



ONBOARDING **HANDBOOK**

Lifewood Philippines

Office-Based New Hires



ONBOARDING HANDBOOK



 lifewood

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Approval & Sign-offs

Philippine Country Head, Lifewood Data Technology

Name: Lhyn Santos

Signature:

Date:

Legal Counsel

Name:

Signature:

Date:

BYU Liaison

Name:

Signature:

Date:



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Welcome to Lifewood!



Welcome Message

Welcome to Lifewood! We are excited to have you join our team and become part of a global organization shaping the future of AI data solutions. At Lifewood, we believe every individual brings unique strengths and potential. Your journey with us begins today, and we are committed to supporting your growth, development, and success.

This handbook will guide you through our culture, expectations, policies, and day-to-day processes. We're glad you're here—let's achieve great things together.

Welcome to the Lifewood family.

Let's make this journey meaningful and inspiring.

1. Company Background

Who We Are

AI-First Data Technology Company

Spun out of Blackstone-owned Pactera in 2018 and repositioned as a dedicated AI Data provider with DaaS offerings.

Rapid, Profitable Growth

Achieved 295% YoY profit increase, expanded R&D centers in China and the Philippines, and opened new hubs in Malaysia, Africa, and the US.

Global Footprint & Talent

30,000+ crowd resources plus a worldwide franchise network covering every major region and language cluster.

Active Operations
(BYU Collaboration)

Philippines; South Africa; Nigeria; Ghana; Democratic Republic of the Congo; Republic of the Congo; Madagascar; Uganda.

What We Deliver

Type A

Data Servicing

End-to-end capture, cleaning, labeling, QA, and formatting of multi-language documents and media (e.g., genealogy records).

Type B

Horizontal LLM Data

End-to-end capture, cleaning, labeling, QA, and formatting of multi-language documents and media (e.g., genealogy records).

Type C

Vertical LLM Data

Domain-specific solutions (e.g., autonomous-driving data; industry/private LLM datasets).

Type D

AIGC Content

Gen-AI video and rich-media production for marketing and training.

Under this collaboration, qualified Freelancers project IETs, with flexibility in schedule and commitments while meeting acceptance c

Our Strengths

Curated global franchise partners with native-language expertise for culturally nuanced data.

People

An industrialized methodology that decomposes complex projects into micro-tasks and routes them to the optimal partner; 400+ reusable workflows in the library.

Process

LiFT™: a proprietary workflow platform that orchestrates work and embeds AI process optimization.

Technology

Why We're Different

End-to-End Control

Single partner from raw collection to fully validated, production-ready data; eliminating hand-offs and hidden costs.

Local Compliance, Global Scale

Franchise model keeps data within jurisdiction while tapping worldwide capacity and 50+ language clusters.

Quality & Speed at Once

LiFT™ micro-tasking plus AI optimization consistently beats generic crowdsourcing on turnaround (up to ~40% faster) and accuracy.

Proven Trust

Long-term relationships with Tier-1 clients validate execution on scale.

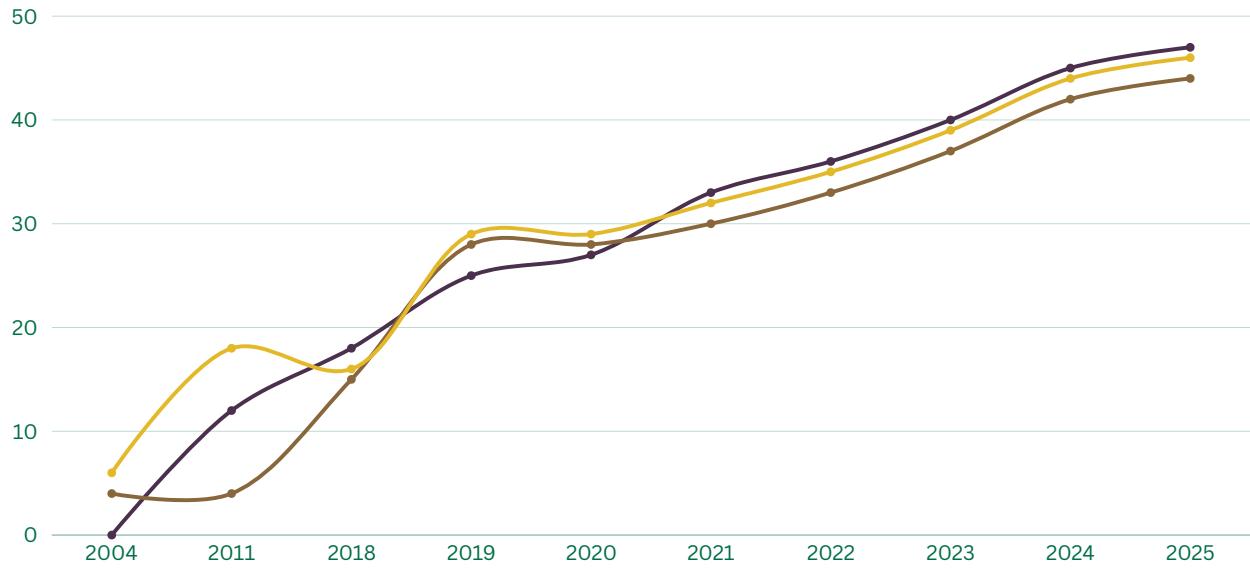
deliver assignment-based work pursuant to
nd location to accommodate academic
riteria and data-security requirements.

Transformation of Lifewood into an AI Data Company

2004 - 2011	Established in Shenzhen; joint venture with Utah, USA.
2011 - 2018	Acquired by VancelInfo (NYSE), then Blackstone; transitioned to Global Data Technology Division.
2018	Founder buy-out; positioned as an independent AI Data company offering DaaS.
2019	Achieved profitability; established Meizhou Data Hub.
2020	Recorded 295% year-over-year profit growth; launched R&D Center in Dongguan and operations site in Cebu, Philippines.
2021	Expanded global crowd resources to over 20,000; opened Hefei AI Data Center and additional hub in Bangladesh.
2022	Achieved 100% sales and profit growth; opened Malaysia Operations Hub.
2023	Integrated GenAI technology; launched first LLM/RLHF project; established four GPT centers.
2024	Expanded global resources to Serbia, Japan, UK, Northern Ireland, and Australia; built off-the-shelf data products.
2025	Set up US operation site; expanded autonomous driving data centers in Malaysia and Indonesia; extended AI operations across Africa.



Lifewood's Performance Growth



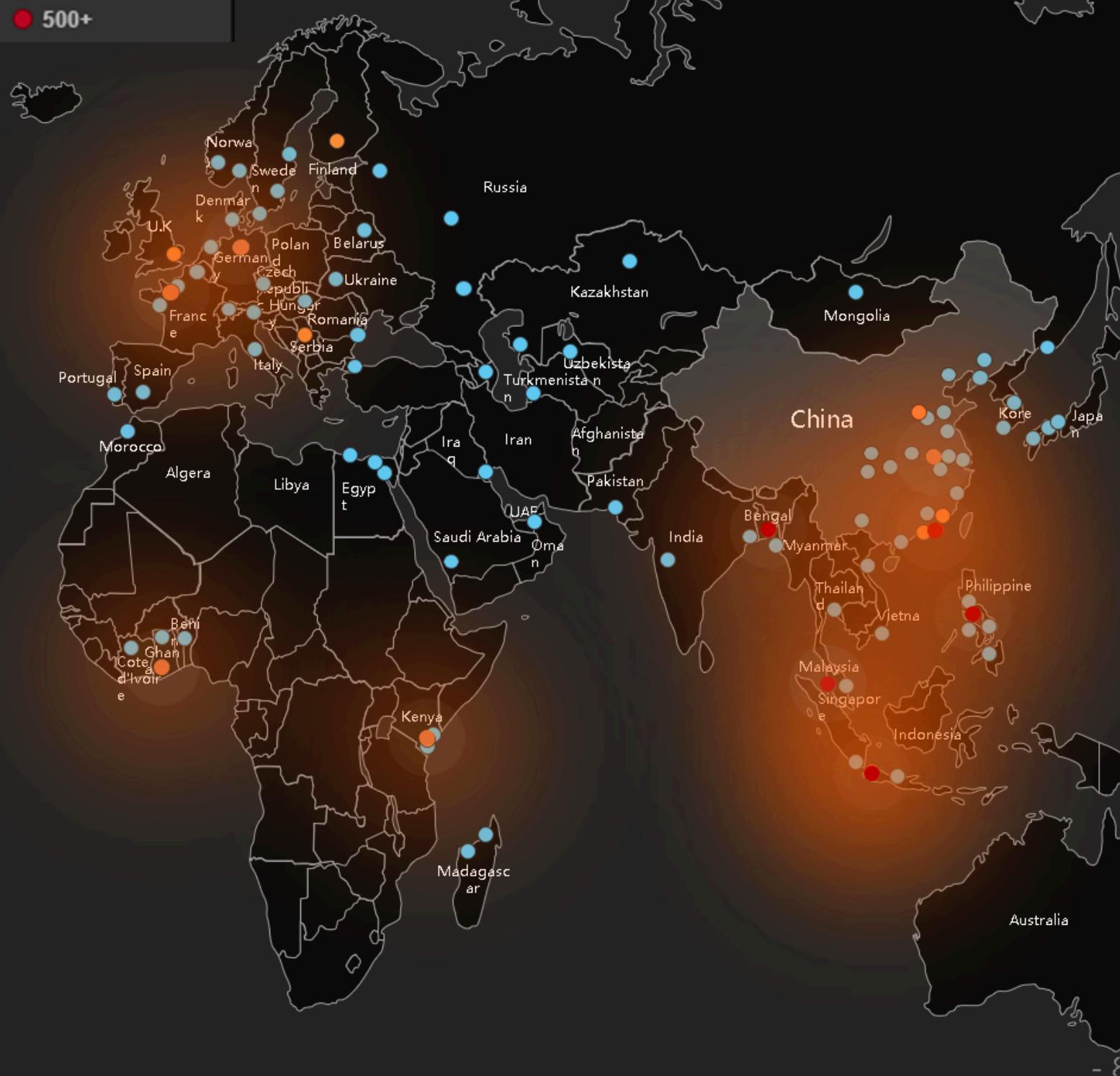
Today, Lifewood continues to lead the transformation of AI data services and generative AI; driving progress through sustainable innovation and cross-sector collaboration.



