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24/7 Virtual Agent Philippines is an offshoring and outsourcing company that combines comprehensive customer care capabilities with expert digital, training and technology expertise to, first and foremost, help improve customer satisfaction and build brand loyalty. We partner with our clients to effectively help them harness their business potentials through an innovative, end-to-end solution to managing and improving their customer experience and helping our partner get better revenue from their business.

Our vision is to build enduring relationship with our client by providing timely solutions for their business and become known as the leading service provider for offshoring and outsourcing that masterfully embraces the goals of the clients to ensure reasonable returns for their investment.





Our mission is to enable our clients to seize opportunities, realize their growth potential, and ultimately accomplish their business goals by providing world-class services and most professional approach through problem ownership, actions and accountability to the continuous improvement process for our clients, their callers, web chat visitors, emailers and any other form of services which we take part of while leveraging our corporate talents, knowledge, resources and ensuring 100% client satisfaction to foster lasting and lifetime client relationships while contributing to a developing nation.













This Code of Discipline is published for the information and guidance of all **24/7 VIRTUAL AGENT PHILIPPINES INC.** employees. These rules and regulations serve as guide to employees in properly behave and productively perform at work. These are important for the organize conduct of business that are written for the protection of both the company and its employees.

###### ARTICLE 1

###### DEFINITION OF TERMS

*The following words and phrases, as used in this Code, shall have meaning indicated unless a different and new meaning is plainly and expressly made.*

###### SECTION 1- GENERAL TERMS

1. COMPANY pertains to **24/7 VIRTUAL AGENT PHILIPPINES INC.** and referred to herein either as the “the Company” or “the employer”.
2. EMPLOYEE pertains to all persons, including temporary, probationary, regular employees who regularly reports to the Company and under the employ of or are in the active payroll of **24/7 VIRTUAL AGENT PHILIPPINES INC.**.
3. IMMEDIATE SUPERIOR refers to employee’s team leader/Supervisors/Managers/CEO.
4. EMERGENCY CASES pertains to unforeseen circumstances such as natural calamities (e.g. fire, typhoon, earthquake) where there is considerable impairment of day-to-day/normal activities, sickness, giving birth, death or any accident involving either the employee or immediate members of his family,

which shall include the lawful spouse, children and parents for unmarried employees.

1. COMPANY PREMISES pertains to all landholding and building and all other properties of similar or related nature, owned or rented by **24/7 VIRTUAL AGENT PHILIPPINES INC.**
2. PROFANE LANGUAGE pertains to words, phrases or signs written or uttered; or pictures, print, sketches, or such other visual, audio or oral media uttered or done without respect, with malice, irreverence or contempt.
3. PORNOGRAPHIC LITERATURE pertains to obscene or licentious film, videogram, drawing, cut-out, picture, book, magazine and the like, implying or depicting sexual and related activities.
4. NARCOTICS pertain to drugs or hallucinogens that produce a condition of insensibility, hyperactivity, melancholy and dullness of mind

with delusion that may lead to habit forming. Included among those drugs are: opium, cocaine, alpha and beta cocaine, Indian hemp, marijuana and their derivatives. All preparations made from these or any of these; and such other drugs, whether natural or synthetic, having physiological action as a narcotic drug as identified by the Dangerous Drug Board.

