

Our Culture & Code of Conduct

(Last Update: 1 February 2018)

The Code applies to all of us.

Personal Integrity

Our Code is an important tool preserving Integrity. It lays out the expectations the Company has for each of us and provides the information and the resources we need to conduct business ethically and in compliance with the law everywhere we operate. Our code helps to ensure that the action we take today will preserve this great legacy for the future.

We Stay Away From Victimization.

Our culture and policy enables us to work free from discrimination, bullying and harassment. We are given tools to know the policy. We are trained and knowledgeable in problem solving and we know how to conduct business appropriately. We dwell on solution and innovation.

Non-Retaliation Statement

Sharing concerns without fear of retaliation.

Do not be afraid to speak up and promote ethical culture at Flashbay. We are counting on you to do so.

We strictly prohibit intimidation or retaliation against anyone who makes a good faith report about a known or suspected violation of code or any policy or procedure, or any law or regulation. We also strictly prohibit any intimidation or retaliation against anyone who assists with any inquiry or investigation of any such violation.

Be assured that the information you provide will be handled discreetly and shared only with those we have the need to inform, such as regulators and those who are involved in investigating, resolving and, if necessary, remediating the issues. Employees who have concern about or are aware of possible retaliatory action must report it to Human Resource (hr.ph@flashbay.com).

Dealing with Confidential Information

Trust is essential to our business success. Clients, suppliers and companies with whom we do business trust us to be good stewards of their confidential information, whether that information relates to financial, personal or business matters.

Confidential information can be written, oral, telephonic or electronic and includes a wide variety of data from technology application, business strategies and customer lists to credit procedures, customer preferences and personnel information. A best practice is to assume that all information you have about the Company and its business (including information concerning past, present and prospective clients, business partners, suppliers, directors and employees) is confidential.

Disclose confidential information only a need-to-know basis. You have a duty to protect confidential information and to take precautions before sharing it with anyone, inside or outside the workplace. Don't share confidential information with friends or family, and do not discuss it in places where others could hear you. Don't access or use confidential information, and don't disclose it to fellow employees who are not involved in providing services to the owner of the information, unless you are authorized and legally permitted to do so. Do not send confidential information including internal communication such as intranet posting, outside the Company (including to your own personal email address), unless permitted to do so under applicable law, regulations, policy or procedure.

Client information should never be disclosed to anyone inside or outside the company except as permitted by law in the proper conduct of our business, where disclosure is required by legal process or where the Compliance or the Legal Department otherwise determines it is appropriate.

It is a condition of your employment that you have a duty of confidentiality with regards to the Company. In the ordinary course of your employment you will be exposed to information about the business of the Company, any Associated Company (a subsidiary of the Company or a company of which the Company is a subsidiary) and the suppliers and customers of the Company and any Associated Company which is confidential or is commercially sensitive and which may not be readily available to competitors or the general public and which if disclosed will be liable to cause significant harm to the Company and any Associated Company.

You must not, either directly or indirectly, whether during or after your employment, except as authorized or required by your duties as an employee of the Company, disclose to any person or organization or otherwise make use of any of the trade secrets, secret or confidential operations, processes or dealings or any information (other than that within the public domain) concerning the organization, business plans, finances, transactions or affairs of the Company or any Associated Company (including lists of customers or clients) and any other information that you might reasonably expect the Company to regard as confidential which may come to your knowledge during your employment. Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation and could lead to your dismissal.

Whistleblowing

The Company is dedicated to providing value for its customers and conducting all its business in a professional and ethical manner. If you become aware of any unethical or illegal behavior by the Company or any of its employees, you should report this to the Operations Manager or HR immediately.

Intellectual property

Under the terms of current legislation, an invention or discovery made by you will become our property if it was made:

- In the course of your normal duties or in the course of duties specifically assigned to you; or
- In the course of your duties, and at the time of making the invention, because of the nature of the duties and the particular responsibilities arising from those duties, you have a particular obligation to further our interests.

Statements to the Media / Use of Social Media

Only the Directors or their authorized substitute are authorized to make any communication or statement to the media in matters relating to the business. Any media enquiries should be directed to your manager.

Employees are prohibited from posting and or engaging in social media discussion about the company, clients, its operation, employees and the like.

Computer, E-mail and Internet Use

If you have access to the Company's computers including email and access to the internet as part of your job, you must not abuse this by using these facilities for excessive personal use. Limited personal use of the internet is permitted during your formal breaks.

All internet use is monitored and accessing pornographic or other unsuitable material is strictly prohibited and would be considered a serious disciplinary offence which may result in dismissal.

Only software packages properly authorized and installed by the Company may be used on Company equipment, you must therefore not load any unauthorized software onto Company computers.

Company email addresses are provided for responsible use on Company business and should not be used in any other way, other than occasional personal use.

Attendance At Work

The Company values good attendance at work and is committed to improving the general wellbeing of its employees to achieve this. Although we aim to secure regular attendance, we do not expect employees to attend when they are unwell.