Count of users

- 1 - 100
- 101 - 200
- 201 - 300
- 301 - 400
- 500+

Lifewood Glo



We are committed to fostering a culture of innovation, collaborating with stakeholders across sectors, and making a meaningful impact on society and the environment.

bal Offices

Online Resources
56,788

Countries
30+

Centers
40+

We operate across Asia, Africa, the Pacific, and the United States, with centers in China and the Philippines. Our global reach supports culturally accurate data and rapid project scaling.

Our Vision

To be the global champion in AI data solutions, igniting a culture of innovation and sustainability that enriches lives and transforms communities worldwide.

Our Mission

To develop and deploy cutting edge AI technologies that solve real-world problems, empower communities, and advance sustainable practices. We are committed to fostering a culture of innovation, collaborating with stakeholders across sectors, and making a meaningful impact on society and the environment.

Core Values

At Lifewood, our values guide how we work, collaborate, and grow together.

Teamwork and Collaboration	We believe that the best ideas emerge from collective effort, mutual trust, and shared goals.
Forward Thinking	We continuously challenge norms, embrace change, and innovate to shape the future of AI and data.
Integrity	We uphold honesty, transparency, and ethical behavior in all that we do.
Excellence	We commit to delivering the highest standards of quality and performance.
Respect	We value diversity, inclusivity, and professionalism in every interaction.

These values reflect our belief that technology powered by people who think ahea

Value Proposition

At Lifewood, we empower our clients to realize the transformative power of AI. We bring big data to life, launching new ways of thinking, innovating, learning, and doing.

Our commitment to collaboration and continuous learning ensures that together, we create meaningful solutions that advance both society and the environment.

Commitment to Diversity and Inclusion

Lifewood values the richness of diverse perspectives, with teams from many cultures, languages, and disciplines united by shared goals and ethical principles. We are committed to providing equal opportunities regardless of race, gender, religion, or background, ensuring an inclusive, respectful, and safe work environment, and promoting collaboration between local and international teams. These commitments operate pursuant to our Code of Conduct and applicable local laws.

achieves its highest purpose when
ad and work together.

2. Your First Day At Lifewood

1. REPORTING TIME AND WORK SCHEDULE

As an office-based team member, your first day includes a brief orientation and introduction to your immediate team. Please follow your assigned schedule as provided by HR.

Standard Working Hours (PH Office-Based)

- ✓ 8 hours work +1 hour lunch break
- ✓ Schedule may vary depending on your project assignment
- ✓ Common shifts include:
 - ✓ 8:00 AM - 5:00 PM
 - ✓ 9:00 AM - 6:00 PM
 - ✓ or project-aligned schedules

You are expected to arrive 10 - 15 minutes early to settle in, prepare for work and avoid late log-ins.



2. DRESS CODE

During your first day and throughout your employment, please follow Lifewood's professional appearance standards:

Acceptable Attire

- Polo shirts, Blouses, Button-down shirts
- Clean pants or skirts (appropriate length)
- Closed shoes
- Company or school ID must be always worn visibly



Unacceptable Attire

- X Sleeveless tops or plunging necklines
- X Ripped jeans
- X Shorts, leggings, jogging pants
- X Slippers, sandals, open-toe footwear
- X Clothes with offensive graphics or wording



3. OFFICE ORIENTATION AND SEATING ARRANGEMENT



- ✓ HR or Admin will guide you through a brief office tour, including your workstation, facilities, emergency exits, and common areas.
- ✓ You will be assigned a workstation equipped with the tools and access you need to start your role.
- ✓ Please respect seating assignments as they are based on project structure and team layouts.
- ✓ Workstations are shared assets; maintaining cleanliness and order is part of our professional standard.

4. Access Cards and Security Protocols

1. HR or Admin will guide you through a brief office tour, including your workstation, facilities, emergency exits, and common areas.
2. You will be assigned a workstation equipped with the tools and access you need to start your role.
3. Please respect seating assignments as they are based on project structure and team layouts.
4. Workstations are shared assets; maintaining cleanliness and order is part of our professional standard.



5. Lunch Breaks and Rest Periods

Lifewood follows DOLE-compliant rest periods:

- 1 hour lunch break
- Short rest intervals (5-10 minutes) may be taken during appropriate times, depending on team workload and supervisor guidance.

Be mindful of your schedule to avoid unnecessary late returns.



6. Office House Rules

1. Keep noise at a minimum; respect other's focus time
2. Use headphones when listening to audio
3. Avoid crowding aisles and hallways
4. Eating at desks is allowed only if permitted by your project team
5. Keep your workstation clean and clutter-free
6. Always maintain professional interactions



7. Visitor and Guest Policy

Lifewood follows DOLE-compliant rest periods:

- Guests are not allowed in operational areas
- Visitors must stay only in designated waiting areas
- Personal meet-ups should be done outside office premises

This policy protects project confidentiality and client privacy.



8. What To Bring In Your First Day

To ensure smooth onboarding, please bring:

1. A valid government-issued ID
2. Any remaining requirements request by HR
3. Personal essentials like a notebook and pen
4. Your own water tumbler (optional but encourage)

If you have existing medical conditions requiring accommodation, kindly inform HR privately for support.



3. HR and Admin Essentials

1. HR AND ADMIN ESSENTIALS

Standard Requirements

To complete your onboarding, HR will collect the necessary documents for your personnel file. Depending on your employment type (employee, contractor, trainee), requirements may vary, but typically include:

3.1.1 Standard

- Government-issued ID (any valid ID)
- Personal information sheet
- TIN, PhilHealth, Pag-IBIG, and SSS numbers (if applicable)
- 1–2 pieces of ID photo (1×1 or 2×2)
- Proof of address
- Updated résumé



3.1.2 For Office-Based Employees

- Updated résumé
- Pre-employment medical results (if required by policy)
- Signed employment contract or engagement letter
- Signed confidentiality and data privacy agreements



Please submit documents on or before the deadline set by HR to avoid delays in onboarding and system access.

3.2. Access Cards and Office Entry

You will be issued an office/building access card upon onboarding or within your first week. This card is used for:

- Building entry and exit
- Floor access
- Logging your movement within secured areas
- Identifying yourself as part of Lifewood



Important Reminders:

- Never lend your access card to anyone.
- Keep it secure at all times.
- Report lost or damaged cards immediately.
- Replacement fees may apply depending on building policy.



3.3 Workstation Assignment

Your workstation will be assigned based on your project team and operational needs.

Your workstation include:

- A computer or laptop with necessary tools installed
- Access to Lifewood platforms (LiFT™, LifeTime, etc.)
- Stable internet and secured network setup
- A designated area for personal belongings (limited to small items)



Clean Desk Guidelines:

- Keep your area neat and organized
- Do not leave confidential documents unattended
- Shut down or lock your workstation when away
- No food or drinks near equipment unless permitted



Your workstation is a shared company asset, please take care of it.

3.4 Equipment Use and Asset Care

All equipment issued by Lifewood is for official use only and must be handled responsibly.

