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I. Purpose

The Code of Discipline (COD) is meant to promote and preserve the business interests of Mopro Philippines, Inc and its stakeholders. The Code defines the prescribed demeanor of employees which should clearly reflect the value of Respect among others. The COD revolves around this principle – Respect for the Company, its Employees and Property.

The Code of Discipline is intended to help guide both employees and their line supervisors/managers on what are tolerable as well as unacceptable behavior in the company. It establishes guidelines and procedures to ensure that employees behave in a manner that will support the Company's ability to achieve its business goals and financial objectives, through the prompt, uniform and consistent application of the work rules and regulations laid down by the Company.

It is also the goal that the Code as a corrective tool rather than a punitive one.

II. Scope

The Code of Discipline applies to all employees of Mopro Philippines, Inc. regardless of rank and position including clients, visitors and vendors inside the company premises

III. Definition of Terms

- A. Incident Report (IR) – A written account which contains who, what, where and when of a perceived incident or infraction of the Code of Discipline. It is a detailed narration in chronological order of the events or incidents leading to the perceived Code of Discipline violation or infraction allegedly committed by any employee, client, vendor or visitor of Mopro Phil.
- B. Notice to Explain (NTE) – A document which indicates the nature of the offense/s allegedly committed by an employee, vendor, visitor or client and enumerating among others the alleged violation or infraction, as well as the possible corrective measure that may be imposed for the identified offense/s if found guilty after due process. This NTE provides the employee the opportunity to be heard and defend him/herself from the alleged infractions presented in the document.
- C. Written Explanation – A hand written or printed response by employees, vendors, visitors or clients to explain and/or defend themselves against the allegations identified in the Notice to Explain.
- D. Preventive Suspension (PS) – is a temporary removal of an employee charged for violation of company rules from his present status or position based on the definition provided by the Labor Code of the Philippines. The employer may place the worker concerned under preventive suspension **if his continued employment poses a serious and imminent threat to the life or property of the employer or of his co-workers**. This will be for a maximum of 30 calendar days. A "no work no pay" status will be applied. If the employee was found innocent of all charges enumerated in the Notice to Explain, the employee will be paid the working days he or she was put on Preventive Suspension. If found guilty and

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reinstated, no payment of wages will be paid while on Preventive Suspension. While under Preventive Suspension, access to all areas of the company will temporarily be suspended except in HR. Employee will be directed to coordinate any matter through the HR representative assigned to the case. Laptop and company phone will temporarily be confiscated and access to the company internet site/s will be suspended pending the outcome of the case. Preventive suspension cannot be charged against the employee's leave credits.

- E. Administrative Conference – A statutory proceeding composed of a select panel tasked into looking at the evidences, narratives and reports pertinent to a Notice to explain that may lead to Termination of employment. As mandated by law, this is also the venue where the accused employee gets to be heard and at the same time questioned regarding the case on hand. The role of the Panel is to determine innocence or guilt of the employee based on all evidences. They may recommend the sanction or appropriate corrective action. Human Resources either concurs, reduces or escalates the corrective action.
- F. Notice of Decision/Corrective Measure (NOD/CM) – A document containing the resolution or decision as well as the corresponding appropriate disciplinary or corrective action as prescribed in the Code. The Company must notify the employee of the decision in writing through this document. Corrective Measures are applicable to level 1 and 2 while Notice of Decision is for level 3 and 4. In certain instances, Level 3 infractions may warrant a Corrective Measure instead of a Notice of Decision to be determined by HR.

IV. Policy Guidelines

- A. An Incident report must be submitted as an initiating document. This is either forwarded to the supervisor or manager of the reporting employee. For level 3 and 4 infractions, HR should be included and will determine taking over the case based on severity and impact to the organization.
- B. For Level 1 and 2, First line supervisors or managers should make an assessment and if required, validate the allegations found in the incident report. They may reach out to HR for consultation and guidance. If found to have probable cause, Line supervisor or manager may proceed to invite accused employee to an initial meeting wherein the alleged infraction and possible corrective action will be presented and discussed. Line Supervisor or Manager, depending on the infraction should allow the accused employee to explain. This should be captured in a document (coaching log, Corrective Measure, etc.) which will be part of the case file. A coaching log or Corrective Measure file is presented to the employee with a summary of the proceedings and the decision of being absolved or not. This should also include any intervention or commitments by one or both parties. Once signed by both parties, a copy is retained by the employee and another one for HR which should be submitted within 24 hours of signing.
- C. For Level 3 and 4, Incident reports will be discussed by Line Supervisor or Manager with HR to determine severity of the potential case. If determined by HR to be less serious or grave, line supervisor or manager may follow step B but would need HR to sign off on all documents to be used from NTE or Corrective Measure document prior to serving to the Employee. If found to be Serious or Grave, HR takes the lead in handling the case.

