available at the time of the leave. If you want to take a birthday leave or a leave on your family member's birthday, apply these leaves at least a month before. And not to be filed on critical working days which are Monday and Tuesday.

What is Sick Leave (SL)?

- Time off from work
- Due to illness or injury that prevents you working
- Where you've provided an acceptable medical certificate and O.R. of doctor or hospital visit

What is Emergency Leave (EL)

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.

What is unpaid leave?

Probationary employees cannot take vacation leave. Any absence from work will be investigated and may form the subject of disciplinary action. Illness with proper documentation will be excused and not form the subject of any disciplinary action.

Regular employees can take unpaid sick leave if they have no accrued leave credits.

Is leave awarded all in one go at the beginning of the year?

No. You "accrue" leave as you go. That means that for each month you work with us you'll earn more leave credits, which you can then use when you like.

Do my leaves carry over to the next year?

Yes, a maximum of 5 unused leaves will be carried over from one year to the next. This will

happen each February.

Can the company force me to take leave?

Yes, we may require that all employees take a break (e.g. over Christmas). If we require employees to take a break, it will NOT be deducted from employee leave credits but it will not be paid. If a forced break is required at any time, Management will do their best to give all employees at least 2 months' notice so you can prepare. This is in case the site suffers a significant slump in demand and we need to reduce working in a certain month to minimize losses.

How much notice do I need to give?

If taking a day or more of **Sick Leave**, you just need to notify your manager before the shift begins, and then bring a medical certificate the next day (or be seen by the company nurse).

If taking 1 day of **Vacation Leave**, you must give your manager:

- 7 days' notice – 1 day off
- 14 days' notice – 2-5 working days off
- 21 days' notice – if you are taking more than 5 working days off you

This is so your manager and team can properly plan for your absence and ensure that team targets or customer service levels aren't significantly affected.

If you can't make it to work because of emergencies and cannot give adequate notice (7/14/21 days) **Emergency Leave** will be filed. The absence may also be the subject of disciplinary action. See the Attendance Policy for more.

What is terminal leave and how does it work?

If you resign, you are required to give the company 30 days' notice and continue working as usual during that time. However, you may still have unused leave credits and you're entitled to use these during the 30-day period.

What that means is that if you resign and have 5 or more unused leave credits, you can take the last remaining leave days as paid leave.

If I don't take terminal leave, will my unused leave be converted to cash?

Yes, you can either remain for the full 30 days after giving notice and have unused accrued leave credits converted to cash OR take terminal leave. We'll also allow you to do a combination of both.

Note that leave requests get approved on a first come first basis and only 1 leave request will be approved. As much as possible do not file a leave on a Monday and Tuesday as these are the busiest days of the week.