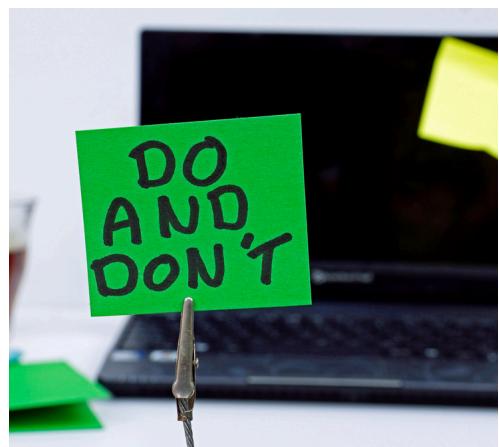
Equipment may include:

- Desktop PC or laptop
- Headset
- Keyboard and mouse
- Additional project-specific tools



Asset Care Expectations:

- Handle equipment gently and responsibly
- Report any malfunction immediately to IT
- Do not install unauthorized software
- Do not access restricted websites or platforms
- Follow all cybersecurity protocols



Damage caused by negligence may be subject to evaluation and potential accountability.

5. Internet System Access, and Logins

During your first days, you will be provided with:

- Equipment may include:

- Lifewood email (if applicable)
- Login credentials for internal tools
- Access to project-specific systems



Never share login information with anyone, even team members.
All systems track usage and access for security and compliance purposes.

6. Incident Reporting

If you encounter anything unusual: security concerns, equipment issues, building hazards, or safety incidents, you must report immediately.



- Report to:
- - HR
 - Admin
 - Immediate Supervisor
 - Security (for onsite concerns)

Never share login information with anyone, even team members.
All systems track usage and access for security and compliance purposes.

4. Timekeeping and Attendance



4. Timekeeping and Attendance



4.1 Importance of Attendance at Lifewood

Attendance and punctuality are essential to maintaining smooth project operations and meeting client expectations. As part of a global AI data company with time-sensitive workflows, your reliability directly affects team performance, output quality, and project timelines.

Lifewood values discipline, and consistent attendance reflects professionalism and commitment to your role.

4.2 Time-In and Time-Out Procedure

Lifewood values discipline, and consistent attendance reflects professionalism and commitment to your role.

UPON ARRIVAL

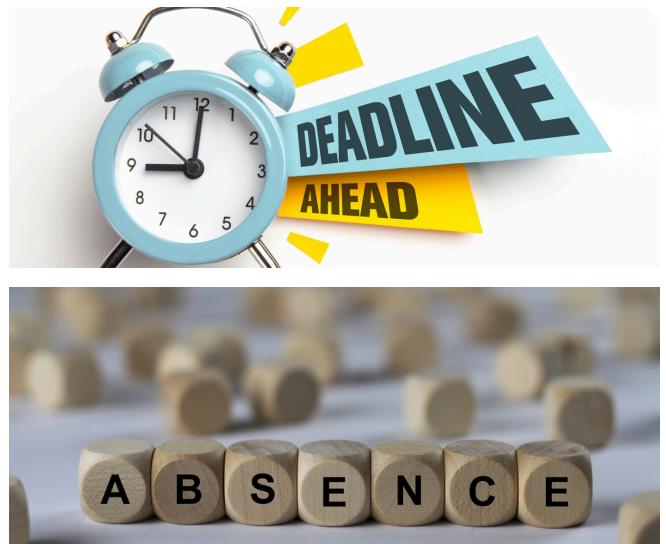
- Proceed to the designated registration/biometrics area
- Log your time-in
- Once inside the office, prepare your workstation
- Log into LifeTime (if required by your team)

BEFORE LEAVING

- Log your time-out at the biometric scanner
- Log out of LifeTime properly(if required by your team)
- Shut down or lock your workstation

Failure to log properly may result in invalid or incomplete attendance records.

4.3. Tardiness, Undertime, and Absences



TARDINESS

You are considered late if you log in after your scheduled shift start time.

UNDERTIME

Leaving earlier than your shift end is considered undertime and must be coordinated with your supervisor.

ABSENCES

An absence is recorded if you fail to report for work for the entire day, with or without prior notice.

NOTIFICATION GUIDELINES

- Notify your supervisor at least 1 hour before your shift if you will be late or absent.
- Contact HR only for extended or emergency absences.
- Submit supporting documents when applicable (e.g., medical certificate, proof of emergency).

Absences

An Absence is recorded if you fail to report for work for the entire day, with or without prior notice

Notification Guidelines

- Notify your supervisor at least 1 hour before your shift if you will be late or absent
 - Contact HR only for extended or emergency absences
 - Submit supporting documents when applicable (medical certificate, proof of emergency, etc.)
- Unreported absences may be subject to disciplinary action depending on frequency and pattern.

4.4. Overtime (OT)

Overtime should be:

- Pre-approved by the Supervisor or Project Manager
- Logged correctly following company procedures
- Used only when necessary for urgent deadlines or operational requirements

Unauthorized overtime may not be honored.

4.5. Breaks and Rest Periods

Lifewood follows DOLE-mandated break times:

- 1-hour lunch break
- Short rest breaks may be taken with the supervisor's clearance
- Breaks must be taken within the allowed timeframe and must not exceed the allocated duration

Please avoid long or unapproved breaks to maintain workflow continuity.

4.6. Lifetime Platform Overview

LifeTime is Lifewood's in-house time and activity tracking system designed to ensure accuracy and transparency in attendance records. It tracks:

- Time-in/time-out
- Activity levels
- Idle or inactive periods
- Daily, weekly, and monthly summaries
- Overall productivity data

Key Reminders

- Keep LifeTime running throughout your shift
- Respond to "I'm Here" prompts
- Avoid extended idle periods
- Follow proper end-of-shift log-out procedures

The platform helps Lifewood maintain global operations with reliability and efficiency.

4.7. Lifetime Platform Overview

LifeTime is Lifewood's in-house time and activity tracking system designed to ensure accuracy and transparency in attendance records. It tracks:

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- Overall productivity data

Key Reminders

- Keep LifeTime running throughout your shift
- Respond to "I'm Here" prompts
- Avoid extended idle periods
- Follow proper end-of-shift log-out procedures

The platform helps Lifewood maintain global operations with reliability and efficiency.

4.8. Attendance Expectations in an AI Environment

Because project volume and deadlines vary, attendance reliability is critical. You are expected to:

- Maintain consistent presence
- Follow assigned shift schedules
- Inform supervisors ahead of time for changes
- Meet required log hours
- Avoid patterns of absenteeism or chronic tardiness

Good attendance reflects professionalism and is a major factor in performance review and future opportunities.

4.9. Special Cases

Because project volume and deadlines vary, attendance reliability is critical. You are expected to:

Emergency Absences

Inform your supervisor immediately and provide proof afterward.

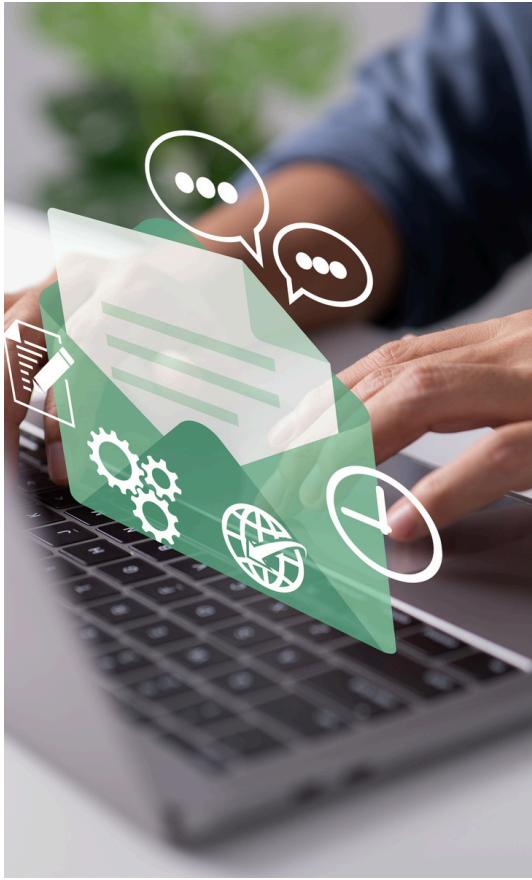
Medical-Related Absences

Submit a medical certificate if you are absent for 2 or more consecutive days.

Weather or Transportation Issues

Follow HR announcements on office closures, remote work arrangements, or schedule changes.

5. Tools and Platforms You Will Use



5. Tools and Platforms You Will Use



Attendance and punctuality are essential to maintaining smooth project operations and meeting client expectations. As part of a global AI data company with time-sensitive workflows, your reliability directly affects team performance, output quality, and project timelines.



5.1 Company Email

You will receive a Lifewood email account (if applicable to your role) or project-specific email access.

