EMPLOYEE HANDBOOK
Welcome To Our Team!

We welcome you to Direct Response Marketing and Training Solutions. We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have, concerning Direct Response Marketing and Training Solutions and its policies. If you have questions about anything, contact HR Manager for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to Direct Response Marketing and Training Solutions!

Sincerely,

Carol C. Veloso
Site Manager
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OUR MISSION

MISSION STATEMENT
We are committed to provide…

…our customers; we will constantly strive towards excellence to meet or exceed our customer’s expectations, thus, providing excellent customer satisfaction.

…our employees; to provide a creative and stimulating work environment and promote quality performance among employees.

…our company; “Progress is what we aspire for”.

VISION STATEMENT
Our vision is to continue to work with utmost devotion and boost up the standard of the organization in challenging conditions and situations.

CORE VALUES

SERVICE AND QUALITY
We value our customers’ expectations through our dedication to offer quality service.

PROACTIVE
We will be adaptable to the needs of our clients by providing exceptional service to their customers.

COMMITMENT
We will have a true sense of dedication by completing tasks quickly in the most efficient manner.

ENTHUSIASM
We will have a “positive” attitude as demonstrated in our daily existence.

TEAMWORK
We will be dedicated to demonstrate that every employee is committed to being a part of DIRECT RESPONSE Marketing and Training Solutions.
BUSINESS PHILOSOPHY

DIRECT RESPONSE Marketing and Training Solutions success depends on our people. Our company can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. Following are the core values that form the foundation of our measurement of success:

- We believe that good isn’t enough. We never stop trying to do it better, no matter how good we are. We constantly strive to “raise the bar.”
- We believe in honesty and trust. We work to build trust with others in each and every conversation and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.
- We believe our continued success depends on teamwork. We know that great achievements are only possible from helping and respecting each other.
- We believe in doing business in a professional and orderly manner.
- We believe in being responsible to others and to ourselves. We do what we say we are going to do when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don’t turn out as planned

EMPLOYEE RELATIONS PHILOSOPHY

DIRECT RESPONSE Marketing and Training Solutions recognizes that the employees are the most important factor towards success. We provide an atmosphere of teamwork and are committed to the following principles:

- DIRECT RESPONSE Marketing and Training Solutions selects, trains, retains, and promotes employees on the basis of individual ability, performance, and experience.
- DIRECT RESPONSE Marketing and Training Solutions maintains a working environment that recognizes individual differences, encourages individual initiative, and provides opportunities for professional & personal growth and advancement.
- DIRECT RESPONSE Marketing and Training Solutions believe in the ongoing training and development of our employees. We see it as fundamental tools to enable our employees to achieve their potential in whatever they do.
- DIRECT RESPONSE Marketing and Training Solutions evaluates employee performance on a quarterly basis through an appraisal system that will provide feedback on the employee’s progress.
- DIRECT RESPONSE Marketing and Training Solutions offers salaries and benefits competitive with other companies of the same field or industry.
ABOUT THIS HANDBOOK

This Handbook is directed to all the employees of DIRECT RESPONSE Marketing and Training Solutions. We want you to understand how we do business and how important you and every employee is in helping us achieve success and making this a fun and rewarding place to work.

From time to time, this will be revised to keep abreast of the changes, with notice to you. We’ve done our best to include as much information as possible in an easy to understand manner. In the event that there will be changes or updates as the contents of this Handbook, those changes will be posted for your notice, guidance and information. You are solely responsible for regularly checking and reading your handbook.

The company reserves its right to modify, change, disregard, suspend or cancel, at any time, any part of the Handbook’s contents as circumstances may require. Written notices, however, will be disseminated to all employees concerned and posted on the Bulletin Boards, Whiteboards or e-mails.
EMPLOYMENT POLICIES

HIRING

It is Direct Response Marketing and Training Solutions’ policy to hire applicant who meets the company's high standards. These are the following procedures on selecting the best people:

- Initial Interview conducted by an HR Officer
- Written Exam
- Phone Simulation
- Final Interview by the HR Manager / Site Manager

As a condition for employment, newly hired employees must submit the requirements (see HR Officer for the list of Requirements) to Direct Response Marketing and Training Solutions within five (5) working days from the date of signing the employment contract.

ORIENTATION PERIOD

All new employees must satisfactorily complete the orientation period. You will receive the necessary training to perform your job safely and to become familiar with all of the policies and procedures of the Company. This time period will give each employee an opportunity to get accustomed to the new surroundings and different working relationship. The Company will also use the orientation period to evaluate the new employee’s attendance, attitude, work ethic, and the potential for continued employment.

Feel free to ask any questions which will help you acquaint yourself with your new job and your fellow employees. As you become familiar with your new job, you may have suggestions for improvement of our methods, processes, or working conditions.

PROBATIONARY PERIOD

The first six (6) months of employment is a probationary period; during which time employees will be evaluated carefully to determine their suitability for their position. An employee who fails to perform satisfactorily during this time may be terminated without notice. The approval of the Site Manager is required for any termination.

PERFORMANCE EVALUATION

Performance evaluation of all employees will be conducted by your supervisor/manager from two to four times a year before your regularization, during your regularization and before your anniversary date. For employees who were promoted, their performance appraisals will be on the date of their promotion. Depending on company policy, merit increases will be provided to employees based on the results of the performance evaluation.

For Call Center Agents their performance will be evaluated by their Supervisor and Site Manager on a weekly basis. If their performance is below average they can be scheduled for a constant coaching and re-training, if the same performance has been shown by the agent it may result in disciplinary action up to and including immediate termination of contract basing on the performance evaluation and review.
REGULAR STATUS

An employee has successfully completed the probationary employment or has become a regular employee if he has satisfactorily met the requirements and standards set by the company with regards to their performance. The employee’s status can be affected if they can’t still meet their quotas for three (3) successive weeks or he/she will be terminated with a “cause”.

Identification (ID) Card

All employees are required to bring and wear their ID cards upon entering not only in the operations area but also in the whole company’s building area. You must also wear your ID card at all times while working inside company premises.

If your card is damaged through normal wear and tear, the company will replace it free of charge. But if it is damaged through carelessness or negligence, or your ID is lost or stolen due to negligence, you will have to pay for the replacement.

Your ID card is a company’s property, thus, you must return or surrender it when you are separated from employment with DIRECT RESPONSE Marketing and Training Solutions.

Security regulations, the company maintains procedures for the safety purpose on all entrances and exits. Employees are expected to follow these policies. Managers and supervisors have the responsibility to familiarize employees with these policies and to require adherence. The company enforces the I.D. Policy.

SCHEDULES/WORK HOURS

The normal work hours of all employees are 40 hours in a week, exclusive of the one hour meal break. However, business requirements would at times dictate that our employees work on a compressed workweek from Monday to Saturday (without charges of overtime for the extra hours added each day), which would still total 40 hours.

For purposes of scheduling, the work week begins on Monday. Your supervisor/manager will email you your work schedules. In most cases, these schedules will be emailed not later than Saturday prior to the start of a work week. Your schedule may change from week to week or month to month and, therefore, must be verified each week or month.

You should arrive for your shift with enough time to make sure you’re ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately.

Your supervisor/manager will make every effort to honor your schedule requests. However, while you may have been hired to work a certain shift, you may have to change your present shift or work station due to business demands and considerations. It is, therefore, important that you realize you were hired with the understanding you will be scheduled when and where needed and will be expected to work accordingly, under managerial direction.

Your department supervisor/manager is the only person authorized to make changes to a posted schedule. Should you wish a change be made to the posted schedule, consult your supervisor/manager.

Remember: It is your responsibility to know and follow your schedule.
CRITICAL WORK DAYS

NTE will be issued to employees by their immediate supervisor who will be not be present every before and after Rest day, also an instance after Vacation Leave and an instance of being absent every after payday.

