



**EnfraUSA Solutions, Inc.  
EMPLOYEE HANDBOOK**

## Introduction

Welcome to EnfraUSA! We're delighted you've joined us.

Here at EnfraUSA, you'll get maximum support from the whole team to perform your tasks and at the same time improve yourself as a whole. Our core values are crafted to take care of the company and its employees—from well-accepted norms such as appreciation, respect and integrity, to stepping it up like providing excellence in everything we do, being autonomous with accountability, having a can-do or positive attitude, being self-aware, and embracing change with open-mindedness. We believe that promoting happiness, open communication and having a positive team spirit in the workplace are key to a good and long-lasting relationship. Innovation is our passion and we treasure those who are inclined in this area.

Our goal is to provide quality service to our clients and to help our employees grow. In this handbook, we stated guidelines and procedures—easy, simple and fair—reflecting the EnfraUSA core values and geared towards EnfraUSA and its employees' long-term success.

### **Appreciation**

Nobody and nothing in the world is perfect. But appreciation can make the world seem otherwise. Appreciation is mainly picking up the good in every situation and focusing on it. Suffice to say, those people who appreciate live a happier life since they focus on the positive side of things. Here at EnfraUSA, we put a great emphasis in appreciation because we believe that it is highly correlated to a person's success. When we learn how to appreciate, we learn to see only the goodness of others, and therefore we can improve and enhance ourselves. The more we improve ourselves, even just a little, the closer we are to success.

### **Integrity**

An effective way to run a business or life in general is by nurturing long-term relationships. That is why *integrity* is second on our list. We are honest not just to our employees, but also to our clients, vendors and suppliers. For sure, it will not take anyone to think twice before leaving us if we deceive them. Imagine a company selling C2 Green Tea at half the price. You willingly buy from them but upon testing the product, you found out that half the contents is water. Right then and there you have already decided not to get from them anymore.

In EnfraUSA, everyone expected to act in a manner that would add to the trust of those they work with; therefore fostering a start of a long-term relationship.

### **Respect**

Respect is something innate to Filipinos. We willingly show this to all types of people no matter what their status: janitors, managers, team leaders, CEO and fellow employees. It is as simple as listening intently while another person is speaking; to applying our good moral values. Respect breeds respect. So if you want others to respect you, you must be willing to give it to others, too.

### **Can-do positive attitude**

Facing life's challenges with a positive can-do attitude is definitely a good thing. Positive

can-do attitude is finding out how you can do things rather than looking for ways on not having to do something. As a person's success is measured by what he/she CAN DO and never by what he/she CAN NOT DO we encourage everyone to embrace challenges in and out of their comfort zones with a positive attitude.

### **Teamwork**

Two heads are better than one. That is why teamwork is better in almost all scenarios. The diversity of people's expertise in terms of their knowledge and experiences; and the distribution of jobs contribute to a stronger chance of becoming successful.

### **Open Communication**

An important key to a longer and healthier relationship is having an open communication. If you think that there is something we can improve on, then we encourage you to share it to your direct manager. And if he or she was not able to address your concern; you may always approach someone in a higher level all the way to the highest. It is in line with this core value that we created the "Open Door Policy". This policy opens the door of our dear CEO so you may easily communicate to him and relay your concerns—he will help you out as much as he can.

### **Self-awareness**

For every single innovation or improvement we do, it begins with self-awareness. We can only continue to improve when we recognize our shortcomings, problems, and imperfections. It's realizing that you are not yet good or at best and looking for ways to make things better

### **Embrace Change with Open-mindedness**

The only constant thing in the world is change. We here in EnfraUSA will always strive to make our company better; therefore change is inevitable. Embracing change with open-mindedness is then key in making our company competitive and sustaining growth.

### **Promote Happiness**

We believe that a happy environment will give everyone a more productive, positive, and fruitful relationship. The competitive salary, incentives, and benefits that we offer to our employees are just a small part of it. Our goal is to be the best company to work for in the Philippines, a place where everyone works with a smile and makes everyday a celebration. While we promote happiness within the company, we need to make sure we promote happiness to our clients as well by producing and delivering quality results and by meeting and then exceeding their expectations.

### **Autonomy with Accountability**

Autonomy is having the ability to self manage with minimal supervision and the freedom to do your own creations to benefit the company. Accountability is taking responsibility and ownership of ones actions and obligations. Accountability also brings fairness to the workplace. We want every employee to be successful and believe that inside every person is more potential than even he/she realizes. One of our goal is to utilize autonomy in

unlocking that potential. Here in EnfraUSA, we are committed to provide the platform for employees to have the freedom to unleash their full potential through their strengths, talents, personalities and creativity.

### **Excellence in Everything You Do**

All long term successes are achieved through excellence. It's important to constantly challenge ourselves; in such a way that we provide only grade A services to our internal and external clients. The only reason why we're not swamped by our competition is because we do it better than them. We are encouraged to constantly better ourselves so we can not only meet our clients expectations, but exceed them. Excellence means that we are always striving to improve, always having the willingness to change if it would make us better.

### **Passion for Innovation**

Innovation is the most important key to success and growth. It led us to where we are right now as we look at issues as an opportunity for us to improve. EnfraUSA truly values the people who may have ideas for innovation that is why we created a rewards system. Through this rewards system we will be able to give due recognition to employees who went out of their way to think of innovations that may help the company grow. Innovation is what set us apart from other companies and will place us to be the best company to work for in the Philippines.

The standards set out below are binding on all employees. All employees are asked to read them carefully and to discuss with your supervisor any points you do not fully understand.

Failure to observe the rules will result in corrective action taken in accordance with the company's disciplinary procedure.

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Latest Additions and / Revisions

Last Update: December 28, 2016

- Employee Points System
- EPS Rewards Program
- Working Hours and Rest Periods
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- EPS Scoring
- Employment Floating Status
- Performance Evaluation
- Offense and Corrective Action Escalation Process

I. Company Standards

Being a cosourcing company, EnfraUSA relies heavily on human capital. Having people present at work equals to our promise and commitment to our clients to provide the best service and subsequently the overall success of the enterprise.

**Employee Points System**

The Employee Points System (EPS) will serve as key performance indicator for the employee's tenureship.