Email Guidelines

- Use your company email for all work-related communication
- Check your inbox regularly for announcements, tasks, and updates
- Keep your password confidential and change it periodically
- Avoid using email for personal messages

Proper email etiquette reflects professionalism and ensures timely communication.

5.2. Microsoft Teams/Zoom

You will receive a Lifewood email account (if applicable to your role) or project-specific email access.

Email Guidelines

- Arrive on time for all meetings.
- Mute your microphone unless speaking.
- Use your full name for identification.
- Maintain professionalism when on camera (wear appropriate clothing and ensure a clean background).
- Avoid unnecessary background noise.

Teams and Zoom are essential for onboarding sessions, coaching, briefings, and project coordination.

LiftApp (Lifewood AI Annotation Tool)

LiftApp is Lifewood's proprietary platform used for:

- DATA ANNOTATION
- TRANSCRIPTION
- DOCUMENT LABELING
- DATA QUALITY AND VALIDATION
- AI TRAINING DATASET GENERATION

Basic Guidelines

- Adhere to the provided workflows and SOPs.
- Ensure all entries are accurate and complete.
- Do not copy, download, or share client data.
- Use only approved devices and secure networks.
- Contact your supervisor for clarification if uncertain about task rules.

LiftApp handles sensitive client information, and strict data privacy must be maintained at all times.

5.4. Lifetime (Time and Activity Tracking Tool)

LiftApp is Lifewood's proprietary platform used for:

- TIME-IN / TIME-OUT
- ACTIVE WORK HOURS
- IDLE PERIODS
- PRODUCTIVITY SUMMARIES
- DAILY, WEEKLY, AND MONTHLY LOGS

Key Reminders

- Always keep Lifetime running during your shift.
- Respond to activity prompts (e.g., "I'm here").
- Avoid long idle times unless on an approved break.
- Ensure proper logout at the end of your shift.

LiftApp handles sensitive client information, and strict data privacy must be maintained at all times.

5.5. Booking Calendar/Internal Scheduling Tools

Some teams use Lifewood's internal Booking Calendar or scheduling tools for the following:

LiftApp is Lifewood's proprietary platform used for:

- BOOK TRAINING SESSIONS
- RESERVE MEETING ROOMS (IF APPLICABLE)
- SCHEDULE COACHING SESSIONS OR CHECK-INS
- CONFIRM ATTENDANCE FOR BRIEFINGS OR EVALUATIONS

Key Reminders

- Always keep Lifetime running during your shift.
- Respond to activity prompts (e.g., "I'm here").
- Avoid long idle times unless on an approved break.
- Ensure proper logout at the end of your shift.

This tool ensures transparency and accuracy in attendance and productivity.

5.6. Project-Specific Tools

Depending on your assigned project, you may be required to use specialized systems, such as:

- OCR TOOLS FOR TEXT EXTRACTION
- IMAGE OR AUDIO ANNOTATION INTERFACES
- IMAGE OR AUDIO ANNOTATION INTERFACES
- DATA VALIDATION PLATFORMS
- SECURE FILE TRANSFER SYSTEMS FOR UPLOADS/DOWNLOADS

5.7. Password and Account Security

Depending on your assigned project, you may be required to use specialized systems, such as:

- NEVER SHARE YOUR PASSWORDS.
- USE STRONG, UNIQUE PASSWORDS.
- DO NOT SAVE CREDENTIALS ON PUBLIC OR SHARED DEVICES.
- IMMEDIATELY REPORT SUSPICIOUS ACTIVITY TO IT.
- FOLLOW MULTI-FACTOR AUTHENTICATION WHEN REQUIRED.

Data security is non-negotiable in an AI/BPO environment.

5.8. IT Support

For any technical issues, please reach out to:

- IT SUPPORT (VIA TEAMS OR ASSIGNED TICKETING TOOL)
- SUPERVISOR FOR URGENT ACCESS ISSUES
- HR/ADMIN FOR ACCOUNT CREATION DELAYS

IT support is available during operational hours to assist with access, software issues, and general troubleshooting.

6. Workplace Policies (Essentials Only)



6. Workplace Policies (Essentials Only)



Attendance and punctuality are essential to maintaining smooth project operations and meeting client expectations. As part of a global AI data company with time-sensitive workflows, your reliability directly affects team performance, output quality, and project timelines.



6.1. Code of Conduct

All employees are expected to maintain professionalism and always uphold Lifewood's values.

6.2. Core Conduct Expectations

- Be respectful and professional toward colleagues, supervisors, and clients.
- Follow instructions and SOPs accurately.
- Use company assets responsibly.
- Maintain honesty, integrity, and transparency.
- Avoid behaviors that disrupt operations or violate company standards.

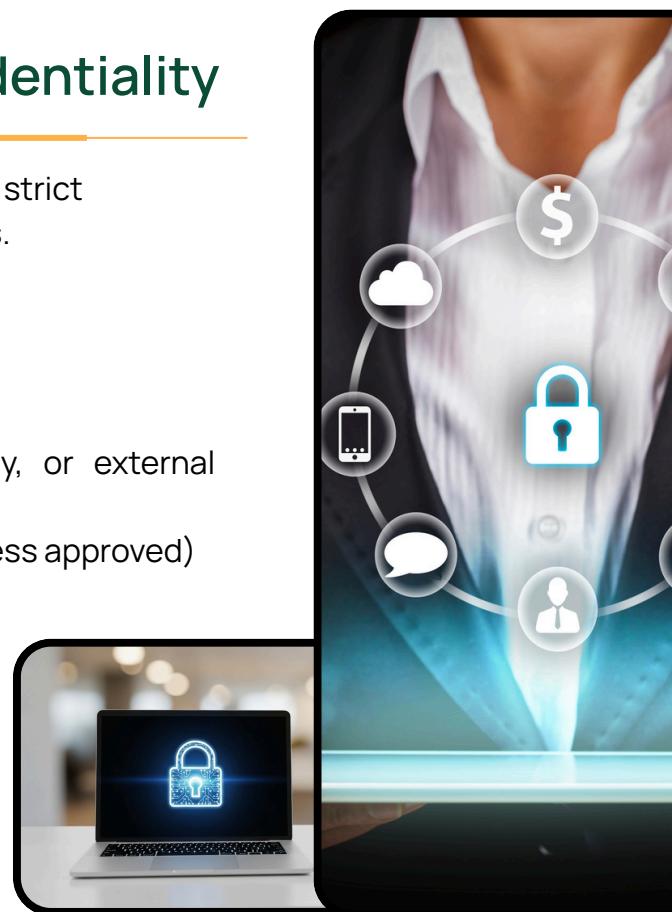
6.3. Data Privacy and Client Confidentiality

Lifewood handles sensitive global client data. This requires strict confidentiality and compliance with data privacy guidelines.

Strictly Prohibited

- Sharing client information or screenshots
- Copying or downloading files without authorization
- Discussing work-related data with friends, family, or external individuals
- Using personal devices to store work materials (unless approved)
- Leaving documents or screens exposed

Any breach of confidentiality may lead to disciplinary action and legal consequences depending on severity.





6.4. Professional Behavior and Ethics

Professionalism is a core value at Lifewood. This includes:

- Speak politely and respectfully
- Avoid offensive language or gestures
- Maintain a productive and focused work environment
- Dress appropriately according to company standards
- Act responsibly inside and outside the workplace when representing Lifewood

Ethical conduct builds trust and strengthens our global partnerships.

6.5. Anti-Harassment and Respect in the Workplace

Lifewood is a harassment-free workplace.

- Sexual harassment
- Bullying or intimidation
- Discrimination based on gender, race, religion, or personal background
- Offensive jokes or inappropriate comments
- Unwanted physical contact

If you experience or witness harassment, report immediately to HR or your supervisor. All complaints are handled with confidentiality and fairness.



6.6. Social Media Policy

While Lifewood respects freedom of expression, protecting the company's reputation and client relationships is important.

Do Not:

- Post client-related photos, names, logos, or materials
- Share work content, screenshots, or sensitive data
- Discuss workplace issues publicly on social platforms
- Post negative or damaging content about colleagues, supervisors, or the company

Allowed:

- Posting general career milestones (e.g., "First day at work!")
- Sharing public Lifewood campaigns or approved content

Always exercise caution; your posts can be traced back to the company.

6.7. Clean Desk Policy

Since Lifewood handles sensitive data, work areas must remain secure at all times.

Required:

- Clear your desk before leaving
- Lock your workstation
- Keep only necessary items on your desk
- Store IDs, notebooks, and personal items properly
- Maintain a secure environment for company assets

Not Allowed:

- Leaving documents exposed
- Leaving your screen unlocked
- Eating/drinking in a way that may damage equipment

Always exercise caution; your posts can be traced back to the company.



6.8. Use of Office Equipment and Internet

Since Lifewood handles sensitive data, work areas must remain secure at all times.

