



AMR Business Process Outsourcing Solutions – Code of Conduct and Disciplinary Actions

AMR Business Process Outsourcing Solutions

I. Statement and Policy

The Company hereby adopts a Code Discipline to govern the job conduct of the employees and to protect and enhance their individual rights and interests, as well as those of the company.

II. Objectives

1. To enhance and protect the rights of the employee and of the Company.
2. To maintain ORDER and DISCIPLINE in the workplace for the efficient, effective and quality operation of the company.
3. To develop and instill in the employee the value of personal discipline, proper conduct and good manners as a basis for the development of human quality.
4. To give all employees clear and specific guidelines on how to behave as a member of AMR Business Process Outsourcing Solutions, Inc. so as to maintain harmony and to prevent the commission or emission of acts that will give rise to a need for disciplinary action
5. To provide all employees with an objective, consistent and impartial disciplinary system for enforcing Company policies, rules and regulations.

III. Applicability

This Code of Discipline and Business Ethics applies to all employees of the Company, unless otherwise provided.

IV. Guidelines

A. Guiding Principles in Handling Discipline

1. Faithful observance of this Code of Discipline and Business Ethics requires proper knowledge, understanding and appreciation for his existence. On the part of Management, they must continually provide guidance and stress the consequences of non-compliance by themselves, their co-workers and the company as a whole.
2. Discipline is a line function. They have the obligation and the duty to report the offenses committed by their subordinates and, in proper cases to initiate or implement disciplinary actions.

B. Types of Disciplinary Action

1. **Verbal Warning** - This warning is in a form of an oral communication between the immediate supervisor/manager and the employee. It may be considered as a coaching opportunity that will require employee's immediate action.
2. **Written Warning** - This takes the form of a short memo to the offender from his Immediate Superior (copy to the 201 file), wherein the immediate Supervisor cites the specifics of the offense and its consequences. The memo ends with a warning that a similar infraction in the future will be dealt with in accordance with existing Company Policies.
3. **Suspension** - This is a compulsory leave from work without pay and is imposed when the degree or severity of the infraction so warrants under existing Company policies.



AMR Business Process Outsourcing Solutions – Code of Conduct and Disciplinary Actions

4. **Termination** - This is the most severe administrative penalty, wherein the employer-employee relationship severe by the company, when the employee is found to be guilty of a grave or progressive offense and after complying with the requirements of due process.

In all types of violation by employees, due process shall be observed prior to the determination of culpability by the employee and the imposition of the appropriate penalty.

Table 1 - Degree of offenses and Progressive Disciplinary Action per type of Offense.

Degree of Offense	FIRST	SECOND	THIRD	FOURTH	FIFTH
LIGHT	Verbal Warning	First Written Warning	Final Written Warning	Suspension (7-15 days)	Termination
MEDIUM A	First Written Warning	Final Written Warning	Suspension (7-15 days)	Termination	
MEDIUM B	Final Written Warning	Suspension (7-15 days)	Termination		
MEDIUM C	Suspension (7-15 days)	Termination			
GRAVE	Termination				

C. Steps in Handling Disciplinary Actions

1. Counseling as an integral part of the Disciplinary Process.
2. Imposition of Disciplinary Action
3. Administrative Investigation
4. Resolution of Cases

D. Applicable Principles or Laws

1. Successive or Multiple Violations
2. Preventive Suspension
3. Prescription Period
4. Non-Exhaustibility Clause
5. Separability and Non-Restricted Clause
6. Indemnification



AMR Business Process Outsourcing Solutions – Code of Conduct and Disciplinary Actions

SCHEDULE OF DISCIPLINARY ACTIONS

PRODUCTIVITY

OFFENSE	1ST	2ND	3RD	4TH	5TH
Leaving work assignment, company premises or work area during working hours without permission or approval.	Final Written Warning	7 Days Suspension	DISMISSAL		
Sleeping during working hours.	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Malingering, loafing, loitering, wasting time or any similar acts detrimental to the services performed for the company.	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Taking refreshments or snacks for an unreasonable length of time or at frequencies more than that is allowed	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Performing work of personal nature or unauthorized participation in activities, which are outside of assigns duties during working hours.	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Making or taking personal works and text messages or engaging in lengthy non-work-related conversations during operational.	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Failure to work overtime, without valid reason, after signifying willingness to perform authorized overtime work and/or when required or ordered.	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Failure or unreasonable refusal to attend or complete required necessary trainings, coaching or other activities required to perform one's job.	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Unnecessary delay or failure to carry out official orders from the operation head, assigned duties or specific instructions related to work.	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Willfully holding back, slowing down, hindering or limiting work output or inducing or encouraging fellow employees to do so.	7 Days Suspension	DISMISSAL			
Insubordination or willful disobedience in carrying out reasonable instructions of a superior.	7 Days Suspension	DISMISSAL			
Knowingly submitting false, misleading, or grossly inaccurate data or information about work or other employees causing prejudice to the company's interest.	7 Days Suspension	DISMISSAL			
Losing or misplacing company records and other properties which	7 Days Suspension	DISMISSAL			



