



SHOREAGENTS STAFF HANDBOOK



SHOREAGENTS, INC.

UNIT 1F-2 PHILEXCEL BUSINESS CENTRE 6, PHILEXCEL BUSINESS PARK, M. ROXAS HIGHWAY, CLARK FREEPORT ZONE

Introduction

We place a lot of emphasis on the values that a family represents. It's about our history, culture, our community, our workmates, our Client and our loved ones. We believe that the best teams are those that not only work well with each other but also respect and embrace the extended values of family. We work hard to create an environment that is friendly, warm, and exciting. We encourage diversity in ideas, opinions, and points of view. We are more than just a team — we are a family. We watch out for each other, care for each other, and go above and beyond for each other because we believe in each other, and we trust each other. Our bonds go far beyond the typical "co-worker" relationships found at most other companies.

We believe that inside every employee is more potential than even the employee themselves realizes. Our goal is to help employees unlock that potential. But it must be a joint effort: you have to want to challenge, understand your Client's need and stretch yourself in order for it to happen.

And for anyone we bring on board, the best expertise they can bring is expertise at learning and adapting and figuring new things out — exceed the Client's expectations, help the company grow, and in the process, they will also grow themselves.

Our Commitment to Equality in the Workplace

We are committed to upholding the principles of gender balance, diversity, and inclusion as outlined in the Labor Code of the Philippines. We recognize the inherent value of diversity in our workforce and are dedicated to creating an environment where all individuals, regardless of gender, ethnicity, religion, age, disability, or background, are respected, valued, and provided with equal opportunities for employment and advancement. Our policies and practices promote fairness, non-discrimination, and equal treatment for all employees, in line with the spirit and provisions of the Labor Code. We strive to foster a workplace culture that celebrates diversity, encourages inclusivity, and empowers every member of our workforce to thrive and contribute to our shared success.

Modern Slavery Statement

ShoreFamily is deeply committed to operating our business with the highest standards of ethics and social responsibility. As a Business Process Outsourcing (BPO) company based in the Philippines, we acknowledge the global issue of modern slavery and recognize the significance of addressing and eradicating modern slavery in all its forms within our operations and supply chains.

The ShoreFamily is a proud group of 100% Australian owned enterprises that offers specialized services which can support all corners of business. Services are available on a staff lease basis or to procure as co-managed specialized services for projects, campaigns, and part-time requirements. We are devoted to ensuring that our business operations are free from the taint of modern slavery.

In ShoreFamily Group, the risk of modern slavery is low as our recruitment, labor relations, procurement, and compliance processes are stringent and aligned with the local laws and regulations where we operate. We are committed to ensuring that human rights are not violated in any form, and we make every effort to uphold this commitment.

ShoreFamily recognizes the significance of the Modern Slavery Act 2018 (Cth) and the Philippines RA 9208 Anti-Trafficking in Persons Act of 2003 as amended by RA 10364 Expanded Anti-Trafficking in Persons Act of 2012) in the fight against modern slavery. We are unwavering in our commitment to ensuring that modern slavery has no place within our organization and that we actively contribute to the broader effort to eradicate it within our sphere of influence. If we ever identify a potential modern slavery risk, we will promptly launch an investigation to address that risk as well as any related issues to it. Rest assure we will do everything reasonably possible to eliminate any modern slavery threat.

2. New Employees

This program aims to welcome, guide and train you so you can quickly become more effective members of the organization. Training courses include:

- New Employees Orientation
- Shore Code of Conduct (e-learning)
- Mandatory Occupational Safe and Healthy Training (OSH)
- Shore's prescribed timekeeping system. (e-learning)

2.1 Update of Personal Information (201 Files)

You must submit all the necessary documents for your 201 file and your benefits enrolment:

- Resume
- Photocopy of two (2) valid IDs (passport, driver's license, TIN, SSS, UMID)
- Photocopy of PSA Birth Certificate
- Police Clearance
- NBI Clearance
- Pre-Employment Medical Examination
- Educational Certificates, Diploma or any past credentials

It is your responsibility to update the company with any changes to your personal details. Please inform the Human Resources Department within 2 weeks of the change whenever there are changes to your personal information (e.g., change of residential address, change of phone number).

If there is a change in your personal circumstances which would affect your ability to carry out your role, it is also your duty to inform the Human Resources Department as soon as possible.

2.2 Training

Your training will be carried out at the discretion of your Client. Shore is not responsible for the initial or ongoing training beyond the initial induction which may include some elements of training.

2.3 Training Overseas

From time to time, Shore Clients may request you attend their head office. While Shore will assist in the visa application process, the Company is not responsible for the outcome of the application and costs associated with the travel.

Your Client is responsible of all costs including but not limited to visa fees, flights, accommodation, and expenses while overseas.

Taking up the opportunity to train and work overseas may result in an agreement binding you to a minimum period of employment with the current employer and a requirement to pay a pre-determined amount to the employer for reimbursement of expenses.

The reimbursement of expenses only applies in the event of resignation. If you are terminated or made redundant within the 12-month period, the reimbursement is waived.

2.4 Re-Hiring Policy

As a principle, Shore prefers not to re-hire employees whose employment had been terminated or who had voluntarily resigned for any of the following reasons:

- Breach of the Code of Conduct or Group Rules

- Performance issues
- Habitual absenteeism
- Any other contractual reason for termination by the Company

Further, if you voluntarily resigned from Shore, you cannot be re-hired within 3-6 months from your resignation.

Any exception to the above-mentioned criteria shall be validated by the Human Resource Manager and/or Company President.

2.5 Relationships In The Workplace

You are required to declare any relationship (blood relationship, common-law relationship, or relationship by affinity) you have with another employee of the Company during the pre-employment process, promotion process or upon entering into a relationship with another employee of the Company. Your family members are welcome to join Shore, however, they cannot be direct reports or hold a position that represents a conflict of interest.

If you are in a relationship with one of your co-workers, you are prohibited to be under the same team, be a direct report and/or manage the person with which you are in a relationship with.

Management will also assess the extent to which such a relationship interferes with Shore's ability to operate effectively. Management's decision is final when determining the impact of a personal relationships in the workplace will have on the potential hiring or promotion of an individual.

Failure to declare such a relationship or in the event such a relationship represents a conflict of interest preventing either party from executing their duties diligently, the Company reserves the right to release you from your employment.

3. Classification of Employees

3.1 Probationary Employees

You will be subject to an Employment probationary period of six (6) months or one hundred eighty (180) days to be exact counted from your first day of employment. This period is intended to allow Shore to make an evaluation of your performance. During this period, you are considered a Probationary Employee.

On the first, third, fifth month or as often as it is deemed necessary in order to ensure the fitness of the employee every after end of each month of your probationary employment contract, your performance shall be evaluated by your client, reporting manager or team lead, whose recommendation shall serve as one of the bases for the appointment of the Employee.

You may be terminated upon just or authorized cause, or for failure to qualify as a regular employee in accordance with the standards prescribed herein and in the employment contract. Such standards will be communicated to you at the time of your engagement by your client, reporting manager or team lead. You will accumulate benefits during your probationary period; however, these will not be available to exercise until you have become an Regular Employee at the end of your probationary period.

For payment entitlements, please refer to your Employment Contract.

3.2 Regular Employees

You are a Regular Employee once you have successfully passed the evaluation period from probationary to regular employment. You will be entitled to full-time benefits and entitlements stipulated in the employment contract.

For payment entitlements, please refer to your Employment Contract.

3.3 Project Employment Contract with Probationary Period

If you are hired under this contract, you are hired for a specific project, client or undertaking, and your employment duration is specified by the scope of work and/or length of the project. The client, reporting manager or team lead will determine whether you may acquire the status of a Project Regular Employee when the task that you have perform is vital, necessary, and indispensable to the usual business trade of the Client and has completed your probationary period.

On the first, third and fifth month or as often as it is deemed necessary in order to ensure the fitness of the employee of your probationary project employment contract, your performance shall be evaluated by your client, reporting manager or team lead, whose recommendation shall serve as one of the bases for the appointment of the Project Employee.

The Project Employment shall be in full force for the duration of the substinence of the contract with the Client, unless sooner terminated by reason of the pre-termination, cancellation and/or rescission of Shore's contract with Client.

For payment entitlements, please refer to your Project Employment Contract

3.4 Project Employment Contract Fixed-Term

If you are under a Fixed Term Contract, you will perform work that is not usually necessary or primarily related to the employer's business or trade. The definite period of your employment will be discussed with you at the time you start rendering your service.

3. Floating Status

Shore's business model allows employees, at the Company's discretion, to remain employed for a predetermined period even when not assigned to a Client. This employment arrangement is referred to as **Floating Status**.

An employee may be placed on Floating Status for a period not exceeding six (6) months when there is no active assignment with a paying Client. During this time, the Company will make reasonable efforts to reassign the employee to another Client based on available opportunities.

Please note the following conditions during Floating Status:

- No salary or compensation will be provided, including statutory benefits such as leave accruals, SSS, PhilHealth, Pag-IBIG contributions, and HMO coverage.
- Reassignment is not guaranteed. You must still meet the qualifications, skills, and experience required by the prospective Client.
- If a suitable role becomes available, the Human Resources Department will contact you. Should you decline the offer, you will be required to report back to work. Failure to do so may result in termination following due process and applicable labor laws.

The Company will not maintain Floating Status for more than six (6) months, in accordance with the Philippine Labor Code.