- All employees will earn 6 employee points per month (72 points per annum).
- Earning of employee points will be calculated at the end of each month.
- Employee points will be deducted for leave credits, attendance, operational, performance necessity and other various violations
- 6 Employee points is equivalent to 1 leave credit
- Maximum of 72 employee points can be used in a year
- An additional maximum of 30 employee points may be converted and used from the rewards points in a year
- Any employee points earned above 72 points will automatically be transferred to rewards points
- At the end of each year, all employee points will automatically be converted to rewards points.
- All employees with positive employee points will be reset to 0 (zero) on Jan 1st of each year
- Employee will be terminated if the employee points fall below negative 10 (-10) points

**Rewards Points System**

The Rewards Points System (RPS) will serve as a rewards program and is calculated separately from the Employee Points System.

- Earning Rewards Points:
  - There are 2 ways to earn Rewards Points
    - Conversion from Employee points when the employee has earned more than 72 points or at the end of each year if the employee has more than XXX points and that the employee has utilized his / her required service incentive leaves.
    - Extracurricular projects or tasks, which will be assigned different Rewards points by the management team. Employee can participate through various company volunteering program and initiatives that merit them corresponding reward points.
    - There's no limit in the amount of Rewards Points the employee can earn.
- Using Rewards Points
  - Converting into Employee points
    - Maximum of 30 points may be converted into employee points per year. All reward points must be traded in to the prizes listed and made available by the company and reward points can not be converted to monetary payments.
  - Redeeming for rewards items
    - At any time of the year, employees can trade in their reward points and redeem rewards stated and made available by the company

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RPS Disclaimer:

- Reward items or prizes may vary or change from time to time as deemed fit by the company management.
- Company reserves the right to remove and/or add programs and initiatives as deemed necessary by the company.

## **Working Hours and Rest Period**

The normal hours of work of any employee shall not exceed eight hours a day. Hours worked shall include all time during which an employee is required to be on duty. Rest periods of short duration during working hours shall be counted as hours worked. Shift schedule will be determined according to the specified requirements by the company's clients and can be amended as deemed fit by the management in its sole discretion. Employees are expected to report to work as scheduled and on time.

All employees will receive two (2) 15-minute breaks and a 1-hour unpaid lunch break as part of their daily work schedule. First fifteen-minute break should be taken after the first two hours of the scheduled shift. The one-hour break for lunch should be taken two hours after the first fifteen-minute break. Finally last fifteen-minute break will be two hours after lunch. The allotted break time of one hour and thirty minutes is NOT a total consumable time and cannot be used at any given time. Rest periods / breaks can not be combined or intermittently to extend the breaks or increase the number of breaks throughout the day.

In special cases where the employees within the same account cannot leave their post unattended at the same time or if the shift is longer or shorter than the normal 8-hour workday, a special break schedule will be created by the management and then to be approved by the client.

In the rare event where employees are unable to take breaks within the prescribed time due to important work-related matters, employee should inform their Immediate Supervisor in delaying the start of their break. Delaying and changing of break schedule within the day will only be allowed for valid work-related reasons and upon the discretion of management and should not be frequently requested.

### **Leave Entitlement**

1. All Employees including the Support Group will follow the US Legal Holiday No Work, No Pay policy. Everyone will be working on Philippine holiday to avoid conflicts and be fair to all employees.
2. Points are not equivalent to the pay structure of Philippine holidays. Employee can merit -6 for applied leaves and still be paid in compliance to the Philippine Holiday Law.
3. Total paid time off or leave credits provided to all employees is 12 days every year which are more than the required service incentive leaves by Philippine labor law practice wherein 6 points = 1 leave credit. 12 days = 72 points.
4. Maternity (60 and 78 days for Normal and Cesarean delivery respectively) and Paternity (7 days) leaves will be treated separately from the point system. Consumes leaves under such provisions will not merit any point deductions in compliance to labor practice. These leaves will be an addition to qualified employees. Note that paternity leaves shall be used within 60 days from date of entitlement otherwise benefit shall be forfeited.
5. Bereavement leaves (maximum of 3 days) will be treated separately from the point system. Such benefit will be extended to qualified employees whose deceased person belongs to his or her immediate family members (Parents, Spouse, Siblings or Children).
6. Solo Parent Leave (7 Days) will also be an additional leave extended to qualified employees, separated from the points system. In compliance to Labor Law practice, DSWD ID and verification shall be provided before the leave can be utilized.
7. Please take note that un-utilized Maternity, Paternity, Bereavement and Solo Parent leaves will not be convertible to monetary payments.

### **Performance Evaluation**

Performance evaluations are a key component of employee development. The performance review is intended to be a fair and balanced assessment of an employee's performance. The objective of the performance review is to provide all employees and company management an opportunity to:

- Discuss job performance
- Set goals for as deemed fit on the account
- Establish plans for contributing to the account's and company's objectives
- Discuss expectations and accomplishments

During an employee's probationary and regular employment period the company will monitor and evaluate the employee's performance based on the company's standards and client's expectations which includes but not limited to the following:

1. **Accomplishments** - the extent to which the employee meets expectations in performing the job functions of his/her position as defined.
2. **Service & Relationships** - the extent to which the employee's behaviors are directed toward fostering positive working relationships in a diverse workplace, respect for one's fellow workers, and cooperation with management and company clients.
3. **Accountability & Dependability** - the extent to which the employee contributes to the effectiveness of the account and the company as a whole.
4. **Adaptability & Flexibility** - the extent to which the employee exhibits openness to new ideas, programs, systems, and/or structures.
5. **Decision Making & Problem Solving** - the extent to which the employee makes sound and logical job-related decisions that are in the best interest of the customer, client and EnfraUSA. (As applicable, this element schedule and / or account process escalations.)

Should the employee fail to meet the company and / or client's standards of performance, a performance memo which will merit -3 deduction on the employee's running points will be issued on every occurrence of underperformance.

#### **Attendance**

Regular attendance is essential to the Company's efficient operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments fall behind, and other employees must assume added workloads.