AMR Business Process Outsourcing Solutions – Code of Conduct and Disciplinary Actions

may cause prejudice to the company.					
Negligence of duties and responsibilities resulting to loss or damage to the company's business.	7 Days Suspension	DISMISSAL			
Moonlighting or rendering services for another employer without the knowledge or approval of the management.	7 Days Suspension	DISMISSAL			

OFFICE PROTOCOL and DECORUM

OFFENSE	1ST	2ND	3RD	4TH	5TH
Non-adherence to dress code policy.	Verbal Warning	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL
Failure to submit within a prescribes period any employment documents required by the company.	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL	
Failure to inform the company within thirty days of any change in employee records such as civil status, assess of residence and other pertinent information regarding personal data or dependent.	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL	
Unruly conduct as to cause disorder, disrupt work, or create scandal.	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL	
Fighting, provoking or instigating another employee, or any company visitor to engage in a fight within or outside of premises.	7 Days Suspension	DISMISSAL			
Threatening, intimidating, or offensive words, or making discriminatory remarks against fellow employee, customers, or any company visitor within or outside company premises.	7 Days Suspension	DISMISSAL			
Making and spreading false information or malicious statement against another employee or any member of the Management.	7 Days Suspension	DISMISSAL			
Assaulting or attempting to inflict bodily harm or injury, in any form, on fellow employee or any company visitor inside or outside of company premises.	Dismissal				
Acts of sexual harassment	Dismissal				
Immoral conduct within company premises, regardless of whether or not committed during working time, including exhibiting or distribution of pornographic materials.	7 Days Suspension	DISMISSAL			



AMR Business Process Outsourcing Solutions – Code of Conduct and Disciplinary Actions

Engaging in gambling, lottery or any game of chance, betting and collecting bets for any type of game of chance on company premises.	7 Days Suspension	DISMISSAL			
Offering, soliciting or accepting money, gift, favors, or any personally or through the mediation of another in exchange for a job or personal interests.	Dismissal				

INTEGRITY

OFFENSE	1ST	2ND	3RD	4TH	5TH
Stealing or unauthorized taking of company property.	Dismissal				
Theft of property belonging to another person committed during working time or within company premises.	Dismissal				
Substituting or attempting to substitute company materials or equipment with another, with the intent to defraud the company.	Dismissal				
Deliberately falsifying, manipulating or altering without permission any company records or documents.	Dismissal				
Concealing defective work and/or failure to report immediately any breakage, damage or loss of property which directly result in prejudice of company's interest.	7 Days Suspension	DISMISSAL			
Knowingly giving false or misleading data in applying for any preference or benefit from the company.	Dismissal				
Knowingly giving false or untruthful statements or concealing material facts in an investigation conducted by company's representative.	Dismissal				
Misappropriation of company funds. Withholding funds due to the Company.	Dismissal				
Fraud.	Dismissal				
In any kind of way, trying to connive with a third party to get something for personal gain.	Dismissal				
Having secret deals with other entities against the company or its business.	Dismissal				
Sharing personal password/log-in information.	7 Days Suspension	DISMISSAL			
Deliberately logging in or out for another employee. Requesting fellow employee to log-in and out his behalf.	7 Days Suspension	DISMISSAL			



AMR Business Process Outsourcing Solutions – Code of Conduct and Disciplinary Actions

USE OF COMPANY PROPERTY

OFFENSE	1ST	2ND	3RD	4TH	5TH
Unauthorized use of company property, equipment, or materials for personal use or purpose without prior approval from the management.	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL	
Unauthorized use of, or lending to another person, any company property.	7 Days Suspension	DISMISSAL			
Failure to report the destruction of or a known defect in company property or equipment.	First Written Warning	Final Written Warning	7 Days Suspension	DISMISSAL	
Removal of any company property without proper authorization.	7 Days Suspension	DISMISSAL			
Any act of vandalism causing damage, deformity, or defacement to company property.	7 Days Suspension	DISMISSAL			
Deliberate destruction of company property.	7 Days Suspension	DISMISSAL			
Unauthorized use of computers. Accessing unauthorized files or sites.	7 Days Suspension	DISMISSAL			
Exploring the Internet during working hours for non-business-related purposes.	Final Written Warning	7 Days Suspension	DISMISSAL		
Downloading non-work-related files (including but not limited to mp3's and videos.)	Final Written Warning	7 Days Suspension	DISMISSAL		
Computer hacking. Unauthorized use, or attempts to circumvent or bypass the security mechanism of information system/network. (e.g. Changing the computer setting to access the internet.)	7 Days Suspension	DISMISSAL			
Copying or taking company files, documents, software, or systems.	Dismissal				