5. Terms of Employment

5.1 Client's Specific Policy

The employee handbook outlines the policies applied by Shore. In certain circumstances, our Clients may request that policies be amended to suit their business needs. Where this occurs, you will be notified and requested to sign a separate policy outlining the requirements that must be met.

5.2 Conflict of Interest

In accordance with labor laws and company policy, employees are expected to act in the best interests of Shore and its Clients. You must avoid any activity—paid or unpaid—that may conflict with, compete with, or negatively affect the business of Shore, its Clients, or its affiliates, or that may interfere with your ability to perform your job effectively.

The following are considered conflicts of interest and are strictly prohibited:

- Engaging in outside employment or freelance work without prior written approval from Shore.
- Seeking or accepting employment with another Shore Client or applying for a position within Shore while still employed under a different Shore Client.
- Approaching or accepting employment—directly or indirectly—from any Client of Shore during your contract period, and for a period of twelve (12) months after the termination of your employment, unless formally endorsed by Shore.
- Operating a personal business or acting as an agent/intermediary for another employer during your designated working hours.
- Providing character references for employees who do not directly report to you, as this may constitute a conflict of interest or misrepresentation and may result in disciplinary action.

You are required to immediately disclose any actual or potential conflict of interest to the Human Resources Department. If you are unsure whether a situation may be considered a conflict, please seek clarification from HR.

5.3 Non-Solicitation

It is a condition of your employment contract not to employ or solicit or attempt to employ or solicit, directly or indirectly, or cause to be employed by another, any person who is at any time, a salaried project employee, officer or director of the Company or any of its subsidiaries or affiliates nor form any partnership with or establish any business venture in cooperation with such person, without the express written consent of the Company.

5.4 Official Workdays and Workhours

Your regular hours of work shall be a maximum of forty (40) hours per week, or part thereof, as determined by Shore and/or the Client.

Your daily lunch break is one (1) hour, unpaid and should be taken at the time agreed with by your Client depending on the official shift. Shore shall provide a paid fifteen (15) minutes break time in the morning and another paid fifteen (15) minutes break time in the afternoon.

Important Note: Please note that the one (1) hour lunch break entitlement is mandated by Philippine Labor Code and cannot be reduced or shortened at the convenience of the employee, the Company or the Client.

Engaging in personal errands during work hours and without prior approval is considered misconduct.

This includes:

- Failing to return to work after the lunch break on time.
- Leaving the office premises and not returning within the allowed period.
- Using lunch break as a cover for leaving work early.

Example: An employee scheduled from 8:00 AM to 5:00 PM takes lunch at 12:00 noon but does not return by 1:00 PM and instead leaves for the day without filing leave. This is not considered undertime or half-day leave but is treated as **unauthorized extended lunch and may be subject to disciplinary action under Misconduct**.

5.5 Workplace Dress Code

This policy is applicable to all employees including contractual employee working in office premises across all locations.

One of the ways Shore projects a professional image is through personal appearance. The manner of dressing affects personal appearance, use of grooming aids and general cleanliness.

Shore expects you to dress in appropriate smart business casual attire for their respective departments, activities and environment at all times. You may not, in any circumstance, dress in a manner that is offensive, revealing or distracting to others.

UNIFORMS PROVIDED BY CLIENT

If your Client has dictated and provided you with corporate attire, it is a requirement that this must always be worn at the direction of the Client.

UNIFORMS NOT PROVIDED BY CLIENT

If your Client has not provided corporate attire, the following is a guide of what may be worn:

MEN – polo or dress shirts, sweaters, blazers

WOMEN – dresses, blouses, sweaters, blazers,

The following attires do not qualify as “business casual” and are not permitted at any time (but are not limited to):

- t-shirt with inappropriate or offensive logos or prints
- sleeveless shirts for male
- torn or ‘bleached’ jeans
- shorts or leggings
- tracksuits
- slippers or flip flops
- items which are strapless, e.g., tube top

It is always important to wear clean and presentable clothes. This conveys the respect we have for the people around us.

If you are found wearing attire which is inappropriate you may be requested to go home without pay. A second offence may end in disciplinary action.

Shore reserves the right to require you to dress in formal business attire during client visits or as appropriate.

Company ID / RFID Access Card

The Company issues ID cards to all employees. You are required to wear your ID card whenever inside the Company premises. The Company strictly implements the No ID, No Entry Policy. ID is to be worn prominently while inside the company. Non-wearing of the ID will be dealt with administrative actions. Moreover, a replacement for a lost ID will be charged accordingly. You must never lend or misuse your ID card and should report at once any loss to the Human Resource Department. Upon resignation/termination, All ID cards must be **surrendered to HR Department only** as part of the clearance procedures.

Lost Access Card (RFID) – ₦1,000

Lost Company ID – ₦500

5.6 Notification Procedure

You are expected to report to duty on time and not leave work before the end of the normal working day, except with the permission of your Client.

- If you are unable to report to work on time due to personal reasons or illness and do not have approved leave, you must notify your client, reporting manager or team lead at least two (2) hours before the start of your scheduled shift.
- In cases of emergency where advance notice is not possible, you are required to inform your client, reporting manager or team lead as soon as possible, but no later than the end of the day of the absence.

Due to the nature of our business, the notification procedure above must be followed by all employee including Supervisory and Managerial Levels.

Absence without prior notification may be subject to disciplinary measures under Misconduct (see Misconduct – Disciplinary Actions).

5.7 Attendance Record

You must record your attendance (e.g., time in and out at the start and end of the workday) through the Shore’s prescribed timekeeping system. The client for which you may be assigned may also have their own timekeeping system which must likewise be adhered to.

In case of hardware malfunction or system breakdown, the employee should immediately report the issue to the Human Resource Department, Account Manager or to your Team Leader.

You must proceed directly to your workstation and begin your duties immediately after logging in through the biometric system. For example, an employee should not log in and then return to park their vehicle. This is considered a falsification of attendance records and may be grounds for disciplinary action.

Failure to properly log in and out of the system shall be subject to disciplinary measures under Misconduct (see Misconduct – Disciplinary Actions).

5.8 Overtime

You may be required to work outside normal working hours. Advance notice will be given whenever possible when overtime is necessary, but there may be times when the need to work late arises suddenly and advance notice is not possible.

All overtime must be pre-approved by the Client, recorded and approved in Shore’s prescribed timekeeping system.

5.9 Undertime

Undertime occurs when you leave the office premises before your scheduled time out. If your undertime is for a minimum of four (4) hours, this is considered half-day leave and you must file a “Leave Without or With Pay” through Shore’s prescribed timekeeping system. Your client, reporting manager or team lead must pre-approve your undertime.

Unauthorized Undertime shall be subject to disciplinary measures under Misconduct (see Misconduct – Disciplinary Actions).

5.10 Habitual Tardiness

Reporting for work after the start of your official working hours is considered tardiness.

You may arrange with the Client to make up for the time that you have arrived late. You need to file a Schedule of Adjustment, and this must be pre-approved by the Client, recorded, and approved in Shore's prescribed timekeeping system.

Incurring three (3) instances of tardiness in one (1) month from your 1st day of tardiness (regardless of the number of minutes) is considered as Habitual Tardiness.

Ex: May 05 – the first day of tardiness / This will be monitored from May 05-June 05 and not the calendar month.

Habitual Tardiness shall be subject to disciplinary measures under Misconduct (see Misconduct – Disciplinary Actions).

5.11 Unauthorized Absences

You shall be considered absent without authorization in the following cases:

- You did not report to work, and your leave request was not approved.
- You failed to file any leave and were absent for 1–2 days.
- You did not show up for work for a portion of the day (e.g., missed the first half of the shift) without filing leave or obtaining prior approval.

Note: Sick or emergency-related absences may not be considered unauthorized if valid supporting documents are provided and the absence is properly communicated within a reasonable timeframe.

Unauthorized absences are considered **misconduct** and may be subject to disciplinary action (see Misconduct – Disciplinary Actions).

5.12 Misconduct - Disciplinary Actions

Any commission of the following misconduct shall be meted by the following penalties, depending on the severity of the case:

- First Offense: Warning Letter
- Second Offense: Suspension (1-30 days)
- Third Offense: Dismissal

Below are considered misconduct:

- Not wearing/improper use of the prescribed uniform, access card and company ID
- Absence without prior notification
- Failure to log in and out of the biometrics system
- Unauthorized Undertime
- Habitual Tardiness – 3 tardiness in one (1) month
- Unauthorized Absences
- Discussed personal salary or other personal Human Resources related matters to co-employees
- Failure to attend scheduled training or failure to complete scheduled training without justifiable reason
- Taking unauthorized longer breaks at work
- Engaging in personal errands during work hours and without prior approval

Any combination of offenses, including others not mentioned above is considered Serious Misconduct or Gross Negligence or Willful Disobedience as the case may be, will be treated as concurrent or collective resulting in escalation of offences.

For example:

An employee commits a violation of:

- Absence without prior notification – First Offense (Warning) The same employee commits another violation of.
- Unauthorized Undertime – Second Offense (Suspension) The same employee commits another violation of.
- Habitual Tardiness – Third Offense (Dismissal)

All violations and offenses committed against Company Policies and Procedures will be documented and retained in your 201 file.

The Company observes a **No-Cleansing Policy**, which means that records of infractions will remain in your employment file for the duration of your tenure with the Company. These records may be considered in future evaluations, including decisions related to promotions, transfers, and disciplinary actions.

