



## CODE OF CONDUCT AND DISCIPLINE (Table of Infractions)

### I. STATEMENT OF POLICY

The Code of Conduct and Discipline is designed to ensure healthy and positive working environment, and hopes to maintain and uphold professionalism among iPloy Inc. employees. The established norms herein set forth are geared towards the attainment of the Company's Goals and objectives. It is worthy to emphasize that the Code is not meant to be oppressive nor it is intended to threaten and intimidate employees. Indeed, it serves as the guiding principles on what is expected of its' employees to conduct during the entire employment here in iPloy, Inc.

### II. DOCTRINES TO GOVERN THE COMPANY'S CODE OF CONDUCT AND DISCIPLINE

1. The right to discipline and discharge employees for just and proper causes is management's prerogative enshrined from the 1987 Philippine Constitution.
2. Fairness and justice shall always govern the imposition of disciplinary actions. Existing Labor Laws, Implementing Rules and Jurisprudence will always be observed.
3. The full and strict maintenance of discipline is the management's responsibility. Thus, it shall be the primary concern of immediate superiors and department heads to initiate any disciplinary actions against their subordinates whenever a violation of the rule is committed.
4. Administrative investigations and other proceedings shall be conducted expeditiously.
5. Imposition of penalties when warranted, shall not be cancelled, nor delayed for any reason.
6. The rights of the respondent as provided for by Law shall be guaranteed.
7. The management may mitigate the penalty to be imposed, subject however to management's approval and upon compliance to the conditions set forth by the latter.
8. In cases of multiple violations of this Code, the following rule shall apply as to the penalty to be imposed:

Category	Penalty to be Imposed
Minor offense + Serious offense =	The higher penalty shall be imposed.
2 or more offenses under the same category =	Penalty for the next schedule of offense shall be imposed

### III. PROCEDURE

1. Incident Report will be submitted to Human Resources (HR) within 2 working days from the date of the incident.
2. Human Resources will issue a Notice to Explain (NTE) to the employee within 3 working days.
3. Direct Superior should coach the employee within 5 working days from the issuance of the NTE.
4. Coaching Form and Written Explanation of the employee should be submitted within 5 working days from the issuance of the NTE.
5. HR will issue Notice of Decision with or without sanctions within 5 days from the receipt of the Coaching Form and Written Explanation.
  - a. Failure to provide Written Explanation shall constitute a waiver of the employee's right to be heard and confirms that all the details in the Incident Report are true and without any biases.
  - b. Lapses in the timeline will result to a sanction – Neglect of Duty / Insubordination
  - c. Lapses in the timeline will not void the sanction.

#### **IV. GENERAL BEHAVIORAL STANDARDS**

As an iPloy employee we expect that you will meet the following behavioral standards:

- a. Proper Conduct and Decorum is expected from you within the office and outside when representing the Company. This includes appropriate dress, attending the office ready to work, use of proper and decent language, observance of proper office and work decorum, maintaining proper relationships with your colleagues, customers and other individuals not in the employ of the company, observance of and compliance with existing laws of the Philippines.
- b. Enhancing Company Productivity the Company expects the Proper care and utilization of Capital available to the Company; turning up for work ready to work on time all the time, following the appropriate break and finish times, getting on with the job and performing the job to the best of your ability, positive attitude and dedication to one's work assignments, supporting supervisions and those in management.
- c. Following rules on customer and client relations and always maintaining a professional helpful attitude with customers.
- d. Maintenance of health and safety of the office and people around you. A proper attitude towards cleanliness and proper housekeeping in the office, good health of yourself and others around you, assist in the security of the office, following basic safety procedures.
- e. Proper use of Company Property, facilities and security to protect company and employee assets. Secure handling and maintenance of Company records, keep confidential and protect the integrity of all Company operating data and information, appropriate use if all Company equipment for work related purposes, properly account for all Company funds received.

## I. Applicability

This Code shall apply to all iPloy employees, regardless of status or position held.

## II. Types of Offenses

Level 1 – Infractions which are minor in nature but which may become habitual and disruptive if not corrected. It has no detrimental impact of the business.

Level 2 – Serious offense which causes delay in operations, may pose threat, harm, or danger to Company property and/or lives of individuals.

Level 3 – Infractions which will destroy the company’s image and reputation. It causes substantial loss to the company and can result to critical operational disruption. A critical offense that has compromised the security of the employees, the integrity of Client, the safety of customer’s information and the stability of the business.