Permitted:

- Using company equipment exclusively for work tasks
- Accessing approved websites and tools necessary for your role

Not Allowed:

- Visiting non-work-related sites (e.g., gaming, streaming, inappropriate content)
- Installing software without approval
- Using work devices for personal transactions
- Tampering with equipment or system settings

Lifewood monitors network activity to maintain security.

6.9. Conflict of Interest

Employees must avoid activities that may conflict with Lifewood's interests, such as:

- Working for direct competitors
- Handling tasks outside approved roles
- Sharing proprietary information with outside parties

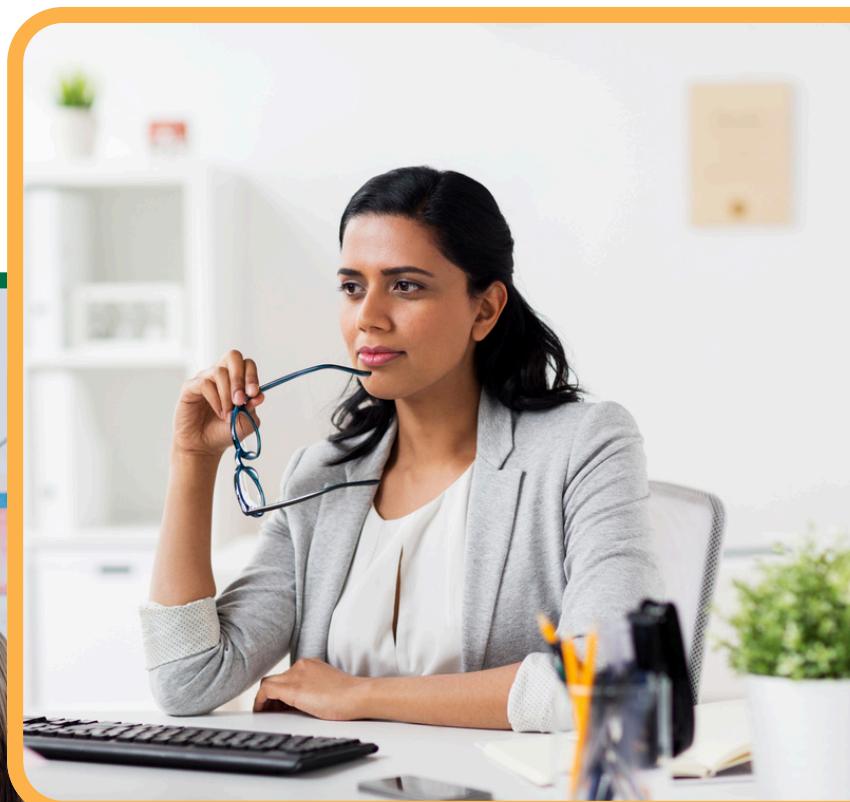
Always declare potential conflicts to HR or your manager.



7. Performance Expectations

7.

PERFORMANCE EXPECTATIONS



Your performance is evaluated not only on output but also on discipline and work ethic.



7.1. Core Performance Expectations

- Accuracy: Ensure tasks meet the required quality benchmarks
- Speed: Complete tasks within target timelines
- Consistency: Maintain reliable performance day-to-day
- Compliance: Follow processes, SOPs, and project guidelines
- Professional conduct: Show respect, courtesy, and accountability



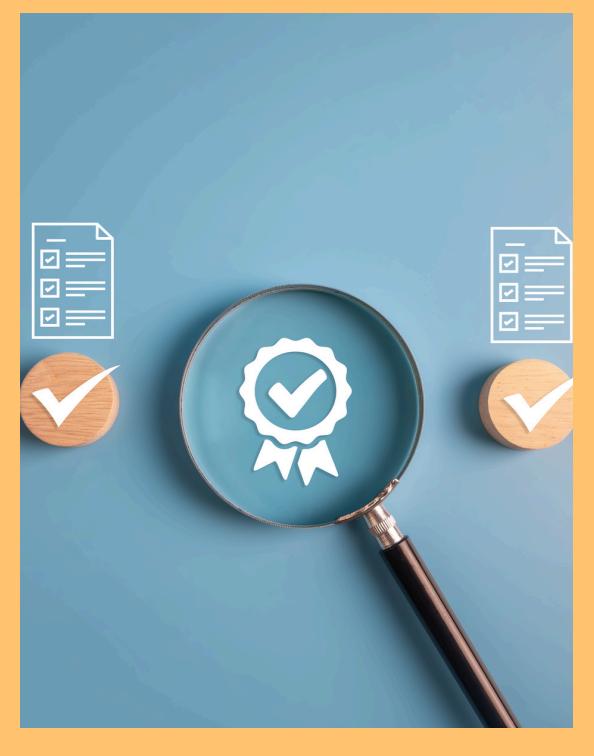
7.2. Communication Etiquette

Professional communication is essential in a global work environment.

When communicating with supervisors or teammates:

- Be clear and concise
- Respond promptly
- Use professional language
- Avoid using all caps (which may appear aggressive)
- Inform your supervisor early about delays or issues
- Keep discussions respectful and solution-oriented

The quality of your communication reflects your professionalism.



7.3. Quality Standards

Lifewood's reputation with clients is built on quality.

You are expected to:

- Follow SOPs exactly as trained
- Review your work before submitting
- Avoid shortcuts that may reduce accuracy
- Report unclear instructions instead of guessing
- Prioritize accuracy over speed (but aim to meet both)

Quality issues affect team performance, so always check your work carefully.



7.4. Coaching and Mentoring

Lifewood supports continuous growth through coaching, check-ins, and mentoring sessions.

Types of Coaching You May Receive

- Performance Coaching: To help improve quality, speed, or consistency
- Behavioral Coaching: To align work habits with company standards
- Development Coaching: For career growth and skills improvement
- Project Refresher Sessions: For updates, new instructions, or clarifications

Coaching is part of Lifewood's supportive culture, not a punishment. It ensures you can succeed in your assigned role.

7.5 Escalation Channels

If you encounter issues, follow the appropriate escalation flow to ensure quick resolution.

Standard Escalation Path

- Immediate Supervisor / Team Lead
- Project Manager / Operations Lead
- HR or Admin (for personal, attendance, or behavior-related concerns)
- IT Support (for technical issues)

You should escalate when:

- You experience system or access problems
- You receive unclear instructions
- You notice errors in project guidelines
- You encounter workplace concerns or conflicts
- There are emergencies or incidents in the office

If you encounter issues, follow the appropriate escalation flow to ensure quick resolution.



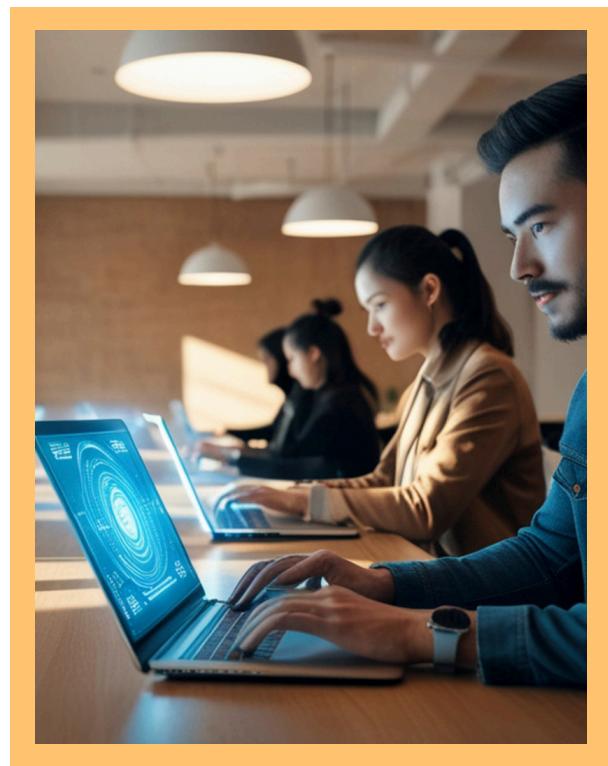
7.6. Work Ethics and Professionalism

Lifewood promotes a strong work ethic rooted in discipline and respect.

Employees are expected to:

- Arrive on time and prepared
- Manage time wisely
- Maintain focus during work hours
- Follow all deadlines and commitments
- Demonstrate honesty and accountability
- Respect team members and leadership

These habits help create a reliable and productive work environment.



7.7. Adaptability in Work Environment

Projects at Lifewood may vary based on client needs.

You are expected to adapt to:

- New tools
- Updated workflows
- Additional tasks related to your project
- Changing targets or instructions

If you encounter issues, follow the appropriate escalation flow to ensure quick resolution.



