



CODE OF DISCIPLINE

Azaza Biz Solutions, Inc.

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CODE OF DISCIPLINE

1. THE NEED FOR DISCIPLINE

A symphony orchestra is able to give a good performance not just because of the individual skills of its musicians but also because of their disciplined coordination when they play their respective parts. This makes it possible for the orchestra to play as one harmonious whole. In this sense, what is true of an orchestra is also true of a business organization: disciplined coordination is necessary for effective performance. Discipline requires personal self-control and self-direction, knowing what must collectively be achieved, if there is discipline in a business enterprise:

- 1.1** THE MANAGEMENT IS ABLE EFFECTIVELY TO DIRECT AND CONTROL THE OPERATION OF THE ENTERPRISE SO THAT OBJECTIVES ARE ATTAINED FOR THE BENEFIT OF ALL CONCERNED, INCLUDING EMPLOYEES.
- 1.2** EMPLOYEES, IN TURN, ARE ABLE TO GIVE THEIR BEST TO THEIR JOBS, WITH THE LEAST HINDRANCE OF DISCORD, AND THEREBY GAIN THE TANGIBLE AS WELL AS INTANGIBLE REWARDS OF EXCELLENT PERFORMANCE.
- 1.3** IF, ON THE OTHER HAND THERE IS NO DISCIPLINE — AS SOME VIRTUOSOS DO VIOLENCE TO THE MUSIC SCORE — EVERYBODY SUFFERS
- 1.4** THIS THEN IS THE NEED FOR DISCIPLINE. IT IS ALSO THE RATIONALE FOR PREPARING THIS HANDBOOK.

2. MANAGEMENT’S RIGHT AND DUTY TO MAKE AND ENFORCE REASONABLE RULES OF BEHAVIOR

- 2.1** MANAGEMENT IS MANDATED TO RUN THE BUSINESS ENTERPRISE PROFITABLY IN THE INTEREST OF ALL PARTIES: INVESTORS, EMPLOYEES, CREDITORS, THE GOVERNMENT, THE COUNTRY. IN DISCHARGING ITS SERIOUS OBLIGATION, IT MUST SEEK EFFICIENCY IN ALL ASPECTS OF OPERATION OF THE COMPANY; IT MUST PREVENT ALL FORMS OF LOSSES, WHETHER THESE ARE IN FORM OF LOW PRODUCTIVITY, WASTAGE OF MATERIALS, OR LOSS OF MAN-HOURS OR MACHINE-HOURS IT MUST

SAFEGUARD ALL ASSETS AND INTERESTS OF THE BUSINESS. MORE THAN THESE, IT MUST INSURE THE GROWTH AND CONTINUED EXISTENCE OF THE ENTERPRISE.

- 2.2** FOR IT TO BE ABLE, EFFECTIVELY, TO CARRY OUT THIS OBLIGATION, IT MUST FOSTER AND MAINTAIN DISCIPLINE, EFFICIENCY AND HARMONY AMONG EMPLOYEES. A JUSTICE OF OUR SUPREME COURT AFFIRMED THIS PRINCIPLE, CLEARLY AND ELOQUENTLY IN THE FOLLOWING TERMS:

“SUCCESS OF INDUSTRIES AND PUBLIC SERVICES IS THE FOUNDATION UPON WHICH JUST WAGES MAY BE PAID. THERE CAN BE NO SUCCESS WITHOUT EFFICIENCY. THERE CANNOT BE EFFICIENCY WITHOUT DISCIPLINE. CONSEQUENTLY, WHEN EMPLOYEES AND LABORERS VIOLATE THE RULES OF DISCIPLINE, THEY JEOPARDIZE NOT ONLY THE INTEREST OF THE EMPLOYER BUT ALSO THEIR OWN. IN VIOLATING THE RULES OF DISCIPLINE THEY AIM AT KILLING THE HEN THAT LAYS GOLDEN EGGS. LABORERS WHO TRAMPLE DOWN THE RULES SET FOR AN EFFICIENT SERVICE ARE, IN EFFECT PARTIES TO A CONSPIRACY, NOT ONLY AGAINST CAPITAL BUT ALSO AGAINST LABOR. THE HIGH INTEREST OF SOCIETY AND OF THE INDIVIDUALS, DEMANDS THAT WE SHOULD INSIST IN REQUIRING EVERYBODY TO DO HIS DUTY. THAT THE DEMAND IS ADDRESSED NOT ONLY TO EMPLOYERS BUT ALSO TO EMPLOYEES.”

- 2.3** THIS IS THE RATIONALE FOR MANAGEMENT’S RIGHT AND DUTY TO MAKE AND ENFORCE REASONABLE RULES CONCERNING EMPLOYEE BEHAVIOR AND PERFORMANCE OF THEIR JOBS. AND THIS BOOKLET CONTAINS THE WRITTEN RULES IT HAS PROMULGATED WHICH MAY BE CATEGORIZED INTO TWO WAYS:

- 2.3.1** THOSE, WHICH ARE STATED POSITIVELY AS EXHORTATIONS FOR EMPLOYEES TO PERFORM THEIR JOBS WELL AND BEHAVE IN THE DESIRED MANNER. THESE ARE STATED OR IMPLIED IN BROAD AND GENERAL TERMS AND THEY ARE CONTAINED IN MOST SECTION OF THIS HANDBOOK.
- 2.3.2** THOSE, WHICH ARE STATED NEGATIVELY AS DEFINITIONS OF ACTS OR OMISSION THAT ARE PROHIBITED AND WHICH, IF COMMITTED ARE PUNISHABLE BY SPECIFIED PENALTIES.

3. PRIMARY AIM: PREVENTION OF DISCIPLINARY PROBLEMS

- 3.1** “AN OUNCE OF PREVENTION IS WORTH MORE THAN A POUND OF CURE.” THIS IS TRUE OF AILMENTS AS WELL AS OF DISCIPLINARY PROBLEMS. TO THE LEADER OF AN ORGANIZATIONAL UNIT, IT IS PREFERABLE TO HELP A SUBORDINATE ACHIEVE AND MAINTAIN THE STATUS OF A SATISFACTORY AND DESIRABLE WORKER THAN TO SET A RIGHT A RULE-BREAKER. THUS, MANAGEMENT DIRECTS ALL SUPERVISORS AND MANAGERS TO ABIDE BY THE PRINCIPLES AND GUIDELINES PRESCRIBED IN THIS COD FOR PREVENTING DISCIPLINARY PROBLEMS. THE SUBORDINATE, ON THE OTHER HAND, IS INSTRUCTED TO ALWAYS ABIDE ON THE JOB AS THIS REDOUNDS TO HIS/HER PERSONAL ADVANTAGE; GETTING INTO TROUBLE WITH THE RULES IS A DEFINITE DISADVANTAGE

3.2 PREVENTION MAY BE UNDERTAKEN IN VARIOUS WAYS DEPENDING ON THE KNOWLEDGE AND SKILL OF THE SUPERIOR. THERE ARE, HOWEVER, A FEW BASIC GUIDELINES, WHICH ARE GIVEN BELOW, THAT SUPERIORS MUST BE AWARE OF AND FOLLOW. EVEN SUBORDINATES WOULD BENEFIT FROM KNOWING AND ABIDING BY THESE GUIDELINES.

3.3 CAREFUL SELECTION, PROPER PLACEMENT AND THOROUGH ORIENTATION AND TRAINING OF NEW EMPLOYEES. THE SUPERVISOR AND HIS DEPARTMENT HEAD ARE RESPONSIBLE FOR THESE. IN SCREENING APPLICANTS, THEY WILL ENDEAVOR TO SELECT NOT JUST THE MOST CAPABLE AND SKILLFUL, BUT THE “LAW-ABIDING CITIZEN” WHO IS THE MOST FITTED FOR THE PARTICULAR POSITION TO BE FILLED. THEY WILL ORIENT THE NEW RECRUIT ON THE FUNCTIONS OF THE SECTION AND DEPARTMENT WHERE HE WILL BE ASSIGNED. THEY WILL ALSO LET HIM KNOW THE POLICIES, RULES AND REGULATIONS HE MUST ABIDE WITH INCLUDING THOSE CONTAINED IN THIS COD. A COPY OF THIS DOCUMENT WILL BE POSTED IN THE COMPANY’S INTRANET SITE. THE IMMEDIATE SUPERIOR OF THE NEW EMPLOYEE WILL MAKE CLEAR.