1. INSUBORDINATION pertains to refusal, deliberate failure or unwillingness of an employee to follow and/or submit to authority.
2. RESTRICTED AREA refers to which is strictly off-limits to employees unless otherwise authorized in writing by the duly designated Department Manager or by the Manager assigned under whose jurisdiction the said area falls.
3. AUTHORITY is the one who is vested with powers or prerogatives to lay down and execute management policies; effectively recommend in the interest of the employer, such managerial action/and or to hire, transfer, suspend, lay-off, recall, discharge, assign or discipline employees.
4. NO SMOKING AREAS are areas where no one (employee or not) is allowed to smoke.
5. MALINGERING means pretending or feigning inability, incapacity (as illness or injury, among others) to avoid, to stop, to finish or complete duty or work.
6. COMPANY OFFICES pertains to all offices inside the Company premises where business is operated or service is supplied.
7. LOITERING means being physically present in a location outside his designated working area without prior written permission from his immediate superior or
8. the Department Manager of the area concerned and performing work of unofficial nature.
9. UNAUTHORIZED ENTRY means entering outside of office hours, the Company premises, offices and other such areas without permission from the concerned authorities.
10. LOAFING is spending time in idleness such as going to other areas inside or outside the premises just to let the time pass or to waste time or staying in his work post doing nothing.
11. MALVERSATION means unauthorized spending of funds entrusted to an employee, whether directly or indirectly, by the Company.

**SECTION 2 - LEAVES AND ABSENCES**

*A large number of employee offenses committed in business organizations revolve around employee attendance as well as violations of standard/specified working hours. This Code segregates the discussions of these offenses to facilitate reference.*

1. ABSENCE is failure of a worker to report on the job when he/she is scheduled to work.
2. VACATION LEAVE is being away from work with the consent and authorization of the employer

to enable the worker to take-off from work for rest, recreation and to attend to other personal exigencies.

1. SICK LEAVE is granted to an employee who is suffering from an ailment/sickness/injury or physical incapacity that prevents him from reporting for work. Sick leave is granted to enable him to get rest and treatment he needs without suffering loss of income for considerable period of time.
2. ABSENCE WITH NOTICE is being away from work because of unavoidable but justified reasons and when such is properly reported to employer, i.e. through a notice made by the employee himself by phone on the same day (Notices sent through a third person verbally will not be honored). An official Leave Application Form, complete with proof or documentation of the reason for the absence,

must be submitted as soon as the employee reports back to work

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1. ABSENCE WITHOUT OFFICIAL LEAVE (AWOL) is being away from work without due notice or permission from the employer. This is considered to be an irregularity in the conduct of an employee.
2. EMERGENCY LEAVE is being away from work due to occurrence of natural calamities or circumstances beyond the control of the employee.
3. PATERNITY LEAVE is when the male employee, with notice to the company, does not report for work because his legitimate wife gave birth or suffered miscarriage.
4. UNEXCUSED ABSENCE is being away from work without valid or justified reasons regardless of

whether the employer was notified or not. This absence is without pay.

1. ABANDONMENT OF WORK is absences exceeding to five (5) consecutive working days without proper authorization and despite instruction from the employer to report for work.
2. EXCESSIVE AWOL is intermittent absences without official leave with each occasion/incidence lasting for a period of two (2) to five (5) consecutive working days.
3. TARDINESS means failure to report for work at the company’s required start-up time for work, whether for the regular time shift or break-time schedule.
4. UNDERTIME is rendering work at a maximum of two (2) hours less than the minimum number of hours required of the employee per day. In no

case shall the under-time be allowed at the start of working day.

1. EXCESSIVE UNEXCUSED ABSENCES is the occurrence of absences with notice but were disapproved (unexcused absences) with each incidence lasting for a period of two (2) to five (5) consecutive working days.
2. LEAVE WITHOUT PAY is being away from work, whether excused or unexcused, for which the employee shall not be receiving wages of any kind and amount.





**ARTICLE II**

**LEAVES AND ABSENCES**

**SECTION I – VACATION LEAVE**

1. Every employee must first secure the written permission of his immediate superior using the Leave Requisition Form before taking the vacation leave (i.e. 2 days before the intended leave).
2. Leave Application Forms must be filled out by employee, endorsed by the immediate superior (Editor/Team Leader) and approved by the next immediate superior (Operations Manager) of concerned employee at least two (2) days before the intended leave. Employee will forward the approved form to HRD for verification.
3. Absences can be charged to Vacation Leave only if duly authorized and approved by employee’s Operations Manager and noted by HR Personnel.

**SECTION 2 – SICK LEAVE**

1. Employee must notify the company two hours before working time either by text or by call. This is to immediately find replacement so as not to obstruct work load. All sickness messages, text or by phone, must be directed to Immediate Superior
2. Every employee must file for Sick Leave on the day he/she reports back for work accompanied by medical certificate for absences of at least two (2) days.
3. A Sick leave will not be honored and shall be considered Absence without Official Leave (AWOL) if the above requirements are not strictly complied.

**SECTION 3 – ABSENCE WITH NOTICE**

1. Absence with notice may be considered EXCUSED OR UNEXCUSED depending upon the Department Manager’s evaluation of the employee’s reasons. The mere fact that a notice was filed does not automatically mean that the reason will be accepted and the absence is already excused.
2. An employee who is absent from work because of unavoidable justifiable reasons other than ailment sickness, injury or other physical incapacity must notify his/her immediate superior of his/her absence and the reason or

reasons thereof two hour before working day of his/her day of absence in writing or by phone. Notice sent through a third person verbally will not be honored. Also, to be valid, notice must be directed to Immediate Superior.

1. Each notice shall refer only to one (1) day, each absence shall be covered by the separate individual notice unless the notice indicates that the absence will take more than one (1) day after which a written proof will be required that he/she needs to be absent for more than a day. Otherwise, the subsequent absence(s) will not be considered with notice.
2. A total of five (5) ABSENCES WITH NOTICE, regardless of reasons, within a period of three (3) months, shall be considered as EXCESSIVE & HABITUAL ABSENTEEISM and shall be considered gross inefficiency which shall be used against the employee either for purposes of discipline

or performance appraisal/merit increase evaluation.

1. For all EXCUSED ABSENCES, the employee must file a formal LEAVE OF ABSENCE within five (5) days from the first day he returns to work. Failure to do so would render the absence as ABSENCE WITH NOTICE (i.e. without pay).

**SECTION 4 – TARDINESS**



1. TARDINESS refer to inability to report for work at the prescribed time either for the first hour of work, at the start of the work shift or after break periods such as when returning to work after coffee or lunch break.
2. GRACE PERIOD – There is a daily Grace Period of fifteen (15) minutes which shall apply only for the first hour of duty. Hence, when an employee goes beyond the grace period, the time of arrival or time-in is already considered as tardy from prescribed time of first hour of work to time of arrival. Tardiness accumulated for a payroll period is deducted from payroll.
3. All employees who go directly to clients or attend to official matters outside the office are required to fill-out Official Business Form approved by Operations Manager at least one day in advance.

**SECTION 5 – TIMEKEEPING**

1. The Timecard will be the official basis for determining the salary during payday. All personnel are required to punch their time-

in/out using the timecard. NO TIME-IN or TIME-OUT shall mean absence for the whole day.

1. PUNCHING OUT AHEAD OF TIME means unauthorized punching OUT before the end of the work period.
2. One offense shall have been committed where an employee PUNCHES OUT AHEAD OF TIME for at least five (5) minutes (one time); or three (3) times for a total of not more than five (5) minutes within one (1) month.

**ARTICLE III – PUNISHABLE ACTS**

**SECTION 1 - TABLE OF OFFENSES AND PENALTIES**

**FOR ABSENCES / TARDINESS ONLY**



1. **ABSENCES WITH NOTICE BUT UNEXCUSED**

Refer to Article II Section 3 of Code of Discipline

**1.1 ABSENCE WITHOUT NOTICE/EXCESSIVE AWOL**

This is irregular absences, otherwise if consecutively done for 5 days it will consider as Abandonment of work.

Depending on the severity/gravity of actual situations surrounding the incident, the disciplinary actions for 1.0 and 1.1 are classified under the headings of Minor – Major offense.



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| **Occurrence** | **Type of Offense (by gravity)** | |
| **Misdemeanor** | **Minor** |
| First offense | Verbal warning | Written reprimand |
| Second offense | Written reprimand | 3 – days Suspension |
| Third offense | 3 – days Suspension | 4 – days Suspension |
| Fourth offense | 4 – days Suspension | 6 – days Suspension |
| Fifth offense | 6 – days Suspension | 12 – days Suspension |
| Sixth offense | 12 – days Suspension | 20 – days Suspension |
| Seventh offense | 20 – days Suspension | 30 – days Suspension & final written warning |
| Eigth offense | 30 – days Suspension & final written warning | Dismissal |
| Nineth offense | Dismissal |  |
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**1.2 TARDINESS** (Monthly monitoring within one year)

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| --- | --- | --- |
| **Occurrence** | **No. of times tardy**  **(in a month)** | **Penalty** |
| First offense | 1 to 5  6 to 8  9 to 12  13 to 16  More than 17 | Counseling  written reprimand  3 - days suspension  6 - days suspension  12 - days suspension |
| Second offense | 5 to 8  9 to 12  More than 13 | 3 - days suspension  6 - days suspension  12 - days suspension |
| Third offense | 5 to 8  9 to 12  More than 13 | 3 - days suspension  6 - days suspension  DISMISSAL |
| Fourth offense | More than 5 | DISMISSAL |

**SECTION 2 - TABLE OF OFFENSES AND PENALTIES**

**FOR OTHER OFFENSES**

Other offenses requiring disciplinary action are classified under the Headings Misdemeanor, Minor, Major, Grave and Terminal. This classification is made in accordance with the disciplinary actions that the offense merits.

1. **PENALTIES**

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| **Offense** | **Occurrence** | **Penalty** |
| MIsdeameanor | First  Second  Third  Fourth  Fifth  Sixth | Verbal reprimand  Written reprimand  3 – days Suspension  6 – days Suspension  12 – days Suspension  Dismissal |
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| Minor | First  Second  Third  Fourth  Fifth | Written reprimand  3 – days Suspension  6 – days Suspension  12 – days Suspension  Dismissal |
| Major | First  Second  Third  Fourth | 3 – days Suspension  6 – days Suspension  12 – days Suspension  Dismissal |
| Grave | First  Second  Third | 6 – days Suspension  12 – days Suspension  Dismissal |
| Terminal | First | Dismissal |
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(Included in Terminal Offense are the grounds provided by law as just causes for termination of

employment. Violation of terminal offense means forfeiture of company benefits).

NOTE: All provisions of law, including but not limited to, New Labor Code, Presidential Decrees and other orders, rules and regulations promulgated by the duly authorities shall constitute an integral part of this Code of Discipline.

1. **OFFENSES**

**2.1 DISHONESTY**

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| --- | --- |
| Obtaining through fraudulent means of materials, supplies or service from the Company wherever committed. | Terminal |
| Malversation; misappropriation for personal use, or unauthorized use of:Company funds orCompany property orThe services of Company employees during hours they are under the employ of the Company. | Terminal |
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| Giving false or misleading information in applying for employment or seeking to qualify for any preference or benefit, or during investigation. | Terminal |
| Stealing or attempting to steal from the Company or stealing from others in Company premises at any time. | Terminal |
| Unauthorized solicitation or collection from suppliers, accepting, directly or indirectly anything of value in exchange for a job, business transaction or favor in connection with work | Terminal |
| Falsifying of Company records or documents | Terminal |
| Acts in violation of the Company’s policy on conflict of interests and all other acts of dishonesty that cause or tend to cause prejudice to the Company such as but not limited to:  * Moonlighting or accepting other job beside the job under this Company * Taking commissions in cash and in kind * Facilitating sales or favors to competitors | Terminal |
| Possession of company property without written authorization from immediate or approving personnel superior. | Terminal |
| Substituting company materials, tools and equipment with another item not owned by the company without authorization. | Terminal |
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| Tampering of one’s or another employee’s timecard. | Grave |
| Punching in or out another employee’s timecard. | Grave |
| Failure to disclose, within three (3) days from day afflicted, any infectious or contagious ailment. | Major |
| Failure to notify supervisor or the Personnel Dept. of changes in address or other changes in PERSONAL DATA within seven (7) working days from said changes. | Minor |
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**2.2 SERIOUS MISCONDUCT**

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| Any attempt to personally inflict or cause bodily pain, harm or injury upon another person; or have in fact inflicted or caused said injuries inside Company premises or within its immediate vicinity. | Terminal |
| Any act of violence, coercion, threat, intimidation or assault against the person or name of a company official or representative inside the Company premises with the intention of causing disgrace, harm or body injury. | Terminal |
| Any act of violence, coercion, threat, intimidation or assault upon any other persons or any such act which constitutes the commission of a crime irrespective of time or place. | Terminal |
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| Deliberate destruction or sabotage of Company property and/or products and/or operations. | Terminal |
| Allowing, inviting, encouraging, bringing in, giving tacit consent to, having knowledge of outsiders or persons not connected with the Company to cause trouble or damage to Company’s business intents or properties inside or outside company premises. | Terminal |
| Bringing in or carrying of firearms, explosives, inflammable materials and other deadly weapons such as bolos, ice picks, etc. inside Company premises. | Terminal |
| Abuse of position or authority to gain profit or advantage from the Company or use of authority to compel subordinates to perform acts not official in nature during work hours. | Terminal |
| Possessing, using, or causing to be brought or used, narcotics or any prohibited drugs into Company premises. | Terminal |
| Any act committed by an employee, manager, supervisor or any other person who having authority influence or moral ascendancy over another in a work environment demands, requests or otherwise requires any sexual favor from the other, regardless of whether the demand, request or requirement for submission is acceptable by the object of said . | Terminal |



**2.3 OTHER FORMS OF MISCONDUCT**



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| --- | --- |
| Immoral conduct within Company premises, whether or not committed during work time, including exhibition or distribution of pornographic materials. | Terminal |
| Gambling, betting and conducting lotteries or other similar acts on Company premises at all times. | Terminal |
| Drinking alcoholic beverages during work time or on Company premises; unfitness for work as a result of excessive drinking of alcoholic beverages; entering Company premises under the influence of liquor or narcotic drug whether on duty or not, causing disturbance to other employees. | Terminal |
| Acts of negligence or carelessness committed during working time or on company premises resulting in personal injury damage to or lose of business or property belonging to the Company or to third parties, or otherwise resulting in expenses or losses to be incurred by the Company. | Major |
| Misinformation or knowingly furnishing false, misleading or grossly inaccurate data or information out of neglect or failure to make proper research and investigation; and giving false testimony during an official investigation authorized by the company. | Grave |
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| Rumor mongering or spreading rumors or derogatory or libelous stories orally or in writing which tend to destructively/negatively/criticize, discredit, damage, or intrigue against honor/integrity/reputation/good name of the Company, its management, stockholders, officers or co-employees. | Grave |
| Intentional disregard of standard operating procedures with motive to harm or destroy the process.1 | Grave |
| Defacing of Company properties or properties belonging to employees, visitors, etc. inside the Company premises or willful alteration, mutilation, tampering, smudging, printing, painting, or “dirtying” of walls or façade of company properties or any form of vandalism committed on Company properties. | Major |
| Willfully holding back, slowing down, hindering, or limiting work output. | Grave |
| Engaging in horseplay or using abusive, threatening, or profane language during work time or within Company premises. Horse play as stated refers to rough, course, boisterous play passing the bounds of propriety. | Minor |
| Posting or distribution/dissemination of any derogatory articles, prints or drawings on any company property or premises be it against any fellow employee or the company, or removal or alteration of any company matters of information from Bulletin Boards at any time unless specifically authorized. | Major |
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| Unauthorized entry in company offices or premises at anytime. This includes suspended employees whose authority to enter the Company premises is also temporarily suspended for the duration of the suspension. | Major |
| Smoking in prohibited areas including electronic cigarette/vape | Minor |
| Littering within the Company premises | Misdemeanor |
| Non-wearing of company prescribed uniform or improper wearing of uniform or alteration of uniform | Misdemeanor |
| Failure to wear or improper wearing of Company ID within Company premises | Misdemeanor |
| 18. Cross dressing during working hours and official business meetings. | Minor |
| 19. Unauthorized posting of photos of company and its employees and or any other company property such as training materials, samples and technical manuals in any social networking sites or any other websites. | Minor |



**2.4 NEGLEGINCE OF DUTY**

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| Abandonment of work. (See Article I Section 2.9 of this Code of Discipline) | Terminal |
| Absence without notice during “critical days wherein one’s presence is imperative so as not to hamper Company’s operation. | Grave |
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| Failure to comply with Company’s standard operating procedure, official orders and/or perform assigned duties or specific instructions related to the employee’s duty. | Minor |
| Willfully refusing (without valid reason) to accept work, shift assignments, or specific instructions from superior. | Major |
| Malingering or feigning illness to avoid doing assigned work or reporting for work or staying on the job or finishing it. This includes absence due to Sick Leave but employees is not at home or in the hospital/doctor’s clinic. | Major |
| Any acts of INSUBORDINATION. | Major |
| Refusal or failure to follow safety and security rules which includes refusal to submit to frisking/searching. | Major |
| Failure of a manager / supervisor to disseminate Company policies, work rules, work procedures, and the like to employees he/she supervises. | Major |
| Failure of a manager /supervisor to take steps to prevent, rectify, and/or report his/her knowledge of any violation of this Handbook or of other Company rules. | Major |
| Failure to report at once any loss, damage, wastage of company materials, supplies, property or assets. | Major |
| Loafing, loitering, or sleeping during work time. | Major |
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| Performing work of personal nature during office hours. Attending to personal matters during office hours, such as use of internet for social networking sites, prolonged telephone conversations, unauthorized selling of merchandise, unauthorized collection of debts, contributions or usury or other money-making projects. | Minor |
| Leaving work assignment or work area or leaving Company premises before quitting time (except for breaks) without permission of the superior.at case. | Major |
| Punching out ahead of time. | Minor |
| Failure /negligence to report violation of the company rules and regulations or inform the appropriate officer when such violation is witnessed. | Minor |

**2.5 VIOLATIONS OF CONFIDENTIALITY**

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| --- | --- |
| 1. Infidelity in the custody of Company documents. Without proper previous authority, revealing, releasing or divulging confidential information to individuals other than authorized persons. | Terminal |
| Failure to properly secure confidential documents before going home. | Major |





**SECTION 3 - TABLE OF OFFENSES AND PENALTIES**

**FOR FAILURE TO WEAR UNIFORM/ COMPANY ID**

**(MONTHLY)**

First offense Verbal Warning

Second offense Written Reprimand

Third offense 1-days suspension

Fourth offense 3-days suspension

Fifth offense 6-days suspension

Succeeding offenses 12days suspension



###### ARTICLE IV – Prescription Period

All offenses shall have the following prescriptive periods (except for Tardiness and Failure to Wear Uniform and ID).

Misdemeanor - One (1) year

Minor - One (1) year

Major - Two (2) years

Grave - Two (2) years

Terminal - No prescription

###### NOTICE

This Code of Discipline contains the principal Rules and Regulations of the Company. Other rules and policies that do not appear herein are none the less considered part of this Code insofar as consistent herewith. The management may add or delete provisions of this Code from time to time in consonance with promulgated Company Policy.