7.8. Confidentiality in Daily Tasks

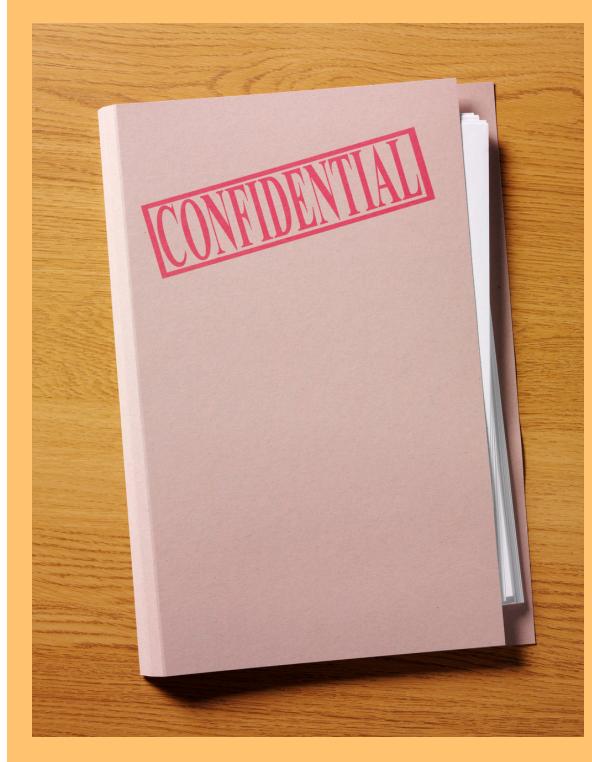
Every work output—email, message, annotation, or document may involve sensitive or proprietary client content.

Always:

- Keep information internal
- Avoid discussions about your work outside the office
- Protect your workstation from view
- Follow all privacy and data guidelines

This is crucial for maintaining client trust and project integrity.

Let me know if you need further formatting or a full handbook layout!



8. Training and Development

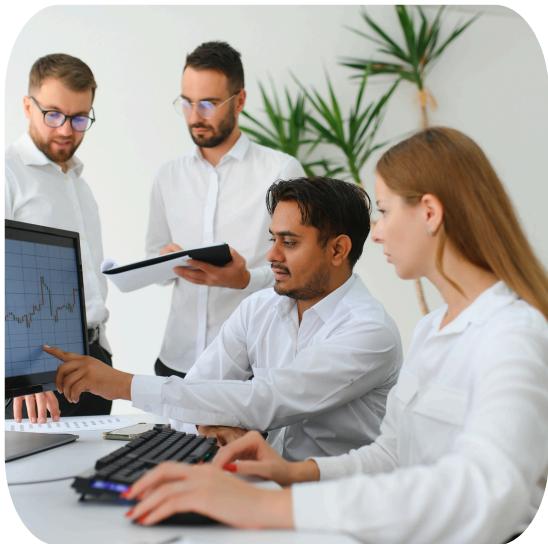
8.

TRAINING AND DEVELOPMENT



Lifewood is a learning-focused organization. We believe that as technology evolves, our people should grow with it. Your development is part of our long-term vision, both for company success and your personal career growth.

8.1. Lifewood Onboarding Orientation

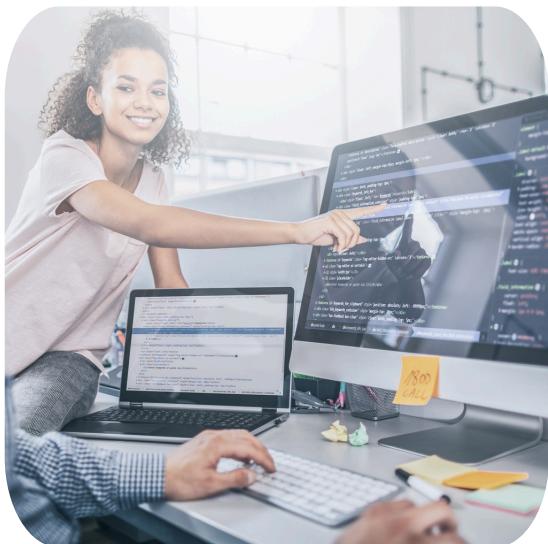


During your first days, you will participate in an Onboarding Orientation,

Which may include:

- Company overview and history
- Introduction to key teams and functions
- Review of work standards and expectations
- Basic systems and tools walkthrough
- Initial Q&A with your supervisor or HR

8.2. Readiness Training Program (RTP)



The Readiness Training Program (RTP) focuses on helping new hires and early-career talents become project-ready.

RTP may include:

- Digital literacy and basic tools
- Introduction to AI data and annotation concepts
- Understanding workflows and SOPs
- Practice exercises using Lifewood tools
- Foundational soft skills (communication, professionalism, time management)

8.3. Global Skills Development (GSD)



This program supports your growth from entry-level tasks to more complex roles.

The Global Skills Development (GSD) program is geared toward building skills required for higher responsibility and global collaboration.

GSD may include:

- Advanced project workflows
- Quality-focused training (QA standards, error reduction)
- Client-facing professionalism (where applicable)
- Cross-cultural communication
- Problem-solving and critical thinking in data projects

8.4. Leadership Excellence Program (LEP)



LEP prepares future team leads, supervisors, and project managers for Lifewood's expanding global operations.

The Leadership Excellence Program (LEP) is designed for individuals who demonstrate strong performance, discipline, and leadership potential.

LEP may include:

- Team leadership fundamentals
- Managing performance and coaching others
- Project ownership and accountability
- Decision-making and conflict handling
- Strategic thinking in AI and data operations

8.5. Continuous Learning Culture



Growth opportunities often follow those who consistently show willingness to learn and improve.

At Lifewood, learning does not stop after onboarding.

You are encouraged to:

- Ask questions and seek clarification
- Participate actively in refresher trainings and updates
- Learn about new tools, AI concepts, and workflows
- Accept feedback positively and apply it
- Take initiative in improving your skills

8.6. Your Role in Training and Development



LEP prepares future team leads, supervisors, and project managers for Lifewood's expanding global operations.

To make the most out of Lifewood's training programs, you are expected to:

- Team leadership fundamentals
- Managing performance and coaching others
- Project ownership and accountability
- Decision-making and conflict handling
- Strategic thinking in AI and data operations

9. Safety and Security

9. SAFETY AND SECURITY

Lifewood prioritizes the safety and well-being of all team members. As an office-based employee, it is essential to know the guidelines, emergency procedures, and safety resources available to you. A secure workplace allows everyone to focus, collaborate comfortably, and perform at their best.

Safety Protocols



9.1. EMERGENCY EXITS

During your first day, you will be shown the emergency exits and escape routes within the building.



9.1.1. Key Reminders:

- Familiarize yourself with the nearest exit to your workstation
- Do not block hallways or exit paths
- Never use elevators during emergencies
- Follow signage and arrows that guide you to evacuation routes
- Knowing where to go and how to exit quickly is essential in emergencies.

9.2. EVACUATION PROCEDURES

In cases such as fire, earthquake, or building alarms, follow the standard evacuation steps:



When an alarm sounds:

- Stop your current activity calmly
- Turn off your monitor if possible (do not waste time)
- Proceed to the nearest emergency exit
- Walk; do not run
- Follow the guidance of building marshals
- Move to the designated assembly area outside the building
- Wait for clearance before returning indoors

Lifewood may conduct or participate in building-wide emergency drills to maintain preparedness.

9.3. HEALTH AND SAFETY GUIDELINES

Lifewood promotes a safe, healthy, and comfortable work environment.



9.3.1. General Health Guidelines

- Inform HR immediately if you are feeling unwell
- Wear a mask if required or during health advisories
- Keep your workstation clean and sanitized
- Avoid reporting to work if you have a contagious illness
- Dispose of trash properly
- Practice good hygiene inside the office

9.3.2. Workstation Ergonomics

- Inform HR immediately if you are feeling unwell
- Wear a mask if required or during health advisories
- Keep your workstation clean and sanitized
- Avoid reporting to work if you have a contagious illness
- Dispose of trash properly
- Practice good hygiene inside the office

Your well-being is important for your performance and comfort.

9.4. INCIDENT REPORTING

If you encounter an accident, threat, or any safety-related concern, report it immediately.



Report Immediately To:

- Your Supervisor or Team Lead
- HR / Admin
- Building Security

Incidents Include:

- Accidents or injuries
- Security threats
- Suspicious individuals or activities
- Workstation or equipment hazards
- Sudden illness
- Fire or electrical concerns

Early reporting helps prevent escalation and protects your team.

9.5. BUILDING POLICIES

Lifewood follows the safety and security rules set by building management.



These May Include:

- Wearing your access card at all times
- Complying with bag inspections
- Following security instructions
- Respecting restricted or authorized areas
- Observing elevator and lobby protocols
- Maintaining silence during drills or emergencies

Failure to comply with building protocols may result in restricted access or further action depending on severity.