- All employees are required to report for work before or on the assigned start time; and leave on or after the assigned finishing time of shift scheduled by the management.
- Employees need to notify their supervisor of unplanned absences and tardiness through the attendance hotline at least 2 hours prior to the assigned start time.
- Failure to notify of unscheduled absence will be considered **No Call No Show (NCNS)**
- If it is necessary to take time off during working hours, employee shall report to supervisor both before leaving and restarting work.
- Except in the normal course of their duties, employees are not to leave their place of work or to visit other departments without prior authorization from their supervisor and the supervisors of any departments visited.
- Leaving work before the agreed finishing time of shift despite the number of hours or minutes remaining shall be considered **Under-time**. Tardiness, Under-time and Unplanned Absences will have corresponding point deductions.
- Arriving after the five (5) minutes grace period of the agreed starting time of shift shall be considered as a **Tardiness**.
- If it is necessary to leave work before the agreed finishing time, employee shall obtain prior authorization from supervisor.
- Any Under-time or Tardiness in excess of five (5) minutes (the grace period) but less than thirty (30) minutes shall be considered as a quarter-day absence and if there's leave credit available, a mandatory 2 point will be deducted.
- Any Under-time or Tardiness in excess of thirty (30) minutes but less than four



- (4) hours shall be considered as a half-day absence and if there's leave credit available, a mandatory 3 points will be deducted.
- Any Under-time or Tardiness in excess of four (4) hour shall be considered as a full-day absence and if there's leave credit available, a mandatory six (6) points will be deducted.
  - If no leave credits are available to use for Tardiness or Under-time, it's considered as **Unauthorized Tardiness** or **Unauthorized Under-time**.
  - Unplanned absences of 3 or more days are required to provide valid Documentations. The following verified documentations are acceptable:
    - Medical Certificate from EnfraUSA HMO accredited physician or hospital.
    - Medical certificates must be presented within 24 hours after reporting to work, otherwise it will be considered as invalid.
      - Doctor's prescription notes will not be considered as a medical certificate.
      - Having no Health Card shall not be considered as an excuse.
      - Fit-to-work clearance should be a mandatory inclusion in all medical certificates. This is to ensure that we do not compromise the health of the employee and/or co-employees.
    - Operating / Delivery Room Record / Hospital Abstract - shall be presented within five (5) calendar days after reporting to work
    - Death Certificate - shall be presented within five (5) calendar days after reporting to work.
    - Death certificate will be accepted for the loss of immediate family members only.
    - Death certificate should only cover up to 3 days of unplanned leaves (unless otherwise approved and subject to inevitable conditions as location, religion, etc. with additional supporting documents).
    - Police Report- shall be presented within five (5) calendar days after reporting to work
    - NOTE: Valid Documentations provided will only be considered as evidentiary support on the consecutive attendance offenses; corresponding point deductions will still be applied.
  - Unplanned absences using available leave credits will be considered as **Unplanned Leaves**.
  - Unplanned absences without using available leave credits or Unplanned absences of 3 or more days without valid documentations will be considered as **Unauthorized Absences**.

#### **Planned Leaves, Unplanned Leaves and Unauthorized Absences**

- **Planned Leaves** need to be applied 14 calendar days prior to the desired day of absences.
- Planned Leaves:
  - WILL NOT receive written memos or warnings
  - WILL receive (-6) point deductions to the employee scoring system
- Unplanned Leaves:
  - WILL NOT receive written memos or warnings
  - WILL receive (-6) point deductions to the employee scoring system
- Unauthorized Absences (without sufficient employee points):
  - WILL receive written memos or warnings
  - WILL receive (-6) point deductions to the employee scoring system

### **Overtime and Holiday Pay**

- Overtime requests of clients shall be honored by employee at all times
- Overtime pay shall be computed as mandated by law:

| <b>Type of Overtime</b>                       | <b>Additional Rate in % per hour (based on agreed basic pay)</b> |
|---|--|
| Regular Overtime                              | 125%   |
| Overtime Rendered in Rest Day                 | 169%   |
| Overtime Rendered in Special Holiday          | 169%   |
| Overtime Rendered in Legal Holiday            | 260%   |
| Overtime Rendered in Rest Day Legal Holiday   | 338%   |
| Overtime Rendered in Rest Day Special Holiday | 195%   |

- Employees rendering work on a holiday as part of their regular shift shall be paid its equivalent premium

### **Compensation**

- Agreed salary indicated on the Employment Contract will be paid on the 15<sup>th</sup> and 30<sup>th</sup> day of the calendar month. In cases on which these days fall on a Saturday, Sunday or a legal holiday, employee shall receive the amounts due on the regular business day immediately prior to such day.
- Salary shall include any bonus, deduction or overtime pays acquired by employee
- The company reserves the right to make deductions from wages or salaries in respect to attendance, performance or other bonuses as indicated in the Employment Contract

### **Regularization**

- Employee shall undergo probationary period during the first six (6) months commencing on the effective date of hire.
- During employee's probationary period, Management shall assess performance based on the Company's standards, which include but are not limited to: (a) satisfactory attendance record as prescribed in the Company Handbook; (b) commendable work performance; (c) compliance with the existing Company Standards and the terms of this employment contract; (e) being medically fit to work; and (f) qualification and suitability for a permanent job and operational requirements of the Company, among others and or as stated on performance evaluation stated herewith.
- Employee performance shall be evaluated based on the above standards within a reasonable time prior to the end of your probationary employment.
- Management shall regularize employee who meet expectations with the provision that employee shall be governed by the same terms and conditions of this contract as well as other company policies.
- Management have the prerogative to terminate an employee any time prior regularization should employee unable to pass mentioned standards above.
- Employee under probation, may be terminated for (a) any of the just causes as provided in the Labor code; (b) committing an offense or violation based on the Company Handbook standards; (c) failure to qualify as a regular employee or meet the standards/requirements on the job; and (d) other causes consequent to the foregoing.