CALL-IN PROCEDURE

Employee must notify Direct Response Marketing and Training Solutions’ Workforce of his/her absence by a Call and/or Text Message (2) hours before his/her shift. Workforce Call-In phone number is posted on every bulletin board to ensure everyone is well aware.

Workforce will provide you a reference number of your call that you need to keep for your own record and to make sure operations is notify of such.

This procedure MUST be followed for each day of absence.

TARDINESS / ABSENCES

The successful operation of the company depends upon every team member being at work and on time. The employees should be aware of their attendance record at all times. Employees who are uncertain of their attendance should consult their immediate supervisor.

In order to provide fair and consistent treatment for employee absenteeism and tardiness, the following Tardiness/ Absenteeism guidelines should be abided.

Tardiness

1st month- Incurred a total of one hour late in a month
   ● Immediate supervisor should issue NTE as a verbal warning

2nd month- incurred a total of 30 minute late
   ● Immediate supervisor should issue NTE as a Written Warning

3rd month- Incurred a total of 20 minute late
   ● Agent will serve 5-days suspension

4th month
   ● Considered as a clean slate if haven’t incurred less than 30min late on the 2nd month
   ● If agent continues to improve- sanctions will slide back

Absences

For all employees

One (1) day absent
   ● Must follow Call-In Procedure
   ● (Health reasons) Should secure medical certificate issued by MaxiCare accredited Doctors ONLY upon going back to work.
   ● (Not health reasons) Should present a Written Explanation of Absence/s upon going back to work.
If no Medical Certificate and/or Written Explanation it will be considered **Absence With/Out Approval** and following Disciplinary Actions will be as follows:

- **1st** offense- verbal warning
- **2nd** offense- written warning
- **3rd** offense- 5 days suspension
- **4th** offense- 7 days suspension
- **5th** offense- 15 days suspension
- **6th** offense- admin hearing

Record of offense will slide back if complete attendance will be achieved in 1 Month.

**NO CALL NO SHOW (NCNS)**

No Call No Show or NCNS is defined as failure to follow Call-In Procedure set by Direct Response Marketing and Training Solutions.

For all employees

- **Incurred one (1) NCNS**
  - NTE and a Written Warning
  - **Incurred two (2) consecutive NCNS**
  - NTE and Sanction: five (5) days suspension without pay

For probationary

- **If incurred three (3) consecutive NCNS sanction will be imposed**
  - **Immediate termination/dismissal**
  - **If incurred four (4) NCNS instances sanction will be imposed**
  - **Immediate termination/dismissal**

For Regular Employees:

- **Incurred three (3) NCNS**
  - NTE will be issued
  - Invitation Letter for Scheduled Admin Hearing
  - Upon deliberation of the admin for the pronouncement
  - Sanctions applicable under the Code of Discipline will apply
  - **Incurred another NCNS on the following month**
  - NTE will be issued
  - Invitation Letter for Scheduled Admin Hearing
  - Upon deliberation of the admin for the pronouncement
  - Sanctions applicable under the Code of Discipline will apply

**Note:** Four (4) consecutive NCNS is considered Absence With Out Leave (AWOL) and may result in discharge of service.
EMPLOYEE CONDUCT

The success of our business depends on the treatment of our people. It is the responsibility of all employees to treat one another and our customers with respect and understanding. Therefore, any rudeness (e.g. profanity, yelling, and use of vulgar or obscene language, suggestive or sarcastic gestures) will not be tolerated and may result to a disciplinary action.

Leaving the Company Premises during Work Hours

It is recognized that, at times, an employee leaves the company premises during working hours to conduct personal business. Since the manager/supervisors is responsible for the whereabouts of all employees in the department and for maintaining proper staffing at all times, when it is necessary to leave the property at any time during working hours, the employee must do the following:

- Obtain permission from his/her supervisor/manager before leaving the property.
- Report to his/her supervisor/manager as soon as he/she returns.

Returning to Work Premises Outside of Work Time

Employees are expected to leave the work premises after their work shift is over. Occasionally, circumstances may arise when an employee is permitted to return to the company premises after their work shift is over or on their days off. On these occasions, the employee must obtain management approval prior to returning to the premises.

HARASSMENT – FREE WORKPLACE

DIRECT RESPONSE Marketing and Training Solutions is committed to provide a working environment which is free of harassment, including but not limited to sexual harassment and racial harassment.

Harassment can result from a broad range of conduct with or without intent which may include, but is not limited to, the following:

- Intimidation or ostracism
- Racial insults or comments
- Derogatory gender-related comments
- Derogatory ethnic-related comments
- Derogatory age-related comments
- Derogatory disability-related comments

Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct or abuse of a sexual nature in situations where:

- Submission to such is an explicit or implicit term or condition of employment.
- An individual’s submission to or rejection of such conduct becomes the basis for employment decisions affecting that individual; or
- Such conduct has the purpose of creating an intimidating, hostile or offensive working environment. This may include objectionable posters or other material, physical touching or impeding of movement.

All employees are responsible to conduct themselves in ways that ensure others are able to work in an atmosphere free from harassment. This includes but is not limited to all company sponsored events.
Reporting a Violation of This Policy:

Employees who are subject to or witnesses to harassment should immediately report the incident to their immediate supervisor, the Human Resources Officer, or any member of management (whoever is appropriate under the circumstances), or to utilize the Open Communication Policy. All records and notes will be kept confidential, and to the extent possible, the identity of persons will be kept confidential. DIRECT RESPONSE Marketing and Training Solutions will immediately investigate and take appropriate corrective action as deemed appropriate under the circumstances.

Employees who have filed a complaint of harassment or assisted in an investigation of harassment will not be retaliated against for having participated or being involved in a complaint. However, false accusations or false statements will lead to disciplinary action.

Abuse of Authority

Condoning or tolerating an offense committed by an employee due to a special agreement between a rank and file with their supervisor or supervisor with their manager. A possible abuse of power or discretion.

PAY PRACTICES AND PROCEDURES

Timekeeping

No employee is permitted to record or log in or out another employee’s username and password. If you forget to, or have trouble punching in or out, you must let our HR Officer know so an adjustment can be made to reflect your hours worked.

All employees are required to record their actual time worked for payroll and benefits purposes. All employees are obliged to log-in and log-out accordingly. Altering, tampering or falsifying with time records, or recording someone else’s time record are prohibited and may be subject to disciplinary actions (suspension or termination).

Supervisors must double check their agent’s summary of attendance from the H.R. personnel’s report. The approved or corrected attendance record will be the basis for the payroll process.

If there are some corrections during the distribution of the payroll slip, all adjustments will be done on the next cut off period. All corrections must be checked and approved by their supervisor or Team Leader.

All timekeeping forms (e.g. Leave, Overtime, Undertime and change schedule forms) must be submitted a day before the cut-off date. Failure to submit the forms will not be considered as a basis for any refund or payroll adjustments.

Overtime

Schedules are determined by department managers and supervisors on a weekly or monthly basis and employees should clock in and out according to that schedule. All overtime is to be approved by the manager. Overtime rendered beyond regular working hours, rest days, legal or special holidays will be paid according to the labor law and individual company practices. Please check with your Human Resource Office for the company’s policy on overtime.

Meetings and Training Programs

Attendance at meetings, training programs, and similar activities required by your supervisor/manager is considered working time. If an employee is scheduled to be off but is required to attend any of the above,
he/she shall be paid for actual time in attendance in accordance with the legislated rates and the company's regulations on overtime.

Compensation

Employee's salary will be given every 15th and 30th of the month. And it is considered paid per daily basis.