HEALTH, SECURITY and SAFETY

OFFENSE	1ST	2ND	3RD	4TH	5TH
Assisting any non-employee, without due permission from the management, to enter the company restricted areas.	7 Days Suspension	DISMISSAL			
Lending or giving one's ID for the use or benefit of an unauthorized person to the prejudice of the company.	7 Days Suspension	DISMISSAL			
Refusal to comply or failure to observe the security requirements of the company.	7 Days Suspension	DISMISSAL			



AMR Business Process Outsourcing Solutions – Code of Conduct and Disciplinary Actions

Unauthorized entry into company facilities without necessary permissions.	7 Days Suspension	DISMISSAL			
Unauthorized carrying or possession of firearms, explosives, blades, or other deadly weapons within company premises.	7 Days Suspension	DISMISSAL			
Concealing of contagious disease.	7 Days Suspension	DISMISSAL			
Smoking in non-smoking areas.	7 Days Suspension	DISMISSAL			
Possession of illegal drugs or drugs paraphernalia.	Dismissal				
Sale or distribution of illegal drugs.	Dismissal				
Buying or accepting illegal drugs.	Dismissal				
Unjustified refusal to submit random drug testing.	Dismissal				
Reporting for work while under medication of therapeutic drugs without clearance from a physician.	Dismissal				
Reporting for duty while under the influence of illegal drugs.	Dismissal				
Proven drug dependency.	Dismissal				
Conviction of a crime involving drugs.	Dismissal				

MISREPRESENTATION/IMPROPER CONDUCT

OFFENSE	1ST	2ND	3RD	4TH	5TH
Making untrue or deceptive statements that sales representatives make to entice a potential customer to buy.	7 Days Suspension	DISMISSAL			
Yelling or screaming at the customer at the customer. Using rude abrasives sarcastic comments or consistently interrupting the customer in a rude manner.	7 Days Suspension	DISMISSAL			
Call avoidance. Intentionally disconnecting the customer during the call. Intentionally giving inaccurate information in order to release call without assisting customer.	7 Days Suspension	DISMISSAL			
Making disparaging remarks about the company, its affiliates and products that are intended to create a negative impression on the overall business.	Dismissal				
Unauthorized release of confidential information.	Dismissal				
Inappropriate fraternization with customers or any other entities.	7 Days Suspension	DISMISSAL			
Intentionally placing a customer on hold until they hang up.	7 Days Suspension	DISMISSAL			
FOR MANAGERS and SUPERVISOR					
Failure on the part of a managerial employee or supervisor who has knowledge of any violation of this code and other pertinent company work rules and policies to take steps to prevent and/or report the same		Suspension to Dismissal			



AMR Business Process Outsourcing Solutions – Code of Conduct and Disciplinary Actions

EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the AMR Business Process Outsourcing Solutions Employee Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with AMR Business Process Outsourcing Solutions that provides otherwise, I have the right to resign from my employment AMR Business Process Outsourcing Solutions at any time with or without notice and with or without cause, and that AMR Business Process Outsourcing Solutions has the right to terminate my employment at any time with or without notice and with or without cause.

I have read, understand and agree to all of the above. I have also read and understand the AMR Business Process Outsourcing Solutions Employee Handbook. I agree to return the Employee Handbook upon termination of my employment.

Signature: _____

Print Name: _____

Date: _____

CONFIDENTIALITY POLICY AND PLEDGE

Any information that an employee learns about AMR Business Process Outsourcing Solutions, or its members or donors, as a result of working for AMR Business Process Outsourcing Solutions that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by AMR Business Process Outsourcing Solutions or to other persons employed by AMR Business Process Outsourcing Solutions who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying AMR Business Process Outsourcing Solutions' confidential information is prohibited. Any employee who discloses confidential AMR Business Process Outsourcing Solutions information will be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosure of such information. I understand the above policy and pledge not to disclose confidential information.

Signature: _____

Print Name: _____

Date: _____

Please sign and return to the Manager of Human Resources Department