3.4 INTEGRITY AND FAIRNESS. PERSONAL INTEGRITY IS THE FOUNDATION OF ALL DESIRABLE TRAITS OF A SUCCESSFUL MANAGER OF SUPERVISOR. SUBORDINATE UNFAILINGLY PERCEIVE THIS ON THE PART OF THE SUPERIOR. AND THEY REACT TO IT WITH RESPECT AND WILLING OBEDIENCE. THE ACTUAL BEHAVIOR OF THE SUPERIOR IN DOING HIS WORK OR IN DEALING WITH OTHER PEOPLE SERVES AS AN EXAMPLE THAT PERSUADES SUBORDINATES TO DO LIKEWISE. RESPECT GAINS RESPECT. A COMMON MANIFESTATION OF INTEGRITY IS FAIRNESS AND OBJECTIVITY IN TREATING SUBORDINATES-IN ASSIGNING WORK TO BE DONE, IN EVALUATING PERFORMANCE, IN RECOMMENDING PROMOTIONS OR SALARY INCREASES, AND IN DISCIPLINING. THIS TOO IS READILY PERCEIVED AND APPRECIATED BY SUBORDINATES.

3.5 GENUINE DESIRE ON THE PART OF THE SUPERIOR TO KNOW AND UNDERSTAND EACH SUBORDINATE AS AN INDIVIDUAL PERSON AND TO AID HIM IN ATTAINING AND MAINTAINING THE STATUS OF A SATISFACTORY AND DESIRABLE WORKER.

NOTE THAT TO “UNDERSTAND” “AID” IS NOT A ONE-SHOT ATTEMPT. IT IS A DAY-TO-DAY “WAY OF LIFE” AT WORK. NOTE ALSO THAT THESE TERMS DO NOT IMPLY TOLERATING OF COVERING-UP FOR WRONGDOINGS OF SUBORDINATES.

3.6 REINFORCING EFFECTIVE, DESIRABLE BEHAVIOR. TO BE “QUICK ON THE DRAW” ONLY WHEN AN EMPLOYEE MAKES MISTAKES IS ONE-SIDED. SUPERIORS SHOULD ALSO, FROM TIME TO TIME, EXPRESS THEIR APPRECIATION/COMMENDATION FOR GOOD BEHAVIOR IN SINCERE TERMS.

4. DEFINITION OF TERMS

4.1 DUE PROCESS – REFERS TO AN EMPLOYEE’S RIGHT TO RECEIVE AND ANSWER WRITTEN NOTICE OF CHARGES, AND THE RIGHT TO INFORMAL AND FORMAL RESPONSES.

4.2 SANCTION – REFERS TO A PENALTY IMPOSED TO AN ERRING EMPLOYEE FOR PURPOSE OF CORRECTING A PRACTICE OR BEHAVIOR.

- 4.3 INFRACTION** – REFERS TO A VIOLATION UNDER THE COMPANY’S COD THAT IS COMMITTED BY AN EMPLOYEE
- 4.4 AWOL** – ABSENCE FROM WORK WITHOUT APPROPRIATE REQUEST OR APPROVAL PRIOR TO THE ABSENCE.
- 4.5 TARDINESS** – REPORTING LATE FOR WORK WITHOUT JUSTIFIABLE REASONS UNLESS THE EMPLOYEE WAS EXPLICITLY GRANTED EXCLUSION FROM THE TARDINESS PENALTY BY THE DIRECTORS.
- 4.6 NCNS** – NO CALL, NO SHOW.
- 4.7 SUSPENSION** - REFERS TO THE COMPULSORY TEMPORARY LEAVE OR CESSATION FROM DUTY WITHOUT PAY AND OTHER BENEFITS DUE THE EMPLOYEE. THIS IS IMPOSED AS A PENALTY FOR SIGNIFICANT MISDEMEANOR OR HABITUAL VIOLATIONS OF THIS CODE.
- 4.8 WRITTEN WARNING (WW)** – REFERS TO THE WARNING IN WRITTEN FORM, STATING THE NATURE AND CONSEQUENCE OF THE OFFENSE. STERN DEMAND FOR THE EMPLOYEE TO REHABILITATE MUST ALSO BE EMPHASIZED.
- 4.9 DISMISSAL**– REFERS TO THE DISCHARGE OR TERMINATION OF THE ERRING EMPLOYEE. SUCH SHALL BE SERVED AS A MAXIMUM PENALTY FOR OFFENSES CONSIDERED SEVERE.
- 4.10 PREVENTIVE SUSPENSION** – AN EMPLOYEE IS ADVISED NOT TO REPORT FOR WORK OR TO LEAVE THE COMPANY PREMISES PENDING AN INVESTIGATION THAT INVOLVES HIM/HER. THIS IS NOT A PENALTY.

IF THE INVESTIGATION YIELDS RESULTS THAT PROVE THAT THE EMPLOYEE/S IS/ARE GUILTY OF THE CHARGE/S, THEN THE EMPLOYEE/S SHALL BE SANCTIONED ACCORDINGLY.

5. CLASSIFICATION OF OFFENSES AND PENALTIES

5.1 CATEGORIES OF INFRACTIONS / GUIDELINES IN SELECTING THE PENALTY

5.1.1 MODERATE – ARE FOR OFFENSES THAT ARE UNFAVORABLE TO THE COMPANY’S OR OTHER EMPLOYEE’S INTEREST WHICH MAY NOT BE DELIBERATE AND WHERE THE COMPANY DOES NOT SUFFER SIGNIFICANT LOSSES, OR OFFENSES THAT MAY CAUSE SUBSTANTIAL DAMAGE OR LOSSES AND A POTENTIAL TO CREATE LOSSES TO THE COMPANY OR OTHER EMPLOYEES.

5.1.2 SERIOUS – ARE FOR DELIBERATE ACTIONS AND/OR WHERE THE COMPANY SUFFERS SIGNIFICANT/SERIOUS LOSSES.

5.1.3 SEVERE – ARE FOR OFFENSES THAT ARE WILLFULLY OR INTENTIONALLY COMMITTED, CHARACTERIZED WITH MALICE AND / OR PERVERSE ATTITUDE.

5.1.4 OPEN – ARE FOR OFFENSES THAT WILL WARRANT PENALTY WITH MANAGEMENT’S DISCRETION TO DETERMINE THE NUMBER OF DAYS OR DISMISSAL (DEPENDING ON THE SEVERITY OF THE OFFENSE).

5.2 SCHEDULE OF PRESCRIBED PENALTIES PER CATEGORY OF INFRACTIONS

THE FOLLOWING TABLE OUTLINES THE RESPECTIVE PENALTIES FOR EACH CATEGORY OF INFRACTIONS:

CLASSIFICATION	1ST	2ND	3RD
MODERATE	WR	3S	DIS
SERIOUS	3S	DIS	
SEVERE	DIS		
OPEN	PENALTY WILL BE MANAGEMENT’S DISCRETION DEPENDING ON THE GRAVITY OF THE OFFENSE.		

THE PRESCRIPTION PERIOD OF THESE PENALTIES ARE AS FOLLOWS:

CLASSIFICATION	PRESCRIPTIVE PERIOD
MODERATE	1 YEAR
SERIOUS	2 YEARS
SEVERE	3 YEARS

5.3 PROCEDURE IN HANDLING INFRACTION

5.3.1 FILE AN INCIDENT REPORT WITHIN 48 HOURS AND SUBMIT IT TO THE HR DEPARTMENT.

5.3.2 ISSUE AN NTE (NOTICE TO EXPLAIN) 48 HOURS AFTER RECEIPT OF THE INCIDENT REPORT.

5.3.3 THE EMPLOYEE IS GIVEN 48 HOURS TO EXPLAIN IN WRITING THE ALLEGED INFRACTION.

5.3.5 IF THE EMPLOYEE ADMITS HAVING COMMITTED THE INFRACTION, PROCEED WITH THE SANCTION BASED ON THE TABLE OF OFFENSES AND APPROPRIATE SANCTION.

5.3.6 IF THE EMPLOYEE DENIES THE INFRACTION, CONDUCT AN INVESTIGATION.

5.3.7 WHILE PENDING INVESTIGATION, THE ERRING EMPLOYEE CAN BE PLACED ON PREVENTIVE SUSPENSION.

5.3.8 A REPORT /DECISION BASED ON EVIDENCE PRESENTED WILL BE GIVEN TO THE EMPLOYEE CONCERNED.

5.4 IMPLEMENTING THE PENALTY

THE SANCTION OF A PENALTY SHALL DEPEND ON THE NUMBER OF CURRENT PENALTIES PER CLASSIFICATION THE ERRING EMPLOYEE HAS ON RECORD.

FOR EXAMPLE, AN EMPLOYEE COMMITS TWO LIGHT OFFENSES ON SEPARATE OCCASIONS, AS SHOWN HEREIN BELOW:

- **FIRST OFFENSE COMMITTED - USING PERSONAL CELLULAR PHONE TEXTING – MODERATE**
- **SECOND OFFENSE COMMITTED - NON-COMPLIANCE WITH DRESS CODE – MODERATE**

THUS IN THE EXAMPLES ABOVE, THE SANCTION FOR THE SECOND OFFENSE WILL NO LONGER BE CONSIDERED **WRITTEN WARNING** BUT WILL NOW BE GIVEN THE PENALTY OF **3 DAYS SUSPENSION**. THE NUMBER OF “**CURRENT**” PENALTIES IN THE CLASSIFICATION (MODERATE, SERIOUS) VIOLATED DETERMINES THE SEVERITY OF THE SANCTION.

