

"English Only" Language Policy

16. As the client's demographic is in North America, all employees shall be strictly required to converse in English at all times while in the office premises. The English-only rule must be strictly observed as a non-negotiable policy as follows:
- a. English will be used when communicating with customers, co-workers and other business affiliates who speak only English. Customers who express a preference for another language are an exception to this rule.
 - b. All task directions and work directives will be provided in English. Employees engaged in team-related work efforts or project teams will be expected to communicate in English.
 - c. All safety, facility and security-related materials will be provided in English, and team or departmental meetings that relate to business operations, safety, facility or personal security will be conducted in English.
 - d. The use of the company Internet and intranet, as well as work-related e-mail and other communications that involve company safety and security matters, customer communications, specific work teams or projects, and other business-related group activities, will be in English, unless customer requirements state a preference that another language be used.

Any documented gross non-compliance of the English only policy may lead to termination of employment.

Performance

17. You will at all times faithfully, industriously and satisfactorily perform all duties that may be required of you, pursuant to the express and implicit terms and comply with our Employee Handbook and Code of Conduct made known to you at the commencement of your employment.
18. You agree to devote full time and attention to your work and at all times, protect and maintain the name, reputation, integrity and goodwill of the Company, undertaking to commit no act or omission that will tarnish or bring dishonor or prejudice to the Company. To this end, you agree that you shall not serve or accept any other employment, directly or indirectly, in any manner for the whole duration of your employment with us.

Audio and Video Monitoring

19. The Company shall be under video monitoring through its installed CCTV cameras within the production floor and office premises. Calls made by its employees shall also be monitored through audio recording and monitoring for audit and evaluation purposes.

Other Conditions of Employment

20. The Company at a minimum will comply with all labor laws and regulations relating to your employment in the Republic of the Philippines. In addition, in entering this Agreement, you agree that the policies and procedures of the Company and its client/s, as varied or added to from time to time, will apply to and govern your employment. You must comply with the individual policies and procedures of the Company's business to which you are assigned.

The Company reserves the right to vary the terms of this letter and your employment from time to time. You will be notified of any such changes.

Termination of Employment

21. You acknowledge that the Company may terminate your employment if you have committed any violation of the Company Code of Conduct that shall be considered as just and/or authorized cause for your dismissal in accordance with the Labor Code after observing due process for termination of employment.
22. In the event that you shall terminate your employment with the Company, you are required to serve a written notice of at least thirty days (30) to the Company. Failure to serve the notice in accordance with the thirty (30)