Cut-off date for every 15th of the month are from 16th to 30th day of the month before, payroll for 30th are from 1st to 15th day of the same month.

The company has the right to deduct any accountability from your salary and these accountabilities are applicable within the company only. Accountabilities cover the following area: company cash advance (for approval), other expenses, lost or damaged company equipments, excess coverage from your hospitalization or lost of identification card.

Pay Slip

Your pay slip will indicate your gross earnings as well as deductions for withholding taxes and any other government mandated contribution. If you want an explanation of your deductions or if you wish to change them in any way please see our HR Officer.

BENEFITS

Health Insurance

Direct Response Marketing and Training Solutions provide health insurance coverage to Regular Employees ONLY through Maxicare. For more details about the plan coverage please see our HR Officer.

We also provide a retained licensed medical doctor so that all employees can avail of free medical consultations and first aid treatments during work hours.

If the probationary employee is off duty and he/she wants to consult with the retained doctor in her private clinic, the employee should secure a referral slip from Human Resource Department.

Annual Physical Exam

All employees are required to undergo an annual medical examination. The Human Resources Department will notify you at least one week prior to your appointed schedule. Failure to comply with the annual medical examination is a violation of the employees' Code of Discipline and you shall be penalized accordingly.

Paid Time Off (PTO)

Upon signing regularization, employee will be entitled for five (5) PTOs (non convertible to cash) right away, then will earn 0.5 PTO credit (converted to cash) per month until December of each year. Total PTO in a year is 10.5. Earned PTO credits will be converted to cash and will be given every 30th of January of the following year.

Maximum of five (5) PTOs can be used for planned vacation and must be applied five days before the date of leave and of the same Month. Direct Response Marketing and Training Solutions follows 1 approved PTO per day on every shift. PTO approval will be base on first come first serve basis and/or the gravity of urgency. Employee can use his/her PTO credits for every Absence with Approval.
Public Holidays

Employees who wish to take a holiday-off during gazette public holidays must first secure permission from their supervisors/managers prior to taking the holiday-off. Failure to do so can be given disciplinary action and considered as Absence without Approval.

Employees who work during public holidays shall be compensated in accordance with the labor law and with the company’s regulations on holiday work.

The following is the list of Philippine holidays:

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<th>SPECIAL HOLIDAY</th>
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<td>New Year’s Day</td>
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<td>Movable</td>
<td>Holy Thursday</td>
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<tr>
<td>Movable</td>
<td>Good Friday</td>
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<td>April 9</td>
<td>Araw ng Kagitingan</td>
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<td>May 1</td>
<td>Labor’s Day</td>
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<td>June 12</td>
<td>Independence Day</td>
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<td>Last Sunday of August</td>
<td>National Heroes’ Day</td>
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<td>Movable</td>
<td>Ramadan</td>
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<tr>
<td>November 30</td>
<td>Bonifacio Day</td>
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<tr>
<td>December 25</td>
<td>Christmas Day</td>
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<tr>
<td>December 30</td>
<td>Rizal Day</td>
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Last Day of the Calendar Year
November 1
All Saints Day
December 31
Charter Day of Cebu
August 6
Sergio Osmeña Day
September 9

GENERAL POLICIES AND PRACTICES

Customer Relations

As an employee, the Company expects everyone to provide our customers with the best possible service. All of us are expected to treat customers in a courteous, respectful manner at all times. Customers are very important and are entitled to the same thoughtful treatment that anyone would like to receive. Customers is our client, they are the key factor in our success. Our reputation with our clients and potential clients must be with utmost professionalism.

It is important that your conduct will affect a client’s opinion of you and the company. During your contacts with them, the Company expects you to conduct yourself with professionalism. All your statements and representation to prospective customers shall be true and accurate. Avoid “Misleading/misrepresentation” when you are talking to clients.

When a customer approaches with a question or complaint, the matter should be given immediate attention. If a customer becomes abusive and irate, if the employee assesses that he/she cannot properly handle the situation, the customer must be referred to a supervisor.

Fraudulent misrepresentations to our external and internal customers are prohibited due to the following reasons:

- Intentionally or an act of giving false and or misleading information through verbal or written official documents.
- Giving false or misleading information regarding position or authority within the company.
- Giving false statements or testimonies and concealing any material information in any investigation authorized or conducted by the company.
- Falsification of personal and other company records for personal gain and malicious motives.
- Giving out false or misrepresentation of information to our customers. No one is allowed to change or falsify any content of our script and rebuttals.
Electronic Communication

DIRECT RESPONSE Marketing and Training Solutions provides voice-mail, electronic mail, and internet access to some employees. These electronic communication systems belong to DIRECT RESPONSE Marketing and Training Solutions, and are used by designated employees for business purposes only. DIRECT RESPONSE Marketing and Training Solutions reserves the right to access any employee’s voice mail, electronic mail or internet account. There is to be no expectation of privacy of any employee regarding their electronic communications equipment or messages. Misuse would include the transmission or downloading of messages which include offensive, discriminatory, or pornographic content. For more information regarding the policy governing these systems, please consult the Network Administrator.

Usage of the electronic mail and internet are for business purposes only. Hence, employees utilizing these electronic communications for personal or unofficial use such as chatting, browsing or surfing the internet and even playing games in the computer during working hours shall be subjected to disciplinary action.

Telephone Etiquette

All employees must follow and practice the standard telephone manners of placing and answering telephone calls set by the company at all times. For admin “DIRECT RESPONSE Good morning this is (name), how may I assist you today.”

Personal Phone Calls/Messages

The company maintains telephones for business use. Employees should refrain from using them for personal use.

Any personal telephone calls should be made either before or after your shift or during your meal break.

Cellular Phones / Music Players and other storage devices.

Using of a cellular phone, music players and other storage devices during working hours in the office are definitely not allowed. All these gadgets must be turned off and place inside their respective lockers. Calling or texting anyone with your cellphone is strictly prohibited. Likewise, using music players while working are not allowed. Bringing of electronic data storage device is prohibited inside the company premises. Hence, you must leave these electronic data storage devices at home.

Good Housekeeping

It is everyone’s duty and responsibility to keep and maintain the cleanliness and good housekeeping anywhere in the company premises. This means not only maintaining working areas and equipment in a clean and tidy fashion, but also keeping stocks and materials in an orderly set-up.

Everybody share a responsibility for ensuring that Company property is protected and in proper use. Tangible items must be in proper use to prolong its life span and usage. This is one way of saving cost, neglectful use of company property means more cost through replacement or maintenance.

Let us remember that orderliness eliminates the causes of many accidents, while the prevention of accumulation of waste materials will greatly minimize fire hazards. Untidy surroundings oftentimes lead to untidy work and slipshod service to our customers. Therefore, DO take an interest and play a part in improving our housekeeping. Let us not wait for the janitors to do the cleaning, let us exercise initiative and cooperation in maintaining the cleanliness of our office.

In addition, employees are not allowed to hang paper pictures, posters, or any materials that would clutter the walls of the cubicles. If there is anything that is posted or hung on the walls of the cubicles which the management does not deem appropriate, the company reserves the right to remove them.
Employee Parking

Cars can be parked on the side of the street right next to our building. But parking on the area is on a first come first serve basis.

DRUG-FREE WORKPLACE POLICY

Abuse of alcohol, drugs or controlled substances can adversely affect the work environment, job performance and safety of all employees.

It is the intent of DIRECT RESPONSE Marketing and Training Solutions to provide a working environment free from the use of non-prescribed drugs and alcohol. Part of DIRECT RESPONSE Marketing and Training Solutions hiring process includes a confirmed drug screen. The reason for this procedure is to ensure a safe environment free from the influence of drug or alcohol use. It is the company’s option, subject to applicable law, to require a confirmed drug screen/alcohol test if you are reasonably perceived as being under the influence of drugs or alcohol, involved in an accident while working, or if DIRECT RESPONSE Marketing and Training Solutions’ management determines to complete a random drug test. Refusal to submit to a drug/alcohol test is grounds for immediate termination.