IN TWO OR MORE OFFENSES WHICH HAVE VARYING DEGREE OF PENALTIES COMMITTED AT THE SAME TIME, THE HIGHEST DEGREE OF PENALTY IS SERVED AND THE LESSER PENALTIES ARE DEEMED INCORPORATED.

FOR EXAMPLE, AN EMPLOYEE COMMITS THE FOLLOWING INFRACTIONS:

- **FIRST OFFENSE – PERFORMING WORK OF PERSONAL IN NATURE DURING OFFICIAL HOURS – MODERATE**
- **SECOND OFFENSE – UNAUTHORIZED SOLICITATION OF MONEY OR ANY FORM OF CONTRIBUTION WITHIN COMPANY PREMISES– SERIOUS**

THE SANCTION TO BE IMPOSED WILL BE THE **SERIOUS** BEING THE HIGHEST PENALTY BETWEEN THE TWO OFFENSES.

6. OFFENSES AND CLASSIFICATIONS

ARTICLE 1: ATTENDANCE AND PUNCTUALITY

SECTION 1

TARDINESS

1.1 TARDINESS MORE THAN 30 MINUTES IS CONSIDERED AS ONE (1) HOUR LATE.

FOR PAYROLL DEDUCTION

1.2 TARDINESS MORE THAN 1 HOUR IS CONSIDERED A HALF DAY ABSENCE.

FOR PAYROLL DEDUCTION

	1.3 AN ACCUMULATION OF THIRTY (30) MINUTES WITHIN A CALENDAR MONTH (TO INCLUDE OVER BREAKS, ON BREAK HOURS AND LUNCH BREAK WITHIN A GIVEN CALENDAR MONTH).	MODERATE
	1.4 THREE TIMES IN ANY 30 DAY CALENDAR PERIOD	SERIOUS
	1.5 SIX TIMES FOR ANY 3 CONSECUTIVE MONTHS	MODERATE
	1.6 ONCE A MONTH FOR ANY SIX (6) CONSECUTIVE MONTHS	MODERATE
	1.7 TEN TIMES IN ANY TWELVE (12) MONTH PERIOD	MODERATE
SECTION 2	EXCESSIVE TARDINESS	
	EACH ACCUMULATION OF THREE (3) WW WHICH HAVE NOT LED TO SUSPENSION	SERIOUS
SECTION 3	ABSENCE WITHOUT OFFICIAL LEAVE (AWOL).	
	3.1 ONE (1) DAY OF UNAUTHORIZED ABSENCE OR ON A NO CALL SHOW	MODERATE
	3.2 TWO (2) CONSECUTIVE DAYS OF UNAUTHORIZED ABSENCE OR ON THE NO CALL NO SHOW	SERIOUS
	3.3 THREE (3) CONSECUTIVE DAYS OF UNAUTHORIZED ABSENCE OR ON NO CALL NO SHOW	SEVERE OR OPEN
	AUTHORIZED ABSENCE IS DEFINED AS FOLLOWS:	
	<ul style="list-style-type: none"> a. PRE-APPROVED LEAVES (E.G. VACATION LEAVES FILED 1 MONTH AHEAD, APPROVED EMERGENCY LEAVES FILED PRIOR TO REQUESTED DATE) b. LEAVE TO COMPLY WITH A LEGAL REQUIREMENT SUCH AS THE RENDITION OF CIVIC OR MILITARY DUTY. c. BEREAVEMENT LEAVE FOR A DIRECT MEMBER OF FAMILY (MOTHER, FATHER, SISTER, BROTHER, CHILD, AND GRANDPARENT/S) d. HOSPITALIZATION AS SUPPORTED BY DOCUMENTATION AND RECOMMENDATION BY THE COMPANY’S RETAINER DOCTOR. e. NATURAL CALAMITIES — OR ANY EVENT THAT CANNOT BE REASONABLY CONTROLLED OR ANTICIPATED SUCH AS TYPHOONS, FLOODS, FIRE, EARTHQUAKE, ETC. 	
SECTION 4	UNAUTHORIZED OVERTIME WORK OR UNAUTHORIZED DAY-OFF/HOLIDAY WORK/REST DAY WORK.	MODERATE
SECTION 5	FAILURE TO RETURN TO WORK ON APPOINTED TIME FOLLOWING COMPLETION OR SERVICE OF A DISCIPLINARY SUSPENSION, UNLESS SUCH LEAVE IS EXTENDED WITH PROPER APPROVAL.	SERIOUS
SECTION 6	FAILURE TO REPORT BEFORE AND AFTER A HOLIDAY UNLESS FILED UNDER VACATION LEAVE (VL) AND WITH PROPER APPROVAL OF THE TEAM LEADER AT LEAST TWO WEEKS BEFORE A HOLIDAY	SERIOUS

SECTION 7	FAILURE TO REPORT ABSENCE (BY CALL OR TEXT) TO WORKFORCE/HR AT LEAST TWO (30) MINUTES BEFORE THE START OF THE SHIFT.	MODERATE
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ARTICLE 2: MISBEHAVIOR

SECTION 1	NOT FOLLOWING THE ESTABLISHED RULES / SCHEDULES OF BREAK TIME, SHIFT TURNOVER; EXCEEDING, ALTERING OR OVERSTAYING OF BREAK TIME.	MODERATE
SECTION 2	LITTERING AND/OR CONTRIBUTING TO UNSANITARY ACTS INSIDE COMPANY PREMISES SUCH AS SPITTING ON THE FLOOR, STICKING CHEWING GUMS, ETC.	SERIOUS
SECTION 3	SMOKING IN A NON-SMOKING AREA	
SECTION 5	FAILURE OR REFUSAL TO COMPLY WITH SANITATION OR HOUSEKEEPING RULES	SERIOUS
	6.1 EATING SHOULD NOT BE CARRIED OUT AT WORKSTATIONS BUT IN DESIGNATED AREAS SUCH AS THE PANTRY AND RESTAURANT FACILITIES.	
	6.2 USE OF SPILL PROOF MUGS ONLY (AS PROVIDED BY AZAZA OR AS APPROVED BY MANAGEMENT)	
	6.3 KEEPING WORKSTATIONS CLEAN AND DAMAGE FREE. WORKSTATION OR EQUIPMENT DEFECTS SHOULD BE REPORTED IMMEDIATELY TO HR OR A TEAM LEADER	
SECTION 7	NON-CONFORMANCE WITH DRESS-CODE POLICY AS SPECIFIED IN THE OPS MANUAL.	MODERATE OR OPEN

ARTICLE 3: WORK INEFFICIENCY

SECTION 1	FAILURE TO MEET A CONSISTENT MONTHLY PRODUCTIVITY AND QUALITY STANDARDS BY THE COMPANY.	SERIOUS OR OPEN
SECTION 2	SLEEPING DURING WORK HOURS	MODERATE