## III. Table of Infractions

### I. Rules on Proper Conduct and Decorum

Section	Description of Infraction	Type of Offense	1 <sup>st</sup> Instance	2 <sup>nd</sup> Instance	3 <sup>rd</sup> Instance	4 <sup>th</sup> Instance	5 <sup>th</sup> Instance
1	Creating unnecessary noise or disturbance within the Company Premises.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
2	Failure to comply - iPloy Dress Code Policy.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
3	Non-participation in compulsory company activity or group work.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
4	Failure to maintain orderliness or cleanliness in the assigned work station. Failure to practice Clean As You Go Policy for all areas in the office.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal

Section	Description of Infraction	Type of Offense	1 <sup>st</sup> Instance	2 <sup>nd</sup> Instance	3 <sup>rd</sup> Instance	4 <sup>th</sup> Instance	5 <sup>th</sup> Instance
5	Improper or unruly conduct as to cause disorder or disrupt work.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
6	Bringing of personal mobile phones deliberately to the operations or training areas other than those authorized. Bringing of non-work related electronic gadgets (laptops, flash/portable drives, cameras, etc.) inside the company premises without prior approval from the immediate supervisor.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
7	Eating in unauthorized areas (operations, management & support area) within the company premises especially while taking calls.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
8	Speaking in another language or dialect other than English within the company-designated area.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
9	Failure to log-in/out in Biometrics and other required attendance monitoring tool. Failure to punch in/out for breaks and lunch per day considered as one (1) instance.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
	3 manual edits in a month from Easyclocking tool will merit 1 instance.						

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10	Tardiness.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
	a. 3 Counts of Tardiness of less than an hour in a month is considered 1 instance.						
	b. 1 Count of Tardiness of more than an hour in a month is considered 1 instance.						
11	Undertime - Left early and failed to complete the 8 hour shift.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
12	Unscheduled Absence/Absence without official leave (AWOL) for 3 consecutive days.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
13	Failure to wear ID inside office at all times. Non-adherence to the No ID, No Entry Policy	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
14	No Call No Show.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
15	Failure to report back for work on time from scheduled breaks.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
16	Withholding vital information necessary during investigation or any official inquiry.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
17	Taking part in any gambling, lottery or any other game of chance on company time and/or within company premises.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
18	Malingering to escape work.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	

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19	Loafing, doing very little and spending time in a lazy, wasteful way; loitering during working hours.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
20	Flagrant discourtesy, either by acts or words, use of disrespectful language, impolite or obscene language in addressing or speaking with superiors and other employees.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
21	Leaving work assignments or company premises during official work hours without prior permission and approval from the immediate supervisor or HDD/ Abandonment of post.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
22	Insubordination - Failure to comply any directive and/or instructions from Superiors and/or Management/Willful disobedience.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
23	Neglect of Duty - Failure to implement policies and procedures.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
24	Failure to comply - iPloy Gift Policy.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
	a. Offering, soliciting or accepting favors or anything of value in exchange for a task, job, work, or favorable employment condition.						
24	b. Accepting "gifts" of more than 200php in value without prior approval or notification to the Management. (Key Personnel - Management, Admin, IT, TLs etc).	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	

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25	Tailgating and ushering unauthorized visitors.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
26	iPLOY Social Media Policy.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
	a. Publishing material that is defamatory, abusive or offensive in relation to any employee, manager, office holder, shareholder, customer or client of the company.						
	b. Publishing any confidential or business-sensitive information about iPloy.						
	c. Publishing material that might reasonably be expected to have the effect of damaging the reputation or professional standing of the company.						
27	Sleeping on the job during working hours.	Level 3	Suspension - 5 Days	Dismissal			
28	Encouraging, inducing, instigating or threatening other employees to perform an act constituting a violation of this Code another company policies, rules and regulations.	Level 3	Suspension - 5 Days	Dismissal			
29	Borrowing/lending of money/ LOAN sharking inside the company premises.	Level 3	Suspension - 5 Days	Dismissal			
30	Solicitation or collecting contribution from employees and suppliers for any purpose with whatsoever unless channeled and authorized by senior management.	Level 3	Suspension - 5 Days	Dismissal			