6. Timekeeping Guidelines

Below are guidelines on how and what to file through Shore's prescribed timekeeping system. You must check your HR Hub daily to ensure that your actual attendance is recorded correctly. Any issues must be reported to the Human Resources Department.

In cases when work is suspended due to inclement weather, severe flooding, traffic gridlock, or any other reason declared by Management and/or the government, employees who had previously filed and were approved for paid or unpaid leave (e.g., vacation, sick, or emergency leave) will still be considered on leave for that day.

SCENARIO	REQUEST TYPE	WHAT TO APPLY
I logged in the biometrics but was not recorded due to biometrics malfunction.	Certificate of Attendance (COA)	Apply COA using your actual login time and immediately report the issue to the HR Department
I forgot to log in/out of the biometrics system.	Certificate of Attendance (COA)	Apply COA with the actual log time that you missed.
I'm working at home/other places and cannot log in/out of the biometrics.	Official Business (OB)	Apply for Official Business with your specific work schedule.
I need to attend a seminar and cannot log in/out of the biometrics.	Official Business (OB)	Apply for OB with your specific work schedule.
I had an emergency and left work early. I asked my Client to make up for the hours that I missed. The Client approved.	Schedule Adjustment (SA)	Apply SA to match with your biologs (biometrics log ins).
I was asked to work different from my normal work schedule.	Schedule Adjustment (SA)	Apply SA to change your default schedule to your new schedule. Log in and out of the biometrics as per usual.

I was asked to work on my rest day	Schedule Adjustment (SA)	<ul style="list-style-type: none"> a) Apply SA b) UNLOCK the Padlock icon and enter your specific work schedule. c) Tick “MAKE REST DAY” (to ensure you will be paid premium for working on a rest day) d) Log in and out of the biometrics as per usual.
I was asked to work on my rest day but worked only for 4 hours without break time.	Schedule Adjustment (SA)	<ul style="list-style-type: none"> a) Apply SA b) UNLOCK the Padlock icon and enter your specific work schedule c) Tick the NO BREAK box d) Log in and out of the biometrics as per usual.
I worked on a Public Holiday	None	Log in and out of the biometrics as per usual.
I worked on a Public Holiday different from my usual work schedule.	Schedule Adjustment (SA)	<ul style="list-style-type: none"> a) Apply SA b) UNLOCK the Padlock icon and enter your specific work schedule c) Log in and out of the biometrics as per usual
I worked on Holiday and had overtime	Schedule Adjustment (SA)	<ul style="list-style-type: none"> a) Apply SA b) UNLOCK the Padlock and enter your specific work schedule (Required to have 9hrs working in total) c) Log in and out of the biometrics as per usual. d) Apply Overtime
I will be on a Planned Leave (vacation)	Vacation/Sick/EL Leave with Pay (LWP)	Check your available leave credits and apply for LWP two (2) weeks in advance.
I will take half a day leave in the morning	Vacation/Sick/EL - Leave with Pay (LWP) or Leave without Pay (LWOP)	Apply LWP and choose “First Half”
I will take half a day leave in the afternoon	Vacation/Sick/EL - Leave with Pay (LWP) or Leave without Pay (LWOP)	Apply LWP and choose “Second Half”
I had an emergency, and I need to take 3 hours undertime	None	Log in and out of the biometrics as per usual
I worked beyond the required hours in a day	Overtime	Log in and out of the biometrics as per usual then apply “Overtime”

*Undertime work on any particular day shall not be offset by overtime work on any other day.

7. Compensation & Benefits

7.1 Salary, Leave and Other Benefits

BENEFITS	IMPORTANT NOTES
<p>SALARY / EARNINGS</p> <p>You will begin earning your salary on your first actual working day. Salaries are released bi-monthly and credited directly to your designated bank account. Your payslip will be available via the company's timekeeping system after payroll has been processed.</p> <p>To avoid delays in receiving your pay, please ensure your bank details are enrolled and submitted as instructed by HR. If not enrolled in time, your first salary may be issued via check.</p> <p>As required by law, the following statutory deductions will be made from your salary:</p> <ul style="list-style-type: none">• SSS (Social Security System) employee contribution• PhilHealth (Philippine Health Insurance Corporation) employee contribution• Pag-IBIG Fund (Home Development Mutual Fund) employee contribution• Withholding Tax, remitted to the Bureau of Internal Revenue (BIR)• Other authorized deductions, including but not limited to:<ul style="list-style-type: none">- Company loans or salary advances- Deductions for excess leave without pay- Any other amounts legally due to the Company <p>Payroll cutoffs and pay-out dates are published in advance for employee reference and planning.</p>	<p>NEW EMPLOYEES</p> <p>For employees who start in the middle of the payroll cutoff period, salary will be pro-rated based on the actual number of days worked, using the applicable daily rate.</p> <p>For those whose start date falls on the 1st or 16th of the month (the start of the payroll cutoff), the full monthly rate will apply, assuming they render work for all scheduled workdays in that period.</p> <p>Salary computation will follow DOLE guidelines and company policy on daily rate calculations.</p> <p>SALARY DISCREPANCY NOTICE</p> <ul style="list-style-type: none">• Employees are responsible for monitoring their own attendance. To ensure accurate and timely salary payments, please check your attendance daily and at the end of each cutoff period.• Any salary discrepancies must be reported to the Payroll Team within five (5) calendar days from the receipt of your payslip. Validated discrepancies will be adjusted and included in the next payroll cycle.• Failure to report any discrepancy within thirty (30) days from the applicable payroll date shall be considered a waiver of your right to claim the amount in question. <p>SALARY INCREASE</p> <p>Salary increases, if applicable, will take effect on the next applicable payroll cycle. Adjustments will not be applied retroactively or mid-pay period.</p> <p>For increases granted upon regularization, the effective date will align with the nearest payroll cutoff—either the 1st or 16th of the month—following the confirmation of regular status.</p> <p>Any pending salary increase or bonus shall be forfeited if an employee:</p> <ul style="list-style-type: none">• Resigns before the effectiveness or payout date, or• Is terminated for Just or Authorized Cause under the Labor Code.

13th Month Pay

In accordance with Presidential Decree No. 851, employees are entitled to a **13th Month Pay** equivalent to **one-twelfth (1/12) of their total basic salary** earned within the calendar year.

The 13th Month Pay shall be released **on or before December 24** of each year, **provided** the employee has rendered **at least one (1) month of service** during the calendar year.

Computation is based solely on **basic pay** and does not include allowances, bonuses, or other monetary benefits unless considered part of basic salary under the law.

HMO BENEFIT

You may be eligible for **Health Maintenance Organization (HMO) coverage** either **upon hire or upon regularization**, subject to the Company's policy and discretion.

The HMO benefit is a **non-monetary and discretionary benefit** and may be **revoked, suspended, or modified** by the Company at any time during your employment. HMO coverage will be **automatically suspended** in the event of:

- **Forced leave,**
- **Floating status, or**
- **Temporary stoppage of work** (e.g., due to business disruptions or lack of client assignment).

HMO coverage may be reinstated upon your return to active employment, subject to applicable conditions.

COMPANY LEAVE POLICY

The Company grants paid leave benefits exceeding the **mandatory five (5) days of Service Incentive Leave (SIL)** per year, as required under the Labor Code. These leave credits may be used for **vacation, sick days, or emergencies**, with priority given to leave requests during periods of low client activity (e.g., **Christmas break, Holy Week, or foreign client holidays**).

Leave Accrual

New employees begin accruing leave credits on the **1st of each month**, at a rate of **12 or 15 days per year**, depending on client-specific provisions. This is equivalent to:

- **1 day/month** for 12 days/year
- **1.25 days/month** for 15 days/year

Leave credits may be used **after regularization**, subject to

*If your employment is terminated before the end of the calendar year, your **pro-rated 13th Month Pay** will be computed based on your actual basic salary earned and will be released as part of your final pay, in accordance with labor regulations.*

*If your HMO premium is **shouldered by the Company or Client**, the value of the benefit may be subject to **taxable fringe benefit deductions**, in accordance with BIR regulations. Any applicable tax will be automatically deducted from your salary.*

*In case of a **lost HMO card**, a **replacement fee of PHP 100** will be deducted from your salary.*

APPLYING FOR LEAVE (With or Without Pay)

Vacation Leave

- *Vacation leave must be filed at least two (2) weeks in advance.*
- *Leave requests filed less than 2 weeks before the intended date may not be approved, unless with valid justification and approval from your reporting lead.*

Sick Leave

- *Sick leave should be filed immediately upon your return to work.*
- *For absences of two (2) or more consecutive days, a Medical Certificate and/or Fit-to-Work clearance must be submitted to your immediate supervisor and/or the Company Nurse.*
- *Failure to submit required documentation may lead to non-approval of the leave and may result in disciplinary action.*

Medical Certificate Requirements:

manager approval and operational requirements.

Leave Carryover and Forfeiture

- On **July 1st** of each year, a **maximum of five (5) unused leave days** will be carried over.
- Any unused leave credits beyond the 5-day carryover will be **automatically forfeited** and **cannot be converted to cash**.
- Any leave filed **after July 1**—even if the request was submitted before this date—will be **deducted from the new leave balance** effective July 1.

Example:

If you file a leave request on **June 25** for leave on **July 5**, the July 5 absence will be deducted from the **new leave balance** effective July 1.