SECTION 3	FAILURE TO COMPLY WITH ESTABLISHED WORK PROCEDURES AND INSTRUCTIONS ON TASKS AND ASSIGNMENTS.	MODERATE
SECTION 5	IMPROPER ENTRY OF NOTES IN THE CRM:	SERIOUS OR OPEN
	4.1 QUOTING FOUL WORDS OR INAPPROPRIATE LANGUAGE IN THE CRM	
	4.2 ENTRY OF ANY SENSITIVE CUSTOMER INFORMATION IN THE CRM	
ARTICLE 4: DISHONESTY		
SECTION 1	MALINGERING — ABSENT CLAIMING TO BE SICK BUT FOUND FIT TO WORK.	SEVERE OR OPEN
	MISREPRESENTATION OF THE REASONS APPLYING FOR SICK LEAVE BY FEIGNING SICKNESS THAT IS, CLAIMING TO BE SICK WHEN ACTUALLY SHE/HE IS NOT..	
SECTION 2	PERFORMING WORK OF PERSONAL IN NATURE DURING OFFICIAL HOURS	MODERATE
SECTION 3	ALTERING OR FORGING DOCTOR’S COMMENTS AND RECOMMENDATIONS IN THE MEDICAL / DENTAL CONSULTATION FORM OR OTHER SIMILAR FORM.	SERIOUS OR OPEN
SECTION 4	DISHONESTY OR FALSIFICATION OF PERSONNEL, MEDICAL, OR OTHER COMPANY RECORDS.	SERIOUS OR OPEN
SECTION 5	FRAUD	SEVERE OR OPEN
SECTION 6	DELIBERATE SUBMISSION OF FRAUDULENT EXPENSE STATEMENTS	SEVERE OR OPEN
SECTION 7	DELIBERATE USE OF FALSIFIED OR FABRICATED DOCUMENTS.	SEVERE
SECTION 8	FALSIFICATION OR MISREPRESENTING COMPANY RECORDS, DAILY TIME RECORDS, REPORT, DOCUMENTS, INCLUDING REGISTERING TIME FOR LATE OR ABSENT EMPLOYEES IN THE ATTENDANCE SHEET.	SEVERE OR OPEN
SECTION 9	GIVING FALSE TESTIMONY DURING ADMINISTRATIVE INVESTIGATION TO MISLEAD THE INVESTIGATOR OR THE COMPANY. NOT TELLING THE TRUTH THAT CREATES CONFUSION AND MISUNDERSTANDING INVOLVING COMPANY MATTERS.	SEVERE
SECTION 10	SUBMITTING FALSE, MISLEADING OR GROSSLY INACCURATE DATE OR INFORMATION ABOUT WORK OR OTHER EMPLOYEES. THERE IS FALSIFICATION, THE PENALTY SHALL BE THAT FOR COMMITTING FALSIFICATION.	SEVERE
SECTION 11	SUBMITTING MEDICAL OR LABORATORY RESULTS OTHER THAN THE EMPLOYEE’S TRUE RESULTS.	SEVERE
SECTION 12	FORGING FALSIFYING OR FALTERING OFFICIAL DOCUMENT IN SUCH A WAY AS TO MISLEAD THE USER THEREOF	SEVERE
SECTION 13	TAMPERING OF PASSWORD AND TIME CARD PUNCHES	SEVERE

SECTION 14	UNAUTHORIZED USE OF PASSWORD AS MEANS TO PUNCH IN OR OUT OF ANOTHER EMPLOYEE	SEVERE
	IF ACTUAL DAMAGE IS CAUSED SUCH AS WHEN THE EMPLOYEE WAS ABLE TO COLLECT HIS WAGE FOR SUCH DAY (THE ERRING EMPLOYEE SHALL PAY FOR THE DAMAGE OR LOSS CAUSED)	
<u>ARTICLE 5: DISRUPTION OF WORK</u>		
SECTION 1	INCITING OR PARTICIPATING IN CONCERTED WORK STOPPAGE, SLOW-DOWN, MASS LEAVE, SIT-DOWN, RIOT OR OTHER SIMILAR DISRUPTIVE ACTIVITIES	SEVERE - OPEN
	IF DAMAGE OR LOSSES ARE SUFFERED OR INCURRED (THE EMPLOYEE SHALL PAY FOR THESE DAMAGE OR LOSSES)	
SECTION 2	DELIBERATE SLOWING DOWN HOLDING BACK, HINDERING, OR LIMITING OF PRODUCTION, OR INTIMIDATING, COERCING, OR INDUCING OTHER EMPLOYEES TO DO SO.	SEVERE - OPEN
SECTION 3	PARTICIPATING IN LOUD AND NEGATIVE VERBAL ARGUMENTS DURING OFFICIAL WORKING HOURS AND/OR WITHIN COMPANY PREMISES WHICH DISTURB THE WORK OF OTHERS.	SEVERE - OPEN
SECTION 4	UNAUTHORIZED OR UNEXCUSED UNDER TIME OR ABANDONMENT OF POST OR QUITTING WORK WITHOUT PRIOR APPROVAL.	SEVERE - OPEN
SECTION 5	LOAFING OR LOITERING, OR LEAVING WORK.	SERIOUS
SECTION 6	HINDERING, DISTURBING OR INTERFERING WITH THE WORK OF ANOTHER.	MODERATE
SECTION 7	GIVING FALSE OR MALICIOUS FIRE ALARM, IF DAMAGE OR INJURY IS CAUSED	SEVERE OR OPEN
<u>ARTICLE 6: NEGLIGENCE</u>		
SECTION 1	FAILURE IN REPORTING TO HR ANY RELEVANT CHANGES IN THEIR PERSONAL DATA WITHIN 5 DAYS FROM THE SAID CHANGE.	MODERATE
SECTION 2	NOT FOLLOWING STANDARD OPERATING PROCEDURE (SOP), THIS RESULTS IN PROLONGING WORKING TIME AND/OR REQUIRING REWORK	SERIOUS
SECTION 3	REMOVING DESTROYING, TAMPERING OR CANCELING ANY AUTHORIZED MARK OR SEAL, SIGN OR TAG POSTED OR REQUIRED BY THE COMPANY FOR FIRE SAFETY IN ANY BUILDING STRUCTURE, AND PROCESSING EQUIPMENT.	SEVERE - OPEN
	WHEN NO INJURY, LOSS OR DAMAGE TO PROPERTY OCCURS BUT CAUSES DELAY IN OPERATION; CAUSES LOSS OF ACCOUNTABLE FORMS, RECORDS.	
SECTION 4	GROSS OR HABITUAL NEGLECT OF ASSIGNED TASKS.	SEVERE - OPEN

SECTION 5	<p>FAILURE TO FOLLOW COMMUNICATION RESPONSE TIME:</p> <p>4.1 FAILURE TO ANSWER CLIENT CALLS (VOIP) WITHIN 3 RINGS.</p> <p>4.2 FAILURE TO ACCEPT VIDEO CALL, WHEN A VIDEO CALL HAS BEEN INITIATED BY CLIENT.</p>	MODERATE
SECTION 6	FAILURE TO REPORT ANY ACCIDENT/DAMAGE./BREAKAGE/ LOSS OF COMPANY PROPERTY WITHIN 24 HOURS.	SEVERE - OPEN
SECTION 7	FAILURE TO UNDERGO ANNUAL PHYSICAL EXAMINATION	MODERATE
SECTION 8	CARELESSNESS	SERIOUS - OPEN
<p>WHEN AN EMPLOYEE FAILS TO EXERCISE THE AMOUNT OF DILIGENCE OR CARE NECESSARY IN THE PERFORMANCE OF HIS/HER JOB OR ANY OPERATION, OR IN HANDING TOOLS EQUIPMENT, IN ORDER TO PROTECT PROPERTY OR LIFE, TO PREVENT WASTAGE, AND/OR DAMAGE TO COMPANY PROPERTY OR TO PREVENT WASTING TIME AND EFFORT. [WHERE APPROPRIATE, THE ERRING EMPLOYEE SHALL PAY OR INDEMNIFY THE COMPANY OR ANY PARTY FOR THE LOSS OR DAMAGE CAUSED, INCLUDING BUT NOT LIMITED TO HOSPITALIZATION COSTS.]</p>		
ARTICLE 7: NETWORK USE		
SECTION 1	ABUSE OF NETWORK OR USING THE NETWORK FOR PERSONAL AND OTHER NON-WORK RELATED PURPOSE.	SERIOUS
SECTION 2	ACCESS TO NETWORKS RESULTING TO EXPOSURE OF PORNOGRAPHIC MATERIALS.	SEVERE - OPEN
SECTION 3	UNAUTHORIZED EMAIL BROADCAST OR SPAMMING.	SERIOUS OR OPEN
SECTION 4	<p>ACCESS TO NETWORKS RESULTING IN ANY ONE OR A COMBINATION OF THE FOLLOWING:</p> <p>4.1 BREACH OF CONFIDENTIALITY.</p> <p>4.2 DUPLICATION AND OR POSSESSION OF CORPORATE CONFIDENTIAL FILES OR DATA</p> <p>4.3 PLACEMENT OF COMPUTER VIRUS, TROJAN HORSE, AND OTHER DAMAGING ELECTRONIC FILES OR PHYSICAL ACCESSORIES OR SERVERS OR WORKSTATIONS.</p> <p>4.4 TAMPERING SERVER/NETWORK CONFIGURATIONS.</p> <p>4.5 UNAUTHORIZED ATTACHMENT OF COMPUTERS, STORAGE MEDIA/ DRIVES OR ANY OTHER COMPUTER PERIPHERAL TO SERVERS, WORKSTATIONS, OR ANY NETWORK SEGMENT/CABLE WHETHER REMOTE OR ON SITE.</p> <p>4.6 CONSENTING TO, TOLERATING OR ALLOWING ANOTHER EMPLOYEE TO USE YOUR USER NUMBER, ACCESS, AND OR PASSWORD TO GAIN ACCESS TO A SERVER, DIRECTORY OR FILES TO WHICH THE</p>	SEVERE OR OPEN

ACCESSING EMPLOYEE HAS NOT BEEN
AUTHORIZED.