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31	Rumor-mongering or creating intrigues that will cause damage to the reputation of the employees or the company as a whole.	Level 3	Suspension - 5 Days	Dismissal			
32	Submission of false or fraudulent money claims, medical certificates, other documents/engaging in bogus transactions with the intent to gain.	Level 3	Suspension - 5 Days	Dismissal			
33	Conducting oneself in grossly indecent or immoral nature in company premises, while on duty or doing business for the Company.	Level 3	Suspension - 5 Days	Dismissal			
34	Commission of a crime or violation by the employees against the company or its' members, customers and third parties.	Level 3	Suspension - 5 Days	Dismissal			
35	Engaging in violence whether physical or serious verbal threats within company premises or during official company activities.	Level 3	Suspension - 5 Days	Dismissal			
36	Drinking alcoholic beverages while on duty or reporting for duty while intoxicated.	Level 3	Suspension - 5 Days	Dismissal			



## II. Rules on Productivity

Section	Description of Infraction	Type of Offense	1 <sup>st</sup> Instance	2 <sup>nd</sup> Instance	3 <sup>rd</sup> Instance	4 <sup>th</sup> Instance	5 <sup>th</sup> Instance
1	Compliance to Performance Improvement Plan (PIP).	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
2	All grave acts of dishonesty which cause or tend to cause prejudice to the Company such as but not limited to the following: a. Knowingly giving false or misleading information to qualify for a company benefit, promotion, salary increase, transfer, and job assignment.	Level 3	Suspension - 5 Days	Dismissal			
3	Any act of harassment including but not limited to Sexual Harassment.	Level 3	Suspension - 5 Days	Dismissal			
4	Other similar or analogues offenses to the foregoing.	Level 3	Suspension - 5 Days	Dismissal			
5	Willful breach by an employee of the trust reposed in him/her by the company such as but not limited to the following: a. Abuse of position with the company to gain profit or advantage from employees. b. Using the Company's name in private transactions or business for personal profit. c. Deliberately removing, concealing, or destroying in whole or in part any Company documents without authority or with malicious intent.	Level 3	Suspension - 5 Days	Dismissal			

5	d. Constantly failing to meet business commitments or promises that have significant business impact.	Level 3	Suspension - 5 Days	Dismissal			
	e. Falsification of personal records.						
	f. Falsification of Company documents such as reports, forms, etc.						
	g. Commission of fraudulent acts against the Company.						
	h. Willful breach of confidentiality and (or) any violations analogous to the forgoing.						
6	Stealing or attempting to steal from the Company or from its customers, or from others on Company premises or job sites at any time.	Level 3	Suspension - 5 Days	Dismissal			
	a. Robbery, theft, pilferage or its attempts in any form, manner or shape from the company, team members or customers.						
	b. Concealing defective work which directly results in prejudice to the company.						
	c. Other acts with malice and with intention to hide discrepancies.						
	d. Willful and deliberate destruction of Company property: sabotage and vandalism.						
	e. Withholding or misappropriation of Company funds.						

### III. Customer Client Relations

Section	Description of Infraction	Type of Offense	1 <sup>st</sup> Instance	2 <sup>nd</sup> Instance	3 <sup>rd</sup> Instance	4 <sup>th</sup> Instance	5 <sup>th</sup> Instance
1	Willful and premeditated form of fraud or deceit committed against the customer and clients.	Level 3	Suspension - 5 Days	Dismissal			
2	Engaging in business that competes with the Company, or working with a competitor	Level 3	Suspension - 5 Days	Dismissal			
3	Threatening to inflict harm on the person, property or reputation of customer or clients and third party.	Level 3	Suspension - 5 Days	Dismissal			
4	Extortion or bribery against a customer or third party.	Level 3	Suspension - 5 Days	Dismissal			
5	Engaging in indecent or offensive behavior towards customers or clients.	Level 3	Suspension - 5 Days	Dismissal			
6	Deliberately mishandling a customer transaction, service or need.	Level 3	Suspension - 5 Days	Dismissal			
7	Deliberately giving false, inaccurate or misleading information to the customer or loss of revenue or additional cost to the Company.	Level 3	Suspension - 5 Days	Dismissal			
8	Substituting Company products, materials or equipment with any other product with the intent to defraud.	Level 3	Suspension - 5 Days	Dismissal			

#### IV. Health and Safety

Section	Description of Infraction	Type of Offense	1 <sup>st</sup> Instance	2 <sup>nd</sup> Instance	3 <sup>rd</sup> Instance	4 <sup>th</sup> Instance	5 <sup>th</sup> Instance
1	Non-observance of proper housekeeping.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
2	Smoking in prohibited areas.	Level 1	Documented Verbal Warning	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal
3	Creating unsanitary conditions inside the Company premises.	Level 2	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal	
4	Failure to undergo annual physical examinations as required by the Company and the government.	Level 2	Written Warning	Final Written Warning	Suspension - 3 Days	Dismissal	
5	Violating safety rules, regulations, or procedures of the Company causing accident or damage to person or property.	Level 4	Dismissal				
6	Non-disclosure of contagious disease which may endanger the lives or health of other employees.	Level 4	Dismissal				
7	Using, possessing, manufacturing, distributing, selling illegal drugs and drug paraphernalia while on duty or in the company premises. Conviction of a crime involving illegal drugs.	Level 4	Dismissal				
8	Reporting for work while under the influence of illegal drugs.	Level 4	Dismissal				
9	Unauthorized carrying and possession of deadly weapons and explosives inside the Company premises, while on duty or doing business for the Company.	Level 4	Dismissal				



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11	Losing or misplacing Company records which may prejudice the Company.	Level 2	Written Warning	Final Written Warning	Suspension - 5 Days	Dismissal	
12	Unauthorized use of computers or information technology resources to access sites or download files, which are nonwork related.	Level 3	Suspension - 5 Days	Dismissal			
13	Unauthorized sharing or personal passwords or log-in information.	Level 3	Suspension - 5 Days	Dismissal			
14	Unauthorized access to networks resulting in any one or a combination of the following:	Level 3	Suspension - 5 Days	Dismissal			
	a. Deliberate alteration of files including but not limited to the padding or reducing of files.						
	c. Unauthorized changing server/network rights of users.						
	d. Unauthorized attachment of computers, storage media/drives or any other computer peripheral to servers, workstations or any network segment/cable whether remote or on site.						
	e. Consenting to, tolerating or allowing another employee to use your user number, access, and or password to gain access to a server, directory or files to which accessing employee has not been authorized.						

14	f. Negligence or carelessness of the employee by leaving the computer unattended and risking the network to a possible security violation.	Level 3	Suspension - 5 Days	Dismissal			
	g. Tampering of company server/network configuration.						
15	Purposely sharing privileged and confidential information to anyone in the company or external parties.	Level 3	Suspension - 5 Days	Dismissal			
16	Unauthorized possession or bringing out of Company property, supplies or equipment.	Level 3	Suspension - 5 Days	Dismissal			
17	Unauthorized copying of licensed software application packages and all acts that violates intellectual property rights.	Level 3	Suspension - 5 Days	Dismissal			
18	Deliberate locking-out or hacking of another employee's user name in any server.	Level 3	Suspension - 5 Days	Dismissal			
19	Placement of computer virus, trojan horse, and other damaging electronic files or physical accessories or servers or workstations.	Level 3	Suspension - 5 Days	Dismissal			

**VI. Saving Clause**

1. Termination of an employee shall automatically bar him/her from re-employment.
2. The penalty of dismissal shall not prejudice the right of the company to initiate court action against the erring employee.
3. This Code shall supersede all other existing policies, rules, memos, and the like, and all policies to be implemented, if the same is found to be inconsistent with the Code of Conduct.

**VII. Approval**

Jay Gissinger  
 Owner and Chief Executive Officer

iPloy Incorporated  
11<sup>th</sup> Floor MSY Tower  
Pescadores Road Cebu Business Park,  
Cebu City 6000



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RECEIPT OF THE CODE OF CONDUCT AND DISCIPLINE POLICY

This is to acknowledge that I have read the Company's Code of Conduct and Discipline and understand that it sets forth the terms and conditions of my employment as well as the duties and responsibilities, and obligations of employment with the Company.

I also acknowledge that the Company reserves the right to revise, delete, and add to the provisions of this Code of Conduct and Discipline., or condition of employment can be established by any other statement, conduct, policy, or practice.

NAME \_\_\_\_\_  
DATE \_\_\_\_\_

AND HAVE READ AND UNDERSTAND ITS ENTIRE CONTENTS.  
EMPLOYEE SIGNATURE \_\_\_\_\_