DIRECT RESPONSE Marketing and Training Solutions believes that we are all responsible for keeping our work environment free from the potential accidents caused by someone under the influence of drugs, alcohol, or other intoxicants. Reporting to work with a measurable quantity of intoxicants including, but not limited to: non-prescribed narcotics, hallucinogenic drugs, marijuana substances in blood or urine, other than substances lawfully prescribed to the employee by a licensed medical practitioner and used in accordance with the instructions of that practitioner, is prohibited and may result in disciplinary action, up to and including termination from employment.

Smoking

Smoking is not permitted within the office. Employees may smoke cigarettes outside the main building area but each employee must ensure that cigarette butts are extinguished properly. Never throw any burning cigarette butts anywhere especially in the areas that may cause a fire. Employees may smoke only during meal breaks, before or after their work shift schedule.

Visitors

Visitors are not allowed inside the company premises except for business purposes or in the case of an emergency. Visitors must enter through the entrance and must be cleared through the Security Guard. All visitors are expected to sign the log-in and log-out sheet. Visitors can be entertained at the front desk area.

Gambling

No employee must gamble or engage in such activities within the company premises at any time. This is strictly prohibited.

Lost and Found

All employees must report cases of loss or theft to your immediate superior, Department Manager, Security, or Human Resources immediately.
Any article or belonging found inside the company premises must be handed over immediately to the Human Resources Department. Employees who have lost an item can check with the Human Resources Officer. A full description of the item will be needed before the item is released.

All items will be kept for six (6) months. If an item is not claimed after six (6) months, it will be returned to the finder.

**Changes in Personal Data**

All employees must update their personal data records kept and maintained by Human Resources Office. An employee must report promptly to the Human Resources if there are any changes in your residence address, civil status, educational attainment, dependents/beneficiaries, and other personal circumstances so that such changes may be recorded in the 201 file. These data might be needed in case of emergency. Your records are confidential and any access to them is only allowed to an authorized company officers.

**Job Posting/Transfer/Promotion**

Whenever possible, job vacancies will be filled by transfer or promotion from within by employees who meet the requirements of the position involved. Transfers/Promotions will be based upon the skills and ability of the employee under consideration to perform the job in question.

Job vacancies, duly signed by the Human Resources Administrator or the Site Manager, will be posted on the employee bulletin board. If you feel you have the qualifications to apply for a position, discuss it first with your manager and then ask for a Job Posting Form from Human Resources. You should also discuss your career interest with your manager in advance, so he/she will be aware of your aspirations. Your manager will work with you to develop your full potential with DIRECT RESPONSE Marketing and Training Solutions.

If you are qualified for a supervisory or management position, you have the opportunity to apply for one. You should first see your department manager and, if appropriate, Human Resources Officer will review your qualifications for the open management position.

The amount of time you must work in the same position before being considered for a promotion is at least one (1) year in your current position. For lateral movement or transfer, you should be working in your present position for at least six (6) months. The Human Resources Office will provide you with details of the transfer or promotion procedures in the company.

The job posting program offers the employees the opportunity to grow within the organization and rewards employees by providing advancement opportunities. Employees are encouraged to express their career interest with DIRECT RESPONSE Marketing and Training Solutions through this program.

**Appearance, Dress and Grooming Standards**

All employees are expected to maintain appearance and grooming standards that positively reflect a commitment to professionalism do not interfere with job performance, safety, reflect unfavorably on the Company. All employees must display a neat and clean appearance. **First work day of the week**, employees should follow proper dress code of **business attire**.

**Hygiene Standards**

Good personal hygiene levels are required. Your fellow employees have a right to expect general cleanliness from you, as you do from them. Each employee is expected to bath or shower daily and use an appropriate deodorant.
Proper dental care is also essential for good appearance. Brush your teeth one or more times daily and use a good mouthwash. Visiting your dentist regularly for thorough cleaning and teeth maintenance is recommended for maintaining good health and appearance.

Make sure you wash your hands with soap and water after every time you use the Comfort Room.

An excessive amount of perfume or cologne is offensive to most people; so please, use discretion.

**Distribution, Solicitation, Lending and Vending**

Solicitation of employees during working time by or on behalf of an individual, organization, club, or society is prohibited. The distribution of any literature, pamphlets or other material in all work areas of the company is likewise prohibited. Employees may not solicit from others while they are engaged in the performance of jobs. This includes solicitations for concerted work stoppage, slow-down, walking off the job, sit-down strike or other similar disruptive mass activities which are considered disruptions of work and harmony. Vending and lending inside the company premises is prohibited, such act may cause conflict and damage the relationship of each employees. Employees who engage in such concerted activities, unless organized and authorized by the Department of Labor and Employment, shall be terminated without notice.

Also, posting of literature on company property (this includes the bulletin boards or wall by the time clocks) is prohibited at all times.

Likewise, soliciting or receiving of commissions, gratuities or other benefits from suppliers and contractors, etc. is a very serious offense which shall be subjected to disciplinary action.

**Insubordination**

As an employee of this company you are oblige to follow instructions and obey company policies. Insubordination can be defined as:

- Repeated failure or unreasonable refusal to attend or complete required or necessary training, seminars or other activities required to perform one’s job.
- Disregard or disobedience to carry out written or verbal instruction of a superior or any member of management in the performance of their duties.
- Failure or refusal to comply with any procedural requirement of any established company policy or practice.

**Confidential Company Information**

All employees should keep certain confidential information about operations, including customer information that has not been made public and is not common knowledge among competitors, suppliers, and others including employees who do not have a valid business reason to obtain the information. Confidential information include, but is not limited to, the identity and location of any suppliers or manufacturers, contractual arrangements with suppliers, client accounts or customers; financial, accounting, or cost information; the company’s long-range plans and strategies; customer systems and reports, account lists, price lists, and rates; information in another employee's personnel file.

Likewise, an employee must not also divulge, communicate, publish or cause to be published any document, photograph, letter or give an interview on any matter about the company without prior approval from the management. No one must reveal any confidential information about DIRECT RESPONSE Marketing and Training Solutions and its affiliate companies.
Bulletin Boards, Whiteboards and E-mails
All employees must read up-to-date information, special activities, notices, etc. on the Bulletin Board at certain points in the company every day.

If an employee wishes to post a notice on the Bulletin Board, he/she must secure prior approval (with signatures or initials indicating approval) from the Human Resource Officer. Putting up of an unauthorized notice is considered a misconduct which is subject to disciplinary action.

Social Club and Other Organization
The Social Club is designed to offer opportunities for our employees to participate in activities or events. It is up to the employee to submit proposal for consideration and up to each employee to voluntarily participate in the activity or event.

To make suggestions for events, please submit in writing to the Human Resources Officer. However, certain criteria must be met before consideration is given to fund a particular activity or event. Only those activities which offer all employees, and only employees, equal opportunities to participate will be considered. Examples of activities that funds might be used for might include athletic events, team-building activities, contests, or competitions.

The employees are prohibited to form or establish an organization without asking permission from the Management about the existence of such organization. The management has to evaluate the nature of that organization before it will be approved.

OPEN COMMUNICATION PROCESS
It is DIRECT RESPONSE Marketing and Training Solutions policy that every employee, regardless of position, be treated with respect and in a fair and just manner at all times. We recognize that, being human, mistakes may be made in spite of our best efforts. We want to correct such mistakes as soon as they happen. The only way we can do this is to know of your problems and complaints.