**4.7 NEGLIGENCE OR CARELESSNESS OF THE EMPLOYEE
BY LEAVING THE COMPUTER UNATTENDED AND
RISKING THE NETWORK TO A POSSIBLE SECURITY
VIOLATION.**

**4.8 LOCKING-OUT OR HACKING OF ANOTHER
EMPLOYEE'S USER NAME IN ANY SERVER.**

**4.9 UNAUTHORIZED INSERTION OF DATA, PHOTOS OR
ANY GRAPHICS INTO THE SYSTEM, TAKEN FROM
EXTERNAL STORAGE DRIVE/MEDIA.**

ARTICLE 8: SUPERVISORY / TEAM LEADER RESPONSIBILITIES

SECTION 1	FAILURE OF SUPERVISOR/TEAM LEADER TO DISSEMINATE AND OR IMPLEMENT POLICIES, WORK RULES, WORK PROCEDURES AND THE LIKE.	SERIOUS
SECTION 2	FAILURE OF THE SUPERVISOR/TEAM WHO HAS KNOWLEDGE OF ANY VIOLATION(S) OF COMPANY WORK RULES TO TAKE STEPS TO PREVENT AND/OR REPORT THE SAME	SERIOUS
SECTION 3	ALLOWING OR PERMITTING AN EMPLOYEE TO COMMIT VIOLATIONS AGAINST ANY COMPANY RULE, REGULATION OR POLICY	SERIOUS
SECTION 4	VIOLATION OF THE CONDITIONS OF YOUR EMPLOYMENT WITH THE COMPANY SUCH AS THE UNDERTAKING TO KEEP, PROTECT AND PRESERVE THE COMPANY'S CONFIDENTIAL INFORMATION	SEVERE - OPEN
SECTION 5	ON THE PART OF A SUPERIOR, DELIBERATELY CONDONING, TOLERATING OR PARTICIPATING IN AN OFFENSE COMMITTED BY A SUBORDINATE	SERIOUS
SECTION 6	ON THE PART OF SUPERIOR, CLEAR ABUSE OF STATUS, POWER OR DISCRETION	SEVERE - OPEN

ARTICLE 9: OFFENSES AGAINST AUTHORITY OR INSUBORDINATION

SECTION 1	THREATENING INTIMIDATING, COERCING PROVOKING TO A FIGHT ASSAULTING OR ATTACKING A SUPERIOR FOR A REASONS DIRECTLY CONNECTED WITH THE SUPERIOR'S DISCHARGE OF HIS OFFICIAL DUTIES WHETHER INSIDE OR OUTSIDE COMPANY PREMISES	SEVERE
SECTION 2	UTTERING WORDS, DOING ACTS OR MAKING GESTURES TO A SUPERIOR, WHICH ARE MANIFESTLY INSULTING OR GROSSLY DISRESPECTFUL TO THE LATTER.	SEVERE
SECTION 3	OTHER ACTS COMMITTED BY A SUBORDINATE FOR REASONS DIRECTLY CONNECTED WITH HIS SUPERIOR DISCHARGE OF OFFICIAL DUTIES, WHICH ACTS CLEARLY PREJUDICE THE COMPANY AND SUPERIOR'S INTEREST(S)	SEVERE
SECTION 4	REFUSING OR FAILING TO DO ASSIGNED TASK OR TO OBEY OFFICIAL ORDERS/INSTRUCTIONS OR TO FOLLOW ESTABLISHED PROCEDURES	SERIOUS

SECTION 5	CHANGING WORK SCHEDULE OR SWAPPING OF WORK SCHEDULE BETWEEN EMPLOYEES WITHOUT SPECIFIC APPROVAL OF MANAGEMENT	SERIOUS
SECTION 6	WILLFUL DISOBEDIENCE OF LAWFUL AND REASONABLE ORDERS OF THE COMPANY OR ITS REPRESENTATIVE/S IN CONNECTION WITH HIS/HER WORK	SEVERE - OPEN
SECTION 7	FAILING TO EXECUTE WITHIN THE SET DEADLINE OR DELAYING THE EXECUTION OF ORDERS AND/OR INSTRUCTIONS FROM HIS/HER IMMEDIATE SUPERIOR	SERIOUS
SECTION 8	ANY ACT CONSTITUTING DISRESPECT AND DISREGARD OF AUTHORITY OF COMPANY SUPERIORS AND OFFICERS.	SEVERE - OPEN
SECTION 9	STUBBORN BEHAVIOR AND UNCOOPERATIVE ATTITUDE TOWARD A SUPERIOR OR SUPERVISOR/TEAM.	SEVERE - OPEN
SECTION 10	COAXING OR INFLUENCING FELLOW WORKERS TO COMMIT ANY OF THE ACTS OF INSUBORDINATION MENTIONED HEREIN	SEVERE - OPEN
SECTION 11	ANY OTHER ACT CONSTITUTING INSUBORDINATION NOT INCLUDED IN THE PRECEDING SECTIONS.	OPEN
ARTICLE 10: OFFENSES AGAINST CO-EMPLOYEE		
SECTION 1	USE OF ABUSIVE OR PROFANE LANGUAGE OR THREAT AGAINST THE PERSON OF A SUPERIOR OR A CO-EMPLOYEE	SEVERE
SECTION 2	POSTING OF UNAUTHORIZED READING MATERIALS ON CO. BULLETIN BOARDS OR UNAUTHORIZED REMOVAL OF OFFICIALLY POSTED NOTICES; CIRCULATING OR ATTEMPTING TO CIRCULATE RESOLUTIONS/PETITIONS/OTHER LITERATURE DURING COMPANY TIME WITHOUT SPECIFIC APPROVAL OF MANAGEMENT.	SEVERE
SECTION 3	GOSSIPING OR MAKING DEFAMATORY OR MALICIOUS STATEMENTS AGAINST ANOTHER EMPLOYEE SO AS TO CAST DISHONOR, DISCREDIT OR CONTEMPT ON THE LATTER.	SEVERE
SECTION 4	UTTERING VILE PROVOCATIVE LANGUAGE TO ANY EMPLOYEE INSIDE OR OUTSIDE THE COMPANY FOR WORK RELATED MATTER OR REASON.	SEVERE
SECTION 5	CONNIVANCE IN ANY FORM OR INDUCING FAMILY MEMBERS OR OTHER PERSONS TO HARASS, THREATEN AND/OR INTIMIDATE SUPERIORS, FELLOW EMPLOYEES OR ANY OFFICER OF THE COMPANY INSIDE OUR OUTSIDE COMPANY PREMISES AS A RESULT OF WORK –RELATED DISAGREEMENTS OR PROBLEMS.	SEVERE
SECTION 6	CAUSING SLIGHT INJURY TO ANOTHER PERSON. (SLIGHT IF THE INJURY DOES NOT REQUIRE SURGERY OR HOSPITALIZATION)	SEVERE
SECTION 7	CAUSING SERIOUS INJURY, DISABILITY OR DEATH (SERIOUS IF THE INJURY REQUIRED SURGERY OF HOSPITALIZATION). THREATENING, INTIMIDATING OR COERCING, PROVOKING TO A FIGHT WITH ANOTHER EMPLOYEE WITHIN COMPANY PREMISES OR WHILE ON DUTY	SEVERE

