

July 22, 2025

Ludwinzky Manalo Salvador

PATIENT PAY

Unit 8 Villanueva Apartments, P. Basubas St., Tipolo, Mandaue City, Cebu

Dear Mr. Salvador,

This is regarding the Notice to Explain issued to you last June 27, 2025, for an alleged violation of the company's **Code of Conduct and Discipline**.

Upon evaluation of the facts and the investigation made with all the available evidence submitted for this case, it was established that you indeed violated the company's **Code of Conduct and Discipline Policy** to wit:

Rules on Proper Conduct and Decorum – Section 6: Deliberately mishandling a customer transaction, service or need

You were also charged under Article 297-299 of Labor Code of the Philippines as amended, (Department Order No. 147-15, Series of 2015). As stated in 5.2 Standards on Just Causes:


“Employers may terminate an employee based on just causes, which are typically due to fault or negligence on the part of the employee. These include, but are not limited to:

- 1. Gross and habitual neglect of duties**
- 2. Serious misconduct or Willful disobedience**
- 3. Fraud or willful breach of trust**
- 4. Commission of a crime or offense by the employee against his/her employer, the employer's immediate family or his/her duly authorized representatives; and**
- 5. Other causes analogous to the foregoing. Based on Philippine case law, examples of such analogous causes includes but not limited to: (i) theft committed by an employee against a person other than his/her employer, if proven by substantial evidence; (ii) gross incompetence or inefficiency, such as the failure to attain a reasonable work quota which was fixed by the employer in good faith; (iii) failure to meet the standards of a bona fide occupational qualification; and (iv) a severe failure to comply with company rules and regulations. Further, no act or omission shall be considered as an analogous cause unless expressly provided in the company rules, regulations, or policies.”**

Based on the foregoing, we regret to inform you that we are ending your employment with iPloy OPC effective immediately. Please coordinate with HR for proper turnover of all accountabilities (Company ID, headset, PC Set, etc.) issued to you by the company.

Thank you for the services you have rendered to the company and we hope for your success in your future endeavors.

Sincerely yours,

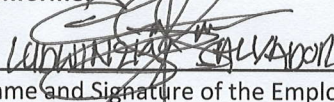

Ranielyn C. Castanares
HR Manager

Noted by:


Angelo Manal
Operations Manager


Alfred Camarillo Jr.
Director of Operations

Conforme:


Name and Signature of the Employee

Date signed:

July 23, 2025