The Open Communication Process is not intended to replace the usual method of communication with the employee’s immediate supervisor. Our employees will find that management is ready and willing to discuss any matter that impacts them. It is anticipated that most issues will be satisfactorily resolved through the immediate supervisor.

If the issue remains unresolved after discussing the matter with the immediate supervisor or the employee is not comfortable discussing it with his/her immediate supervisor (or, if that person is inappropriate to resolve the dispute, then go to the next higher management person), the employee may approach the situation, starting at the second step of the process, or He/she can approach the HR Officer and discuss their concerns.

NOTE: Your problem may be such that you prefer to discuss it directly with your Human Resources Officer. Always feel free to do so. It is the policy of DIRECT RESPONSE Marketing and Training Solutions that all employee suggestions and complaints shall be given full consideration. There will be no discrimination or recrimination against any employee because he/she presents a complaint or problem.
I.T. POLICY AND GUIDELINES

The purpose of the IT Policy is to ensure the effective protection and proper usage of the computer systems within DIRECT RESPONSE Marketing and Training Solutions. The company has made a substantial IT investment, and the dependency on computer technology in the delivery of DIRECT RESPONSE Marketing and Training Solutions services is very high. The IT Policy will assist in maintaining systems at operational level. Deviation from the IT Policy could seriously disrupt the operation of DIRECT RESPONSE Marketing and Training Solutions and any breaches will be treated seriously.

Supervisors are responsible for ensuring adherence to the IT Policy within their teams, overseen by the IT Department.

All violation is subject to disciplinary according to the level of seriousness of the case and it will be base on the employee Handbook on the Code of Discipline.

Section I – Computer Systems

1) Network management, administration and maintenance within DIRECT RESPONSE Marketing and Training Solutions are the responsibility of the IT Department. Access to and usage of the Servers is restricted to authorized employees.

2) Personal Network drives (Drive HM) and profiles are provided to you by the company as these are essential to perform daily tasks. These should mainly be used for work related activities only. Limits are implemented to ensure performance of the machines and log in time to be ideal. Non conformity to these limits will lock you out of the system 4 days after a warning has been sent. Successive disregard for the limits will correspond to sanctions. These limits are set at:
   (a) Profile: 100mb
   (b) Drive M: 200mb

3) Bringing in personal computer hardware or any other form of storage media is strictly prohibited unless with written approval from the head of IT Department and HR Department.

4) The requirement for IT equipment will normally be identified within the context of an IT strategy for DIRECT RESPONSE Marketing and Training Solutions and more specifically within a planned program of PC replacement.

5) The purchase, installation, configuration and maintenance of computer equipment are the responsibility of the IT Department.

6) Computer equipment inventory will be maintained by the IT Department to ensure full tracking of equipment.

7) Requirements for new hardware should be discussed in advance with the IT Department to assess the detailed specification.

8) The deployment of new equipment or re-deployment of existing equipment is undertaken by the IT Department after consultation with Department Managers/Heads.

9) The relocation of hardware within or out with DIRECT RESPONSE Marketing and Training Solutions premises should be discussed with the IT Department in advance to ensure good reason for relocation, determine the most appropriate means of relocation and to ensure computer equipment inventory and policies are updated.

10) The security and safety of portable devices and equipment that is brought outside the company premises must be with approval and it is the responsibility of the employee who requested it.
11) All employees are responsible for the proper usage, care and cleanliness of the computer equipment they use. Supervisors should ensure that employees must maintain the cleanliness of their machines.

12) Problems with hardware should be reported to the IT Department thru with the respective supervisors in accordance with established IT Department procedures.

13) The requirement for IT equipment will normally be identified within the context of an IT strategy for DIRECT RESPONSE Marketing and Training Solutions and more specifically within a planned software upgrade program.

14) The purchase, installation, configuration and support of all software and software applications used within DIRECT RESPONSE Marketing and Training Solutions are the responsibility of the IT Department.

15) Software, including screensavers, must not be installed by users without prior authorization from the IT Department. This includes programs downloaded from the Internet.

16) DIRECT RESPONSE Marketing and Training Solutions will treat the installation of unlicensed software by users as a serious breach of the IT Policy.

17) Software license inventory will be maintained by the IT Department to ensure compliance with the law.

18) Software discs will be kept securely by the IT Department.

19) Requirements for new software/software applications should be discussed in advance with the IT Department to assess the detailed specification and implications.

20) Problems with software should be reported to the IT Department.

21) Requests for modifications, enhancements and upgrades of existing software applications should be discussed with the IT Department.

22) Data Management should be in accordance with the data management policies and procedures of DIRECT RESPONSE Marketing and Training Solutions.

23) Supervisor’s are responsible for maintaining the quality of the computer-held data processed by their staff.

24) The individual user is responsible to their supervisor for the quality of the computer data they have personally processed.

25) Supervisors are responsible for ensuring compliance with Data Protection legislation with regards to data processed within their Departments.

26) All information/data held on the organization’s systems is deemed the property of DIRECT RESPONSE Marketing and Training Solutions.

27) The IT Administrator has the right to check all stored data from all computers.

28) The IT Department is responsible for ensuring the implementation of an effective back-up strategy for server-held software and data.

29) Users of networked desktop PCs should avoid storing data on their local hard drives. Data so stored may be lost if a problem develops with the PC, and the IT Department may not be able to assist in its recovery. Data should be stored within the file directory (folder) structure used by the office.

30) Remote and laptop/notebook users must ensure they back up their data regularly. The IT Department will provide advice and assistance.
31) The IT Department is responsible for the implementation of an effective virus security strategy. All machines, networked and standalone, will have up-to-date anti-virus protection.

32) The installation of anti-virus software on all machines is the responsibility of the IT Department.

33) The IT Department will ensure the upgrade of the anti-virus software on networked desk-top PCs.

34) Remote users and users of portable machines will assist in the upgrade of anti-virus software in accordance with specified mechanisms agreed with the IT Department (e.g. internet updates).

35) Employees are not allowed to bring any multi-media storage devices. Management must ask permission from IT Administrator if they will browse any stored data from their personal storage device within the company premises.

36) On detection of a virus an employee must notify the IT Department right away, so that they can provide immediate assistance.

Section II – Computer Users

1. It is the responsibility of Department Managers to ensure appropriate computer training for their staff is identified. The IT Department can advise on computer-related training issues.

2. HR/Supervisors should notify the IT Department for new employees onboard in advance to allow the creation of network and e-mail accounts and system permissions.

3. HR/Supervisors should notify the IT Department of the resignation an employee to allow the deletion of network and e-mail accounts.

4. The IT Department will ensure pass wording is part of the security strategy of the DIRECT RESPONSE Marketing and Training Solutions IT system.

5. Users should change their passwords when prompted by the system in the case of networked machines or on a regular basis for standalone machines.

6. Each one is responsible for the security of their password which they should not divulge, even to colleagues.

7. Problems with passwords should be reported to the IT Department.

8. Users should ensure their computers are fully shut down and turned off at end of their scheduled shift.

9. Computers must be locked when left unattended or unused.

10. The company operates several servers to ensure continuity on the company operations. It holds all of DIRECT RESPONSE Marketing and Training Solutions profiles.

11. Pre-configured profiles shall not be altered without prior approval from the management.

12. Employee’s are prohibited from installing IRC bots and unnecessary servers.

13. Installation of software applications on the servers is strictly prohibited.

Section III - E-mail/Internet

1. The DIRECT RESPONSE Marketing and Training Solutions e-mail system is a core business application. It should not be used for political, business or commercial purposes not related to DIRECT RESPONSE Marketing and Training Solutions.
2. The DIRECT RESPONSE Marketing and Training Solutions e-mail system must not be used to send illegal or inappropriate material.