9.6. PERSONAL SAFETY REMINDERS

Please keep these in mind for your safety inside and outside the workplace:



These May Include:

- Avoid leaving personal belongings unattended
- Secure valuables in your bag or drawer
- Stay cautious when using your phone in public areas
- Report suspicious behavior immediately
- Ensure your routes to and from work are safe
- Use building-designated smoking areas only

Your alertness contributes to your safety and your team's security.

10. Payroll and Admin Reminders

10. Payroll and Admin Reminders



Lifewood follows a fixed payroll cycle to ensure consistent and timely payout.

10.1 Payroll Schedule

Payout Dates

- Every 10th of the month
- Every 25th of the month



If payout falls on a weekend or holiday, the release will follow the advisory from Accounting.

The payout schedule applies to eligible employees, project hires, and other categories as indicated in your engagement terms.

10.2. Timekeeping Requirements for Payroll

All attendance data is validated and handled by the Accounting Department.



If payout falls on a weekend or holiday, the release will follow the advisory from Accounting.

The payout schedule applies to eligible employees, project hires, and other categories as indicated in your engagement terms.

10.3. Timekeeping Requirements for Payroll

All attendance data is validated and handled by the Accounting Department.



Your Responsibilities

- Ensure your time-in/time-out logs are complete
- Coordinate missing logs with your Supervisor right away
- Monitor your own hours on LifeTime or DTR (if applicable to your role)
- Submit any required explanations or documentation promptly

Accounting will finalize attendance records before each cut-off.

10.4. Salary Concerns and Clarifications

If you have questions about deductions, adjustments, or payout discrepancies, here's the proper process:



- Check your attendance on LifeTime or DTR
- Inform your Supervisor immediately for verification
- Coordinate with HR/Payroll for corrections or clarifications

Please avoid bypassing the process, as each step ensures proper validation.

10.5. Claims and Reimbursements (If applicable to your role)

Certain roles may have reimbursable expenses (transportation, supplies, etc.), depending on project guidelines.



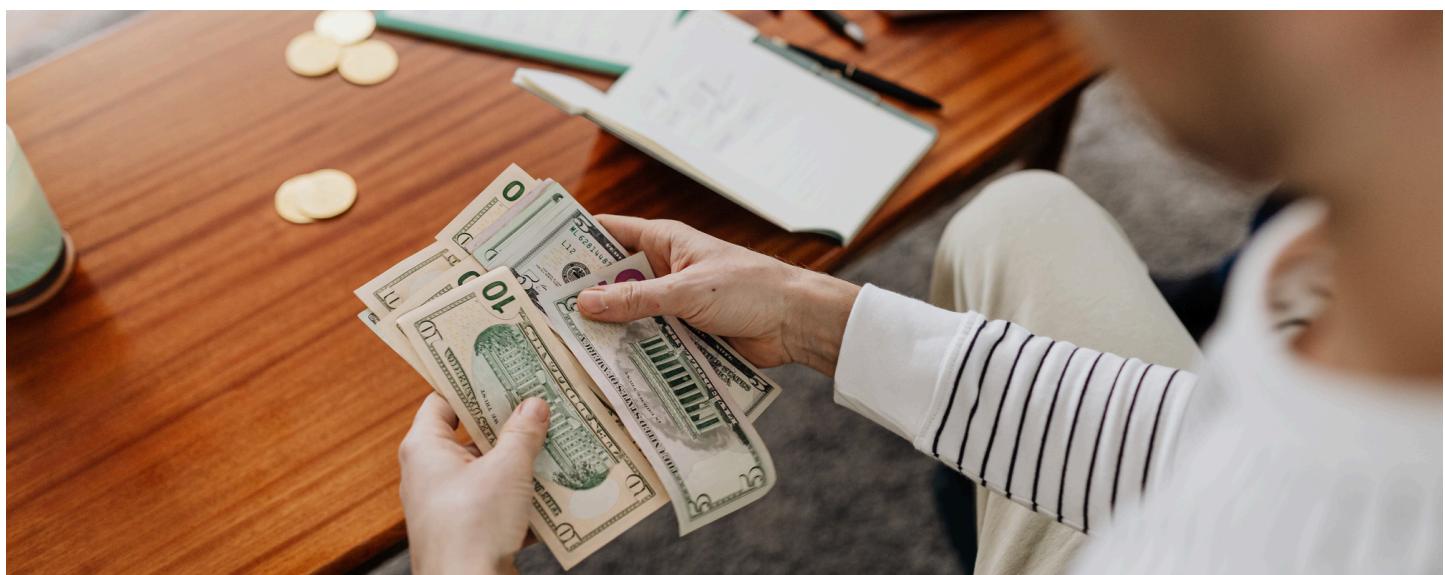
Standard Procedure:

- Secure approval before purchasing any claimable items
- Keep original receipts
- Submit reimbursement forms to Admin or Finance
- Follow cutoff submission schedules for processing

Unapproved expenses may not be reimbursed.

10.6. Government Contributions (If Employee Category)

For regular employees and applicable employment types, Lifewood may facilitate:



- SSS
- PhilHealth
- Pag-IBIG
- Withholding taxes

For interns or contractors, these contributions are typically self-managed, as they are not under employer–employee status. HR will clarify your category during onboarding.

10.7. ID, Badge, and Document Requests

You may request the following from HR or Admin:



- Company ID
- Certificate of Employment (COE)
- Employment verification
- Access card replacement
- HR forms (updates, corrections, etc.)

Reminders:

- Requests may require 3–7 business days for processing
- Lost IDs or access cards may have replacement fees
- COE issuance depends on your employment status and length of service

Always submit requests properly to avoid delays.

10.8. Office Supplies and Resources

Lifewood provides basic office supplies necessary for your work.



Allowed:

- Requesting supplies needed for official use
- Reporting damaged or non-functioning equipment
- Asking Admin for restock or replacements

Not Allowed:

- Taking supplies home without approval
- Using office items for personal purposes

Please use resources responsibly and report shortages early.

10.9. Administrative Reminders

To help maintain smooth operations:



- Follow building and office policies at all times
- Submit documents on or before deadlines
- Comply with HR reminders and announcements
- Update HR with any changes to your contact number or address
- Respond promptly to required forms or surveys
- Maintain professionalism when coordinating with HR and Admin

Timely cooperation helps keep operations efficient and organized.

11. HR Support and Escalation



11. HR Support and Escalation

At Lifewood, support is always available to ensure you have a smooth experience in the workplace. This section outlines who to contact, how to escalate concerns, and what channels to use depending on the nature of your concern.

11.1

You May Reach Out to HR For:



ONBOARDING AND DOCUMENTATION

ATTENDANCE CLARIFICATION (WITH SUPERVISOR VALIDATION)

POLICIES AND GUIDELINES

RESPECT LOCAL CUSTOMS

BEHAVIORAL OR INTERPERSONAL CONCERN

LEAVES, SCHEDULE ADJUSTMENTS (IF APPLICABLE)

CERTIFICATES, FORMS, OR EMPLOYMENT DOCUMENTS

WORKPLACE CONFLICTS OR HARASSMENT REPORTS

GENERAL EMPLOYEE CONCERN

HR ensures confidentiality, fairness, and professionalism in all interactions.

11.1

Administrative Support



ACCESS CARDS AND BUILDING PASSES

ATTENDANCE CLARIFICATION (WITH SUPERVISOR VALIDATION)