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- D. Further investigation may be conducted to validate information found in the Incident report prior to serving a Notice to Explain. This may require coordination with other departments as needed and/or interviews.
- E. Once probable cause has been established, HR partners with the line supervisor or manager who will be drafting the Notice to Explain. The final draft of The Notice to Explain will need the sign off from HR prior to serving. Once employee has been served the NTE, He or she will be given five (5) calendar days to respond in writing. Indicated in the NTE will be a tentative date for the Administrative conference.
- F. Refusal to acknowledge or receive the NTE does not exempt the employee from going through the process as well as the required five (5) calendar days to respond in writing. Two (2) impartial employees will be asked to witness the refusal of the employee receiving the NTE. The issuance of the NTE will be considered tendered and served to the employee.
- G. The Administrative Panel shall be composed of only peers if not employees holding positions one level higher or more from that of the accused employee.
- H. During Administrative conferences, Human Resources will be an impartial, third party participant acting as Facilitator and adviser.
- I. During the Administrative Conference, HR will summarize the events, allegation, violation and probable sanction. The panel will be introduced as well as the accused employee. Rules of the proceedings will be explained to both the accused employee and the panel members. Recording of the proceedings may done to ensure proper documentation.
- J. Another member of the HR team will act as the minutes of the meeting transcriber. He or she will also be responsible in transcribing critical information from any recording. An outline of critical conversations or discussions and arguments will be summarized and have all participants sign-off. Any dispute will be checked and validated in the recording.
- K. After the Administrative Conference, the Panel will convene to discuss the merits of the case. Members are to vote on a decision on whether innocence or guilt is present in each alleged violation. Majority vote will prevail however, if a tie has developed, the HR representative will have to cast in a vote.
- L. If a decision of guilty has been reached, the Panel will be asked to recommend the sanction. This should be based on mitigating or aggravating circumstances of the case. HR will evaluate and would either concur or not depending on potential legal risks to the company.
- M. Once a decision has been made, the Line supervisor/Manager or HR will draft the Notice of Decision. Signatories for the NTE are the line Supervisor/Manager, Department/Operation Head and the appropriate HR representative or the Head of HR.
- N. Serving of Termination should be done during official working hours and working days with at least one (1) witness. Effective date of termination will be the same day as the serving of the NOD.
- O. Clearance of the Terminated employee will be handled by the first line supervisor or

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manager in coordination with HR.

V. Other Provisions

- A. Effective dates of the preventive suspension shall take effect upon serving of the Notice to Explain with Preventive Suspension. Probationary employees may be non-regularized if incurring a Final Written Warning.

VI. Classification of Infractions

OCCURRENCE	Category A	Category B	Category C	Category D
	Minor Infractions	Simple Infractions	Serious Infractions	Grave Infractions
1st	First Written Warning	Second Written Warning	Final Written Warning	Termination
2nd	Second Written Warning	Final Written Warning	Termination	
3rd	Final Written Warning	Termination		
4th	Termination			

VII. Schedule of Offenses, Penalties and Prescriptive Period (Code of Discipline)

The Code of Discipline contains in detail, the schedule of offenses and their corresponding penalties. Although detailed, the COD should not be treated as an exhaustive list as there may be other offenses covered by other Mopro policies, and by Philippine laws.

