



JOB OFFER



Victorie Alvin Delos Santos

CONGRATULATIONS!

Dear Victorie Alvin,

We are delighted to **welcome** you in the team of Teleperformance PH!

The specific details of your compensation package will be as listed below for Centene.

Entitlements	Details
Salary/Base Pay	PHP ₱15,000.00/Mo. gross per month equivalent to PHP ₱86.21 per hour computed on a 174 hours per month*
Rice Subsidy***	₱1,000.00 per month, non taxable <i>Granted on first full month after attainment of sixty (60) days tenure.</i>
Account Allowance***	gross per month
Night Differential*	20% Night Differential for work performed between 10:00 PM and 6:00AM
Other Benefits	Annual Increase, as per the company's discretion
* If applicable *** This is account-specific and subject for removal or change upon transfer/promotion to a different account or position.	
ADDITIONAL BENEFITS BASED ON TENURE WITH THE COMPANY	
Leave credits (PTO)	Earned credits shall be made available for utilization on the first day of the month after serving three (3) months.
Group Life and Accident Insurance	Subject to the Group Insurance Policy. Eligibility is after 1 month of employment.
Health Benefits (HMO)	Subject to the Company's Health Care Maintenance Plan. Eligibility is upon reaching 91st day of tenure.

***This is account-specific and subject for removal or change upon transfer/promotion to a different account or position.

The foregoing benefits and privileges shall be subject to the criteria, conditions, requirements and other provisions of the COMPANY memorandum, policy or guideline constituting and covering the above-mentioned benefits, and any amendment thereto.

Unless otherwise provided in the COMPANY memorandum, policy or guideline covering the above-mentioned benefits*, they shall be subject to tax which shall be borne by the employee.

We would like to remind you that allowances are separate from your basic pay and shall not be computed as part of any wage premiums (if applicable to the position), separation pay, 13th month pay, etc.

-
Conforme:

Employee's Signature over Printed Name

Date: _____

Before joining Teleperformance:**○ Primary Requirements**

Within the next 48 hours after accepting this conditional job offer, you are required to submit the following documents. Additional guidelines for each have been provided in the e-mail sent by your recruiter.

1. Pre-employment Medical Completion Slip
2. Original NBI clearance/Photocopy of the Receipt and NBI Waiver Form
3. Any proof of Tax Identification Number (TIN)

○ Secondary Requirements

For your 1st day of training, you will need to bring the following:

1. SSS (Social Security System Number)
 - Any SSS document (photocopy)
 - SSS ID/E1/E4/SSS Static Report/Others
2. Philhealth Number
 - Any Philhealth document (photocopy)
 - Philhealth ID/PMRF/Others
 - If ongoing registration, please provide tracking number
3. Pag-ibig Number
 - Any Pag-ibig document
 - Pagibig ID/Loyalty Card/MDF/MID/others
 - If ongoing registration provide tracking number or POP temporary ID number
4. Photo copy of any 2 Valid ID
5. Pictures
 - 1 x 1 size colored picture – 6 pcs.
 - 2 x 2 size colored picture – 2 pcs.

We are looking forward to officially welcoming you in the team and wishing you a long and successful career with us.

The earliest possible start date of your training will be on October 21, 2024. The rest of the details will be provided after you submit your primary requirements.

Looking forward to see you in the meantime , if you have any questions, do you not hesitate to reach out to us.

Sincerely,
Karla Mosote

CONDITIONAL CONTRACT FOR PROBATIONARY EMPLOYMENT

Date: October 7, 2024

Victorie Alvin Delos Santos
01 Purok Sepina Street
Dela Paz
Antipolo City

Dear Victorie Alvin;

TPPH, Inc. ("COMPANY") is pleased to extend to you **an offer of employment, conditioned on your successful completion of pre-employment requirements**, as shall be explained below, and in full compliance with all other terms and conditions herein. Subject to the foregoing, you shall be engaged as Customer Service Representative at **CENTENE** effective **October 21, 2024** in accordance with the following terms and conditions of this Employment Agreement (the "Agreement"):

1. EMPLOYMENT STATUS. You agree to be hired and to render services as a Customer Service Representative on a probationary basis and assigned to work for a Project that will be indicated by the COMPANY in the attachment of this Agreement. Your services shall commence on October 21, 2024.

During your probationary employment, the COMPANY shall periodically evaluate your performance based on the standards for continued employment identified in Section 5 of this Agreement for six (6) months. You agree that the COMPANY has the right to terminate your employment at any time even during the probationary period should it determine that, based on its evaluation of your performance, you have failed to meet its standards and/or are not fit to continue with this employment. On the other hand, if you meet the standards for continued employment, you shall become a regular employee.

2. CONDITIONAL EMPLOYMENT. Your successful completion of the pre-employment requirements is a condition for continued employment. Please refer to the "*Pre-Employment Requirements Checklist*" which was given to you during the Job Offer for a detailed list of your requirements. **The COMPANY may withdraw or pre-terminate this offer of employment if you are unable to submit the requirements per attached checklist within thirty (30) days from the execution of this Agreement. In the event that the COMPANY opts not to withdraw or pre-terminate this offer, your failure to successfully complete all of the requirements as outlined in the subject checklist will merit corresponding disciplinary action as defined in the Employee Code of Discipline.**

In addition to the NBI Clearance submitted prior to the commencement of your employment stating no negative findings, you hereby agree to renew your clearance and submit the same stating no negative findings to the HR Department every two (2) years from your hire date or when required by the company as the business need arises. You also agree to be subjected to regular background and credit checks as the company may deem fit. Failure to submit the aforementioned clearance and/or unfavorable results from the background and credit checks may be a ground for your removal from the company.

It is further understood that you are physically fit to assume your duties and responsibilities based on the results of the physical examination conducted by the accredited Medical and Dental Clinics of the COMPANY and represent that you will continue to be physically fit for the entire duration of your engagement.

You agree that you may be required by the COMPANY to randomly submit yourself to drug tests, medical examinations and check-ups, and other similar examinations to ensure that you are fit to work, to determine your qualification to access the COMPANY's health-related benefits (when applicable), and/or to comply with the COMPANY's contractual requirements with its client to which you may be assigned. In relation to this, you hereby expressly and categorically agree to allow the COMPANY and/or its clients to access the results of the drug tests, medical examinations and/or similar examinations for the purposes mentioned above. In this regard, you hereby release the COMPANY, its directors, officers, employees and agents from any and all liability or legal responsibility arising from or related to the use and disclosure of the above-mentioned results.

3. TRAINING PERIOD. In order to assess your aptitude for employment, the COMPANY shall require you to undergo training sessions before embarking on the actual work. The COMPANY shall provide for the appropriate venues and training materials for the said sessions.

Due to tight schedule and special nature of training provided, you are only allowed one (1) absence during the training period. In case you exceed this allowable absence, you shall be ineligible to continue the training period and shall then be a justifiable reason to discontinue your employment.

The COMPANY shall have the right to terminate your training in case of your poor performance or inability to pass the required achievement scores or certifications during the training period. In such a case, computation of training pay shall be based on actual training hours you attended.

4. COMPENSATION. You shall be paid a monthly compensation of PHP PHP ₱15,000.00/Mo. computed on a 174 hours per month basis, payable semi-monthly, subject to all government mandated deductions such as Withholding Taxes, Pag-Ibig fund and Social Security System (SSS) deductions and other deductions as may be required by law.

Monthly compensation, however, shall not include the number of hours or days in the following instances:

a) When you failed to work during the time you were required to report for work; and

b) When the work has been stopped on account of *force majeure* or circumstances beyond the COMPANY’S control (e.g. Delays in project implementation, natural calamities and the like).

5. STANDARDS FOR CONTINUED EMPLOYMENT. In order to ascertain your suitability and aptitude for regularization and continued employment, the COMPANY shall assess your performance at any time during your employment, based in part on the following reasonable standards, all of which were made known to you at the time of your engagement:

a. Working relationship / Cooperation with co-employees	e. Skills required in the specific nature of work
b. Attendance/Punctuality	f. Initiative and interest in work
c. Quality of work	g. Leadership
d. Quantity of work	h. Obedience
	i. Aptitude

In addition to these, a list of other specific standards which shall also be used to assess your fitness for continued employment and shall be made known to you by your superior at the commencement of your employment. Other varying qualitative standards and metrics such as key performance indicators which may change from time to time as may be required by the COMPANY’S clients, and business and operational requirements shall likewise be used in assessing your aptitude and shall be made known to you prior to their imposition.

In the event that your performance is determined to be unsatisfactory, or falls short of the performance standards or criteria required by the COMPANY, or in the event that grounds provided under Philippine Law, including the Labor Code,
are established to justify your termination, the COMPANY has the right to terminate your services at any time, subject to observance of due process as may be required by law.

If your services are terminated during this employment, you shall be entitled to collect only your salaries up to the end of the working hour of the last day of actual service, unless otherwise provided in this Agreement, subject to the same government-mandated deductions such as SSS Loans among others.

6. PERFORMANCE MONITORING. You hereby agree that authorized COMPANY representatives are entitled and authorized to monitor, listen-in, retrieve, record, or in any manner use or employ your live conversations/business transactions over the telephone and retrieve, gather or access any and all data or information you may enter or encode into the COMPANY’S computer network and/or devices at any time during the course of your employment to ensure that quality standards are maintained.

7. WORKING HOURS. Generally, you are required to work for a minimum of eight (8) to ten (10) hours a day for a total of at least forty (40) hours per week. These may be scheduled any time between four (4) to six (6) days a week, from Monday to Sunday. Rest days may be scheduled on weekdays and may not be consecutive depending on the needs of the

business. Work schedule shall be determined by the **COMPANY** and may be subject to change as the exigencies of the business may require. Scheduled hours of work shall not be construed as a guarantee of work and may be reduced for valid business reasons. At all times, the **COMPANY** shall observe the requirements of law in scheduling work hours.

You further agree to execute documents necessary for the **COMPANY**'s implementation of flexible work arrangements including but not limited to compressed workweeks and flexi-time executed in accordance with the existing labor standards

8. DAYS AND TIME OF REGULAR WORK AND TARDINESS. The **COMPANY** espouses a “no work no pay” policy. You agree to abide by the established work hours of the **COMPANY** and/or work schedule assigned by your immediate superior and/or Department Head and waives the right to compensation for time lost from established work hours on account of tardiness, undertime, absences or other similar circumstance where the normal working hours are not observed in accordance with the **COMPANY**'s policy and local labor laws.

9. HOLIDAY WORK. The **COMPANY** shall observe only Philippine legal holidays. In the event that a foreign holiday is observed or declared by the account or customer that you are assigned to, you shall be required to file this non-working day as a leave of absence with or without pay. Due to the nature of the business, you may be scheduled to work on a Philippine holiday. This may entitle you to the applicable premium pay subject to the eligibilities and computation under the law.

10. SPECIAL BENEFITS. Upon your successful completion of the training period and your commencement of actual work for the account or department that you will be assigned to, you shall be entitled to special benefits and bonuses as specified in the Schedule of Benefits which was given to you and only specific to the account or department you were assigned to. These benefits and bonuses are given at the **COMPANY**'S sole discretion and their grant should not be deemed as **COMPANY** policy or as constituting **COMPANY** practice, as their availability depends on various factors, such as but not limited to, existing contractual conditions with clients, and the profitability of the business.

11. COMPANY RULES, REGULATIONS AND POLICIES. You shall abide by established **COMPANY** rules, regulations and policies which are made available to you online via the **COMPANY**'s system. You shall also comply with such other rules and regulations that now exists and/or may hereafter be promulgated by the **COMPANY**. It shall be your responsibility to read, study, know, understand, and acknowledge the rules immediately upon their promulgation.

12. WORK PRODUCT. You agree to assign to the **COMPANY** as its exclusive property, the entire right, title and interest of all inventions, innovations and/or ideas developed or conceived solely by you or jointly with others at any time during the term of your employment and which inventions, innovations and/or ideas relate to the actual or anticipated business activities of the **COMPANY** or result from, or are suggested by, work done for the **COMPANY**.

13. CONFIDENTIALITY AND NON-DISCLOSURE. You agree that for and during the entire duration of your employment, any and all kinds of information and data pertaining to the **COMPANY**, any of its PARTNERS, or AFFILIATES, and any of their ACCOUNTS or CLIENTS, or any of the CLIENTS' customers, including, but not limited to, customer data and account information, the **COMPANY'S** internal systems, procedures and processes, and such other similar data or information in connection with or obtained through, from or as a result of your employment ("confidential information") shall be considered confidential and shall be kept as private and privileged records of the **COMPANY**. These confidential information shall be used exclusively for and on behalf of the **COMPANY** and its CLIENT/S and shall not be reproduced or divulged to any person, firm, corporation, or other entity except upon direct written authorization of the **COMPANY**, through its duly authorized representative.

Upon termination of this Agreement for any cause, you shall continue to treat and keep as private and privileged such confidential information as described in this Section and shall not release or in any way disclose such confidential information to any person, firm, corporation, or other entity, in any manner or form, either by statement, deposition, or as a witness, except upon direct written authorization of the **COMPANY** through its duly authorized representative.

Violation of this provision shall constitute a ground for your dismissal from employment and you further understand that any violation of the confidentiality obligations under this Paragraph 13 may cause grave and irreparable damage to the **COMPANY** that shall render you liable to pay liquidated damages in the amount of at least Five Hundred Thousand Pesos (Php500,000.00). The **COMPANY** reserves the right to institute the appropriate civil action and exhaust other legal remedies available to recover damages and other relief against you for any unauthorized revelation or disclosure of such confidential information. The **COMPANY** shall likewise be entitled to an injunction by any competent court or authority to enjoin and restrain the unauthorized disclosure of such confidential information, and you warrant your cooperation with an application for and implementation of such processes.

You further agree that upon your termination or separation from employment for any cause whatsoever, you shall forthwith surrender to the **COMPANY**, in good condition, without need of demand, and without retaining copies or excerpts thereof, all confidential and proprietary information, and any other information not specifically designated by the **COMPANY** for release to the public that may come into your possession during your employment, including company brochures, handouts, manuals and/or project-related or client-related documents and the like. You shall, without need of demand, also surrender all other **COMPANY** property in your possession upon your termination or separation from employment.

14. POLICY ON SOCIAL MEDIA. In line with Paragraph 13 above on confidentiality, any form of disclosure, transmission and/or communication of internal, client, customer, proprietary and confidential information, as defined above, to any person or in social media (such as Twitter, Facebook, Instagram etc.) without specific written approval from the data owner or **COMPANY** is strictly prohibited.

Any violation of this provision shall be dealt with in accordance with the existing policies of the COMPANY. A violation of this provision may result to the appropriate disciplinary action, up to and including termination.

15. NON-SOLICITATION. You agree that during your employment and even after your employment with the **COMPANY**, you shall neither call nor solicit, either for yourself or any other person, firm, corporation, or other entity, any of the employees or customers of the **COMPANY** and/or its affiliates and/or subsidiaries, whom you called, with whom you became acquainted, or of whom you have learned, during your employment, nor shall you make known to any person, firm, corporation, or other entity, either directly or indirectly, the names, addresses of any such employees or customers, or any information relating in any manner to the **COMPANY'S** trade or business with such customers and/or employees.

Violation of this provision shall constitute a ground for your dismissal from employment and/or may cause grave and irreparable damage to the COMPANY that shall render you liable to pay liquidated damages in the minimum amount of Five Hundred Thousand Pesos (Php500,000.00). The **COMPANY** reserves the right to institute the appropriate civil action and exhaust other legal remedies available to recover damages and other relief against you for the violation of the Non-Solicitation Clause of this employment contract. The **COMPANY** shall likewise be entitled to an injunction by any competent court or authority to enjoin and restrain the unauthorized acts mentioned in this contract, and you warrant your cooperation with an application for and implementation of such processes.

16. TRANSFER AND RE-ASSIGNMENT. You agree with and recognize the COMPANY'S management prerogative to transfer or re-assign you to work in another line of business, account, or any affiliated entity or subsidiary at the COMPANY'S sole discretion and at any time during your employment. You agree that due to the nature of the business of the COMPANY, the COMPANY may transfer you to various client lines of business or accounts or transfer you to different sites, positions, sections, or departments. You further agree that The COMPANY may assign this agreement and any of The COMPANY's rights and obligations to any of its affiliates or assignee. You agree that refusal to such transfer or refusal to follow procedures for transfer including attendance in meetings and interviews for purposes of skill assessments and possible re-deployment to other client accounts is considered as insubordination and shall be dealt with in accordance with existing policies.

17. TERMINATION. The COMPANY also reserves its right to terminate your employment at any time, based on established COMPANY policies or on any of, but not limited to, the following grounds:

- (a) Your performance is unsatisfactory and falls short of the performance standards set by the **COMPANY** and made known to you at the start of your employment or any other standards set during the course of your employment;
- (b) You commit acts in violation of the **COMPANY'S** rules and regulations;
- (c) You commit serious misconduct or willful disobedience of the lawful orders of the **COMPANY** or its representative/s in connection with your work;
- (d) You grossly and habitually neglect your duties;
- (e) You commit fraud or willful breach of the trust reposed in you by the **COMPANY** or its authorized representative/s;

- (f) The conditions under which the you have been employed no longer exist;
- (g) You commit crime or offense against the person of any authorized representative of the **COMPANY** or any member of the representative's family;
- (h) Any other ground for termination contained in or referred to in this Agreement;
- (i) You commit any cause analogous to the above; or
- (j) Such other just or authorized cause/s as provided in Philippine law, including the Labor Code;

18. RESIGNATION. You agree that The COMPANY has invested resources in your hiring and will be investing additional resources on your training so you may acquire relevant specific skills required by The COMPANY's clients and/or existing operations and such that such training is unique and requires substantial amount of time to learn. You also recognize that The COMPANY will incur additional costs in the recruitment, hiring and training of your replacement. Accordingly, you agree to provide The COMPANY with a written notice at least thirty (30) days before your intended date of resignation (hereafter referred to as the "notice requirement"). You agree that you are expected to continue to report for work for the whole duration of the said 30-day period. You acknowledge that failure to comply with such notice requirement will prejudice the operations of The COMPANY and failure to report for work during the subject period is considered as a violation of notice requirement. You agree that your violation of the foregoing notice requirement shall entitle The COMPANY to collect from you as liquidated damages an amount equivalent to your daily wage for each day of breach without prejudice to other damages that maybe later proven. You authorize The COMPANY to deduct the foregoing amount from your compensation/final salary without the need of further written demand. Such deduction is without prejudice to The COMPANY's right to claim any remaining balance from you should your compensation/final salary shall not be sufficient and to enforce The COMPANY's other legal claims and entitlement to additional damages for violation of other provisions of this employment agreement.

19. CONSENT TO RELEASE INFORMATION. You authorize the COMPANY to release all information and documentation relevant to your employment with the COMPANY to third parties, such as but not limited to application records, academic records, medical records, and employment records such as performance data, scorecards and other relevant demographic records for monitoring, statistical analysis, investigations in relation to fraud or possible court cases that may be filed by clients or third parties, or for cases where the company believes in good faith that your health and well-bring is compromised. Furthermore, you expressly and categorically agree to allow the COMPANY and/or its clients to access these records and release the information to third parties as it deems fit. You understand that all records and data that may be collected from you during your tenure with the COMPANY, may be released to individuals from other Teleperformance companies, units, or subsidiaries and third parties, where it is relevant and appropriate. You give permission for the individuals from these units or subsidiaries to have access to the said records / documents. You authorize the company to transfer your personal information outside the Philippines where they will be stored. You further authorize the company to purge all documents in relation to your employment after ten (10) years from your separation date.