SECTION 8	INFLECTING PHYSICAL INJURY OR PHYSICAL VIOLENCE UPON A CO-EMPLOYEE INSIDE COMPANY PREMISES OR EVEN OUTSIDE COMPANY PREMISES AND OUTSIDE OF COMPANY TIME, IF INFLECTED FOR WORK-RELATED OR CONNECTED REASONS OR MATTERS.	SEVERE
SECTION 9	COMMISSION OF A CRIME AGAINST THE PERSON OF A MANAGER/SUPERVISOR OR OTHER IMPROPER CONDUCT AND GROSS DISCOURTESY TOWARD COMPANY OFFICIALS, CUSTOMERS AND VISITORS.	SEVERE
SECTION 10	UTTERING VILE PROVOCATIVE LANGUAGE TO ANY EMPLOYEE INSIDE THE COMPANY FOR WORK-RELATED MATTER OR REASON.	SEVERE - OPEN
SECTION 11	UTTERING OBSCENE, INSULTING OR OFFENSIVE WORDS, OR MAKING DISCRIMINATORY REMARKS AGAINST ANY EMPLOYEE WITHIN COMPANY PREMISES	SEVERE - OPEN
SECTION 12	ATTEMPTING TO PHYSICALLY OR BODILY HARM ANOTHER WITHIN THE COMPANY PREMISES AND/OR ON COMPANY TIME.	SEVERE
<u>ARTICLE 11: OFFENSES AFFECTING COMPANY INTEREST AND IMAGE</u>		
SECTION 1	IMPROPER CONDUCT AND GROSS DISCOURTESY TOWARD COMPANY OFFICIALS, CUSTOMERS AND VISITORS	SEVERE - OPEN
SECTION 2	BEHAVIOR SHALL REFLECT POSITIVELY ON THE COMPANY’S REPUTATION AND IMAGE AT ALL TIMES. ALL STAFF ARE EXPECTED TO PRESENT THEMSELVES IN A MANNER THAT PROMOTES A PROFESSIONAL IMAGE, IN THEIR WORDS AND IN THEIR ACTIONS; INCLUDING BUT NOT LIMITED TO VISUAL IMAGES. EMPLOYEES DRESS AND APPEARANCE WHILE ON DUTY MUST SIMILARLY CONVEY PROFESSIONALISM, AND MUST BE CONSISTENT WITH AZAZA’S CORE VALUES.	SERIOUS
SECTION 3	SERIOUS MISCONDUCT	SEVERE - OPEN
SECTION 4	USING INDECENT, ABUSIVE, DEROGATORY, OR INDECOROUS LANGUAGE WHILE ON DUTY OR WITHIN COMPANY PREMISES	SERIOUS
SECTION 5	MAKING OR SPREADING FALSE OR VICIOUS OR MALICIOUS RUMOR OR STATEMENT CONCERNING ANY EMPLOYEE OR MANAGER ON MATTERS, CONNECTED WITH THE WORK OF THE COMPANY AND ITS PRODUCTS, OR WHICH TEND TO BLEMISH THE REPUTATION OF THE COMPANY. MAKING OR SPREADING FALSE OR VICIOUS OR MALICIOUS RUMOR OR STATEMENT DOES NOT SPEAK WELL OF ANY EMPLOYEE OF THE COMPANY AND IS HARMFUL NOT ONLY TO THE COMPANY INTEREST BUT ALSO TO ONE’S CO-WORKERS.	SEVERE - OPEN
SECTION 6	DISTRIBUTING WRITTEN OR PRINTED MATTERS UNFAVORABLE OR DETRIMENTAL TO THE INTEREST(S) OF THE COMPANY	SEVERE
SECTION 7	HOLDING OF UNAUTHORIZED MEETINGS INSIDE COMPANY PREMISES AND/OR DURING COMPANY TIME WHETHER OR NOT SUCH RESULT IN THE DISRUPTION OR INTERRUPTION OF WORK	SEVERE - OPEN
SECTION 8	DISTRIBUTION OR SHOWING OFF PORNOGRAPHIC MATERIALS IN	SEVERE

	WHATEVER FORM INCLUDING THOSE FOUND IN COMPUTER UNITS OR FILES WITHIN COMPANY PREMISES.	
SECTION 9	GROSS AND HABITUAL NEGLECT OF DUTIES, GENERAL JOB DISINTEREST.	SEVERE - OPEN
SECTION 10	GATHERING A GROUP OF AND/OR MEET WITH OTHER EMPLOYEES TO SOLICIT SUPPORT FOR A CAUSE, GRIEVANCE OR COMPLAINT WITHIN OR OUTSIDE COMPANY PREMISES	SEVERE - OPEN
SECTION 11	DISTRIBUTION OF OBSCENE LITERATURE IN COMPANY PREMISES.	SEVERE
SECTION 12	ENGAGING IN ECONOMIC SABOTAGE; SUBVERSION. ESPIONAGE AND OTHER ACTS INIMICAL TO THE SECURITY AND INTEREST OF THE COMPANY.	SEVERE
SECTION 13	ENGAGING ONE'S TIME OR TALENTS WITH A FIRM THAT COMPETES WITH AZAZA INC. NO EMPLOYEE CAN BE PERMITTED TO REVEAL WHAT HE OR SHE LEARNS REGARDING TECHNIQUES, POLICY, PROGRAMS, AND SO FORTH TO ANY OTHER INDIVIDUAL OR COMPANY WHETHER A COMPETITOR OR NOT.	SEVERE OR OPEN
SECTION 14	ACCEPTING OR ENGAGING IN ANY ACTIVITY, BUSINESS, OR EMPLOYMENT, BEFORE, (EITHER) DURING OR AFTER WORKING HOURS, THAT WOULD CONFLICT WITH AZAZA INC.'S INTERESTS OR DIMINISH THE ABILITY OF THE EMPLOYEE TO RENDER TO THE COMPANY THE FULL, LOYAL, AND UNDIVIDED SERVICE WHICH IS CONTEMPLATED IN HIS OR HER EMPLOYMENT BY AZAZA INC.	SEVERE OR OPEN
SECTION 15	COMMITTING OTHER CULPABLE ACTS OR OMISSIONS NOT EMBRACED BY OTHER PROVISIONS THAT CAUSE DAMAGE TO COMPANY INTEREST(S)	OPEN
ARTICLE 12: GIFTS, FAVORS AND CONFLICT OF INTEREST		
SECTION 1	PARTICIPATING OR INVOLVEMENT IN ANY BUSINESS TRANSACTION INVOLVING ANY PERSON OR BUSINESS WITH WHICH THE COMPANY HAS SOME COMMERCIAL RELATIONSHIP	SEVERE
SECTION 2	ENGAGING. PARTICIPATING OR INVOLVING ONESELF, DIRECTLY OR INDIRECTLY IN ANY TRANSACTION, UNDERTAKING OR BUSINESS ENTERPRISE WHERE SUCH ENGAGEMENT PARTICIPATION OR INVOLVEMENT IS UNDESIRABLE TO THE INTEREST OF THE COMPANY.	SEVERE
SECTION 3	SOLICITING OR ACCEPTING ANY FAVOR, MONEY, GIFT, GRATUITY, OR ANYTHING OF VALUE, DIRECTLY OR INDIRECTLY FROM ANYONE TO PERFORM AN ACT PREJUDICIAL TO THE COMPANY AS A CONDITION FOR THE PERFORMANCE OF ONE'S DUTY OR IF SUCH FAVOR, MONEY, GIFT OR GRATUITY MIGHT INFLUENCE OR MIGHT REASONABLY BE INTERPRETED AS SEEKING TO INFLUENCE THE EMPLOYEE'S JUDGMENT OR IMPARTIALITY.	SEVERE
SECTION 4	GIVING OR RECEIVING BRIBES TO THE DETRIMENT OF THE COMPANY SOLICITING FROM SUPPLIERS OR PURCHASERS OF GIFT OR DONATIONS IN CASH OR IN KIND ACCEPTING, DIRECTLY	SEVERE

	OR INDIRECTLY, ANY SUM OF MONEY OR EQUIVALENT AS UNAUTHORIZED COMMISSION OR IN RETURN FOR PREFERENTIAL TREATMENT GIVEN TO SUPPLIERS OF MATERIALS AND/OR SERVICES.	
SECTION 5	BRIBING OF OFFERING MONEY, GIFTS OR ANYTHING OF VALUE TO ANY EMPLOYEE, DIRECTLY OR INDIRECTLY, TO SEEK QUALITY OR PREFERENTIAL TREATMENT BENEFITING OR FAVORING CONDITION OF EMPLOYMENT.	SEVERE
SECTION 6	BREACH OF TRUST GIVEN BY MANAGEMENT OR ITS REPRESENTATIVES.	SEVERE
ARTICLE 13: OFFENSES AGAINST HARMONY, DECENCY AND MORALITY		
SECTION 1	SCANDALOUS INCIDENTS HINDERING COMPANY'S BUSINESS RESULTING FROM ANY AND ALL DOMESTIC ISSUES. SUCH AS HAVING AN ILLICIT AFFAIR (ADULTERY OR CONCUBINAGE); IMMORALITY OR LIVING A SCANDALOUS LIFE (I.E. LIVING WITH A WOMAN NOT HIS WIFE [FOR MALES] OR LIVING WITH A MAN NOT HER HUSBAND [FOR FEMALES] AND SUCH OTHER FORMS OF MISCONDUCT AS WOULD INTERFERE WITH THE PERFORMANCE OF DUTIES OR HAS A REASONABLE TENDENCY TO CAUSE SUCH HARM.	SEVERE
SECTION 2	ENGAGING IN AN INTIMATE RELATIONSHIP WITH A CO-WORKER, A SUPERIOR, EMPLOYER, CLIENT OR A SUBORDINATE.	SERIOUS
SECTION 3	ENGAGING IN UNETHICAL AND CRIMINAL ACTS WITHIN AND OUTSIDE COMPANY PREMISES.	SEVERE - OPEN
SECTION 4	RUMOR-MONGERING, UNNECESSARY DISCLOSURE OF SOMEBODY ELSE'S PERSONAL AFFAIRS TO OTHERS.	SERIOUS
SECTION 5	DELIBERATE DISTORTION OF FACTS OR STATEMENTS IN SUCH A WAY AS TO ENHANCE ONE'S STATUS OR REPUTATION, OR DISCREDIT, EMBARRASS, OR ENDANGER ANOTHER EMPLOYEE.	SERIOUS
SECTION 6	COERCING, BRIBING OR INDUCING OTHERS TO VIOLATE COMPANY RULES.	SEVERE - OPEN
SECTION 7	CONCEALING OR DELIBERATELY MISPLACING ANOTHER EMPLOYEE'S PROPERTY WITHIN THE COMPANY PREMISES, OR AT ASSIGNED AREA OR DURING OFFICIAL WORKING HOURS.	SERIOUS
SECTION 8	ENGAGING IN MONEY LENDING, SELLING TICKETS OF WHATEVER KIND, BUYING OR SELLING GOODS MAKING OR COLLECTING PAYMENTS FOR SUCH GOODS WITHIN COMPANY PREMISES DURING OFFICIAL WORKING HOURS.	SEVERE
SECTION 9	GAMBLING, PLACING OR COLLECTING BETS, OR PARTICIPATING IN ANY GAME OF CHANCE DURING OFFICIAL WORKING HOURS OR WITHIN COMPANY PREMISES DURING WORKING HOURS	SEVERE
SECTION 10	UNAUTHORIZED SOLICITATION OF MONEY OR ANY FORM OF CONTRIBUTION WITHIN COMPANY PREMISES	SERIOUS
SECTION 11	CONVICTION BY FINAL AND EXECUTOR JUDGMENT OF ANY CRIME RESULTING IN IMPRISONMENT.	SEVERE

SECTION 12	ATTEMPT TO COMMIT OR COMMITTING ANY CRIME AGAINST CHASTITY WHILE IN COMPANY PREMISES OR COMMITTING ANY ACT CONSTITUTING IMMORALITY OF SUCH SCANDALOUS PROPORTIONS AS TO OFFEND THE MORAL SENSIBILITIES OF THE COMMUNITY.	SEVERE
SECTION 13	ANY AND ALL ACTS CONSTITUTING SEXUAL HARASSMENT AND/OR ANY MOTIVES COMMITTED AGAINST CO-EMPLOYEES REGARDLESS OF POSITION, RANK OR GENDER.	SEVERE
THE FOLLOWING ARE ACTS OF SEXUAL HARASSMENT:		
13.1	PERSISTENTLY TELLING SMUTTY JOKES TO A CO-EMPLOYEE WHO HAS INDICATED THAT HE/SHE FINDS THEM OFFENSIVE	SERIOUS
13.2	TAUNTING A CO-EMPLOYEE WITH CONSTANT TALK OF SEX OR SEXUAL INNUENDOES	SERIOUS
13.3	DISPLAYING OFFENSIVE PICTURES OR PUBLICATIONS	SERIOUS
13.4	ASKING A CO-EMPLOYEE INTIMATE QUESTIONS ON HIS/HER SEXUAL ACTIVITIES	SERIOUS
13.5	MAKING OFFENSIVE HAND OR BODY GESTURES AT A CO-EMPLOYEE	SERIOUS
13.6	MAKING OBSCENE PHONE CALLS TO A CO-EMPLOYEE DURING AND OUTSIDE WORK HOURS, ETC.	SERIOUS
13.7	PINCHING , UNNECESSARILY BRUSHING UP AGAINST A CO-EMPLOYEE'S BODY	SERIOUS
13.8	REQUESTING FOR DATES OR FAVORS IN EXCHANGE FOR A JOB, FAVORABLE WORKING CONDITIONS OR ASSIGNMENTS, ETC.	SEVERE
13.9	TOUCHING A CO-EMPLOYEE IN SENSITIVE PARTS OF HIS/HER BODY TO THREATS OF A SEXUAL NATURE AND ACTUAL SEXUAL ASSAULT	SEVERE
13.10	DIRECTING OR INDUCING ANOTHER TO COMMIT ANY ACT OF SEXUAL HARASSMENT AS HEREIN DEFINED, OR WHO COOPERATES IN THE COMMISSION THEREOF BY ANOTHER WITHOUT WHICH IT WOULD NOT HAVE BEEN COMMITTED SHALL ALSO BE LIABLE UNDER THESE RULES. PENALTY SHALL LIKEWISE BE IMPOSED ON THE PERSON WHO EMPLOYED INDUCEMENT OR COOPERATED.	SERIOUS

ARTICLE 14: OFFENSES AGAINST COMPANY PROPERTY

SECTION 1	UNAUTHORIZED USE, OPERATION POSSESSION, OR LENDING OF COMPANY PROPERTY (IF THE SAME DOES NOT AMOUNT TO THEFT)	SEVERE
SECTION 2	PERMITTING OR ASSISTING ANY PERSON TO ENTER OR HAVE ACCESS TO RESTRICTED AREAS WITH NOTICES POSTED	SEVERE
SECTION 3	ANY ACT OF VANDALISM CAUSING DAMAGE, DEFORMITY OR DEFACEMENT TO COMPANY MATERIAL/PROPERTY/EQUIPMENT OR THOSE OF OTHERS WITHIN THE COMPANY PREMISES: 3.1 IF THE DAMAGE CAUSED IS LESS THAN PHP50,000 OR IF IT DOES NOT CAUSE ANY DELAY OR DISRUPTION OF WORK NOTE: THE ERRING EMPLOYEE SHALL PAY OR INDEMNIFY THE COMPANY FOR THE DAMAGE OR LOSS CAUSED OR INCURRED. 3.2 IF THE DAMAGE CAUSED IS PHP50,000 OR MORE, OR IF IT CAUSES ANY DELAY OR DISRUPTION OF WORK NOTE: THE ERRING EMPLOYEE SHALL PAY OR INDEMNIFY THE COMPANY FOR THE DAMAGE OR LOSS CAUSED OR INCURRED.	SEVERE
SECTION 4	SUBSTITUTING OR ATTEMPTING TO SUBSTITUTE COMPANY/EQUIPMENT/PROPERTY WITH ANOTHER, WITH INTENTION TO GAIN OR TO DEFRAUD THE COMPANY.	SEVERE
SECTION 5	DISCLOSURE OF CLASSIFIED INFORMATION; CONFIDENTIAL DATA TRADE SECRETS OR CLASSIFIED INFORMATION TO ANY UNAUTHORIZED PERSON; ASSISTING OR ALLOWING UNAUTHORIZED PERSONS TO HAVE ACCESS TO SUCH INFORMATION; PERSON; ASSISTING OR ALLOWING UNAUTHORIZED PERSONS TO HAVE ACCESS TO SUCH INFORMATION;	SEVERE
SECTION 6	UNAUTHORIZED ALTERATION OR FALSIFICATION OF ANY COMPANY RECORD, INCLUDING FURNISHING OF FALSE OR MISLEADING INFORMATION ABOUT THE COMPANY	SEVERE
SECTION 7	UNAUTHORIZED COPYING OF LICENSED SOFTWARE APPLICATION PACKAGES AND SIMILAR ACTS THAT VIOLATE INTELLECTUAL PROPERTY ITEMS	SEVERE
SECTION 8	COMPUTER HACKING	SEVERE
SECTION 9	WHEN AN EMPLOYEE TAKES OUT ANY ARTICLE BELONGING TO THE COMPANY FROM A CERTAIN AREA WITHIN THE COMPANY PREMISES WITHOUT EXPRESS OR PROPER AUTHORIZATION	SEVERE
SECTION 10	FRAUDULENT WITHDRAWAL/ACQUISITION OR RELEASE TO OTHER PERSONS OF COMPANY FUNDS OR PROPERTY	SEVERE
SECTION 11	UNAUTHORIZED POSSESSION OR USE OF COMPANY PROPERTY; UNAUTHORIZED SUBSTITUTION OF COMPANY MATERIALS, SUPPLIES, TOOLS OR EQUIPMENT'S WITH ANOTHER.	SEVERE

SECTION 12	COMMITTING ANY OTHER ACT OF SABOTAGE	SEVERE
SECTION 13	MISAPPROPRIATION AND MALVERSATION OF COMPANY FUNDS OR ASSETS/PROPERTY OR ANY FORM OF THEFT, CONSUMMATED OR ATTEMPTED, OF COMPANY PROPERTY OR PROPERTY OF OTHER PERSONS COMMITTED WITHIN COMPANY PREMISES OR DURING COMPANY TIME (AN EMPLOYEE WHO IS FOUND TO HAVE POSSESSED, COMPANY PROPERTY WITHOUT PROPER AUTHORITY SHALL BE GUILTY OF THEFT UNDER THIS RULE)	SEVERE
SECTION 14	FAILURE TO REPORT LOSS OF COMPANY PROPERTY	SEVERE
	N.B. THE COMPANY RESERVES THE RIGHT TO FILE CRIMINAL CASE/S AGAINST THE CULPRIT/S	
SECTION 15	WHEN AN AUTHORIZED EMPLOYEE RELEASES OR TAKES OUT FROM ANY PLACE OR STORAGE FOR DELIVERY IN EXCESS OF WHAT IS AUTHORIZED IN THE INVOICES OF RECEIPTS	SEVERE
SECTION 16	FALSIFICATION OF COMPANY RECORDS OR DOCUMENTS	SEVERE
SECTION 17	REMOVAL OF ANY COMPANY PROPERTY WITHOUT PROPER AUTHORIZATION	SEVERE
SECTION 18	DELIBERATELY DAMAGING COMPANY PROPERTY CAUSING DISRUPTION OF OPERATIONS OR LOSS OF COMPANY FUNDS	SEVERE
SECTION 19	COMMITTING OTHER ACTS OF DISHONESTY; DECEIT OR ANOMALY NOT EMBRACED BY OTHER PROVISIONS THAT CAUSE LOSS OR DAMAGE TO COMPANY PROPERTY	SEVERE OR OPEN
ARTICLE 15: OFFENSES AGAINST SAFETY AND SECURITY		
SECTION 1	FAILURE TO SUBMIT WITHOUT JUSTIFIABLE REASON; COMPANY REQUIREMENTS FOR EMPLOYMENT, SUCH AS NBI CLEARANCE, CERTIFICATE, PHOTO ETC. WITHIN THE PRESCRIBED PERIOD.	MODERATE
SECTION 2	BRINGING IN OR UNAUTHORIZED POSSESSION OF FIREARMS, EXPLOSIVES (INCLUDING BUT NOT LIMITED TO FLAMMABLES AND HAZARDOUS ITEMS), OR OTHER DEADLY WEAPON WITHIN COMPANY PREMISES OR SITE	SEVERE
	2.1 CIGARETTE LIGHTERS SHOULD BE KEPT IN EMPLOYEE'S DESIGNATED LOCKER	
SECTION 3	POSSESSING, USING, SELLING OR PUSHING PROHIBITED DRUGS OR THEIR SUBSTITUTES WITHIN COMPANY PREMISES	SEVERE
SECTION 4	ENTERING COMPANY PREMISES IN DRUNKEN CONDITION OR DRINKING LIQUOR OR INTOXICATING BEVERAGES WITHIN COMPANY PREMISES OR AT THE SITE	SEVERE
SECTION 5	ENTERING THE COMPANY PREMISES OR REPORTING FOR WORK UNDER THE INFLUENCE OF NARCOTICS OR PROHIBITED DRUGS	SEVERE
SECTION 6	BRINGING, POSSESSING OR USING REGULATED DRUGS WITHIN COMPANY PREMISES WITHOUT PROPER PERMISSION OF MEDICATION	SEVERE
SECTION 7	BRINGING INTO COMPANY PREMISES ANY FORM OF LIQUOR OR	SEVERE

	ALCOHOLIC BEVERAGES (INCLUDING BEER) WITHOUT WRITTEN PERMISSION FROM MANAGEMENT	
SECTION 8	FAILURE OR REFUSAL TO COMPLY WITH THE COMPANY'S SAFETY AND SECURITY REQUIREMENTS	SEVERE
SECTION 9	9.1 KNOWINGLY CONCEALING FROM MANAGEMENT COMMUNICABLE OR CONTAGIOUS DISEASE. (ALL EMPLOYEES ARE MANDATED TO INFORM THE COMPANY IF HE/SHE IS AFFECTED WITH SAID DISEASE WITHIN 24 HOURS FROM THE TIME OF DISCOVERY OR DIAGNOSIS) 9.2 IF IT ENDANGERS THE LIFE OR HEALTH OF HIS/HER FELLOW WORKER	SEVERE
ARTICLE 16: CONTINGENCIES		
SECTION 1	OTHER VIOLATIONS WHICH ARE NOT LISTED HERE BUT WHICH DIRECTLY AFFECT THE INTERESTS OF THE COMPANY AND ITS EMPLOYEES WILL BE DEALT WITH BY THE MANAGEMENT ON A CASE-TO-CASE BASIS. MANAGEMENT LIKewise RESERVES THE RIGHT OR HAS THE DISCRETION TO EITHER REDUCE OR INCREASE ESTABLISHED PENALTIES DEPENDING ON THE GRAVITY OF THE OFFENSE. DUE PROCESS WILL BE CONDUCTED IN ACCORDANCE WITH PHILIPPINE LABOR LAW AND COMPANY POLICY.	OPEN

MISCELLANEOUS

I. CRITICAL WORK DAYS. WE ARE DECLARING THE DATES MENTIONED BELOW AS CRITICAL WORK DAYS.

- PAYDAYS
- DAY AFTER PAYDAYS
- ALL SINGAPORE AND PHILIPPINE LEGAL AND SPECIAL HOLIDAYS
- DAY BEFORE AND AFTER ALL SINGAPORE AND PHILIPPINE LEGAL AND SPECIAL HOLIDAYS
- DAY BEFORE AND AFTER REST DAYS
- ALL SHIFTS FALLING ON SATURDAYS AND SUNDAYS

II. CUSTOMER SERVICE

1. RETURNING THE CALL BACK TO THE QUEUE WITHOUT ATTEMPTING TO ADDRESS THE CUSTOMER CONCERN. THIS INCLUDES TRANSFERRING THE CALL TO ANOTHER DEPARTMENT WITHOUT THE EXPLICIT APPROVAL OF THE CUSTOMER.

2. PROFANITY AND SARCASM WHETHER SAID TO THE CUSTOMER OR WRITTEN IN THE MEMO OF THE CUSTOMER ACCOUNT. DISRESPECTFUL/DISOURTEOUS, DISCRIMINATING AND CONDESCENDING LANGUAGE AND BEHAVIOR DURING THE CALL THIS INCLUDES ALL NOTATIONS AND MEMOS DONE ON THE CALL.

3. CALL DROPPING/ ILLEGAL CALL RELEASE

4. SPEAKING IN THE VERNACULAR WHILE ON A CALL

5. ANY FORM OF CALL AVOIDANCE SUCH AS BUT NOT LIMITED TO THE FOLLOWING:

- **JUMPING QUEUE: CLICKING ON AUX WHILE ON AVAIL MODE TO AUTOMATICALLY GO BACK TO THE END OF THE QUEUE HENCE AVOIDING ALL CALLS UNTIL AFTER ALL THOSE IN LINE AHEAD HAVE TAKEN IN MOST OF THE CALLS.**
- **PROLONGED ACW**
- **NOT REPORTING SYSTEM ISSUES RESULTING TO MISSED AND SHORTENED CALLS**
- **CALL RIDING: STAYING ON A TRANSFERRED CALL**
- **PASSING AN ACTIVE CALL TO ANOTHER AGENT**
- **LONG WRAP TIMES**

6. INCORRECT DISPOSITION OF CALLS

7. INCOMPLETE OR MISPROCESSING OF CUSTOMER REQUESTS:

- **REFUSAL TO TRANSFER / ESCALATE A CALL**
- **FAILURE TO NOTE ACCOUNT AFTER INTERACTING WITH A CUSTOMER**
- **INVALID TRANSFER**
- **TRANSFERRING THE CALL TO A WRONG DEPARTMENT**
- **INCOMPLETE OR NON-PROCESSING OF DNS/DNC**

ACKNOWLEDGMENT

I ACKNOWLEDGE THAT I HAVE RECEIVED THE AZAZA BIZ SOLUTIONS, INC. (AZAZA) CODE OF DISCIPLINE AND THAT I HAVE READ AND UNDERSTOOD ITS CONTENTS. IT IS UNDERSTOOD THAT IF I DO NOT ASK ANY CLARIFICATIONS OR QUESTIONS, I UNDERSTOOD ITS CONTENTS FULLY AND COMPLETELY.

I UNDERSTOOD THAT THIS HANDBOOK REPRESENTS ONLY CURRENT POLICIES, PROCEDURES AND BENEFITS AND THAT IT IS MY RESPONSIBILITY TO KEEP MYSELF INFORMED OF ANY CHANGES. THE COMPANY RESERVES THE RIGHT TO CHANGE, MODIFY OR AMEND THE POLICIES IN THIS HANDBOOK AT ANY TIME, AS IT DEEMS NECESSARY AND I ACCEPT THAT NOTICE TO ITS EMPLOYEES SENT BY EMAIL OR OTHER MEANS IS SUFFICIENT NOTICE TO ME.

EFFECTIVE _____, I DEVOTE TO READ, FAMILIARIZE MYSELF WITH ITS CONTENTS AND ABIDE WITH ALL ITS CONTENTS WILLINGLY AND FAITHFULLY.

SIGNATURE OVER PRINTED NAME

DIVISION / DEPARTMENT

DATE