3. Limited personal use of email is permitted. Managers should ensure there is no abuse of this privilege.

4. It is a condition of employment that all employees’ company e-mail will be inspected anytime by the IT Department or Human Resources Department.

5. Global distribution lists should be used appropriately. Email to all staff (spamming) should be used only when appropriate.

6. Staff should minimize the number of messages in their email in-box to ensure maximum efficiency of the delivery system. Folders should be set up and messages filed accordingly.

7. Staff should utilize the archiving facility within the Email system in accordance with current guidelines.

8. Confidential material sent by e-mail should be so marked but sent only with caution.

9. DIRECT RESPONSE Marketing and Training Solutions have the right to access and view all Emails sent and received by the Email system. This right is exercised solely through the IT Department and Human Resources.

10. Access to the Internet is provided for business purposes. Personal use is not permitted regardless if on lunch breaks and periods outside working time.

11. Staff should not make inappropriate use of their access to the Internet. They must not use DIRECT RESPONSE Marketing and Training Solutions systems to access pornographic, illegal or other improper material.

12. Staff should not subscribe to chat rooms, dating agencies, messaging services or other on-line subscription Internet sites unless they pertain to work duties.

13. Programs, including screen savers, must not be downloaded from the Internet without authorization from the IT Department.

14. DIRECT RESPONSE Marketing and Training Solutions will monitor the Internet usage by employee on a daily and weekly basis. This right is exercised solely through the IT Department and Human Resources Department.

15. It is a condition of employment that all employees are subject to the examination of the use and content of their Internet activity.

16. Abuse of Internet access will be dealt with severely relative to seriousness.

17. Since bandwidth of DIRECT RESPONSE Marketing and Training Solutions is at 2mb speed limit, streaming and downloading torrents and files are strictly monitored.

Section IV – Violation of the IT Policy

1. Employees should be aware of their responsibilities. The IT Department will provide guidance where required.

2. Deviation from the DIRECT RESPONSE Marketing and Training Solutions IT Policy or any act deliberate or otherwise that may cause sabotage to DIRECT RESPONSE Marketing and Training Solutions computer systems is considered a serious offense.
3. Serious IT related offenses committed by an employee will be grounds for discharge or other disciplinary action, depending on the type of offense.

4. Disciplinary action will be acted upon, not only against individuals who authorize or participate directly in a violation and also for managerial and supervisory level who neglected their duties and responsibilities towards their staff and failure (through monitoring) to give a disciplinary action in a due process manner.

5. Compliance to the IT Policy will be a part in the evaluation of the individual's overall performance.

6. The following guidelines for sanctions on any violation will be adopted but can merit commutation of offence if it is grave or terminable in nature.

**SAFETY AND SECURITY**

It is the firm belief of DIRECT RESPONSE Marketing and Training Solutions that the health and safety of each employee in this company must take precedence over all other considerations. The health and safety of each employee is a major responsibility. All employees must share this obligation, both for themselves, and for their fellow workers. And all supervisors are to be held accountable to ensure each and every operation is conducted in a safe manner.

In support of this belief, health/safety policies and practices have been established. These policies and practices ensure that all employees receive sufficient protection. In turn, each and every employee is required to follow these policies and is responsible for ensuring all unsafe conditions and actions are immediately corrected or reported to the proper individual.

A safe work environment will go a long way to ensure this company remains profitable, thus allowing our company to continue well into the future with a clear sense of pride, satisfaction, and purpose. With the help and dedication of each employee, we will achieve this.

**Accident Prevention**

Accident Prevention is a vital part of DIRECT RESPONSE Marketing and Training Solutions. It is important that the employees are familiar with the safety procedures and must follow them at every operation.

All employees MUST report all injuries and accidents (company motor vehicles included) to their supervisor or manager **immediately**. Do not wait until the end of the shift to report an injury or accident. It is in the employee’s best interest to report injuries, so he or she may be treated properly. All individuals reporting injury are required to cooperate and provide all information concerning the injury. Injured employees will be required to sign a release of medical records so that DIRECT RESPONSE Marketing and Training Solutions may obtain whatever medical information from their treating physician or provider as appropriate. All employees that sustain an injury that is recordable and needing outside treatment (in-patient or out-patient) will be required to take a drug and/or alcohol screen. Injured workers who test positive for drugs or alcohol use will be dismissed from employment with DIRECT RESPONSE Marketing and Training Solutions.

Any employee who refuses to submit such test will be presumed that he/she had a positive test result and that such result was the proximate cause of his injury. All employees seeking medical treatment on their own within twenty-four hours after a work-related injury must obtain a drug/alcohol test.

Disciplinary action may be taken in the event unsafe work practices are observed. Your safety performance is an important part of your responsibilities and your performance appraisal. To emphasize once more, be sure to report all accidents or incidents immediately to your manager/supervisor.
Safety

Our safety philosophy which affects all of us consists of four (4) principles:

1. Working safely is essential to quality, morale and cost.
2. Preventing injuries is good business.
3. All injuries and occupational illnesses can be prevented.
4. Working safely is a condition of employment, for all employees.

In addition, employees will receive training in the tasks that they will perform with an emphasis on safety. As we discover safer methods to perform tasks, we will advise all employees that are affected.

To help ensure DIRECT RESPONSE Marketing and Training Solutions is a safe place to work, we have established the following additional safety performance guidelines:

Company Safety Standards

1. Only employees trained and certified may drive or operate motorized and electrical equipments.
2. Motorized equipment operators must operate according to the training and certification standards and all operating procedures.
3. Employees are required to wear the personal protective equipment issued when performing tasks that require them.
4. Jumping and horseplay are strictly prohibited.
5. Employees must use proper lifting techniques according to proper and safe work methods.
6. Report any unsafe working conditions or practices to your supervisor immediately.
7. Practice good housekeeping in and around your area. Neatness is necessary for safety and efficiency.
8. Obey company smoking/tobacco use policy.
9. Body piercing that may pose a safety hazard is prohibited.
10. Employees must report all injuries and accidents to their supervisor immediately.
11. Adherence to all company safety policies, procedures, and established proper and safe work methods.

Violation of company safety practices, safe work methods or injury resulting from the failure to follow proper safety policies may result in progressive discipline, up to and including termination of employment.
CODE OF DISCIPLINE

Our company has established the Code of Discipline which directs us on how we should conduct ourselves as well as its corresponding disciplinary measures. In this section, we will present the disciplinary actions in which everyone, regardless of status and employment, shall be subjected. The disciplinary actions shall be imposed to correct mistakes that may have been committed by employees against the Code of Discipline rather than to inflict punishment on them.

Objectives

☐ To enhance order and discipline within the company;
☐ To promote efficiency and harmonious relationship with internal and external customers; and
☐ To provide guidelines in the administration of corrective actions emphasizing the prevention of recurrence of the offense.

Duties of the Human Resources Department

☐ To encourage the development of an atmosphere where positive discipline is second nature to everyone.
☐ To provide counsel or advice to management as needed by them.
☐ To clarify matters with regards to the interpretation of the Code of Discipline.

Duties of the Supervisors and Managers

☐ To investigate promptly whenever an infraction of the Code of Discipline is committed by an employee.
☐ To issue a memorandum to the employee concerned, detailing the factual account of the offense with reference to the specific violation in the Code of Discipline and instructing him/her to reply at least within forty-eight (48) hours upon receipt of the memorandum to give his/her account of the incident.
☐ Upon receipt of the explanation from the employee concerned, the supervisor or manager shall discuss with his/her higher superior the merits of the explanation and the disciplinary action to be implemented.
☐ To consult and coordinate with Human Resources Department before the implementation of said disciplinary action to avoid any technicalities which may arise from the case.