### **Emergency Leave Credit and Loan**

- Employees can apply for the Emergency Leave Credits and/or Loans only if all of the following criteria are met:
  - is Regularized Employee
  - has an Employee Score higher than 0 points
  - has not applied for an Emergency leave credit and/or loan within the past 6 months
  - has valid supporting documents
  - has one of the valid reasons from the list below
- Stay 1 year- Maximum limit for Emergency loan is One times (1x) the employee's semi-monthly salary
- stay 2 years up to 2x paychecks
- stay 3 years up to 3x paychecks
- Maximum limit for Emergency leave credit is three (3) days
- All applications for Emergency Leave Credits and/or Loans need to be submitted to the Operations Manager within 5 days after returning to work
- A Special Emergency Granting Group made up of the Operations Manager, Accounting Manager, HR Manager, and the COO will review and decide on the validity of the application and determine the number of leave credits to give and/or the amount of the loan to grant.
- It is completely up to the discretion of the Special Emergency Granting Group to approve or disapprove each application/request.
- All application will be processed within two (2) weeks from the submission date

| REASON FOR EMERGENCY LEAVE   | SUPPORTING DOCUMENTS                                     |
|--|--|
| a. Death of an immediate family member limited to spouse, child, parent and siblings.                                | Death Certificate  |
| b. Destruction of the employee's residence due to a major natural calamity such as typhoon, earthquake and the like. | Certificate from Barangay                                |
| c. Sudden Illness and/or hospitalization of employee or an immediate family member defined in (a).                   | Certificate from Attending Physician or Hospital Records |
| d. Fire in the vicinity of the employee's residence where such fire adversely affected the employee.                 | Certificate from Barangay                                |
| e. Robbery or being Held-up  | Police Report  |

### **Company Property**

- All company property shall be treated with due care.
- No company property shall be removed from the company's premises without prior authorization from a member of management.
- The company's time, materials and equipment shall not be used for unauthorized work.
- On termination of employment, all company property, including tools and documents is to be returned immediately to the company.

### **Company Business**

- All information about the company's business acquired in the course of

employment is to be regarded as strictly confidential and must not be disclosed to another party except as required in the normal course of your work.

**Client Interaction**

- All employees are responsible in delivering EnfraUSA Clients satisfaction through ensuring stability and growth of EnfraUSA Account.
- Employees are expected to show professionalism with their clients at all times.
- Employees shall not answer or ask personal questions pertaining to age, religion, marital status, gender, sexual preference, and race.
- Employees shall not answer or ask company specific information. Employees shall not release company information to EnfraUSA clients and other EnfraUSA employees outside EnfraUSA account such as: company size, other clients of EnfraUSA, titles of employees, client contact information, annual sales/revenue, account details, number of employees of EnfraUSA
- Employees shall not answer or ask personal specific information such as contact information, home address, personal email address, Facebook account and other social network site accounts
- Employees shall not tell anyone about EnfraUSA accounts (eg. name of the account, name of EnfraUSA client, and contact information of EnfraUSA clients.)
- Employees shall not contact EnfraUSA clients outside of EnfraUSA premises.
- Employees shall not send any photo, file, message or email pertaining to non-business related content to EnfraUSA Clients.
- Employees shall not bring any any materials given by EnfraUSA Clients outside the EnfraUSA premises unless approved by supervisor.

**Visitors**

- Visitors are only to be brought onto company premises with the prior consent of Operations Manager.

**Vices**

- Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles. This policy applies to all employees, consultants, contractors, customers or members and visitors.
- Consumption and storage of alcoholic beverages within the company premises are prohibited, except where legally licensed or authorized by an officer of the company
- Gambling is forbidden on company premises at all times.
- All other harmful substances such as illegal drugs and bringing personal effects that can endanger the employees and/or damage the facility (e.g. guns, butterfly or pocket knives, pepper sprays etc.) regardless of intent are prohibited.

**Moonlighting**

- Employees shall not to engage in other employment or business activities where there is a potential, or actual, conflict between the interests of the company and those of the other business.

**Dress Code**

- Dress code within the company premises shall be observed at all times:

|         |           |
|---------|-----------|
| For Men | For Women |
|---------|-----------|

|  |  |
|--|--|
| <ul style="list-style-type: none"><li>- Tops: polo shirt, round collar shirts, button-down shirts, long-sleeved shirts</li><li>- Bottoms: denim, capri pants and slacks</li><li>- Shoes: leather, sneakers, rubber shoes</li></ul> | <ul style="list-style-type: none"><li>- Tops: blouses, collared or non-collared shirts</li><li>- Bottoms: denim, capri pants and slacks, skirts - length shall be no more than 3 inches above the knee</li><li>- Dresses: length shall be no more than 3 inches above the knee</li><li>- Shoes: open toe sandals, closed shoes, sneakers or rubber shoes</li></ul> |
|--|--|

- Wearing of tattered jeans, jogging pants, shorts, mini-skirts, ripped clothes, tops and dresses with plunging necklines, backless, halter or tube, tank tops or sandals, sleeveless basketball jerseys, shirts with offensive or vulgar designs or sunglasses and slippers inside the EnfraUSA premises are prohibited.

## Gross Misconduct

*The following below are grounds for **immediate dismissal***

- Employee failure to comply with the 30-days advance notice prior to resignation.
- Sabotage. Willful acts which adversely affect the operations of the Company, such as spying or obtaining information from the organization's confidential records or inducing others to spy or obtain information for the purpose of discrediting the organization and/or transmitting the same to others to the prejudice of EnfraUSA.
- Intentional hacking, access, deleting, removing, copying, creating, renaming, modification, reproducing, taking or destroying official company records or files that contain classified information; files in the shared folder; information of any company or client system, data, directory, files, utilities and other software application programs.
- Disclosure of personal and/or client logon ID or password to another individual.
- Divulging, releasing and/or selling company or client's information systems, network configurations, proprietary software or databases, and other related items in an unauthorized manner
- Using or attempting to use another person's computer and/or network account, ID's and password without authorization.
- Tampering with setup and/or configurations of computer systems (e.g. autoexec.bat, config.sys, windows desktop configurations, client program configurations and other related computer set-ups, and security systems)
- Any act that results into the introduction of viruses, hostile and malicious codes with the intent of disrupting the company's computer systems
- Inflicting physical harm or injury to a co-employee.
- Bringing, showing, distributing, saving, or viewing pornographic, illegal, or rebellious materials; use of profanity inappropriate language, slanderous or misleading contents within company premises—in any format: verbal, text, image, print, electronic.
- Causing, creating or participating in a disruption of any kind during work hours; or inciting work stoppage.
- Engaging in any immoral conduct, unethical practices, scandalous or indecent acts to customers, clients, or co-employees which violates common decency.
- Engaging in a criminal act whether or not related to job performance
- Any act, omission, or concealment which involves a breach of legal duty, trust, or confidence and/or is injurious to the employer, co-employees, suppliers, vendors or visitors; including altering of company documents, forging