A medical certificate may also be required under the following conditions:

- Absence occurs before or after a weekend or public holiday.
- Absence occurs before or after another approved leave (paid or unpaid).
- You fail to report for work on a weekend, rest day, or scheduled public holiday where attendance is expected.

Note: The consultation date and indicated rest days must fall within the date(s) of absence. Backdated medical certificates will not be honored.

Fit-to-Work Clearance:

A Fit-to-Work clearance must be submitted if:

- You are required to rest for an extended period.
- You are diagnosed with a highly contagious illness or any condition requiring clearance, as determined by the Company Nurse.

All medical certificates and fit-to-work documents will be subject to validation by the Company Nurse or Medical Team, who may verify directly with the clinic or physician indicated in the certificate.

Emergency Leave

Emergency Leave may be availed for any of the following **justifiable reasons**:

- A **life-threatening illness, accident, or death** involving an **immediate family member** (documentation required).
- **Legal obligations** requiring your presence (e.g., subpoena, court appearance – valid notice must be presented).
- **Fortuitous events**, such as typhoons, floods, earthquakes, or other **natural occurrences** that directly prevent you from reporting to work.

BEREAVEMENT LEAVE

In the unfortunate event of the **death of an immediate family member**—defined as **mother, father, brother, sister, spouse or live-in partner, son, or daughter**—you are entitled to a maximum of **seven (7) working days of paid bereavement leave** per calendar year.

This leave is **non-cumulative** and may only be availed **once per year**, regardless of the number of losses experienced within the same year.

Documentation (e.g., death certificate or funeral announcement) may be required to support the leave application.

MATERNITY LEAVE

In accordance with **Republic Act No. 11210**, a female employee who has paid at least **three (3) monthly SSS contributions** in the **12-month period immediately preceding** the semester of her **childbirth, miscarriage, or emergency termination of pregnancy** is entitled to the following benefits:

- **105 calendar days of paid maternity leave**, regardless of delivery method (**normal or caesarean**), with an option to extend for an additional **30 calendar days without pay**, provided that written notice is submitted to the employer **at least 45 days before** the end of the initial maternity leave.
- In the case of a **miscarriage or emergency termination of pregnancy**, the employee shall be entitled to **60 calendar days of paid leave**.
- If the employee qualifies as a **solo parent** under R.A. No. 8972, she shall be granted an **additional 15 days of paid maternity leave**, subject to submission of valid **Solo Parent ID** and compliance with Solo Parent Welfare Act requirements.

Maternity leave may be **availed of in a continuous and uninterrupted manner** and must be taken **not earlier than 45 days before** the expected date of delivery. The leave shall be paid based on the SSS maternity benefit computation and in accordance with existing Company policy.

PATERNITY LEAVE

Under **Republic Act No. 8187** (Paternity Leave Act of 1996), male employees are entitled to **seven (7) working days of paid paternity leave** for each of the **first four (4) deliveries** of their **legitimate spouse** with whom they are cohabiting.

Eligibility:

- Must be a **married male employee** living with his **legitimate spouse**.
- Leave is applicable only for the **first four (4) deliveries**, including childbirth, miscarriage, or abortion.

Usage:

- Paternity leave may be availed **before, during, or after the delivery** of the child.
- It must be used **within 30 calendar days before or after** the date of delivery or miscarriage.

To ensure timely processing of your **SSS Maternity Benefit**, please submit the following documents to the **Human Resources Department**:

Before Delivery (for SSS Notification):

- **Medical certificate or ultrasound report confirming pregnancy**
- **Two (2) valid government-issued IDs**
- **SSS contribution printout** showing your posted contributions
- **Accomplished SSS Maternity Notification Form (MAT-1)**

Forms are available at the Human Resources Department

After Delivery (for SSS Maternity Reimbursement):

- **Certified true copy of the child's birth certificate or medical certificate in case of miscarriage or emergency termination**
- **For first-time claimants: a copy of the marriage certificate** must also be submitted

Please consult with **HR** for assistance with completing and submitting the necessary forms.

Note: The Company follows the latest rules and guidelines issued by the **SSS** regarding maternity benefits. Any changes or updates issued by SSS shall apply, even if not immediately reflected in this handbook.

Documentation and Notification Requirements:

- **Marriage certificate**
- **Spouse's medical certificate or birth certificate of the child**
- **This leave should be filed at least thirty (30) days in advance.** Failure to comply with the notification period may result in adjusting the date of the intended leave (in case of a miscarriage, prior application for paternity leave shall not be required)

SOLO PARENTAL LEAVE In accordance with R.A. 8972, solo parents are entitled to seven (7) working days of leave per year, provided they have rendered at least one (1) year of service.	<i>To avail of this leave, the employee must submit a valid Solo Parent Identification Card issued by the DSWD.</i>
SPECIAL LEAVE BENEFIT FOR WOMEN In line with R.A. 9710 (Magna Carta of Women), female employees are entitled to a special leave of up to two (2) months with full pay following surgery due to gynecological disorders.	<i>To avail of this benefit, the employee must submit a medical certificate and notify the company at least two (2) weeks before the scheduled surgery, except in emergency cases.</i>
LEAVE FOR VICTIMS OF VIOLENCE AGAINST WOMEN AND CHILDREN In accordance with R.A. 9262, female employees who are victims of violence are entitled to up to ten (10) working days of paid leave per year. This leave is granted to allow them to attend to medical, legal, and other related concerns.	<i>To avail of this leave, the employee must submit a certification from the barangay or barangay chairman stating that an action related to the case is pending.</i>

7.2 Official Holidays

Shore observes all Regular Holidays, and such special holidays as specified in the Labor Code. Performance of work on a regular holiday, special day or special holiday shall require prior written approval by Client or Management.

Type	If worked	If unworked
Regular Holiday	Base Pay + 100%	Base Pay
Special Holiday*	Base Pay + 30%	Base Pay

*Shore provides base pay on special holidays (if unworked) as an added employee benefit. This is subject to the terms of the client contract. However, the company reserves the right to apply the Philippine Labor Code's "no work, no pay" rule—especially if an employee is required to work on a special holiday but fails to report.

*Any special holiday declared by the President or government authorities—outside of those listed in the Official Gazette's annual holiday schedule—are subject to the "no work, no pay" rule if no work is performed.

If the employee reports to work on such a day, they are entitled to an additional 30% of their daily rate.

8. Workplace Conduct

Shore recognizes our responsibility to safeguard as far as practicable health and safety and security at work of all our employees. This responsibility will form an integral part of our work activities.

It shall be your duty while at work:

- To take reasonable care of your health and safety and of other people who may be harmed by their own omissions at work.

- With regards to any duty or requirement imposed on Shore, you shall cooperate with Shore as is necessary to enable compliance.

You must always comply with safety rules:

- Cooperate with Shore to ensure that the minimum requirements imposed by Shore are complied with.
- Not intentionally or recklessly interfere with or misuse any equipment, material or machinery provided.
- Wear or use whatever personal protective clothing or equipment provided, if required by law, or considered necessary by the Company.
- Report to the on-duty Nurse or First Aid Officer and seek first aid for any injury suffered whilst at work, whatever the injury may be.
- Make recommendations / suggestions to Occupational Health & Safety Committee for improving the safety and hygiene of the working environment when appropriate (with reference to heating, lighting, ventilation, seating, sanitary facilities, noise, and housekeeping).
- Use sound judgment and take any appropriate action necessary in emergency situations, prioritizing safety and immediate response.
- Comply with evacuation directions provided by Shore in fire, earthquake and other emergencies or training drills in readiness for such emergencies.

8.1 Security Control

You should not leave the main door open or leave the office through any Emergency Exits unless during an emergency or an emergency drill.

For safety reasons, always be mindful of security personnel and cooperate with them at all times while on office premises. All external visitors must report to the reception area for authorization and must secure a visitor ID before entering.

Employees are not allowed to invite or give access to friends, family, or other Shore employees who are not authorized to enter their work area without prior Company approval. Gathering with other Shore employees should be limited to designated breakout or common areas and only during official break times.

8.2 Designated and Sensitive Areas

Due to the work carried out by some Clients, they have requested special security arrangements be applied to the work location out of which they operate. These are sensitive areas and must be identified as such to employees who work for these Clients. Further, they must be properly separated from other areas and their access shall be strictly controlled.

Any breach of the security protocols which have been laid out by the Client will result in disciplinary action up to and including dismissal.

8.3 Fire Precaution, Drills, Evacuation Procedure and Other Office Hazard

Shore shall identify different perils and hazards for which it shall formulate prevention methods as well as evacuation plans and procedures.

Employees should always take the following fire precautions:

- Check if all electrical switches are off and all electrically operated equipment such as copying machines are turned off when you leave your workplace.
- Do not store any flammable items in your workplace which are not normally used in the office.
- Ensure that all lobbies and corridors are clear without obstacles for emergency evacuation.
- Do not overload any electrical points by using adaptors.
- Do not attach loose wire to wall sockets. Instead, use the correct plug.

- Always keep all emergency exit doors closed.

The Occupational Health and Safety Committee will arrange fire drills each year for precaution purpose. You are expected to participate in the fire drill.

You must familiarize yourself with the location of emergency exits. When the fire alarm goes off you should remain calm, leave through the emergency exits to the designated assembly point for evacuation. Please take notice of the emergency exit directives posted in your work area.