WORKSTATION ASSIGNMENTS

OFFICE SUPPLIES AND PHYSICAL ASSETS

COORDINATION WITH BUILDING MANAGEMENT

INCIDENT REPORTS RELATED TO FACILITIES

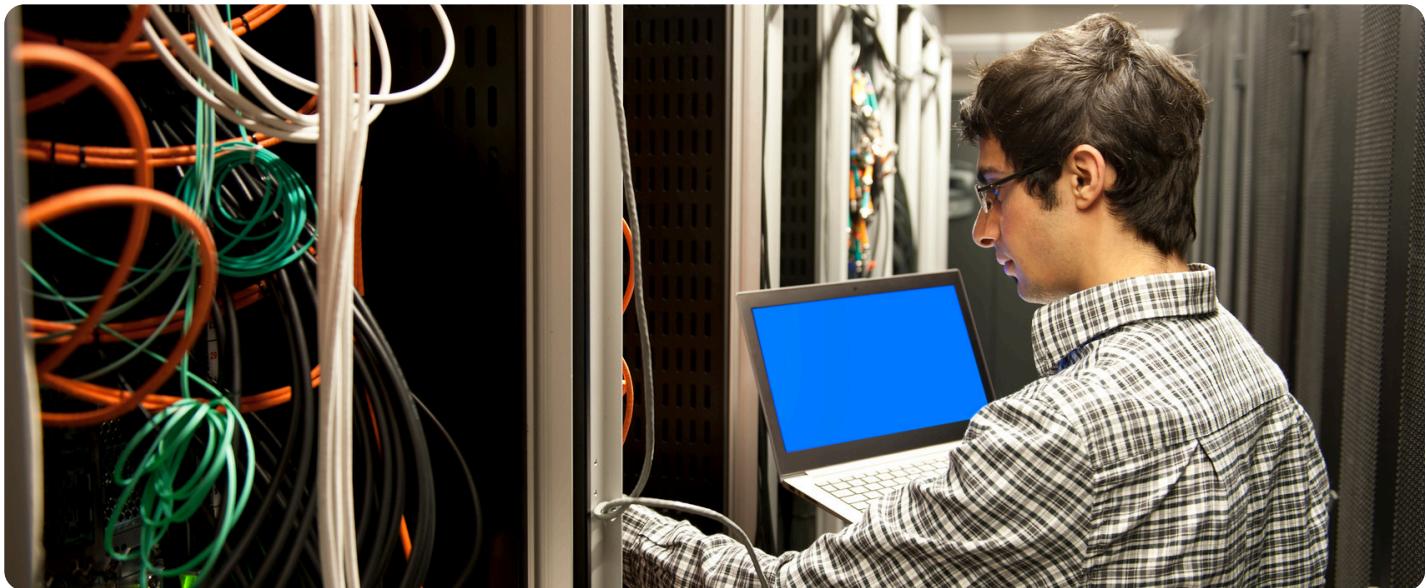
REPAIRS OF EQUIPMENT (IN COORDINATION WITH IT)

The Admin Team assists with office resources and physical workplace needs.

For smooth operations, communicate any concerns early to avoid disruption to your workflow.

11.3

IT Support



You May Contact IT For:

ACCESS CARDS AND BUILDING PASSES

ATTENDANCE CLARIFICATION (WITH SUPERVISOR VALIDATION)

WORKSTATION ASSIGNMENTS

OFFICE SUPPLIES AND PHYSICAL ASSETS

COORDINATION WITH BUILDING MANAGEMENT

INCIDENT REPORTS RELATED TO FACILITIES

REPAIRS OF EQUIPMENT (IN COORDINATION WITH IT)

The IT Department supports you with all technical and system-access needs.

For faster resolution, provide IT with screenshots, error messages, or a brief description of the issue.

11.4.

Standard Escalation Flow

Step 1 → Immediate Supervisor/Team Lead For:

DAILY WORK CONCERNS

TASK CLARIFICATIONS

ATTENDANCE ISSUES

PERFORMANCE GUIDANCE

TEAM-RELATED MATTERS

Step 2 → Project Manager/Operations Lead For:

PROJECT-LEVEL ISSUES

WORKFLOW PROBLEMS

SYSTEM-WIDE TASK CONCERNS

PERFORMANCE GUIDANCE

DELAYS OR OPERATIONAL RISKS

Step 3 → HR / Admin / IT (Depending on Issue Type) For:

HR: EMPLOYEE RELATIONS, POLICIES, CONFLICTS, BEHAVIOR CONCERN

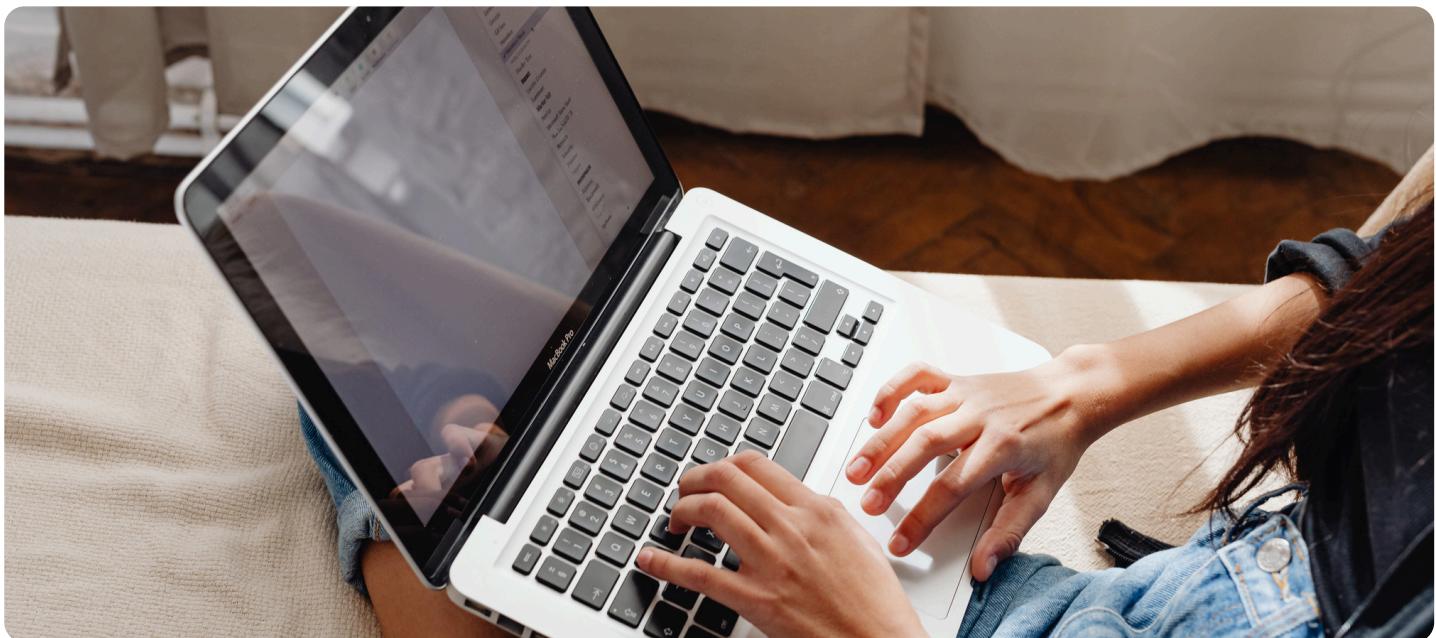
ADMIN: FACILITY, ACCESS CARD, SUPPLIES, OR WORKSTATION ISSUES

IT: TECHNICAL AND SYSTEM CONCERN

Step 4 → Management (Only if escalated by HR/PM)

FOR MAJOR CONCERN THAT REQUIRE HIGHER-LEVEL INTERVENTION.





You May Contact IT For:

HR FOR HARASSMENT, CONFLICT, OR SENSITIVE EMPLOYEE CONCERN

SECURITY FOR SUSPICIOUS ACTIVITY, THREATS, OR SAFETY HAZARDS

ADMIN FOR BUILDING-RELATED EMERGENCIES

SUPERVISOR FOR URGENT PROJECT OR OPERATIONAL ISSUES

Your safety and well-being are priorities.



When raising a concern, please ensure your message is:

CLEAR – DESCRIBE THE ISSUE DIRECTLY

COMPLETE – PROVIDE SCREENSHOTS, TIMESTAMPS, NAMES INVOLVED (WHEN APPROPRIATE)

PROFESSIONAL – MAINTAIN RESPECTFUL TONE

TIMELY – REPORT ISSUES AS SOON AS THEY OCCUR

SOLUTION- ORIENTED – SHARE WHAT YOU HAVE ALREADY TRIED OR OBSERVED

These guidelines help teams resolve your concerns efficiently.

Acknowledgement

Lifewood Data Technology

Onboarding Handbook Acknowledgement Form

I, _____,

(Full Name of Employee)

hereby acknowledge that I have received, read, and understood the **Lifewood Data Technology Onboarding Handbook** for office-based new hires.

I understand that this handbook contains important information about:

1. Company background and values
2. Workplace expectations
3. Code of conduct, confidentiality, and professional behavior
4. HR, Admin, and IT processes
5. Timekeeping and attendance guidelines
6. Tools and platforms used in daily work
7. Safety and security procedures
8. Escalation flow and support contacts
9. Training and development programs

By signing this acknowledgment, I agree to:

1. Comply with all policies and guidelines outlined in the handbook.
2. Seek clarification from HR or my supervisor if there is any part of the handbook I do not fully understand.
3. Understand that the company may update or revise these guidelines as needed, and such updates will be communicated to me.
4. Maintain the professionalism, discipline, and integrity expected of every Lifewood team member.

I acknowledge that the guidelines provided in this handbook are not a contract of employment but a reference for professional conduct and workplace standards at Lifewood Data Technology.

Employee Information

Name: _____

Position/Role: _____

Department/Team: _____

Start Date: _____

Employee Signature

Signature: _____

Date Signed: _____

HR/Authorized Representative

Received By: _____

Position: _____

Date Received: _____