signatures, or giving false, inaccurate, misleading, incomplete, delayed information or testimony and disrespectful attitude, whether shown by word or deed towards another, opening of company proprietary, confidential documents and/or personal documents or property belonging to another employee, e.g. pay slips, bills, personal mails, disciplinary action records, without authority, tampering of official receipts/ Committing a fraudulent act or a breach of trust under any circumstances under Art 282 of Labor Code

- Connivance in committing a wrongful act such as obtaining or attempting to obtain sales through fraudulent order and collusion with the person doing so, in which the company has suffered or stands to suffer monetary and client loss.
- Giving away company information, forms, documents and/or any confidential documents without authorization from Management to any outsider or to those not authorized to possess such materials.
- Possession, use, distribution, sale or purchase of illegal, habit forming or controlled substance within company premises or during company time--including rest and meal period.
- Coming to work or entering company premises under the influence of liquor or drugs.
- Client unsatisfied with employee's overall performance and decides or threatens to pull out of the program, remove seat or has requested for a replacement.
- 2 consecutive unauthorized absences (NCNS) without prior notification.
- Theft, robbery or caught in possession of company, co-employee or customer property outside company premises.

### **Temporary "off-detail" or "Floating" status**

- The EMPLOYEE understands that the EMPLOYER's business is highly dependent on the services required by the EMPLOYER's clients. Thus, the EMPLOYEE hereby agrees that if during his/her period of employment as a regular employee, the client where he/she is assigned decides to pull out or discontinue the service of the EMPLOYER for any given reason, the EMPLOYEE shall be placed on temporary "off-detail" or "floating status" for a period not exceeding six (6) months. However, the EMPLOYEE understands and agrees that the client's cessation of its business with the EMPLOYER and/or the latter's request for a replacement of the EMPLOYEE in the course of his/her assignment to the client for reasons attributable to the EMPLOYEE shall be a ground for termination of the EMPLOYEE's services.
- The Company shall provide proper notification on the employee's floating status and shall strive to cause his or her immediate assignment or re-assignment.
- Employees are hereby made aware that the Company reserves the exclusive discretion to assign or re-assign any employee to other clients, based on, among others, the core competencies and capabilities of the employee concerned, and the specific needs of clients. The Company may thus decide not to assign or re-assign an employee to existing clients if in its good faith determination, the capabilities of the employee and the needs of the client do not match.
- Employees on floating status are reminded that they continue to be bound by the rules and regulations embodied in this Handbook, as well as the terms and conditions of their respective employment contracts.
- Employees are further reminded that the rules regarding non-compete, non-disclosure and confidentiality, and conflict of interest continue to apply, and as such, they are not allowed to seek other employment during the time that they are on floating status, as they continue to be connected with the Company during this time.

- During the period where an employee is on floating status, for good cause shown and upon the exclusive discretion of the Company, it may, upon formal written request of the employee concerned, waive enforcement of the non-competition clause. Such waiver shall only be valid if made in writing, and signed by the responsible officers of the Company.
- An employee on "floating" status shall not be entitled to receive any salary.

## **II. Sanctionable Acts and Omissions**

All employees are expected to comport themselves in a manner consistent with the principles embodied in this Company Handbook, and in accordance with the specific terms hereof. Moreover, all employees are expected to be aware of the grounds for discipline, and other causes that may result in termination of employment as provided by the Labor Code, which include:

### **A. Authorized Causes for Termination (Articles 283, 284; Not grounds for discipline)**

1. Installation of labor-saving devices
2. Redundancy
3. Retrenchment to prevent losses
4. Closure or cessation of business operations
5. Disease prejudicial to employee's health and to other co-employees

### **B. Just Causes (Article 282)**

1. Serious misconduct or willful disobedience by the employee of the lawful orders of his employer or representative in connection with his work
2. Gross and habitual neglect by the employee of his duties
3. Fraud or willful breach by the employee of the trust reposed in him by his employer or duly authorized representative
4. Commission of a crime or offense by the employee against the person of his employer or any immediate member of his family or his duly authorized representative
5. Other cases analogous to the foregoing

The employee is thus specifically made aware that the foregoing provisions are applicable, and may be made the basis for termination of his/her employment, subject to compliance with procedural due process requirements.

#### **a. Offense Monitoring— Employee Scoring System**

- Each employee will have his/her own scorecard that will be monitored by Quality Assurance (QA) and Operations. For each offense or violation committed, there will be a corresponding point deducted depending on its magnitude or impact. (please see section II.b)
- Maximum allowable offense or negative score is -9. Upon reaching a score of -10 or below, employee shall be for dismissal/termination.
- Employee can only earn a maximum allowable positive score of 72 per year.
- Quality Assurance (QA) is in-charge of monitoring and informing supervisors of offenses committed by employees.

b. Offenses and Scores

Attendance

|                                      |    |
|--------------------------------------|----|
| Unauthorized Tardiness or Under-time | -3 |
| Unauthorized Absence                 | -6 |
| No call, no show (NCNS)              | -8 |

Insubordination

|  |     |
|--|-----|
| Refusal, without justifiable cause, to obey any guideline or instruction by management or superior in connection to employee's work. | -6  |
| Bypassing Immediate Supervisor; with reference to the approved per department roles*   | -6  |
| Refusal to cooperate in company investigations when testimony is required.   | -8  |
| Threatening, coercing, intimidating or subjecting to verbal abuse Management or Supervisor.  | -10 |
| Refusal to submit to security personnel (e.g. bag inspection, body search, inquiry on a certain investigation, etc).                 | -10 |
| Refusal without justifiable reason to submit oneself to a drug, medical or other physical examination.                               | -10 |

Company Properties

|  |     |
|--|-----|
| Failure to report defects due to an accident or accidents involving company property at once to Immediate Superior.  | -2  |
| Failure to observe sanitary rules and regulations within the company premises (e.g. littering and smoking).  | -2  |
| Failure to return borrowed item or equipment from company on time.   | -4  |
| Tampering, improper, unauthorized use, mishandling, defacing, damaging, sabotage, substitution or destruction of company machines, equipment or property; including fire alarm, fire extinguisher etc.(the person involved may also be made to pay for the damage or loss of item) | -6  |
| Vandalism.   | -8  |
| Using company funds, time, premises, vehicles, tools, equipment, supplies or materials for personal or illegal acts which may result in damage to the property or injury to other persons.   | -8  |
| Tampering with co-employee's locker.   | -8  |
| Unauthorized calls (e.g. doing unauthorized local and overseas calls)  | -10 |
| Assisting unauthorized persons to enter the company premises and/or restricted areas without Management's permission.  | -10 |
| Bringing out of company premises any hard printed documents related to the client program.   | -10 |
| Unauthorized entry to restricted areas (e.g. management files, offices, computers, fire exits).  | -10 |
| Intentionally obstructing pathways, hallways, fire exits   | -10 |

Vices

|  |    |
|--|----|
| Possession of alcoholic beverages inside company premises. | -2 |
|--|----|

Negligence

|   |    |
|---|----|
| Failure to submit necessary documents, pre-employment requirements and update information about self on time (e.g. address, telephone number, civil | -1 |
|---|----|



|   |     |
|---|-----|
| status)   |     |
| Intentionally non-disclosure of contagious illness. | -10 |
| Violating safety and security rules.                | -10 |

Performance

|   |     |
|---|-----|
| Showing disrespect to the customer, as evident in the employee's manner of speaking (i.e. tone of voice, sarcasm, or choice of words) | -2  |
| Poor performance in terms of committing errors in the assigned task   | -3  |
| Use of abusive language when talking to the customer  | -10 |

Dishonesty

|  |     |
|--|-----|
| Accepting or soliciting gifts from suppliers, customers, clients, company visitors and co-employees without HR approval or in exchange for a job order (bribery); accepting of corporate giveaways is allowed; corporate giveaway shall be company branded.                  | -4  |
| Failure of a supervisor or manager to act on an infraction of the Code of Conduct by an employee under him/her in order to protect the employee.   | -8  |
| Making, posting, circulating, writing, painting or verbalizing of subversive materials of libelous, derogatory, offensive, false, malicious comments, statements or remarks, engaging in gossip against the company, co-employee, client or customer in any channel or form. | -8  |
| Lying about one's self or another (e.g. altering employment application or personal records).  | -10 |
| Intentional manipulating of company records and other confidential documents   | -10 |
| Moonlighting or gaining full-time employment in another company.   | -10 |
| Manipulating of statistics, scores, records, equipment or software   | -10 |

Operations

|   |    |
|---|----|
| Failure to log in or out properly   | -1 |
| Failure to wear or improper use of identification (ID) card (e.g. putting stickers)   | -1 |
| Failure to comply with the English Only Policy (EOP)  | -1 |
| Failure to comply with the company's dress code.  | -1 |
| Excessive Chatting disruptive to one's work   | -2 |
| Bringing and using unauthorized items (e.g. cell phones, music players, camera, tablet, laptops, bags, laptops, notebooks, reading materials)   | -2 |
| Eating unauthorized food on the operation area  | -2 |
| Failure to use spill-proof mugs or tumblers.  | -2 |
| Abuse of personal privilege (e.g. taking breaks more than the allowable limit, making or excessively accepting phone calls of more than three minutes in duration during work hours, except in cases of emergency or extreme circumstances) | -2 |
| Removing company posted stickers, banners and other paraphernalia.  | -2 |
| Participating in rough horseplay or practical jokes on company time or in company premises that would disrupt productivity.   | -2 |
| Causing, encouraging or abetting a fellow employee to commit a wrongful act or a company rule violation.  | -2 |
| Browsing internet, sending emails, chatting online, adding contacts, downloading, saving, forwarding, importing, copying non-business related files,  | -3 |

|   |    |
|---|----|
| texts, etc  |    |
| Sleeping while on duty.   | -4 |
| Loitering inside Operations floor during off hours.   | -3 |
| Playing computer games.   | -3 |
| Leaving post or work without permission.  | -4 |
| Releasing or dropping a call without following operational procedure; call avoidance; and burning leads   | -4 |
| Violating any standard/rule on Client Interaction Guideline   | -6 |
| Unauthorized plug-in of any electronic gadgets at work station (USB, flash drives, external hard drives, CDs, DVDs, VCDs, cell phone, music players, camera, tablets, laptops, notebooks) and installing unauthorized computer application software and programs (Due to sensitive information) | -8 |
| Harassment, including discourteous actions, humiliating racial, ethnic, religious, age, sexual orientation, or other inappropriate remarks, slurs or jokes; asking sexual favors, making sexual advances; or sending threatening or slanderous messages.  | -8 |

*Note: for situations not covered here, it will be handled on a case-to-case basis*

### III. Procedure

#### A. Absences Notification

Absences due to emergency or to sickness must be notified at least two (2) hours prior to start of shift.

- Notification must be done through the attendance hotline .
- If for any compelling disease or life and Death reason the employee cannot call to notify about the absence, an authorized representative, such as an immediate family member must place the call through the hotline or to the immediate supervisor.

#### B. Leave Notification

- Leave application should be filed within 14 calendar days prior to the desired day of absences.
- Associates should receive feedback within 1 week on the status of the applied leave.

#### C. Offense and Corrective Action Escalation Process

- If it was proven that employee has committed an offense or violation based on this Company Handbook or constitutive of any of the grounds for termination under the Labor Code and other related regulations, EnfraUSA Management Team, shall conduct due process according to the set escalation process and send corresponding notification to the employee concerned , which shall, among others, state the following:
  - A brief summary of the accusation against the employee concerned.
  - The specific Company rule violated as a result of such act or omission committed by said employee.

- A statement to the effect that if found guilty of the accusations, the employee could face disciplinary sanctions, including and up to termination.
- A directive upon the employee concerned to respond in writing, stipulated timeframe and level of corrective action , and explain why no corrective action should be taken against him.

Attached as Appendix A is a template of the Written Warning Notice.

## **Corrective Action Escalation Process**

### **0 Points Verbal Acknowledgment Notice**

New employees starting with 0 point and current employees with running point of 0 will receive an acknowledgement notice stating the following:

- Current Points and earn date
- Probationary Period if applicable
- Performance Expectations
- Clause on due process and termination

### **-1 to -4 First Written Notice**

Employees reaching negative status upto -4 shall merit first written warning notification stating a progressive breakdown of points and clause of due process and termination. Employee must provide corresponding explanation and action plans associated to recent attendance, performance and/or operational infractions.

### **-5 to -9 Final Written Warning with Notice to Explain**

Employee will receive NTE (Notice to explain) that will serve as a due process procedure wherein concerned employee must provide explanation at least 24 hours to maximum of 3 calendar days upon last infraction.

Upon receipt of employee's response, administrative hearing / session will be facilitated or scheduled within the 1-2 calendar days to probe further on the employee's circumstances and check for understanding on company's point system and escalation process.

NTD (Notice of decision) from the management will be issued within 24 hours to 48 hours as a result of the administrative hearing which may apply on case to case basis.

### **-10 or more Points: NOTICE OF DISMISSAL**

Employee will receive NTE (Notice to explain) that will serve as a due process procedure wherein concerned employee must provide explanation at least 24 hours upon receipt of notice.

Upon receipt of employee's response, administrative hearing / session will be facilitated or scheduled within the 24 hours to probe further on the employee's circumstances and check for understanding on company's point system and escalation process.

Notice of Dismissal from the management will be issued within 24 hours to 48 hours as a result of the administrative hearing proven the

associate deemed responsible on the infractions incurred that led to exceeding the maximum number of allowable infractions.

- The Notice to Explain shall, as far as practicable, be personally served upon the employee concerned. In the event that personal service cannot be done, as in the case where the employee fails or refuses to report back to work, the Company shall send the notice by private courier, as well as by electronic mail, to the last stated address of the employee concerned as reflected in his personal records. For purposes of service of said Notice to Explain, the same shall be sent to the last address on record of the employee concerned.
- Where sent by courier, the Notice to Explain shall be presumed to have been received by the employee concerned, at the time and date indicated in the courier's receipt. Where sent by email, the same shall be presumed to have been received immediately.
- Corrective Action or Memo shall happen immediately after the offense is committed or reported to the Supervisor. QA will be held liable for any inaction.
- Immediate Supervisor then coordinates with employee; it is ideal that employee and Supervisor agree and settle whether there is or no offense at this stage. This shall be done during the shift that the notification was given to the Supervisor.

If in case, Immediate Supervisor cannot settle an agreement with the employee, the issue shall be escalated to a higher level.

- Immediate Supervisor shall inform QA on the final decision—if there was really an offense or none through endorsing the corrective action notice

If in case QA is not in agreement with the final decision, QA shall escalate to a higher level.

- Failure of an employee to submit a response in writing and explain why no actions should be taken against him within stipulated timeframe shall be deemed as a waiver of rights, and acceptance of offense committed.
- An Employee constitutive of any of the grounds for dismissal or termination under the Company Handbook, Labor Code and other related regulations, or acquires a -10 or below score shall immediately be pulled out of the account and be placed on preventive suspension. Upon issuance of the Preventive Suspension Notice employee's salary shall be cut until proven otherwise. If employee was proven not at fault, corresponding salary shall be reimbursed and included in the nearest pay date, unless otherwise informed by company

Attached as Appendix B is a template of the Preventive Suspension Notice.

- If it was proven that employee is indeed for dismissal or termination; acquires an offense score of -10 or below, EnfraUSA management, shall send the employee concerned a Termination Notice provided that employee was given the proper due notice and employee was not able to appeal the corrective action taken against him.

Attached as Appendix C is a template of the Termination Notice.

- In cases when the employee decides not to come in the office after an offense or violation, Written Notice shall be sent via the personal email of employee. The Written Notice shall be considered sent and received if email did not bounce after one (1) hour.
- Any Corrective Action, be it a warning or dismissal, shall be recorded in the employee's 201 File.
- In cases when two or more offenses comprise a singular act or when one is necessary for committing the other, the incident shall be treated as one; the heavier offense—as cited in the Company Handbook—shall be applied.
- If series of offenses in the same nature is committed, each shall be treated separately; and corrective action shall be based on the number of counts the offense was committed.
- In cases of loss or damage of company property, the employee shall be required to pay the amount lost or damaged based on appropriate net book value aside from being given a Corrective Action.
- If necessary, the Immediate Supervisor shall conduct a formal and deeper investigation, upon receiving the response of the employee to the formal charge or when the time prescribed for the employee to respond has lapsed.

The investigation shall proceed as follows:

- Interview the employee;
- Ask anyone involved or who may have knowledge of anything related to the case;
- Allow the employee to bring his witnesses.

All investigations shall be put in writing and shall be part of the case record. This record shall be acknowledged by the employee by affirming his signature on all the pages of the document.

- QA, upon getting the final decision regarding the employee's offense, shall be responsible for the following:
  - Serve the Second/ Termination Written Warning to employees for termination
  - Update employee's scorecard
  - Inform Administration Department to update employee's 201 file, reclaim Identification Card and any endorsed company property (e.g. cellphone, laptop, client product)
  - Inform Accounting Department to hold salary
  - Inform IT Department to remove door, computer login accesses

## **D. INCIDENT REPORTS AND GRIEVANCE PROCEDURE**

### **1 PURPOSE**

The management, in its exercise of discretion and prerogative, will appoint members of a grievance committee. The committee will serve as a neutral body authorized to facilitate immediate validation, clarification, investigation, and/or resolution of employee concerns that will help promote a culture of open communication.

Employees are given the opportunity to be heard and/or report any incident or grievance that may be directly or indirectly impacting their ability to deliver their role mandate, access available resources, meet company standards, and sustain a positive work environment.