8.4 No Smoking Policy

Smoking (including vaping) is prohibited within Shore office premises across all locations, except in the designated smoking areas. Anyone found smoking inside the office premises will be meted with the penalty of dismissal. Refer to our Smoke-free Workplace Policy Program.

8.5 Firearms and Dangerous Weapons Policy

Shore is committed to providing its employees and visitors with an environment that is safe and secure. This commitment includes prohibiting employee and visitors from possessing or having under their control a weapon or dangerous ordnance while in Shore premises or conducting business while off the Shore property or in a Shore vehicle.

A weapon or dangerous ordnance includes, but is not limited to, a firearm, club, brass-knuckles, any martial arts weapon, a stun gun, explosives, or a knife. Any firearms and dangerous weapons found on the premises will immediately be ceased and turned over to the proper authorities. Anyone found with these weapons will be subject to investigation and may be terminated.

An exception to this policy applies to employees, such as security personnel, who are authorized by their agency or position to carry weapons as part of their official duties.

8.6 Guidelines on Office Visit Arrangements

You shall strictly observe and comply with the following procedures when organizing business activities in the office premises such as office tours/visits, training courses and/or conferences for external parties such as customers, Clients, agents and/or brokers and/or:

- The use of the office premises for personal meetings or activities is strictly prohibited unless prior written approval is obtained.
- After having obtained the consent of the direct supervisor and/or superior, the host/organizer shall coordinate logistic support.
- With the assistance of the Reporting Manager/Account Manager, the host shall make necessary arrangements to address the need of maintaining office and personal health and security, corporate image, business confidentiality and convenience of working environment throughout the event.
- A visitors' logbook shall be duly maintained by Shore for future reference and to facilitate audit trail. Details of the visitors shall be logged in upon their first arrival.
- Shore shall obtain and keep throughout the event the contact details of the office management and building management in case of an emergency during the event.
- Events shall not be held on weekends, public holidays, non-working days, lunch break or after office hours. Under special circumstances, an event can be organized on weekends, public holidays, non-office days, lunch break or after office hours due to business reasons, after prior written approval has been obtained. In such case, a Human Resource Officer shall inform all employee members by email to secure any confidential document and personal belongings and lock doors or cabinets as far as possible.
- Visitors shall be restricted to common areas (e.g. private office space)

9. Company Policy and Procedure

We comply with all applicable local, national, and international laws and regulations wherever we do business. The violations of laws and regulations can have severe consequences such as criminal convictions, fines, and reputational damage.

You are obligated to be familiar with the basic laws, regulations and corporate policies that are relevant to their areas of responsibility. These policies apply to all Shore employees in all work-related settings and activities, whether inside or outside the workplace, and include business trips and business-related social events.

Shore reserves the right to suspend you from duty with or without pay while an investigation on an alleged offense is made, or to take disciplinary action up to and including dismissal from employment when employee are found guilty of misconduct including but not limited the following policies:

9.1 Company Interests, Fund and Properties Policy

If you are found to have direct or indirect involvement in any of the following, you shall be charged with Misconduct/Serious Misconduct, or Gross Negligence as the case may be:

- Forging, falsifying, or altering official documents such as attendance records, personnel records, or other Shore records.
- Obtaining or accepting money or anything of value by entering into unauthorized arrangements with suppliers, Clients, or other outsiders.
- Unauthorized acceptance, directly or indirectly, of money or anything of value as consideration for an act, a decision, or a service which the employee is dutybound to perform.
- Breach of trust vested in you.
- Willful or unauthorized disclosure, reproduction or giving away or using restricted or classified Shore matters/information without proper authorization.
- Distributing written or printed matters unfavorable or detrimental to the interests of Shore.
- Stealing, misappropriating, or embezzling Shore funds or property.
- Concealing or deliberately misplacing, or removing from Shore premises, any Shore property without justifiable purpose for doing so.
- Unauthorized possession or use of Shore property.
- Defacing any part of Shore property (unauthorized painting, marking, carving, etching, setting up, or removal of things).
- Failure to report within 72 hours loss or destruction of Shore property.
- Willful disobedience which could result in loss, damage, or destruction of Shore and/or the client's property, business, or reputation.
- Any wrongful intent caused by the employee in relation to his employment which may cause damage to the company.

In cases of termination due to violation of any of the above policies, the employee may be asked to pay Shore for damages caused by such violations/actions and may be subject to prosecution based upon any criminal violations of the law.

9.2 Performance of Duties and Responsibilities Policy

If you are found to have direct or indirect involvement in any of the following, you may be meted with the penalty of dismissal under Misconduct/Serious Misconduct, or Gross Negligence as the case may be:

- Willful Disobedience such as but not limited to; performance issues, sleeping while on duty or at work, loafing or loitering, use of cellphone without justifiable reason, use of computer during work hours on activities unrelated to work, doing personal work, leaving work assignment or Shore premises during official working hours without prior permission from the concerned Manager.

- Gross insubordination, disobedience or willful refusal or failure to obey, cooperate, comply with any procedure requirement, policy, or practice, or carry out lawful orders of the superior, or any member of management team in the performance of their duties.
- Dishonesty in any form, including falsification of any records, reports, and specimens, clocking in or out for another employee and supplying false or misleading information during employment; and helping any other person in the accomplishment of said purpose.
- Logging in and/or out for another employee, tampering with, or unauthorized altering of one's attendance record or of another employee.
- Lending or giving one's ID or current uniform for the use of benefit of another who is not a Company Employee.
- Disobedience or refusal or failure to comply with any procedure requirement, policy or practice including refusal to cooperate or answer questions in any investigation, authorized or conducted by a Shore official.
- Eating and sleeping on your workstation (this includes morning, afternoon, and lunch breaks) is strictly prohibited. This includes other workstations or any area on the company premises.
- Revealing confidential information among employees of the Company and its business (salary increase, loans, etc.)
- Failure to observe a disciplinary rule and failure to comply with the Shore rules and regulations, code of conduct and policies.
- Threatening, intimidating, coercing, provoking to a fight, assaulting, or any officer or employee whether within Shore area of responsibility or on official business. This also includes any other person having a business relation in the Shore premises whether within Shore area of responsibility, on official business or during Shore sponsored activities.
- Clear abuse of status, power, or discretion.
- Solicitation of funds for any purpose other than work-related. This includes (but is not limited to) selling goods, services, or products for individual monetary benefit.
- Immoral conduct or conduct of grossly indecent nature.
- Rumormongering, unnecessary disclosure of somebody else's personal affairs to others, or deliberate distortion of facts or statements in such a way as to enhance one's status or reputation, or discredit, embarrass, or endanger anyone.
- Using discourteous, profane, or obscene language or actions concerning any officer, clients, clients' customers, or co-employee in all forms of communications.
- Commitment of criminal acts whether or not connected with their employment.
- Stealing, concealing, or deliberately misplacing without justifiable purpose, another employee's property within Shore premises, or during working hours.
- Possessing, using, selling, or pushing prohibited drugs or their substitutes. Refer to our Drug-free Workplace Policy.
- Drunkenness, alcohol, and drug intake whilst at work; Being under the influence of any substance which may impact on your ability to work and/or be an effective employee. Refer to our Alcohol-free Workplace Policy.
- Possession or transportation to Shore premises of any type of weapons or hazardous materials.
- Gambling or promoting gambling in any form during office hours within Shore premises.
- Failure to report of any communicable disease afflicting them.
- Gross Negligence, which may result in losses in Shore and Client revenue.
- Employees are not allowed to lend money to other employees.
- Solicitation of money or other valuables from the clients, prospective clients, investors and with another employee is not allowed.
- Other circumstances similar to the preceding violations.

In cases of termination due to violation of any of the above policies, the employee may be asked to pay Shore for damages caused by such violations/actions and may be subject to prosecution based upon any criminal violations of the law.

9.3 Harassment Policy

Harassment for reporting concerns under this policy will not be tolerated and will be dealt with accordingly.

Shore will not tolerate any type of harassment and will take all steps necessary to prevent its occurrence. While this policy sets forth Shore's goals of promoting a workplace that is free from harassment, the policy is not designed or intended to limit Shore's authority to discipline or take remedial action for workplace conduct which Shore deems unacceptable, regardless of whether that conduct satisfies the definition of harassment.

Harassment of any kind, such as but not limited to insulting comments, inappropriate, offensive visual material or hostile behaviors that another individual finds offensive and any action that could be misconstrued as forcing oneself to another person.

Employees are enjoined to report any incident of harassment to the HR Department or their superiors. Shore shall implement measures to ensure the safety of the person involved or the person reporting such incident.

Violation of this policy will be treated under our Serious Misconduct Policy.

9.4 Gender Based Sexual Harassment in the Workplace

In line with the Philippine Labor Code and the Safe Spaces Act (R.A. 11313), Shore maintains a zero-tolerance policy against all forms of gender-based sexual harassment in the workplace.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature that affects an individual's work performance or creates an intimidating, hostile, or offensive work environment.

Examples of conduct that may constitute sexual harassment, depending on the situation, include:

- Unwelcome sexual advances, with or without physical contact
- Sexual jokes, comments, or innuendos
- Gossip or inquiries about someone's sex life or sexual preferences
- Comments about an individual's body or perceived sexual traits
- Display of sexually explicit materials (e.g., photos, videos, cartoons)
- Leering, whistling, or suggestive gestures
- Unwanted touching, brushing, or close physical proximity

Important:

All reported cases will be treated with confidentiality and investigated promptly in accordance with Company procedures and applicable laws. Disciplinary action will be taken against any employee found guilty of sexual harassment.