Except for terminable offenses, the count of days for the prescriptive period will start on the day of issuance of the corrective measure. Cleansing period is as follows:

First Written Warning – Forty Five (45) Days
Second Written Warning – Ninety (90) Days
Final Warning – One Hundred Eighty (180) Days

ATTENDANCE	Category	1 st Occurrence	2 nd Occurrence	3 rd Occurrence	4 th Occurrence
Failure to time in/time out	A	First Written Warning	Second Written Warning	Final Written Warning	Termination
Non-adherence to break schedules	B	Second Written Warning	Final Written Warning	Termination	--
Habitual tardiness	C	Final Written Warning	Termination	--	--
Malingering or pretending to be sick, giving false excuse to avail of a sick leave or absence	C	Final Written Warning	Termination	--	--
Unexcused absence (3 days or less within a period of 14 calendar days)	C	Final Written Warning	Termination	--	--
Unexcused absence (more than 3 days within a period of 14 calendar days or more)	D	Termination	--	--	--
Absence on critical working days (CWDs)	C	Final Written Warning	Termination	--	--
No-Call-No-Show (NCNS) for 1 day	B	Second Written Warning	Final Written Warning	Termination	--
No-Call-No-Show (NCNS) for 2 consecutive days	C	Final Written Warning	Termination	--	--

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No-Call-No-Show (NCNS) for 3 consecutive days	D	Termination	--	--	--
Abandonment of work, continued failure to report for work without complying with the notice and other attendance policies of the Company, or failure to return to work after issuance of a return to work order within the period provided in the notice	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

HEALTH AND SANITATION	Category	1 st Occurrence	2 nd Occurrence	3 rd Occurrence	4 th Occurrence
Improper use of company sanitary facilities.	A	First Written Warning	Second Written Warning	Final Written Warning	Termination
Littering within company premises.	A	First Written Warning	Second Written Warning	Final Written Warning	Termination
Failure to maintain the sanitary condition of one's immediate work area.	A	First Written Warning	Second Written Warning	Final Written Warning	Termination
Eating/drinking in unauthorized eating/drinking areas.	B	Second Written Warning	Final Written Warning	Termination	--
Reporting for work when found to be unfit due to illness.	C	Final Written Warning	Termination	--	--
Smoking in non-smoking areas.	C	Final Written Warning	Termination	--	--
Refusal to be subjected to health screening, physical, drug and/or medical examination.	D	Termination	--	--	--
Use, possession and testing positive for use of illegal drugs and other such substances.	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

PERFORMANCE AND EFFICIENCY	Category	1 st Occurrence	2 nd Occurrence	3 rd Occurrence	4 th Occurrence
Sleeping during work hours.	B	Second Written Warning	Final Written Warning	Termination	--
Refusal to accept change of shift, transfer of work station, and/or reasonable mandatory overtime work.	B	Second Written Warning	Final Written Warning	Termination	--
Holding unauthorized meetings within company premises.	B	Second Written Warning	Final Written Warning	Termination	--
Failure to meet performance metrics.	C	Final Written Warning	Termination	--	--
Negligence or failure in the performance of duties and responsibilities.	C	Final Written Warning	Termination	--	--
Loafing, loitering and malingering.	C	Final Written Warning	Termination	--	--
Disregard for instructions of superior.	D	Final Written Warning	Termination	--	--

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Failure to attain a satisfactory grade/rating within established periods as explained or agreed upon	D	Termination	--	--	--
Failure to follow standard operating procedures (SOPs) and/or negligence in the performance of work.	D	Termination	--	--	--
Failure to implement or follow proper procedures for performance management of employees, for conduct of investigation, or for disciplining of employees, including but not limited to imposing penalties or fines not authorized or levied under relevant policies and regulations; or commission of any act that violates or tends to impede the proper implementation of human resource policies, procedures, and regulations, regardless of whether such acts lead to actual losses to the Company	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

COMPANY PROPERTY	Category	1 st Occurrence	2nd Occurrence	3rd Occurrence	4 th Occurrence
Vandalism and/or unauthorized posting, removing, and/or altering of official printed materials on/from bulletin boards and other company property.	B	Second Written Warning	Final Written Warning	Termination	--
Use of company equipment and/or property for activities not related to work.	C	Final Written Warning	Termination	--	--
Improper use of company time and property for personal advantage and/or purposes.	C	Final Written Warning	Termination	--	--
Unauthorized solicitation of funds or collection of contributions, or granting of loans not of the Company's interest and/or without authority.	C	Final Written Warning	Termination	--	--
Theft and/or misappropriation of funds, or attempt thereof.	D	Termination	--	--	--
Destruction, alteration, abuse, defacement, selling and/or tampering of company property and/or equipment either due to negligence or intentional acts.	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