Progressive Discipline

When policies and procedures are not being followed, it is the responsibility of your supervisor/manager to correct the situation. In DIRECT RESPONSE Marketing and Training Solutions, this is done by means of our progressive discipline policy. In this way, employees are made aware of management concerns and are given the help and time to correct the situation.

One step in progressive discipline is coaching and counseling. When an employee displays unacceptable behavior or his/her performance is not meeting the job requirements, the employee should be made aware of the situation. Coaching and counseling is done as soon as the infraction occurs, and the employee is given an opportunity to correct the problem in a reasonable amount of time.

There are two kinds of official warnings: verbal and written. A verbal warning is a record of a discussion that takes place in which the supervisor/manager has counseled the employee about a particular problem.

It is placed in the employee’s personnel file for future reference. It records dates, events, etc., as a reminder of what was said.
For offenses that our supervisor/manager believes are serious or when verbal warnings have proven insufficient, written warnings or suspensions are administered. The written warning or suspension may be in a letter or memo form or an appraisal form. Written warnings or suspensions are to be signed by the employee to acknowledge that he/she has read and understands what is written. Refusal to sign a written warning or suspension does not invalidate it, as a second supervisor/manager will be called in and will witness the refusal to sign. You should recognize the grave nature of the written warning or suspension. If you feel the warning or suspension is inaccurate or unwarranted, you should exercise your Open Communication Process by appealing to your next level superior.

The Site Manager (or his/her designated representative) is the only person who can approve a termination.

Grievance Procedure

A grievance may arise from a number of causes. Whether the cause is real or imagined, the grievance will be heard, evaluated and acted upon.

As stated in the Open Communication Process, the levels of appeal are as follows:

1st level - Immediate Supervisor
2nd level - Manager/Department Head
3rd level - Human Resources Administrator

All appeals from the employee at whatever level must be made in writing within three (3) working days after the issuance of the Disciplinary Action Report or receipt of the decision of the previous level. The Disciplinary Action Report and other documents related to the case shall be re-submitted to the level where the appeal is lodged. If appeals are not received within three (3) working days, it is understood that the employee accepted the Disciplinary Action Report or the decision of the previous level without question.

All appeals from the employee at whatever level must be settled within seven (7) working days unless one of the parties requests for seven (7) days extension.

Table of Penalties

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<thead>
<tr>
<th>Category Offense</th>
<th>1st Offense</th>
<th>2nd Offense</th>
<th>3rd Offense</th>
<th>4th Offense</th>
<th>5th Offense</th>
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<tbody>
<tr>
<td>A</td>
<td>Verbal Warning</td>
<td>Written Warning</td>
<td>7 days Suspension</td>
<td>15 days Suspension</td>
<td>Dismissal</td>
</tr>
<tr>
<td>B</td>
<td>7 days Suspension</td>
<td>15 days Suspension</td>
<td>Dismissal</td>
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<tr>
<td>C</td>
<td>Dismissal</td>
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NOTES:

- Depending on the gravity of the offense, the supervisor/manager may impose Coaching and Counseling in lieu of a Verbal Warning or Suspension for the first offense for violations with a penalty of “A” or “B”.

- When the penalty of the next offense is Dismissal, it must be committed within twelve (12) months from the date the previous offense was committed.

- If an employee has committed three (3) offenses in which the penalties are a combination of “A” or “B” within a twelve (12) month period, this shall mean the imposition of the penalty of Dismissal on the erring employee. However, when the penalties of all three (3) offenses are all “A”, the imposition of Dismissal shall not apply.
VIOLATION

I. Against our External and Internal Customers

1. An act of participating in loud and heated verbal arguments during official work hours and/or within company premises which disturbs the work of others.

2. An act of verbal abuse (e.g. profane languages, etc.) and/or wrongful acts or gestures to a superior or vice versa which manifest to insulting or grossly disrespectful.

3. An act of verbal abuse (e.g. profane languages, threats, provocation, etc.) and/or wrongful acts, gestures, etc. to vendors, visitors or customers which are grossly disrespectful and/or discourteous.

4. An act of stealing or attempted theft from co-workers, vendors, or visitors while on duty or within the company premises.

5. An act or attempt to intentionally inflict or cause physical injury on co-workers, vendors, or visitors within company premises for any reason.

6. An act or attempt to intentionally inflict or cause physical injury on co-workers, clients, or visitors within the company premises through the use of third parties.

7. An act of threatening, intimidating, coercing, provoking to a fight, or attacking a superior for reasons directly connected with the superior’s discharge of official duties.

8. An act on the part of the superior which is deliberately condoning, tolerating or participating in an offense committed by a subordinate.

9. An act of threatening, coercing, provoking to a fight or assaulting another employee within company premises while on duty or outside company premises for reasons in line with duty.

10. An act of encouraging, assisting, or deliberately providing occasions to a non-co-worker third party to threaten or physically attack a co-worker for reasons which are directly work related.

11. An act of misleading, misrepresentation or misinformation to our customer which causes damage to company’s name or loss of funds due to lawsuit expenses.

II. Against Company Interest

1. An act of failing to do assigned task or to obey official orders, instructions, or to follow established procedures.

2. An act of refusing to acknowledge company or management memorandum.

3. An act of bringing food and/or eating and drinking in unauthorized areas. (Employees should eat at the Employees’ Cafeteria only.)
4. An omission of forgetting to bring ID card to the office area.

5. An act of failing to punch-in or punch-out.

6. An act of doing unofficial or unauthorized work during official working hours.

7. An act of wasting time during official working hours, whether at or away from the assigned work place (i.e., loafing, loitering, over-stretching of break periods, idle chatting, etc.) during official working hours.

8. An act of engaging in horseplay, scuffling, shoving or other similar playful activities during working hours which are time wasting or which could be injurious to persons or damaging to company property.

9. An act of being late for at least three (3) times or a total of 1 hour in a month period.

10. An act of wearing improper uniform (e.g., company ID, shoes, etc.) within company premises during official working hours, or failure to follow prescribed grooming for purposes of presentability, safety, or security, wearing those which are strictly prohibited.

13. An act of unauthorized use of company name, logo, letterhead, etc. for non-related work or unauthorized business.


15. An act of engaging in money lending at usurious rates, making or collecting payments within company premises during official working hours.

16. An act of unauthorized soliciting or collecting contributions for any purpose at any time inside the company premises without prior authorization from the General Manager, Human Resources, or Department Manager.

17. An act of neglecting or failing to report or delaying the report in cases of sickness or personal injuries sustained at work or in cases of accidents involving company vehicle, equipment, or property.

18. An act of neglecting or failing to comply with the standard periodically scheduled medical examination required by the company.

19. Other unsanitary acts committed outside the designated Employee Comfort Rooms.

20. An act of contributing to the creation of unsanitary or unsafe conditions inside the company premises.

21. An act of smoking while on duty within company premises or in any prohibited areas.

22. An act of unauthorized posting and removing of reading materials, announcements, notices, memoranda, or other announcements on the Bulletin Boards or on any company property.
23. An act of insubordination, non-attendance, or neglect of duty not embraced by other provisions.

24. An act of leaving work area while on duty without logging out or without permission from the immediate supervisor or manager.

25. An act of failing to report lost and found articles.

26. An act of unauthorized use of company e-mail, internet or phone

27. An act of sleeping while on duty.

28. An act of refusing to do assigned tasks or obey official orders, instructions, or to follow established procedures.

29. An act of malingering or pretending to be sick; making or giving false excuses for a sick leave or absence.

30. An act of absences without notice (NCNS) from work for one (1) to two (2) instances.

31. An act of abusing one's position for personal gain or advantage.

32. An act of holding within company premises a meeting, conference or similar gathering which is not allowed under prevailing company policies and practices, not permitted by a Department/Account Manager, Human Resources Administrator, or Chief Executive Officer.