Please refer to the Company's full Anti-Sexual Harassment and Safe Spaces Policy for detailed procedures on reporting and handling such cases.

9.5 Prohibition of Other Types Of Discriminatory Harassment

Shore's policy also prohibits verbal and physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sexual orientation, age, national origin, disability, or other protected classification, and that:

- Has the purpose or effect of creating intimidation, hostility, humiliation, or an offensive working environment,
- Has the purpose or effect of unreasonably interfering with an individual's work performance.
- Otherwise adversely affects an individual's employment opportunities.

While it is not possible to list all those circumstances that may constitute discriminatory harassment, the following are some examples of conduct which may constitute discriminatory harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Slurs, negative stereotyping, or jokes, or threatening, intimidating or hostile acts that relate to race or other protected classification.
- Written or graphic material that denigrates or shows hostility toward an individual or group because of race or other protected classification and that is circulated in the workplace or placed anywhere in the Shore's premises such as on an employee's desk, workspace or on computer, email or voicemail.

Violation of this policy will be treated under our Serious Misconduct Policy.

9.6 Information Technology Security Policy

Information Technology facilitates business activities and data management. Information systems in use (i.e., desktop computers, laptops, local area network, wide area network, servers, fixed and mobile telephone systems, internet access, email systems, etc.) belong to the company and are provided to you for business use in a professional, lawful and ethical manner.

Incidental personal and private use should be kept to a minimum.

As the information system of the company contains confidential and commercially sensitive information, you are requested to abide by the following general rules and regulations, as any leakage or tampering may cause damage to the company.

Shore is committed to comply with all local and international regulations and policies. It is the responsibility of every employee to take proper measures to safeguard Shore's information systems and ensure full compliance with laws and regulations.

- You must not disclose any confidential information, trade secrets and proprietary information of Shore to unauthorized people, companies, partnerships, or other entities. Do not discuss business information in public places.
- You must not attempt to seek information, obtain copies and/or modify files or other data or passwords which belong to other users.
- You must not tamper with or attempt to circumvent security controls or interfere with or disrupt network users, services or equipment. Disruptions include but are not limited to intentional propagation of computer viruses and using the network to gain unauthorized entry to any other machine accessible through the networks.
- You must not try to access systems, applications or data for which you have not been given specific access authorization. You must not design, develop, or use trapdoors or other unauthorized means of access to systems, applications, or data.
- Please ensure that confidential documents and storage media are locked away when not in use to reduce the risks of unauthorized access to confidential information.
- Before disposal, shred confidential documents, format and physically destroy storage media to erase all information.
- You must station by the printer and/or promptly collect from the printer any sensitive or confidential information which you are printing and/or will soon be printing
- You must not leave sensitive or confidential messages on answering machines or voicemail systems

- Any update or installation of hardware and/or software shall be carried out solely by team members from the IT Department.
- You must not change any system configuration, program settings (including settings for Internet access) and/or email parameters that have been set up by the IT
- You must not disable any antivirus software program(s) installed on your computer.
- IT team members may access company-issued computers and devices for routine maintenance and inventory checks of hardware and software, with prior notification to user. In cases of emergencies, such as security threats or technical issues, IT may access your assigned computer or device without prior notice, even in the user's absence.
- Please ensure that doors to restricted access areas under electronic card access and tracking systems (such as the computer room) are kept shut at all times and visitors are duly logged and escorted.
- You must not attempt to capture or obtain passwords, decryption keys or any other access control mechanism which could permit unauthorized entry to the Shore's systems.
- You must not disclose any information that may compromise the security control of internal servers, systems and/or network equipment. You must not share your password(s) with others, including your family members, friends, and colleagues.
- Accessing websites such as psychic networks, pornography, gambling, gaming and other restricted websites are prohibited.
- Knowingly entering false or misleading information in Shore's computer system or destroy any data that Shore needs to conduct business.
- Unauthorized access to a computer or computer system or knowingly destroying a computer, computer system, computer software or computer program are prohibited.
- Display or transmission of sexually explicit images, messages or cartoons, or any transmission or use of email communications that contain discriminatory remarks, or anything that may be construed as harassment or disparagement are prohibited.
- Accessing or viewing the email or voice mail of a fellow employee and/or Supervisors and Managers are prohibited.
- All company-issued computers and devices are strictly for work-related use. As these devices are company property, the company reserves the right to access and monitor them as necessary. This includes all software installed, whether for personal or business purposes, which is also considered company property. The IT department may review, access, or remove any such software in compliance with company policies and applicable laws.
- When using applications such as Skype, Messenger, or Microsoft Teams for work-related communication, employees must either create a work-specific account or may choose to use a personal account. To the extent permitted by the law, if a personal account is used on a company-issued device, the IT department may access the account as part of its oversight of the computer or device.

Where the client has provided any of the items described above, the same rules apply unless specifically advised by Shore and the Client in writing.

9.7 Handling of Information Policy

Internal social media platforms

Shore has its own internal social media platform. The benefits of an internal social media platform include but are not limited to; employee engagement and awareness; discussion of ideas; it facilitates open communication and promotes diversity and inclusion.

The content is owned and controlled by Shore and is available to internal audiences only. Shore employees and contractors should not disparage or make adverse comments about Shore, Shore's employee or contractor.

Any unauthorized or inappropriate distribution of content located in the internal social media platform is in breach of this policy.

Violation of this policy will be subject to disciplinary action and may be charged with Serious Misconduct or Gross Negligence as the case may be.

Communications made through the internal social media platform are generally not covered by the rules on privacy in so far as the company is concerned.

External social media platforms

When using external Social Media Platforms, including, but not limited to, social networks and blogging sites, shared files, you should not disparage or make adverse comments about Shore, Shore Clients, Shore employee or contractor. This includes where such comments are made whilst an employee or contractor is contributing to a social media platform using a Shore computer and internet resources and similarly whilst using a personal computer or hand-held device.

Any comments about or in connection with Shore made in a social media platform must be factual and consistent with Shore's goals and objectives. This means protecting commercially sensitive information in accordance with Shore employee's or contractor's employment contract. Any comments must contain a disclaimer that they are not representing Shore and do not have authority to speak on behalf of Shore, or their views do not represent the views of Shore.

You are restricted from using Shore's branding, (including the corporate logo, internal logo and registered trademarks), in any social media platform unless otherwise authorized. You should be aware that, in accordance with the IT Usage Policy, Shore may monitor and review internet usage as well as perform ad hoc system audits.

You acknowledge that:

- You are not to make comments which might reflect negatively on Shore's reputation or make deliberately false or misleading claims about Shore, its services or Clients. Any recognized inaccurate comments must have all reasonable efforts made by the Employee or Contractor to correct the statement.
- You must not disclose confidential or commercially sensitive information about Shore including Shore's Confidential Information or Intellectual Property.
- This obligation continues after the employment or engagement ceases.
- You must not endorse or cite any Client, partner, or supplier of Shore without prior authorization.
- You must observe the relevant privacy, defamation, and copyright laws; and

- You must comply with the Bullying and Harassment Policy that relates to any discrimination, bullying and harassment.

Content and information stored or posted by others (including non-employees) in the social media environment may damage Shore's reputation. You are personally responsible for reporting any inappropriate, disparaging or misleading information employees and contractors encounter about Shore and its products.

If you become aware of any such material which may damage Shore or its reputation, you must immediately notify the Human Resource Department.

Violation of this policy will be subject to disciplinary action and may be charged with Serious Misconduct or Gross Negligence as the case may be.

9.7 Personal Information and Privacy Policy

Eavesdropping in any conversation / mail / phone call / data without due authorization from the relevant persons. Moreover, employees should be aware that any Client can record a conversation or a mail.

- Shore processes personal data of employees, Clients, potential employees/Clients etc. and takes all necessary steps to guarantee its security and protection and in compliance with applicable law and policy.
- Personal Data is any information relating to an identified or identifiable individual, e.g., address, passport or identity card number, health and family matters, banking information, etc.
- Shore Rules provide minimum standards to be followed when processing personal data within the Shore companies and shall apply to all information that may directly or indirectly identify a natural person (the Data Subject) whether held in electronic or physical files.
- When processing Personal Data, you must always bear in mind the following key principles:
- Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject. You must process Personal Data in compliance with the applicable law and regulations as well as the internal requirements.
- Personal Data must be collected for specified, explicit and legitimate purposes. Personal Data must be collected for legitimate reasons that must be explained to the data subjects. You can use data only for those reasons and must not process it in a way incompatible with them. For example, Personal Data collected for the purpose of claims cannot be used for marketing purposes.
- Personal Data must be accurate and kept up to date. You need to make sure that Personal Data held by Shore is reliable and not misleading. Every reasonable step must be taken to ensure that Personal Data that is inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay. If the Data Subject asks for Personal Data updating, you must do it without delay.
- Personal Data must be erased or kept in a form which does not permit identification of data subjects when the purpose is reached. You should only keep Personal Data for as long as reasonably necessary.
- Shore or the Shore Client reserves the right to delete any files and/or applications, reinstate original system configurations and remove any hardware and/or software which it may consider dangerous for the security of the information system or acquired or installed in violation of this information security policy statement

Violation of this policy will be subject to disciplinary action and may be charged with Serious Misconduct or Gross Negligence as the case may be.