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TRUST AND CONFIDENCE	Category	1 st Occurrence	2nd Occurrence	3rd Occurrence	4 th Occurrence
Borrowing/lending money, goods or merchandise from clients, suppliers and/or co-employees	C	Final Written Warning	Termination	--	--
Relationship whether by consanguinity or affinity within the fourth (4th) civil degree, of employees within the same department where one reports to another or one has direct or indirect impact on the performance rating or review of the other	C	Final Written Warning	Termination	--	--
Non-disclosure of romantic relationship between employees regardless of rank or position, within the company as well as with client companies.	C	Final Written Warning	Termination	--	--
Deliberate and/or undisclosed seeking of direct employment with the client or competitor/s.	C	Final Written Warning	Termination	--	--
Abuse of authority in any form.	D	Termination	--	--	--
Logging in/Logging out for others.	D	Termination	--	--	--
Falsification, use and/or submission of falsified data, records, documents and information.	D	Termination	--	--	--
Obtaining company materials or supplies fraudulently and/or without authorization.	D	Termination	--	--	--
Making false and/or malicious statements, initiating and/or engaging in dubious schemes that are potentially damaging to a fellow employee, the client, customers, vendors and/or guests, or damaging to the Company's reputation.	D	Termination	--	--	--
Unauthorized disclosure of confidential information acquired in the work place including but not limited to company records, documents, plans, strategies, financial statements, market studies, survey data and/or similar materials.	D	Termination	--	--	--
Deliberately accessing restricted/confidential information	D	Termination	--	--	--
Divulging of salary, compensation package, and other remuneration information.	D	Termination	--	--	--
Any act/s of fraud or willful breach by the employee of the trust reposed in him by management or by its duly authorized representative	D	Termination	--	--	--
Gross or habitual neglect in the performance of assigned duties	D	Termination	--	--	--
Restraining, coercing, with threat or intimidation, another employee from testifying during administrative investigation.	D	Termination	--	--	--
Failure or refusal to cooperate or testify in Company investigations	D	Termination	--	--	--
Fomenting distrust and discontent in the company.	D	Termination	--	--	--

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Knowingly furnishing false, misleading or grossly inaccurate data or information to persons duly authorized to receive the same	D	Termination	--	--	--
Making false claims for reimbursements, false statements in employment record, false testimony in Company investigations and/or any form or dishonesty and forgery.	D	Termination	--	--	--
Providing false or misleading information or documents to seek or qualify for any employment preference or benefit from the company.	D	Termination	--	--	--
Entering into contracts with any party or vendor and/or signing any type of agreement in behalf of the company, without being duly authorized to do so, whether or not he gained benefit	D	Termination	--	--	--
Receiving additional benefits from contracts lawfully entered in behalf of the company, without being duly entitled to the benefit, whether he actually enjoyed the benefit or not.	D	Termination	--	--	--
Serious misconduct or Willful disobedience and/or Insubordination by the employee of the lawful orders or instruction of his superior.	D	Termination	--	--	--
Encouraging, coercing, inciting, bribing or otherwise inducing any employee to engage in any practice in violation of the Company rules.	D	Termination	--	--	--
Spying or maliciously obtaining information from the company confidential records, for purposes of discrediting the company or transmitting the same to others to the prejudice of the company.	D	Termination	--	--	--
Inducing, pressuring, influencing or bribing others to spy or obtain information for the purpose of discrediting the company or transmitting the same to others to the prejudice of the company.	D	Termination	--	--	--
All other acts that violate the confidential nature of his employment which may or may not cause or tend to cause damage or prejudice to the company.	D	Termination	--	--	--

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Commission of any act of dishonesty or any act that breaches the trust and confidence conferred by the Company	D	Termination	--	--	--
Committing other acts of fraud not embraced by the forgoing provisions, regardless of whether such acts cause or tend to cause material, fiscal, financial, or monetary damage or loss to the Company	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