Nonetheless, the management and committee shall not tolerate the grievance committee to proceed with the handling of the case directed towards any of the following:

- a. Rumor mongering and gossiping.
- b. Bashing of company and its clients, its business, its management, and/or any of its employees whether for cause or not.
- c. Personal disputes (e.g. debts or personal relationships) and other non-work related concerns.
- d. Concerns where there is an existing procedure (e.g. payroll disputes).
- e. Incidents resulting from client-specific requests, instructions, and/or any of its business proceedings.
- f. Incident nested on assumption or having no basis.

## **2 ACCOUNTABILITY**

Members of the grievance committee shall not solicit grievances and/or incident reports from any of the employees and management.

They are primarily to facilitate the procedure in coordination with the parties involved, appropriate department, and/or the management; and ensure issue resolution. The committee may be consulted for recommendations but are not to provide final decision in any of the cases.

They are to ensure confidentiality of all cases.

Employees will be primarily responsible in reporting grievances and incidents that support the purpose stated herein.

## **3 IMMEDIACY**

The employee requesting for grievance/incident report procedure will be required to file grievance/incident report immediately within two (2) weeks from date of incident and/or discovery of circumstances that merit a grievance.

Where an incident and/or grievance is to be reported by a collective group under the same occurrence, individual employees will be required to file separate reports.

## **4 INCIDENT REPORT PROCEDURE**

### **4.1 STEP 1 - FILING OF REPORT**

a. Every employee will be given the right to be heard for incidents or grievances so as long as it upholds the purpose of the procedure as stated herein.

b. Grievance and incident reports are to be filed in writing and cannot be submitted in anonymity. However, the committee is responsible in ensuring confidentiality of all cases regardless of its nature, which confidentiality includes non-disclosure of parties involved, its proceedings, and final resolution.

Where an incident report poses a serious and imminent threat to the property, interests or services of the company and/or its employees, the employee should notify the management immediately (e.g. by phone).

c. The report shall contain the facts of the incident, the circumstances, the date and time it happened (if applicable), and any reference to the Employee Handbook.

d. Any incident of discrimination and/or sexual harassment must be reported directly to the HR Manager.

e. Upon knowledge of the report, the committee shall immediately conduct initial investigation to determine if the report merits a grievance and/or administration of due process.

f. Validation must have the concurrence of the entire committee. Where the decision is not unanimous, the voice of the greater majority will be considered.

g. The following procedure, as appropriate, are to be in immediate effect upon validation of the report. The committee will be held liable for any inaction:

- **INVALID** - Provide feedback to the filing party if the case/report is found invalid due to any of the conditions as stated in this section, and which decision is supported by the committee.
- **CO-EMPLOYEES** - If the incident report is against a co-employee deemed under

violation of the company standards, then the case will be endorsed to Internal QA to initiate due process.

- NON-EMPLOYEES - If the incident report is against an individual or entity who is not an employee of EnfraUSA, the case will be endorsed to HR/Administration for investigation and handling purposes.
- PROCESS and BUSINESS RISK - If the incident report is towards a procedure or policy, operational process (non-client related), or in nature similar or analogous to the foregoing, the case will be coordinated with management and/or appropriate department.
- FACILITIES - If the incident report is towards a company asset, facilities, properties, or in nature similar or analogous to the foregoing, the case will be coordinated with management and/or appropriate department.



Appendix A is a template of the Written Warning Notice

Appendix B is a template of the Preventive Suspension Notice

Appendix C is a template of the Termination Notice.

#### Departmental Instructional Manual

- Communicate with EnfraUSA client politely. Be pleasant and receptive during training and at work.
- Employee shall be prompt on his/her scheduled conference calls/training sessions. Employee shall never make the EnfraUSA client wait. If a report will be delayed by for more than 10 minutes, let the EnfraUSA client know beforehand.
- Employee shall take the initiative to spend extra hours or use other resources available to learn the account.
- All communications and training with the EnfraUSA client shall be recorded and saved.
- Employee shall ask for clarification if instructions are not understood.
- Employee shall take down notes and shall always store soft copy of your notes/scripts/files received at S:\Campaign Folder\Training Folder (S Drive).
- Employee shall be responsible in handling day to day deliverables like total # of calls, target and input accurate information to EnfraUSA Client's database.
- Employee shall be responsible for submitting necessary reports on performance required by EnfraUSA client to your Senior Account Representative.
- Employee shall be responsible for giving insights and directions to your superior Senior Account Representative if its for the good of your account. (eg. giving directions on how to use your EnfraUSA Client's leads to maintain productivity.
- Employee shall be responsible on keeping himself motivated and coming up with strategies to improve his/ her performance and deliver reports to your Senior Account Representative
- Employee shall be responsible in delivering EnfraUSA Client's satisfaction through ensuring stability and growth of EnfraUSA's account.
- Employee shall always be there when needed. Being reliable transcends coming in on time and doing tasks effectively
- Employee shall understand how he/she can represent the Company to the EnfraUSA Client.
- EnfraUSA Client has chosen employee and commits to provide training and guidance. In return, employee shall share the same long term commitment to make the relationship work.
- Employee shall not answer or ask personal questions pertaining to age, religion, marital status, gender, sexual preference, and race.
- Employee shall limit questions to those that can help you perform better like "What are my target sales?" or "How can I do better?"
- Employee shall not answer or ask company specific information. Employee shall not release company information to EnfraUSA client and other EnfraUSA employees outside EnfraUSA account such as: company size, other clients of EnfraUSA, titles of employees, client contact information, annual sales/revenue, account details, number of employees of EnfraUSA
- Employee shall not answer or ask personal specific information such as contact

information, home address, personal email address, Facebook account and other social network site accounts

- Employee shall not tell anyone about EnfraUSA accounts (eg. name of the account, name of EnfraUSA client, and contact information of EnfraUSA clients.)
- Employee shall not contact EnfraUSA client outside EnfraUSA premises.
- Employee shall not send any photo, file, message or email pertaining to non-business related content to EnfraUSA Client.
- Employee shall not bring any any materials given by EnfraUSA Client outside the EnfraUSA premises unless approved by supervisor.