33. An act of negligence or misdemeanor not embraced by other provisions within the company premises, but the offense does not substantially affect the company's interest.

34. An act of assisting or allowing unauthorized persons to gain access to the company premises.

35. An act of logging in/out for another employee.

36. An act of lending one's official Identification (ID) card for the purpose of gaining access to the company premises.

37. An act of being convicted by a court of law for any crime not resulting to imprisonment.

38. An act of unauthorized possession or presence of another employee's belonging in an employee's bag.

39. An act of theft or attempted theft of the property of another employee.

40. An act of stealing, concealing or deliberately misplacing another employee's property without justifiable purpose.

41. An act of breach of the trust given by the management or by a company representative.

42. An act of forging or falsifying or altering official documents in such a way as to mislead the users thereof.
43. An act of releasing confidential reports or other information without proper authorization from the company management.

44. An act of using records or documents known by the user to be forged or falsified.

45. An act of offering or receiving money or anything of value as payment or a favorable condition or employment.

46. An act of obtaining or receiving money or anything of value as payment for any unauthorized agreement with vendors, clients, or other outsiders.

47. An act of extortion or any form of oppressive extraction of money or anything of value from a co-employee, vendor, visitor, etc.

48. An act of engaging in any activity in direct competition with the company’s business operations.

49. An act of gambling, placing or collecting bets or participating in any game of chance within the company premises.

50. An act of initiating or participating in illegal strikes, riots, mass leave, work stoppage, concerted petitions for a supervisor or manager, and other activities that will contribute to the disruption of the harmony and business activities of the company.

51. An act of deliberately holding back, slowing down, hindering production, intimidating or influencing co-employees to adversely affect company operations.

52. An act of being convicted by a court of law for any crime resulting to imprisonment such as felony, etc.

53. An act of committing a crime or transgression not included by other provisions within company premises which may have adverse effects on the company’s interest.

54. An act of unauthorized absence from work of at least four (4) consecutive days (without official explanation received by the company) which constitutes an abandonment of job.

55. An act of failing or refusing to carry out a reasonable job assignment or job request of a supervisor or manager, after being warned that failure to do so can result in termination.

56. Gross neglect of assigned duty which causes substantial damage or loss or imminent threat to life, property, and/or company operations.

57. An act of receiving an "unacceptable" rating within a 12-month period while holding the same or equivalent position.

III. **Against Company Property and Funds**

1. An act of bringing friends or other persons who bring about trouble or damage to company property.
2. An act of concealing or deliberately misplacing company property without justifiable purpose for doing so.

3. An act of covering up damage or loss of company property or funds.

4. An act of negligence which causes loss of company keys (except an employee’s drawer or cabinet keys).

5. An act of vandalism or defacing any part of company property like buildings, structures, elevators, open areas, equipments & etc. (e.g. unauthorized painting, writing, marking, setting up, attaching or removal of things.)

6. An act of possessing company property found in the employee’s filing cabinet, locker or etc. (except when 2 or more employees share the same cubicle and filing cabinet) or bag.

7. An act of operating, using, meddling or hindering the proper use of Computers, machines, vehicles or facilities which the employee has not been assigned or is not allowed to use.

8. An act of gross neglect in giving due information or notification to concerned parties which causes loss or damage to company property or funds.

9. A willful act or notorious negligence, carelessness, or failure to follow established procedures and instructions which causes loss or damage to company property or funds.

10. An act of unauthorized possession of any company keys except the key to your filing cabinet, drawers or lockers.

11. An act of unauthorized use of any company keys (except the employee’s filing cabinet or drawer keys).

12. An act of deliberately causing loss or damage to company keys.

13. An act of unauthorized possession or use of company property, or unauthorized substitution of company materials, supplies, tools or equipment with another.

14. An act of unauthorized entry into no-entry rooms or unauthorized use of such places or assisting another person to commit this act.

15. An act of improperly using or allowing unauthorized persons to use company supplies, materials, facilities, tools, or equipment resulting to loss or damage.

16. An act of theft or conversion of company property, personal property of other employees; knowingly (or under circumstances such that the employee should have known) accepting, receiving, using, or selling stolen or misappropriated company property.

17. An act of obtaining or using materials, supplies, or equipment on fraudulent orders or collaboration with other resource persons.

18. An act of theft, attempted theft, removal from the premises, without authorization, of company property or funds.
20. An act of stealing, misappropriation or embezzlement of company funds or property.  

21. An act of sabotage or deliberately causing damage or loss of company property or funds.  

22. Other acts of dishonesty, deceit, or anomaly not embraced by other provisions which cause loss or damage to company property or funds.  

23. An act of hacking through the administrator's access. Accessing and stealing confidential information or manipulating the IT system.  

24. An act of accessing another employees messaging system just for fun or to create trouble.  

IV. Against our Relations with the Public  

1. An act of spreading or engaging in false, derogatory and malicious rumors/statements about personal affairs of people in the company and its services or activities.  

2. An act of negligence or failure in the observation of company rules and regulations that ensure the safety, security, and health of the general public.  

3. An act of violation of safety procedures or actions that are unsafe to self or others resulting in injury or accident to self or others.  

4. An act of displaying unruly behavior or serious misconduct during social gatherings outside company premises wherein the company is participating or during employees' activities within or outside company premises which results to embarrassment and damage to the company's reputation.  

5. An act of drinking alcoholic beverages (except in company sponsored employees' activities when it is allowed) or taking of prohibited drugs during official working hours within company premises.  

6. An act of reporting to work under the influence of liquor or prohibited drugs or its substitute.  

7. An act of bringing in or unauthorized possession of firearms, explosives or other deadly weapons within the company premises.  

8. An act of using, selling or pushing prohibited drugs or their substitute in the company's premises.  

9. An act of refusing to submit to a drug and/or alcohol test requested by the company.  

10. An act of withholding medical information that may cause detrimental effects to visitors, vendors and employees (e.g., condition of having an acute disease that is certified to be contagious).  

11. An act of violation of our Harassment-Free Workplace Policy.
12. An act of engaging in any immoral or unethical practices or offering services to visitors, vendors, or employees which are immoral or unethical in nature, or in any conduct which violates common decency and/or morality, thereby, degrading the company’s mission and image.

Special Provisions

☐ Any offense not included in our established Code of Discipline will be treated on a case-to-case basis. An employee may, therefore, be subjected to disciplinary action for misconduct favorable to the interest of the company other than those listed herein.

☐ The company reserves the right to impose a heavier or lighter penalty than what is specified in the preceding pages for a particular offense if the damage caused and the aggravating and/or mitigating circumstances attending to its commission warrant it.

☐ The imposition of any of the preceding penalties is without prejudice to the filing of appropriate criminal and/or civil actions by the parties concerned.

Amendments

☐ The company may from time to time, change any of these rules and regulations, in the form of issued memoranda in which revisions, additions and/or deletions shall be made effective ten (10) days from the date of the circulation and publication on the Bulletin Boards.

☐ The employees must update themselves and fully understand the changes. Ignorance of the rules and regulations of the company is never an excuse to be exempted from the imposition of the disciplinary action whenever a violation is committed. Hence, all employees must note the amendments in the blank spaces of the Employee Handbook.
EMPLOYEE HANDBOOK RECEIPT

This Employee Handbook is a "primary source of guidance" relating to the company practices and procedures.

FOR THE EMPLOYEE’S INFORMATION:

Employee’s Name: _______________________________________________________

Your position title: _______________________________________________________________________

Site Manager’s Name: __________________________________________________

Your starting/probationary date: ________________________________________________

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of Direct Response Marketing and Training Solutions, understand the Code of Discipline and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

_________________________________  ____________________________________________
Manager’s Signature  Employee’s Signature