9.8 Use of Personal Computer Policy

A work computer is defined as any electronic device provided by Shore to allow you to conduct your everyday work activities, including but not limited to, laptop, desktop computer, mobile phone, etc.

- You must take care of your work computer in an appropriate way. In case of loss, theft, damage, or fault, you must promptly report and submit sworn statement report of the incident to IT and Shore Management.
- Particular care should be taken by users of desktop computers laptops and by transporting equipment outside of the office to ensure that equipment is locked away and not left unattended.
- You must not move or lend your work computer or any other IT equipment to another individual without prior notification from your Account Manager or Leader.
- You must shut down your work computer when you leave the office.
- Before you leave your work computer unattended, you must either lock your computer or log off (e.g., during a meeting, quick breaks, lunch break).
- You must seek approval from the IT or Account Manager before plugging in any removable device into your personal computer.

Violation of this policy will be subject to disciplinary action and may be charged with Serious Misconduct or Gross Negligence as the case may be.

You acknowledge that your personal information stored in a company-owned work computers used for business, including communications using external platforms, are not covered by the rules on privacy in so far as the company is concerned. On this score, you must limit Shore's work computers to business-related use only.

9.10 Password Policy

- Default password must be changed upon initial logon to any application or network.
- Your password must be of at least eight (8) characters in length (or more if the system so requires) with a combination of at least one capital and one small, alphabetic character (A-Z, a-z), one number (0-9), and special characters (@,#,\$).
- You must keep your password strictly confidential.
- You must not write down or document your password near your computer or on any of its components.
- You must memorize or use a password manager to keep your password secret, being responsible for any consequences following disclosure or incorrect handling of your password(s). If you suspect that your password has become known to others (including your colleagues), you must promptly change the password and report to the IT department.
- You must promptly change your password any time there is a suspicion of a possible compromise of the system or whenever your password has been disclosed to third parties.
- You should not store passwords in plain text on your work computer. If you need to do so, adequate encryption or protection methods (such as use of password in office documents, use of compression tools with password, use of a password manager etc.) must be applied.
- In order to preserve confidentiality of your user ID and password, you should always answer "NO" when you are prompted by a message box to save and/or remember your password

9.11 Data Storage Policy

- Data stored in your own work computer does not have back-up copies and may be lost in case of system or hardware failure. Therefore, you are advised to save files/data on the cloud storage provided by your client.
- You are required to organize any work data (including email messages) into appropriate and organized folders, in order to enable easy retrieval of documents in your absence.
- Do not download and save files to your work computer that are not connected to your work activities, as this can compromise disk storage capacity as well as distract you from your work responsibilities.
- If you need to store any proprietary and/or confidential data (e.g., documents, files, folders, databases, etc.) outside the network of Shore, you must consult and get an approval from your Account Manager and IT Department.

9.12 Intellectual Property Policy

It is the policy of Shore to respect intellectual property rights and not to use copyright-infringing articles in our business.

In view of the above, you should note the following:

- Do not copy or modify the software installed in your work computers. Copying or adaptation of software programs may result in violation of the license conditions and infringement of copyright.
- Do not install in your work computer any software licensed for your personal use.
- The use of pirated software is strictly forbidden.
- Do not bring your own computer to your office to carry out office work without the permission from Shore IT department.
- Do not download any software from the Internet and install it on your office computer without permission from the IT Department.
- However, use of parallel imported copies of Shore software provided by Shore that were lawfully made in their place of manufacture would not result in any criminal or civil liability.
- When making copies of copyright works, you should comply strictly with the terms of license
- Making available unauthorized copies of a copyright work to others through the Intranet (LAN) or Internet is an infringing act. Permission from the copyright owner is required if you want to make such distribution.

Violation of this policy will be subject to disciplinary action and may be charged with Serious Misconduct or Gross Negligence as the case may be.

9.13 Use of Internet Policy

Internet access is granted to employees for business use.

A limited amount of private access to Internet sites is strictly not allowed such as sending and receiving personal email messages, social media posting, online chat, downloading movies or music, downloading games.

Personal use of Shore's resources for non-business purposes is not a right and is permitted solely at management discretion.

- You are permitted to access the Internet from the office, only using the hardware and software provided by Shore.

- You are forbidden from downloading any freeware, shareware, evaluation software or any other software to your work computer unless necessary for business use and you have been authorized to do so by the IT Department.
- You are forbidden from posting of sensitive, critical, or confidential data or documents on the Internet.
- You are forbidden from accessing or downloading any text or images which contain material of a pornographic, racist, discriminatory or extreme political nature or which promote violence, hatred, or any illegal activity. You must not use Internet to create, read, memorize or pass on offensive, abusive and/or discriminating information. If in any doubt, use your common sense.
- No online gaming, streaming, downloading, watching or any similar activity with anything that is non-work related.

Please remember that copyrighted works on the Internet are equally entitled to copyright protection.

Violation of this policy will be subject to disciplinary action and may be charged with Serious Misconduct or Gross Negligence as the case may be.

9.14 Use of Email Services Policy

Email messages (especially when sent across the Internet) are by no means private. They can be intercepted or wrongly addressed and are easily forwarded to third parties. To minimize the risks, you must observe and comply with the following rules:

- An individual's Shore or Shore Client email address is owned by Shore or the Shore Client. When an individual's affiliation with the Shore ends, the email address may be deleted, and any email messages will be returned to the originator as undeliverable.

In view of the above:

- Confidential and/or proprietary data should not be sent via email or copied on to removable media (such as USB flash drives and CDs), unless adequate encryption or protection methods (such as use of password in Office documents, use of tools of compression with password, etc.) are applied during transmission and storage.
- If you receive any suspicious attachment or email message of unknown / uncertain origin, even if apparently concerning work, do not open it and promptly inform IT Department.
- You are forbidden from registering on any sites using your work email that have no relation to your work duties, such as "chat rooms", forums and electronic bulletins, even if nicknames are used.
- Please consider sharing professional information with your colleagues through cloud systems instead of via email messages, in order to save email storage.
- For system performance and disk storage reasons, please remember to delete / remove any outdated or redundant emails that are no longer needed.

You are forbidden from using email:

- to make, send or pass on sexual, racist, abusive, obscene, discriminatory, harassing or offensive statements.
- to participate in forums or mailing lists that have no relation to your work duties.
- to create chain letters or unsolicited emails.

- to send messages to an indiscriminate number of recipients (unless it is duly justified from a Shore perspective); and
- to disseminate proprietary and/or confidential information and trade secrets of Shore.
- to register using your work email for personal use
- You are advised not to read the emails of your colleagues without their express permission.
- It is strictly forbidden to falsify the origin of an email message, use a false identity and/or represent yourself as another person.

Violation of this policy will be subject to disciplinary action and may be charged with Serious Misconduct or Gross Negligence as the case may be.

Shore or a Shore Client reserves the right to log all outgoing and incoming emails. The email log contains the email addresses of the sender and/or recipient, the date, time, and subject of the email. Authorization to access email logs is restricted to IT. Such monitoring enables the Shore or the Shore Client to provide efficient; maintain a stable email service for communications; and provide information for management to ensure the proper utilization of Shore's resources.

- Shore or the Shore Client reserves the right to access the contents of all business-related emails held in employee's mailboxes when the employee is absent from work. This is necessary for Shore or the Shore Client to carry on its business affairs and in order to avoid any service disruption to customers.
- Shore or the Shore Client reserves the right to access the content of all email copies including both businesses related, and personal emails stored in the Shore's mail server whenever necessary. This enables Shore to respond to any legal proceedings or investigate any suspected breach of this policy. Access to the content of emails requires the approval from the CEO and President of Shore or the Country Manager of Shore.

9.15 Modern Slavery Policy

Modern Slavery encompasses slavery, forced labor, servitude, and human trafficking, all of which are criminal acts that deprive individuals of their freedom and often involve financial exploitation.

We are committed to conducting our business based on fairness, ethics, and respect for fundamental human rights. Our commitment extends to preventing all forms of Modern Slavery within our operations and supply chains. We maintain a zero-tolerance approach toward Modern Slavery.

All individuals working for or on behalf of the company, including employees, directors, officers, workers, consultants, volunteers, suppliers, or service providers, must adhere to and comply with this policy.

Non-compliance with this policy may result in disciplinary measures, including dismissal or termination of contractual agreements, and may also lead to legal action.

The oversight of this policy is assigned to the current Head of Human Resources (for employees) and the Purchasing Manager (for suppliers), who serve as the designated officers responsible for ensuring compliance with this policy.

This policy does not form part of any employee's employment contract, and the company reserves the right to amend or update it at any time without prior notice.

Prevention of Modern Slavery in our Operations

- We conduct comprehensive background checks on all employees to maintain transparency and integrity within our workforce. Employees are required to provide clearance confirming no criminal history that

could pose a risk to the company, along with government-issued identification and tax numbers for identity verification.

- Every employee receives an employment contract and is remunerated in accordance with legal requirements. We uphold our obligations concerning employee health and safety, including working hours, rest breaks, and holidays.
- We collaborate closely with the Department of Labor and fully comply with their annual inspections to ensure transparency and adherence to all applicable labor law and regulations.
- This policy is posted on the internal platform such as MyShore along with all other mandatory policies and can be accessed at any time.

Obligations for Suppliers

- Suppliers are required to submit a valid Tax Identification Number and a Business Permit Certificate or Permit to Operate Certificate to ensure compliance with legal obligations.
- Breach of this policy or involvement in Modern Slavery within a supplier's business or supply chain may result in the termination of contracts and a report will be provided to the local authority.