GOOD MORALS AND BEHAVIOR	Category	1 st Occurrence	2nd Occurrence	3rd Occurrence	4 th Occurrence
Inappropriate and/or indecent clothing or grooming. None compliance to the company's dress code.	A	First Written Warning	Second Written Warning	Final Written Warning	Termination
Sleeping during working hours	B	Second Written Warning	Final Written Warning	Termination	--
Engaging in usurious and/or money lending business while at work or inside company premises, including parking areas and pantries.	C	Final Written Warning	Termination	--	--
Soliciting and/or collecting monetary contribution during working hours and inside company premises without the written consent of the company.	C	Final Written Warning	Termination	--	--
Disorderly conduct of any kind, use of profane and/or offensive language during work hours or while inside company premises.	C	Final Written Warning	Termination	--	--
Possession and/or display of pornographic materials wether in print or electronic format or any other form within company premises.	C	Final Written Warning	Termination	--	--
Engaging in gambling activities within company premises. Gambling, betting, and conducting lottery or other similar acts during working time and/or inside company premises.	C	Final Written Warning	Termination	--	--
Utterance of invectives, obscene, offensive and insulting words or willful disrespect by the employee on the honor or person of his fellow employee, superior, company executive, vendor, client or customer.	C	Final Written Warning	Termination	--	--
Immoral conduct or indecency including telling smutty and/or offensive jokes and other such type of "humor."	C	Final Written Warning	Termination	--	--
Use of abusive, offensive, defamatory, threatening, offensive, bigoted, hateful or racially offensive statements in e-mail or office messaging system	C	Final Written Warning	Termination	--	--

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Oral or written defamation in forms such as but not limited to emails, letters, SMS, social media posts, casual conversations and/or other forms and/or venues of communication, directed towards the Company, its employees, customers, clients, vendors, service providers, stakeholders and/or other contacts.	C	Final Written Warning	Termination	--	--
Possession and/or display of pornographic materials in any form within company premises.	C	Final Written Warning	Termination	--	--
Disrespect towards superiors, co-workers, clients, customers, service providers and/or other business contacts whether within company premises or otherwise (e.g., in the payroll bank branch, in government offices, etc...).	C	Final Written Warning	Termination	--	--
Engaging in gambling activities within company premises.	C	Final Written Warning	Termination	--	--
Executive complaint/escalation filed against any employee by external entities including but not limited to suppliers, service providers, customers, guests and/or clients.	C	Final Written Warning	Termination	--	--
Committing acts of discrimination.	D	Termination	--	--	--
Bribing or accepting money, services and/or goods in exchange for promotion, favors and/or other advantages.	D	Termination	--	--	--
Moonlighting/holding dual employment without Management's knowledge and authorization.	D	Termination	--	--	--
Inciting or participating in riots and/or disorder.	D	Termination	--	--	--
Commission of a crime or conspiring with others to commit any act against others in violation of any Philippine laws.	D	Termination	--	--	--
Immoral conduct or indecency as defined by the Anti-Sexual Harassment Act including telling smutty and/or offensive jokes and other such type of "humor."	D	Termination	--	--	--
Fighting with, arguing with, threatening, intimidating, coercing, insulting, provoking a fight and/or attempting to inflict injury on any employee, client, customer, supplier and/or company guest.	D	Termination	--	--	--
Offering, soliciting or accepting bribes, whether in money or in kind, in connection with one's work.	D	Termination	--	--	--
Any form of harassment including those defined under the Anti-Sexual Harassment Act in any form or medium	D	Termination	--	--	--

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Rendering services for another employer or personal client during working time, without the knowledge and consent of the Company.	D	Termination	--	--	--
Conniving with or inducing employees, superiors, customers, competitors or third person to defraud or otherwise prejudice the company or to commit an offense under established rules and regulations of the Company.	D	Termination	--	--	--
Engaging in the same business activities that are of the same nature with the operations or business of the Company unless otherwise declared and approved.	D	Termination	--	--	--
Unauthorized participation or involvement in any business transaction involving any vendor, client, customer, personalities or business enterprise with which the company has commercial dealings.	D	Termination	--	--	--
Disrespect towards superiors, co-workers, clients, customers and other business contacts	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

SAFETY AND SECURITY	Category	1 st Occurrence	2nd Occurrence	3rd Occurrence	4 th Occurrence
Failure to bring/wear company ID inside company premises during office hours.	A	First Written Warning	Second Written Warning	Final Written Warning	Termination
Refusal to be subjected to reasonable searches upon entry or exit including presentation of ID, by authorized representatives of the company as dictated by the inherent right of Management to protect its operations, people and properties.	C	Final Written Warning	Termination	--	--
Failure to report within a 24 hour's time frame any significant security incident.	C	Final Written Warning	Termination	--	--
Using equipment or materials in a manner not according to their Intended purpose.	C	Final Written Warning	Termination	--	--
Failure to report to persons of authority found items whether of the Company, clients, suppliers, and/or co-employees within 24 hours of discovery	C	Final Written Warning	Termination	--	--
Unauthorized opening, use and/or accessing of other employee's/s' locker/s, pedestals, lateral, or any other storage equipment assigned to another employee.	C	Final Written Warning	Termination	--	--
Failure to observe company rules on safety and security which may or may not result to damage.	C	Final Written Warning	Termination	--	--

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Failure to report theft or loss of company assets and/or property within 24 hours upon discovery.	C	Final Written Warning	Termination	--	--
Defacing or destroying company ID.	C	Final Written Warning	Termination	--	--
Allowing unauthorized persons to use company premises, facilities, and other company property without proper authorization from appropriate company representatives	C	Final Written Warning	Termination	--	--
Unauthorized entry or attempted entry into general and/or specifically restricted areas.	D	Termination	--	--	--
Unauthorized sharing or loaning of one's access code/s and/or other personal access credential/s and password/s to another employee.	D	Termination	--	--	--
Tampering of ID card and/or proximity card.	D	Termination	--	--	--
Use, abuse, selling, buying, passing, and/or possession of alcohol inside company premises including but not limited to company vehicles, unless authorized.	D	Termination	--	--	--
Loaning of ID and/or proximity card to external parties without just and valid cause or authorization from appropriate company representative.	D	Termination	--	--	--
Theft, robbery, pilferage whether committed against the Company, employees, clients, suppliers, vendors and/or guests.	D	Termination	--	--	--
Smuggling or attempting to smuggle company equipment and/or property.	D	Termination	--	--	--
Usage, selling, buying, passing and/or possession of prohibited drugs and other such substances inside and/or outside company premises.	D	Termination	--	--	--
Unauthorized possession of firearms, bladed weapons, explosives and the likes within company premises.	D	Termination	--	--	--
Conviction of any criminal offense.	D	Termination	--	--	--
Losing and/or unauthorized replacement of company equipment and/or property.	D	Termination	--	--	--
Failure or refusal to abide and follow Safety and security policies	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

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DATA/I.T. SECURITY	Category	1 st Occurrence	2 nd Occurrence	3 rd Occurrence	4 th Occurrence
Failure to log out or lock the computer after one's shift.	A	First Written Warning	Second Written Warning	Final Written Warning	Termination
Posting, downloading, uploading, saving or transmitting chain letters or similar e-mail messages, pyramid schemes or letters, Forgeries and spoofing (IP, e-mail, etc.)	C	Final Written Warning	Termination	--	--
Offering or soliciting material/s which might be deemed illegal, indecent or obscene or posting or transmitting unauthorized advertisements, promotions or solicitations.	C	Final Written Warning	Termination	--	--
Transmittal of unauthorized non-business related commercial and/or personal advertisement, solicitation or promotional materials.	C	Final Written Warning	Termination	--	--
Unauthorized use of IP phones, PCs, internet and other electronic devices for personal use.	C	Final Written Warning	Termination	--	--
Posting, downloading, uploading, saving or transmitting unauthorized sexually explicit, indecent or obscene images	D	Termination	--	--	--
Accessing unauthorized and/or inappropriate websites.	D	Termination	--	--	--
Altering electronic messages of others and/or the attachment/s, without the author's authorization.	D	Termination	--	--	--
Failure to Comply with the procedures and guidelines imposed by the Company for data, Information & Technology and/or Security which may or may not result to serious damage to the customer, client and or the company.	D	Termination	--	--	--
Bringing in and/or using of mobile phones, laptops, USB devices, disks, CDs, other data-capture devices, other internet-connectivity-capable devices, and other electronic devices within company premises (including but not limited to production floors) without proper authorization and/or clearance from the IT Department.	D	Termination	--	--	--
Installation and/or running of unauthorized or non-work related software, applications and/or programs.	D	Termination	--	--	--
Downloading and/or running of unauthorized and non-business related materials, applications and/or programs.	D	Termination	--	--	--
Creating and/or keeping copies of classified information and confidential files, databases and other types of electronic record owned by the Company without proper authorization.	D	Termination	--	--	--

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Accessing or creating fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory and/or unlawful websites, web pages and/or social networking posts.	D	Termination	--	--	--
Accessing the computer system and/or email accounts of others without proper authorization.	D	Termination	--	--	--
Divulging or sharing user/login names, passwords and other confidential access codes/credentials	D	Termination	--	--	--
Transmission of any type or quantity of computer viruses and other hack codes which may cause disruption of services or create unnecessary data/system traffic and downtime.	D	Termination	--	--	--
Copying software and other license or copyright-protected programs, applications owned by the Company.	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

TRANSACTION/CALL HANDLING	Category	1 st Occurrence	2nd Occurrence	3rd Occurrence	4 th Occurrence
Insisting on personal ideas, opinions or views to the customer or client even when the latter refused to accept such.	B	Second Written Warning	Final Written Warning	Termination	--
Use of unauthorized spiel or scripting, and/or non-compliance to standard transaction/call flow/process.	C	Final Written Warning	Termination	--	--
Unauthorized transfer of transactions/calls to another employee or department.	C	Final Written Warning	Termination	--	--
Unacceptable behavior towards the customer/s which could be prejudicial to the reputation of the Company, clients, vendors and employees.	D	Termination	--	--	--
Transaction/call avoidance or dropping of transactions/calls.	D	Termination	--	--	--
Refusal to help or provide resolution to customers when required as a standard operationg procedure.	D	Termination	--	--	--
Allowing or persuading another to attend to a transaction, answer or take calls on his or her behalf without authorization from his/her immediate superior or manager.	D	Termination	--	--	--
Use of profane language, verbal, written or typed, whether or not it was directed to the customer or caller.	D	Termination	--	--	--

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Inappropriate/unauthorized use of customer information including but not limited to credit card information and phone numbers.	D	Termination	--	--	--
Rudeness and disrespect towards customers and/or callers.	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

STANDARD OPERATING PROCEDURES	Category	1 st Occurrence	2nd Occurrence	3rd Occurrence	4 th Occurrence
Oral defamation including but not limited to sending emails, letters and other forms of communication	C	Final Written Warning	Termination	--	--
3. Failure to Comply with the procedures and guidelines imposed by the Company which may or may not result to serious damage to the customer, client and or the company.	D	Termination	--	--	--
Failure to liquidate cash advances within the required period from the fulfillment of the activity or event for which the cash advance was made.	D	Termination	--	--	--
Committing other acts or omissions similar or analogous to any of the above enumerations that are not embraced by the foregoing provisions, regardless of whether such acts cause actual damage and/or loss to the interest of the Company	D	Termination	--	--	--

REPETITIVE INFRACTIONS	Category	1 st Occurrence	2nd Occurrence	3rd Occurrence	4 th Occurrence
1. Within the same title of this Code.					
a. More than two (2) first warnings.	B	Second Written Warning	Final Written Warning	Termination	--
b. More than two (2) written warnings.	C	Final Written Warning	Termination	--	--
c. More than two (2) final written warnings.	D	Termination	--	--	--
2. Not within the same title of this Code.					
a. More than three (3) first warnings	B	Second Written Warning	Final Written Warning	Termination	--
b. More than two (2) written warnings.	C	Final Written Warning	Termination	--	--
c. Two (2) or more final written warnings.	D	Termination	--	--	--

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Miscellaneous Provisions
Management reserves the right to impose a higher or lower penalty depending on the aggravating or mitigating circumstances of each particular case, taking into consideration performance-related issues that form part of the employee's record and whether the employee is a recidivist insofar as commission of past offenses is concerned. For those undergoing training or are probationary employees, management reserves the right to impose higher penalties.
Imposition of any of the foregoing penalties will be without prejudice to the institution of appropriate criminal or civil proceedings as may be warranted.
Management reserves the right to place an employee under preventive suspension if he or she poses an imminent threat to the life or property of his or her employer or coemployee. During the preventive suspension, management will give the employee the chance to explain his or her actions through various means, including an Administrative Hearing that will be conducted for the purpose of determining whether he or she is guilty of the charges filed. The preventive suspension will in no case exceed thirty (30) days, and if the employee is found to be innocent of the allegations, he or she will be reinstated to the former position with full back wages and seniority rights.
For commission of any of the offenses punishable under this Code with a penalty of termination, the employee will also forfeit all Company benefits, regardless of whether such benefits were due as of the commission of the offense but still unpaid on the date when the decision was served.

AMENDMENTS AND REVISIONS

Any revision or amendment shall be in writing and shall be communicated to all employees.

REPEALING CLAUSE

All orders, circulars, memorandum, procedures and guidelines, whether written or verbal, are hereby repealed.

DATE OF EFFECTIVITY

This Code of Discipline shall commence on December 1, 2017 and should be reviewed annually or as the need arises.

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