

December 12, 2024

Apple Mae Magno
PUMPS IT
Lower Tabucanal Pardo Cebu City, Philippines 6000

Dear Ms. Magno,

This is regarding the Notice to Explain issued to you last November 18, 2024, 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 Customer Client Relations – Section 06: Deliberately mishandling a customer transaction, service or need.

You were also charged under Article 297 of the Labor Code of the Philippines which states that:

“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. Serious misconduct or Willful disobedience*
- 2. Gross and habitual neglect of duties*
- 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 include 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,

Noted by:


Ramelyn C. Castanares
HR Manager


Angelo Manal
Operations Manager


Alfred Camarillo Jr.
Director of Operations

Conforme:

Date signed:


APPLE MAE MAGNO
Name and Signature of the Employee

12/29/2024 4:25