Reporting Suspected Instances of Modern Slavery

- Employees or workers providing services for us must promptly report any suspicions of modern slavery to the designated appointee, who will investigate and report findings to the Company President within a reasonable timeframe.
- Individuals reporting concerns in good faith will be protected from any detrimental treatment. If such treatment is experienced, employees are encouraged to inform the appointee and refer to the Escalation Procedure in the Employee Handbook.

10. Procedural Due Process

Disciplinary actions depend on the circumstances (e.g., severity, frequency, individual responsibility) of each case. For example, a relatively minor incident may deserve a single warning while a major incident or breach of rules may result in the dismissal of an employee.

Prior to suggesting an appropriate penalty, the Human Resources Department will evaluate the circumstances of the case along with the employee's past record.

The reasonableness of the disciplinary action shall be judged, notably, on its proportionality and the values that Shore is committed to live by.

10.1 Disciplinary Action – Procedural Due Process

NOTICE TO EXPLAIN LETTER (NTE)

A Notice to Explain Letter (NTE) is a disciplinary action which will be recorded in an employee's file. Shore will provide an appropriate notice to explain letter to the employee requesting why no disciplinary action should be taken for having committed infraction/s of Shore Policies and Procedures. The said order shall contain a statement of the charge and attach any supporting report or document.

EXPLANATION LETTER

The employee upon actual receipt of such notice to explain shall submit the required written explanation within five (5) calendar days from receipt thereof.

HEARING | CONFERENCE

The company, at its discretion, may hold a conference for purposes of hearing the concerned parties's witnesses or to clarify matters stated in the complaint or explanation letter.

NOTICE OF DECISION (NOD)

Failure on the part of the employee to respond within the prescribed period, employee relinquishes his rights to be heard and management shall make decision based on the available evidence at hand.

Shore will notify the employee of its decision based on the evidence at hand. The decision of Shore shall be final.

PREVENTIVE/PROTECTIVE SUSPENSION PROCEDURES

Shore may place the employee on "Preventive Suspension" if his continued employment poses a serious and imminent threat to the life or property of the business or his co-workers or where the employee's presence in the workplace would adversely affect the investigation of the offense supposedly committed by the employee.

Period of suspension – non-pay-non-duty status for not more than thirty (30) days.

10.2 Escalation Procedure

Escalation of any grievance that person must be brought immediately to the attention of the applicable Human Resource Department. Alternatively, you may contact the President/CEO of the company.

Although reports may be made verbally, employees are strongly encouraged to make any such reports in writing. Written reports assist the investigation process.

When a complaint is received, the Human Resource Manager, in conjunction with the President/CEO of the company, will promptly investigate the allegation as discreetly and confidentially as possible.

The investigation will normally include a private interview with the person filing the complaint and with witnesses, as appropriate. The investigation will also normally include an interview of the person alleged to have committed the harassment. When the investigation is complete, the Human Resource Manager will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of the investigation.

If Shore determines that a violation of its policies has occurred, it will take such disciplinary action as it deems appropriate, including but not limited to counselling, warnings, suspensions, and/or employment termination. This is without prejudice to the right of Shore to avail of other remedies under applicable laws, rules, and regulations.

Moreover, Shore can and will take the disciplinary action it deems appropriate if it determines that conduct which does not meet the definitions in this policy nevertheless is unprofessional, inappropriate, or otherwise warrants discipline.

11. Exit and Termination

11.1 Resignation

Your resignation must be done in writing and submitted at least thirty (30) days prior to your resignation date and acted upon by a Human Resource Officer. Shore is not liable to make any further payments under this Agreement except the amounts due to you upon effectivity of such termination. In the absence of notice, you will be held liable for damages.

You must render a full thirty (30) days in order to complete the turnover of any task and projects assigned to you. If you have filed a leave before submitting your resignation during your notice period, this may be rejected or cancelled depending on your client's requirement during the turnover period.

11.2 End of Project Term

Your employment contract is project-based and will be effective for the duration of the Service Agreement between Shore and the Client. If the Client terminates the Service Agreement, your employment under the project will also end.

As provided under Philippine labor regulations, project-based employees are not entitled to severance or separation pay upon the natural completion or early termination of the project, unless otherwise required by law.

11.3 Termination

You may be terminated for **Authorized Cause, Just Cause or End of Probationary Period** as provided in the Labor Code of the Philippines or for violation of any provisions of your Employment Agreement and this manual.

TERMINATION – AUTHORIZED CAUSE

Redundancy; Retrenchment; Installation of Labor-Saving Devices or Disease as ground for termination

In cases of installation of labor-saving devices or redundancy, you may be entitled to receive severance pay which is equivalent of one month pay or one month for every year of service, whichever is higher.

In cases of retrenchment, closure or cessation of business or incurable disease, you may be entitled to receive severance pay which is equivalent of one month pay or one-half month pay for every year of service, whichever is higher.

You will receive a minimum of 30 days' notice from the date of redundancy/retrenchment, or you may not be required to report for work during the 30-day period but nevertheless, you will be entitled to 30 days' pay instead (Client's discretion). In addition, you may be entitled to payment of severance pay.

TERMINATION – JUST CAUSE

A written notice will be served to you specifying the ground or grounds for termination and will provide a reasonable opportunity within which to explain your side.

A hearing or conference may be scheduled if you wish to present evidence, or rebut the evidence presented against you.

Once all the circumstances have been considered, if it is still determined that termination is an appropriate response, a written notice of termination will be served to you, indicating that upon due consideration of all the circumstances, grounds have been established to justify your termination.

TERMINATION - END OF PROBATIONARY PERIOD

The Company may end your probationary period if you fail the evaluation and/or to meet the standards and the criteria set by the Company and/or Client for the position to which Project Employee is appointed to.

During this period, the services of the Project Employee will be monitored for compliance with the required job standards and/or specifications, compliance with prescribed quotas, efficiency, attendance, department, applicable policies, rules, and regulations of the Company and/ or the Client. If your overall score falls below the average, it signifies that you did not meet the performance review's expectations.

A failed evaluation may be served to you and the termination of your service will take effect upon receipt or the date that both you and the company have mutually agreed on.

11.4 Optional Retirement

In accordance with R.A. 8291, you may choose to retire optionally upon reaching the age of sixty (60), provided you meet all applicable requirements. Retirement becomes mandatory at the age of sixty-five (65).

11.5 Final Pay

Final Pay is the money received after an employee has left the company. This will be released once you have completed all the necessary offboarding forms and returned all accountabilities assigned to you. Shore may withhold settlement of final pay for any damages and liabilities that an employee may have.

Payment will be made no longer than thirty (30) days from your official exit date (working or non-working).

Final Pay out consist of:

1. Last Salary
2. Pro-rated 13 month pay.
3. Tax Refund if any (a copy of your 2316 Form will be provided as well)
4. Deductions and/or liabilities (payment to loans including any outstanding loans to the company, SSS, Pagibig and any lost/damaged office equipment)

If the amount payable does not cover all your outstanding amounts, you will be liable to pay these amounts before Clearance is granted.

11. End of The Year Process

- **13th Month**

Your 13th month computation will be processed based on your Monthly Net Basic Salary which will be paid out to you no later than December 24 of every year.

- **Tax Deduction**

All benefits will be categorized such as medical allowance, bonus, gifts in kind and other benefits. This will affect your monthly HMO including your dependents paid by the client or the company. Medical healthcare needs exceeding P10,000 will be reported as taxable.

If you need more information regarding your tax deduction, please contact our Payroll Department.

13. Changes to the Employee Handbook policies and procedures

All policies in this handbook are subject to changes by Shore as and when required.

New policies and any amendments to this handbook shall be reviewed by the Human Resource Manager and/or the relevant department which the policy impacts on before being released.

All memos, announcements, and full description of the new and amended policy will be posted on MyShore Intranet. It is your obligation to check your MyShore account daily.

14. Document Authorization and Disclaimer

Where relevant, this Employee Handbook refers to specific provisions of the Labor Code of the Philippines.

The Company reserves the right to modify any of our policies and procedures, including those covered in this Employee Handbook, at any time.

“Employee” means and includes all individuals engaged by the company under any employment status, including but not limited to regular, project-based, fixed-term, casual, probationary, and part-time employees.

‘ShoreAgents, Inc.’ means and includes any of its subsidiary and associated companies and their respective assigns and

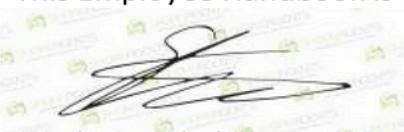
trading brands, Shore, Inc., ShoreSuite Net, Inc., Shore Mktg Asia, Inc., ShoreAgents, ShoreXtend, Jobs360 and or ShoreDigital.

Any reference in this documentation to '**Shore**' or '**the Company**' pertains to one or all of the above brands.

ShoreAgents, Inc., is a Philippine Corporation registered with the Philippine Securities and Exchange Commission, located at Unit 1F-2 Philexcel Business Centre 6, Philexcel Business Park, M. Roxas Highway, Clark Freeport Zone, Philippines 2009.

Approval

This Employee Handbook is approved by:



Stephen Atcheler
President

Employee Acknowledgement

I acknowledge that I have received and read the ShoreAgents Staff Handbook and agree to comply with the policies and procedures outlined herein.

Employee Name:

Signature:

Date: