



Follow Up Action – Notice to Explain:

Based on the given Incident Report, you are given 24 hours from the time of issuance to reply and explain details on the alleged violations incurred. Failure to submit a written response means acceptance of the equivalent disciplinary action based on the company Code of Conduct.

Description/Details of Occurrence (to be filled out by the employee):

I have no excuse regarding my call on May 20th, 2023 as a senior agent. But can assure that I will leave room to grow and learn from this incident and improve any future calls of this type of situation.


Reynato Froisland
Signature Over Printed Name:

Date Signed:

Reynato Froisland

Employee


Kristine Tejida

**Human Resource Officer
Tamaraw Technohub Inc.**



Name and role of person completing this form: Jaynelle Bumacod - Team Manager

Signature of person completing this form:

Date: June 2, 2023

Date and time of incident: 05/20/2023

Name/s of person/s involved in the incident: Reynato Froisland

Details of Incident:

Showing rude attitude towards customer/caller.

Date of Call: May 20, 2023

Caller: 5104721880


Category: TYPE 4

Description:

Arguing with a caller or uttering rude remarks to callers/customers

Prescribed Penalty: Dismissal

Approved Sanction: Warning for suspension / IR Served


Jaynelle Bumacod

Immediate Supervisor


Kristine Tejida

**Human Resource Officer
Tamaraw Technohub Inc.**