20. NON-WAIVER. The failure of the **COMPANY** at any time to demand your performance of any provision expressed in this CONTRACT shall in no way affect the COMPANY'S right thereafter to enforce such provision nor shall the waiver by the COMPANY of any breach of any provision expressed in this Agreement be taken or held to be a waiver of any succeeding breach of such provision or as a waiver of the provision itself.

21. WARRANTIES AND REPRESENTATIONS. You hereby agree that all personal information which you submitted to the **COMPANY** is true and correct. You warrant that you are at least eighteen (18) years of age and have sufficient knowledge and understanding to bind yourself to legal agreements.

You also agree not to seek part-time employment in any other firm or entity during your employment with the **COMPANY** without the express written approval of authorized Company representatives. You further warrant that you hold no position in any other firm or entity other than that which you have duly informed the **COMPANY** in writing.

22. AMENDMENT OF AGREEMENT. There can be no verbal agreements between you and the **COMPANY** or any of its agents/representatives affecting this Agreement. No amendments of the terms hereof shall be binding upon either party to this Agreement unless said amendment has been confirmed in writing, attached as an amendment and duly signed by both you and the **COMPANY**.

23. SEPARABILITY CLAUSE. If any provision of this Agreement is held by any competent authority to be invalid or illegal or unenforceable, in whole or in part, the validity, legality or enforceability of the other provisions of this Agreement and the remainder of the provision in question shall not be affected.

24. This is NOT a contract of adhesion. You are free to (i) accept or reject the terms of employment offered by the COMPANY; (ii) secure legal advice where appropriate.

25. EFFECTS OF SIGNATURE/ACCEPTANCE. You acknowledge that you have read and understood this contract, its contents and effects. You further acknowledge that you are familiar with the language of this contract, and, where unfamiliar, it has been translated in a language known to you.

If you acknowledge that you have read and fully understood this Agreement and that you willingly and voluntarily assent and consent to the terms and conditions thereof, with full knowledge of your rights under the law, please sign on the space provided below.

You agree that upon signing of this Agreement, the **COMPANY** is free from any liability or legal action for which you are involved or shall be involved relative to your previous employment.

We welcome you into our organization and trust your association with us shall be mutually beneficial.

Very truly yours,



Rachel Majito-Cacabelos
Vice President, Human Resources

Conforme: I acknowledge receipt of the original of this letter- agreement and agree to all terms and conditions stated therein

Date/Name and Signature

Congratulations on your new career at Teleperformance!

We're excited to see the
amazing things you will
accomplish with us.
Welcome to the
TP family!



Welcome messages from:



Mike Lytle
CEO of Teleperformance
USA, Canada and Philippines



Francisco Lara
CEO of Teleperformance
Latin America



Welcome to
Teleperformance!





Bring-a-Buddy



Refer A Friend!

Earn extra cash! Our employees have awesome opportunities to earn extra money just by referring your friends and family. Know more about **Bring-a-Buddy**, our employee referral program, by visiting mytpnet.teleperformanceusa.com.



How to Set Up Equipment

Need assistance during production?

As part of the TP WAHA team, you can access the Home Agent Support Center. Please note, however, that the service scope of this team is limited to technical issues only. For questions on your payroll, employee information, or other non-technical concerns, please contact your trainer or supervisor who will assist you in a prompt manner.

Scan to watch videos:



Scan to view PDF:



IT Support Line

Contact IT Support Line by calling **#8353** and press **Option #3** for **Work-At-Home IT Helpdesk**.

Then, choose **Option #3** for **Philippines**. Lastly, press **Option #3** for **Work-At-Home agents**.

E-mail:

request.management@teleperformance.com

For machine repair/return:

Ask your supervisor for assistance in lodging a ticket on WAHMS.


<https://tpwahms.teleperformanceusa.com/tp-wahms>

Hang out with us!

Follow TP's social media:

 /Teleperformance.philippines

 @tp_philippines

 @TP_Philippines

Contact us:
philippines@teleperformance.com
#8353