Notification of absence

If you are unable to attend work due to sickness or injury, the Office/Human Resources team must be notified via a telephone call or email attendance.ph@flashbay.com at least 2 hours prior to your normal start time on the first day of absence, giving the reason for your absence and indicating a date of return where possible.

If a member of the Office/Human Resources team is not available, then please call the main office/reception and leave a message and contact detail.

Your manager may need to return your call if further information is required. Notification should be made by you personally unless impossible due to the nature of the illness where you should arrange for someone else to call on your behalf.

You must follow this procedure for each day of the absence. During prolonged periods of absence, your manager should be kept informed of progress and an expected date of return.

The Office/Human Resources team should be notified as early as possible if absence from work is anticipated for hospitalization and other medical treatment.

The following situations may be dealt with under the Company's disciplinary procedure and may affect your entitlement to Company Sick Pay:

- has been absent due to sickness and is found not to have been genuinely ill (Malingering), and/or
- has frequent or excessive absence, and/or
- fails to comply with the absence notification procedure set out
- if an employee exceeds (1) absence in a month or (3) absences in 4 months, a sanction starting with written warning will be issued following the Corrective Action progression guidelines.

Be On Time

If you are unable to attend work on time, the Office/Human Resources team must be notified via a telephone call prior to your normal start, giving the reason for the lateness and your estimated time of arrival.

If a member of the Office/Human Resources team is not available, then please call the main office number and leave a message with another employee.

If an employee does not inform the Company or is more than 30 minutes late, the employee will be recorded as absent without leave (AWOL).

The following situations may be dealt with under the Company's disciplinary procedure:

- AWOL
- Failure to comply with the notification procedure The Company reserves the right to deduct any periods of absence from an employee’s salary.
- If an employee exceeds (120) tardy minutes in (2) month or a total of (4) tardy days in 2 months regardless of number of minutes, a sanction starting with written warning will be issued following the Corrective Action progression guidelines.

Hours of work and Break Schedule

Normal working hours are defined by your line manager. Any variation to normal working hours should be agreed with your line manager.

The Company reserves the right to vary your hours and pattern of working, following consultation with you. The full-time contracted hours for all posts within the organization are 40 hours per week excluding daily meal breaks.

PH break schedule are as follows:

15 minutes – coffee or personal break (paid)

1 hour lunch break – unpaid

15 minutes – coffee or personal break (paid)

Each should be taken with 2 hours interval and should not be combined.

Absence | Punctuality | Break Policy Disciplinary Action Guide

| Offense | Verbal Warning | Written Warning | 2 nd Written Warning | Final Written Warning | Dismissal |
|-----------------------------|-------------------------|-------------------------|---------------------------------|-------------------------|-------------------------|
| Violation of Absence Policy | 1 st Offense | 2 nd Offense | 3 rd Offense | 4 th Offense | 5 th Offense |
| Tardiness | 1 st Offense | 2 nd Offense | 3 rd Offense | 4 th Offense | 5 th Offense |
| Break Policy Violation | 1 st Offense | 2 nd Offense | 3 rd Offense | 4 th Offense | 5 th Offense |

An employee who is on a Final Written Warning will lose merit appraisal, transfer and promotion.

Clean slate is after 12 months rolling period.

Bribery and Other Corrupt Behavior

The Company has a strict anti-corruption and bribery policy. A bribe is defined as:

an inducement or reward offered, promised or provided in order to gain any commercial, contractual or regulatory or personal advantage.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the Company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct.

In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

Receipt of gifts

Your working relationships may bring you into contact with another organization where it is normal business practice or social convention to offer hospitality, and sometimes gifts. Offers of this kind to you or your family can place you in a difficult position.

Therefore, no employee or any member of his or her immediate family should accept from a supplier, customer or other person doing business with the Company, payments of money under any circumstances, or special considerations, such as discounts or gifts of materials, equipment, services, facilities or anything else of value unless:

- They are in each instance of a very minor nature usually associated with accepted business practice, and subject to the gift not having a value of more than Php500.
- They do not improperly interfere with your independence of judgement or action in the performance of your employment.

In every circumstance where a gift is offered, the advice of your line manager must be sought. If you are invited to a social or sporting event, with or without corporate hospitality, you must gain approval from your department head before accepting and attending the event.

Conflict of interest

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with your independent exercise of judgement in the Company's best interest.

Generally, a conflict of interests exists when an employee is involved in an activity:

- which provides products or services directly to, or purchases products or services from the Company;
- which subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her responsibilities to the Company; or
- which is so operated that the employee's involvement with the outside business activity will reflect adversely on the Company.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with Human Resources.

Standards of Performance and Behavior at Work

General conduct at work

The Company expects the highest standards from you in your performance at work and your general conduct. In particular, you must:

- be diligent, ethical and honest in the performance of your duties and during work hours devote the whole of your time, attention and abilities to them
- render your services in a professional and competent manner in willing cooperation with others and at all times conform to the reasonable directions of your manager
- conduct your personal and professional life in a way which does not risk adversely affecting the Company's standing and reputation
- undertake such travel as may be required for the proper performance of your duties
- adhere to any policies and/or procedures in force; and
- be polite and courteous in your behavior at all times and dress appropriately and maintain a high standard of tidiness.

Conduct outside working hours

While we have no intention or wish to intrude upon your activities or interests outside work, we would not expect you to be engaged in any activity outside working hours which is unlawful, could result in adverse publicity to the Company, or which would cause us to question your integrity, or prevents you from performing your duties and responsibilities to our satisfaction.

Work-related social events

Employees should also be aware that their conduct during work-related social events may be covered under Company policies. For the avoidance of doubt, a work-related social event is classed as an event attended by two or more employees and arranged by the Company.

Examples of unacceptable behavior include;

- Excessive alcohol consumption
- Abusive or aggressive behavior
- Use of illegal substances
- Discriminatory behavior (including race, sex, religion, age etc.)
- Harassing/bullying behavior
- Acts of vandalism
- Illegal acts
- Bringing the Company into disrepute
- Breach of confidentiality

Employment of relatives and employee relationships

The Company permits the employment of employee's relatives as long as it does not create an actual or perceived conflict of interest, in the Company's opinion. A relative is classed as an employee's partner, child, parent, sibling, grandparent, aunt, uncle, cousin or corresponding in-law or step relation.

Where a relationship develops while employed by the Company, the relationship should be declared to the Human Resources department. If the Company deems there to be a conflict of interest, the Company will consider transferring one individual.

Smoking, alcohol and other substances at work

It is illegal to smoke in enclosed public spaces. Smoking is therefore strictly prohibited on all Company premises (including entrances and exits) and vehicles. Employees wishing to smoke at their break time should do so outside the building and away from the entrance.

Bringing any unlawful drugs to the workplace, and/or consuming them at work, during work time or before work where the effects carry over to the workplace is strictly prohibited. Any such instances will be dealt with under the Disciplinary Policy and may lead to dismissal.

It is not permitted to consume or be under the influence of alcohol during or before work hours, with the following exceptions: when alcohol is provided at Company-related business functions after work hours, and when alcohol is used in external business entertainment as a legitimate, reimbursable business expense.

Any breach of this standard which impacts on the Company's reputation, products or services, or which adversely affects the employee's performance of his/her duties, will be dealt with under the Disciplinary Policy and may lead to dismissal.

Managers have a duty to report any suspected substance or alcohol abuse immediately to Human Resources.

An employee whose job performance, attitude, attendance or behavior gives the Company reason to believe that the employee may be under the influence of alcohol or drugs may be subject to disciplinary action which may lead to dismissal.

Data protection and access to information

Everyone has rights with regard to how their personal information is handled. During the course of our activities we will collect, store and process personal information about our staff and we recognize the need to treat it in an appropriate and lawful manner. The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Privacy Act of 2012 (also known as RA No. 10173).

The Act imposes restrictions on how we may use that information. Anyone processing personal data must comply with the eight principles of good practice. Data must be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept longer than necessary
- Processed in accordance with the data subject's rights
- secure

- not transferred to countries without adequate protection

Employees can request access to the information held on them by the Company. All requests by employees to gain access to their personnel records should be made in writing to Human Resources.

Changes in personal information for employment purposes

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You must notify Human Resources immediately of all changes in the following personal information:

- Name
- Home address
- Telephone number
- Bank account details
- Emergency contact
- Driving license penalties (if you are required to drive on Company business)
- Criminal charge, caution or conviction
- Conflict, or potential conflict of interest

Personal data on employees is held in accordance with the provisions of the Company's Data Protection Policy.

Corporate Governance

Employees should identify the management approvals required for all listed actions including agreeing contracts, various levels and types of expenditures, new hires, regulatory activities etc.

In every case, the appropriate approvals should be gained before any action is taken. If an employee is unsure of the management approvals required for an action, they have a responsibility to find this information before carrying out any actions. Any breach of this may be subject to disciplinary action, up to and including dismissal.

Valuing Diversity

The Company is committed to valuing diversity and seeks to provide all employees with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all employees in their daily actions, decisions and behavior to endeavor to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the Company.

Dignity at Work

Every employee should be able to enjoy a working environment free from all forms of discrimination, harassment or victimization. If a complaint of harassment is brought to the attention of management, it will be investigated promptly and appropriate action will be taken where necessary.

Bullying and Harassment

The Company employs the following definitions:

Bullying may be characterized as offensive, intimidating, malicious or insulting behavior, and includes an abuse or misuse of power intended to undermine, humiliate, denigrate or injure the recipient.

Harassment, in general terms, is unwanted conduct, which has the purpose or effect of violating the person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person in the workplace. It may be related to age, gender, gender re-assignment, marital status, sexual orientation, race, color, ethnic origin, disability, religion or belief, nationality or any personal characteristic of the individual and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Sexual harassment is uninvited, unreciprocated or unwelcome behavior of a sexual nature which is offensive to the person involved and causes that person to feel threatened, humiliated or embarrassed. Sexual harassment may be experienced by men or women as a result of the conduct of men or women. It applies equally regardless of grade or level of job and may also occur when dealing with external clients and/or members of the public.

Racial and religious hatred includes using threatening words or behavior, displaying written material, playing a recording of visual images of sounds which are threatening if there is an intention to stir up religious hatred.

Bullying and harassment are not necessarily 'face to face'. They may involve written communication, email, telephone, cyber bullying, texts or entries on external websites. It may involve an individual against individual or involve groups of people.

Disciplinary and Grievance

Disciplinary policy

You are expected to maintain a high standard of both personal and professional behavior and to perform your role to the best of your ability. The Company will use the Disciplinary Policy to rectify issues such as unsatisfactory performance or misconduct.

If an employee is subject to the disciplinary process, they will normally be afforded a careful investigation prior to any action being taken. The employee will be advised of the nature of the complaint against them and will be given the opportunity to state their case before a decision is made.

If any disciplinary penalty is imposed, a full explanation will be provided. Unless the employee is dismissed for gross misconduct, they will receive the appropriate notice period, which may be paid in lieu. Examples of Gross Misconduct can be found in the Company's Disciplinary Policy.

Employees who have had disciplinary action taken against them will be given the opportunity to appeal any decision arising from any stage of the procedure.

Grievance policy

The Company's grievance policy is designed to resolve any work-related problems as quickly as possible. Where appropriate, grievances should be resolved informally with your line manager or Human Resources. If the grievance is not resolved informally, or it is not appropriate to raise the matter informally, you should set out your grievance in writing to your line manager or Human Resources. Human Resources will then arrange to hear the grievance with a manager before a decision is made. The decision will be put in writing and the employee will have the right to appeal.

Due Process

Incident Report

Any employee who observes or finds a violation of the company rules and regulations shall immediately submit an Incident Report (IR) to his/her immediate manager. The IR may also be submitted to the next-line manager or to any HR personnel, especially when the subject of concern is the immediate manager of the employee.

The IR may contain a narration of the factual background with relevant dates, description of the incident, persons involved, policy violated, the relief sought, and similar information. This will help the manager document and decide on the next steps.

Investigation

Based on the IR submitted by an employee, the manager is expected to investigate the incident within ten (10) working days from receipt of the IR, to validate the veracity of the report. If the IR is accurate, the manager shall issue a Notice to Explain and require the subject employee to respond within five (5) calendar days from receipt thereof to dispute the allegation/s; otherwise, the manager will facilitate a coaching session for the complainant to close the issues raised.

To ensure neutrality, the immediate manager must not be involved in the investigation if he/she is a witness to the offense, if he/she is involved in the case, or if he/she is related personally to the employee investigated. Instead, the next higher manager or a HR officer shall act as investigator.

Notice to Explain (Show Cause Memo)

The Notice to Explain (NTE) contains a narration of relevant facts, the policy violated, the possible sanction, an order mandating the subject employee to clarify why he/she should not be sanctioned, considering the alleged violation and the period within which the employee is required to submit an answer, and the permission allowing the employee to bring with him his/her lawyer/guardian during the conference/hearing. A specific schedule for the administrative conference/hearing will also be indicated which will provide for the conference's/hearing's applicable date, time, and place. A preventive suspension order may also be imposed at the time the NTE is issued.

The NTE should be prepared, signed, dated, and issued personally by the manager, as duly reviewed and noted by HR. An original copy of the document shall be given to the subject employee. The receiving copy will be kept by the manager and eventually endorsed for 201 filing.

In case the employee refuses to accept and sign the NTE, the manager will leave a copy of the document with the employee in the presence of a witness and affixing the note. The NTE shall also be sent to NTE shall also be sent to the employee's last known address through registered mail with return card and courier.

Answer/Reply

The answer is the written explanation submitted by the subject employee. It will contain, among others, his/her defense, and the affidavits of his/her witnesses. Other pertinent documents may likewise be submitted to support the defense given.

The answer should be signed by the subject employee, together with all the witnesses, and submitted to the issuing manager.

Failure and/or refusal of the subject employee to submit a written explanation within five (5) calendar days from date of receipt of the NTE, will be interpreted as a waiver of his/her right to present his/her evidence and the committee may proceed to decide on the case based on available records/evidence on hand.

Administrative Conference/Hearing/Deliberation

The formal administrative conference/hearing shall be conducted to give the subject employee a chance to explain further his/her side. The Committee may also schedule a conference/hearing to gather more information about the issue/s involved and/or to talk and obtain other information from the parties during the conference/ hearing.

The conference/hearing will be facilitated by the Committee, which shall investigate, hear, deliberate, and decide upon the issues involved.

During the conference/hearing, the subject employee may present documents and/or witnesses to support his/her defense. Only employees involved in the case will be allowed to attend and participate in the conference/hearing together with his/her respective witnesses or counsel (if any). The proceedings will be covered by ground rules and will be strictly confidential.

After the conference/hearing, the Committee will deliberate and decide upon the issues involved. It will establish the facts and decide whether or not there has been a violation of company policy, rule or law, or if sanction/s need/s to be imposed.

Notice of Resolution/Decision

The Notice of Resolution shall contain the facts and issue/s established by the Committee. It shall also contain both the decision and the basis of the decision made by the Committee. All members of the Committee shall sign the resolution.

The resolution shall be served to the employee personally by the manager/Committee. If personal service cannot be effect, service shall be made through registered mail with return card and courier.

A resolution for the suspension or termination becomes effective on the date so decided by the Committee. The records of the entire proceeding shall be part of the HR 201 file of the employee.

The consolidation of cases and/or any variation in the proceedings or on the format of the Resolution may be decided by the Committee based on its discretion.

Resignation pending investigation/resolution

Voluntary resignation of the employee pending investigation/resolution will be subject to the manager's and/or Committee's acceptance and approval based on the conditions/circumstances of the case.

Resignations will not supersede and pending investigation/resolution.

Management Prerogative

Any member of the Executive Management Committee reserves the right to confirm, amend, or veto the decision of the Committee as deemed necessary.

The Management reserves the right to review all employee disciplinary records to serve as reference in deciding employee movements, including but not limited to the grant of promotions, bonuses, salary increases, redeployment, etc.

Criminal/Civil and Administrative Proceeding

The filing of a criminal, civil, or any other suit against an employee before a court or quasi-judicial bodies will not bar, suspend, or prejudice the internal administrative proceedings involving the alleged commission of offense/s by an employee under this CODE OF CONDUCT.

Similarly, the implementation of administrative sanctions on the employee will be without prejudice to the filing of civil or criminal charges against him/her in accordance with pertinent laws.

Unreturned Money, Asset, Other Money Claims and Litigation Costs

Should an employee, upon his/her separation from employment, fail to return any money or any property/asset belonging to the Company, despite the latter's demand, the Company will deduct the full amount or its equivalent from the remaining salary and benefits due the employee. In case there is a need to initiate a legal action against the subject employee, the Company shall charge him/her the full legal costs incurred in the suit.

Discipline Process

Without prejudice to the appropriate criminal or civil action, any violation of the aforementioned rules and regulations is deemed committed against the company. Should there be any aggrieved employee, he/she shall be considered as a witness to support the disciplinary process or the administrative case against the offender. It shall be the responsibility of HR to ensure that all concerns are acted upon within a reasonable period.

Due process, described as giving an employee a fair and ample opportunity to explain his/her actions, shall always be observed. No suspension or termination will be issued without affording an employee a chance to answer all allegations raised against him/her, which period to answer shall not exceed five (5) calendar days from receipt of the notice from the Company of the allegations raised against him/her.

A committee shall be created whose task is to ensure compliance with due process and that the provisions of the Code of Conduct is fairly and consistently enforced.

Due Process

Procedure/Work Instruction

1. Line Manager or employee receives/files Incident Report (IR) and endorse to HR.
2. HR conducts preliminary investigation.
3. HR will archive if IR is invalid.
4. HR creates a NTE if IR is Valid. Signs and forwards to the employee.
5. HR and Operation Manager signs and issue the NTE to the employee. If employee refuses to sign, two (2) witnesses will be ask to sign and copy will be mailed to the employee via registered mail.
6. Employee is expected to submit his/her NTE five (5) calendar days after receipt. Failure to submit will automatically waive his/her rights to be heard and decision will be made based on data/evidences at hand.
7. HR receives the written explanation and will schedule the admin hearing.
8. HR facilitates the admin hearing. Employee is given at least one (1) opportunity to reschedule (depending on the reason presented).
9. HR drafts the Notice of Resolution and discuss it to the Operations Manager.
10. Line Manager forwards a report to HR on decisions resulting to termination.
11. HR issues the Notice of Resolution. If employee refuses to sign, two (2) witnesses will be asked to sign and copy will be mailed to the employee via registered mail.
12. Employee signs the Notice of Resolution.
13. Decision will be immediately implemented and file will be archived in the employee's 201 file. HR will also upload soft copy to Netsuite.
14. HR off boards the employee and will process clearance for final pay.

List and Definition of Offenses

Disciplinary Action Guide

| Offense | Written Warning | 2 nd Written Warning | Final Written Warning | Dismissal |
|---------------------|-------------------------|---------------------------------|-------------------------|-------------------------|
| A – Light Offense | 1 st Offense | 2 nd Offense | 3 rd Offense | 4 th Offense |
| B – Serious Offense | | | 1 st Offense | 2 nd Offense |
| C- Grave Offense | | | | First Offense |

An employee who is on a Final Warning will lose merit appraisal, transfer and promotion. Clean Slate not applicable.

Attendance

Desired Behavior: Observing and adhering to working hours contributes greatly to realization of the goals and objectives of the company. Punctuality and strict adherence to work schedule will aid employees in accomplishing their individual duties and responsibilities. Proper monitoring of attendance and punctuality will also help ensure orderly management of employee workload, as well as maximize productivity and timeliness of employee deliverables.

| Nature of Offense | Class |
|---|-------|
| Always remember to time in/out at the beginning and end of every shift. Failure to time in/out. | A |
| Unauthorized absence/tardiness. In case of absence or tardiness, the employee should notify his/her immediate manager within the first 2 hours before the scheduled shift. In addition, the employee should ensure that such is duly acknowledged by the manager. | A |
| No Call, No Show (NCNS). Any absence from work without prior advice or notice for one (1) day. | A |
| Late Advice. Unjustified failure to inform absence. - All employees are required to notify absence by sending an email to attendance.ph@flashbay.com within-the-first 2 hours before shift for unplanned absences. | A |
| Medical certificate will be required for sick leaves of two (2) consecutive days or more, and as may be required by the manager to ensure that employees are fit to work. Failure to provide required document/s i.e. medical certificate, to support the claim will be sanctioned. | A |
| Unauthorized Absence. Any absence, half day or whole day is deemed to be un-authorized by the immediate supervisor. | A |
| Absence Without Official Leave (AWOL). At least two (2) consecutive working days of unauthorized absences or NCNS or both. | C |
| Habitual Absence. Three (3) unauthorized absences in a 30 day roll-in period is considered Habitual Absence. | C |
| Non-adherence to Training Schedule. Failure of an employee to conform to the training schedule and the non-completion of the specific training without valid reason. | A |

| Nature of Offense | Class |
|---|-------|
| <p>Absence on Critical Days. A special provision in the unscheduled absence stipulated for the days that are specified as "Black Out Days" or "Critical Work Period" which are:</p> <ul style="list-style-type: none"> - The day after the payroll pay-out date. - Any declared Philippine or local holiday, whether special or regular holiday. - Other days deemed to be special or declared critical by the operations as approved by management in the interest of keeping the business operations and meeting the commitment and client requirements. | A |
| <p>Non-adherence to scheduled WORD (Work on Rest Day) or RD OT (Rest Day Overtime). Unjustified failure to report for a scheduled WORD despite prior notice by the immediate supervisor. Such non-adherence resulted to Company loss.</p> | A |
| <p>Unauthorized Under Time. Leaving the work place or earlier than the official end of shift without the permission or approval from the immediate supervisor. Approval in writing and or email is required Two (2) hours before.</p> | B |
| <p>Non-observance of the prescribed break time or specified end of shift.</p> <ul style="list-style-type: none"> - Extended Break Time/Over Break - inexcusable extension of the prescribed break period. - Unauthorized Break Time - inexcusable usage of break time outside the prescribed break period and without the prior approval from the immediate supervisor. <p>Any break outside this schedule or any excess in the allotted time may warrant sanction.</p> | A |
| <p>Leaving of Post. Voluntary work stoppage at any time during work shift by leaving one's post with no intent of returning and without approval from the immediate supervisor or department head.</p> | C |
| <p>Tardiness. Failure to report for work at the start of the prescribed work schedule; specifically, reporting for more than one (1) minute from the start of the official working time. As a general rule, tardiness incurred cannot be offset by rendering extra hours at the end of the respective shift. Tardiness monitoring is on a monthly basis. Deduction for tardiness is computed based on the cumulative minutes/ hours within the payroll cut off.</p> | A |
| <p>Excessive Tardiness. If an employee exceeds (120) tardy minutes in (2) months or a total of (4) tardy days in 2 months regardless of number of minutes, whichever comes first is considered Excessive tardiness.</p> | A |
| <p>Failure to be at work station and ready to work at the start of shift without valid reason.</p> | A |

Respect at Work

Desired Behavior: By showing respect, employees can acknowledge the expertise of their managers and invite respect in return. Every employee is expected to follow through any responsibility assigned to him/her. Delegation of responsibilities is the best approach in honing and preparing each individual for greater challenges. Each employee should ensure that he/she accomplishes the assigned work output within the given period. Similarly, employees are expected to work harmoniously with everyone in the organization.

| Nature of Offense | Class |
|---|-------|
| Using profane, obscene, abusive, defamatory, derogatory or disrespectful language/ action towards a superior, including insults, threats, and/or physical/ verbal assaults to any manager/leader. | C |
| Maligning/mis-representing the company and its employee via social media or other information platforms. | C |
| Use of profane, vulgar or obscene language to co-employee in any work-related communication, or in any other situations while on the job, within company premises, or during official company functions. | B |
| Insubordination and grave misconduct or willful disobedience due to unjustified refusal to execute just and lawful instructions given by the immediate supervisor and/or authorized supervisor, within the scope of such supervisor's authority, especially but not exclusively that which may hamper departmental or the operations, safety routines and processes and/or cause grave company losses. | C |
| Unjustified refusal to follow work shift/schedule and work location prejudicial to the interest of the department/Company whether the company operations is affected or not. | B |
| Any form of discrimination. | B |
| Improper conduct or acts of discourtesy, rudeness or disrespect towards the employees, company officers, clients or owner representatives, agents, suppliers, visitors, guests and customers; using vile, provocative, abusive, profane or obscene language, whether addressing another person or not, in any manner (verbal or any other mode of communication) while on the job, whether the phone is in mute or not, within the Company or operations premises or during official Company functions. | C |
| Displaying threatening acts, intimidation, or coercion, against any employee or in any manner, unduly interfering with fellow employee's performance, or any Flashbay representative, or visitor within and outside Company premises, whose business with the company may be hampered, i.e., using deadly weapons. | C |
| Disorderly conduct of any kind while in the company premises or during company time, including but not limited to horse playing, running, throwing things or any act or demonstration causing confusion or distracting the attention of fellow employees whether or not the same led to safety infraction. | C |

| Nature of Offense | Class |
|---|-------|
| Libel or slander or public demonstration of a crime, vice, defect or act tending to cause dishonor or discredit an employee or a Company official. | C |
| Abuse of position or authority towards subordinate/direct reports and other employees by fraternization, unjust and unlawful actions and/or commission of other forms of harassment in the workplace; intimidation or coercion to commit unjust acts; intimidation or coercion to perform/participate in activism against the Company; initiating and promoting, consciously or unconsciously unauthorized strike and other forms of unauthorized work stoppage. Illicit or immoral activities with co-employees. | C |
| Commission of a crime or offense by the employee, whether as a principal, accomplice, or accessory against the person of his employer or any immediate member of his family or his duly authorized representative within Company premises or facilities, operations area, and in any venue of authorized company activities. | C |
| Any deliberate attempt to inflict or cause bodily harm or have in fact inflicted or caused bodily harm to another within the Company premises, operations area or in any other venue of Company authorized events or function. | C |
| Bringing into the Company premises, operations site and other company authorized event other persons not connected with the Company for the purpose of inflicting bodily harm on another person. | C |
| Taking or attempting to take the life of another employee either willfully or by negligence. | C |
| Conviction of any criminal offense under the law or any violation of the Philippine Penal Standard of Conduct, regardless of whether the conviction is at the Regional Trial Court, Court of Appeals or the Supreme Court, regardless of whether the conviction allows probation or not, specifically where continuation of work becomes untenable or eventual abandonment of work becomes likely. | C |
| Unnecessary noise or any disturbance that disrupts other employees in the performance of their jobs or when the same is deemed beyond what is permissible within office premises or operations area. | A |
| Any acts of retaliation against somebody who reported a violation of the company policy. | C |
| Bullying in any form | B |
| Starting and/or spreading gossip and malicious issue about a colleague, client, team or any other Flashbay entity and the company itself. | C |

Integrity and Honesty

DESIRED BEHAVIOR: Always meet the highest standards of honesty, integrity and ethical conduct. Act in a professional, honest and ethical manner. Promptly report concerns about possible violations of laws, regulations, this Code of Conduct and other Flashbay policies.

| Nature of Offense | Class |
|---|-------|
| Submission of fraudulent reports, information, and/or documents whenever asked and/or assigned, which may mislead the company, supervisors, managers, or executives. | C |
| Any form of misrepresentation resulting into fraud. | C |
| Providing inaccurate reports when dealing with management, internal and external auditors, other legitimate organizations and individuals outside Flashbay, and during internal investigations. Such inaccuracy causes damage to the company. | C |
| Deliberately providing inaccurate information or documents when seeking or claiming any benefits or reimbursement from Flashbay. | C |
| Failure to obtain proper authorization when there is a need to modify any service or contract term that has already been agreed upon with a client. | C |
| Using illegal and/or unlicensed software. Violation of the software license and/or its terms and conditions of use. | C |
| Maliciously and deliberately preparing a substandard, inaccurate, and/or inferior work. | C |
| To establish/maintain connection, whether for profit or not, with other business in conflict with the interest of, and/or prejudicial to the business of the Company. | C |
| Unauthorized acquisition of any goods, supplies, materials, or services from Company. | C |
| Bribery or offering anything of value; accepting, directly or indirectly, any sum of money, goods, services, unauthorized commission, offer, promise in consideration of any act, contract, or anything of value in exchange for a job, work assignment, work location, or favorable conditions of employment; the same may involve a supplier, a vendor, a client or other entity attached to the Company in which it is indirectly or directly doing business with. | C |
| Engaging in theft or any attempt to steal property, money, or goods belonging to Flashbay, its employees, or third party contractors. | C |
| Any unauthorized use, misappropriation, and/or unauthorized diversion or application of company funds and/or funds entrusted by the client. | C |
| Forging the signature of another individual for personal or for the advantage of another person. | C |
| Engaging in any form of sabotage, including but not limited to deliberate slowdown in the performance of work or engaging in any unlawful concerted actions to delay, hinder, or otherwise prejudice company interest in terms of fulfilling business operations requirements, schedules or commitments. | C |
| Conniving with other employee/s, clients, competitors, consultants, and/or third parties to violate any company policy/guidelines | C |
| Deliberate submission of any false and malicious information or omitted any pertinent information that consequently misled the Company to wrongfully evaluate the employment application that led to employment or promotion; wherein such act is discovered at any point in time of the employment and found out not to be true, accurate and correct. | C |
| Falsifying or providing misleading information to and about others. | C |
| Forging or falsifying personal or Company information, documents, records, reports and papers. | C |

| Nature of Offense | Class |
|--|-------|
| Breach of confidentiality and trust reposed upon by the employer or violation of the confidentiality agreement, which includes but not limited to giving confidential or proprietary company information such as trade secrets, plans, operations, finances and other classified documents or information to competitors or other organizations or to unauthorized employees, which may run counter to the interest of the Company | C |
| Providing any false or inaccurate statement and/or information to clients, customers or key vendors/suppliers. | C |
| Making false and/or malicious statements about the Company, its services, its clients, and/or any of its officers, leaders or employees. | C |
| Concealment or omission of personal information. Failure to inform the Company of changes in personal particulars that must be updated in the database, specifically when the same has impact to pay, benefits, legal entitlements including insurance coverage and claims, or is otherwise found to be an effort to conceal identity at any given time during employment with the Company; failure to provide such update within thirty (30) days from occurrence of the material change based on the employee's previously disclosed personal circumstances on record. | B |
| Being an instrument or accessory to any possible or given fraudulent scheme including nondisclosure of prior information. | C |
| Unauthorized use of customer's private or personal information. | C |
| Negligent or intentional dissemination, whether recorded or not, of any false narration of facts in any memorandum/report prejudicial to the interest of the Company or to its clients/customers | C |
| Giving false information/testimonies in a Company authorized investigation/proceeding or audit, and/or attempting to mislead such effort. | C |
| Logging in and out is a personal act and may not be carried out by another person. Under this context, intentional swiping of another employee's identification card or logging in the phone for attendance purposes is prohibited. Both the employee and colleague will be sanctioned. | C |
| Unjustified or improper filing of timekeeping data or information that overrides or offsets official digital record. | B |
| Use or possession of another employee's equipment, tools or instruments without the employee's consent or without the proper documentation that may be required within operations site. | B |
| Violation/breach in any manner of Payment Card Industry Data Security Standard (PCI Compliance). | C |
| Storing credit card information and the CVV (Card Verification Value) or the 3 digit number at the back of the card) in any device, paper or media. | C |
| Providing customer credit card information voluntarily over the phone, over email, chat, SMS, Facebook, account memos of customer/ customers using customer/customer tools or any means of communication. | C |
| Commission of fraud or any act of dishonesty including cheating in examination/s or evaluation/s. | C |
| Condoning offenses committed by a subordinate without proper authorization from the company. | C |
| Unjustified failure / refusal to cooperate and to testify in a Company investigation without justifiable reason. | B |

| Nature of Offense | Class |
|---|-------|
| Failure of the employee/manager to report any known violation of the CODE OF CONDUCT and/or other Flashbay policies. | C |
| Feigning illness and/or deliberately providing false reasons to avoid doing assigned work, or to avail of sick leave or emergency leave benefits on grounds that do not qualify for such leave/s. | A |
| Robbery, and swindling. Securing or obtaining supplies and/or material in a fraudulent manner, either alone or in connivance with the employee committing such offense. | C |
| Unauthorized installation of computer programs and/ or executable files or applications in the workstation, company laptop or company-issued mobile phones | C |
| Using social networking sites or sending emails / SMS text to communicate with customers for personal gain, unauthorized representation of the company in social media, especially when an employee claims either direct or indirect claim that he/she is speaking on behalf of the company | C |
| Engaging in the same business activities that are of the same nature with the operations or business of the Company. | B |
| Direct or indirect participation or interest in any other business or occupation which, could be in competition with any business the company has an interest in and/or that may impair your ability to act in the best interests of the company. | C |
| Rendering services for another employer or personal client during working time, without the knowledge and consent of the Company. | C |
| Offer, give or do anything that would compromise, or appear to compromise, the recipient's ability to make fair and balanced business decisions, especially but not limited to government officials. | C |
| Conniving or inducing employees, superiors, customers, competitors or third person to defraud or otherwise prejudice the company or to commit an offense under established rules and regulations of the Company. | C |
| Conspiracy to commit any violation of the company policy and the Code of Conduct. | C |
| Manipulation of (sales) performance metrics or Key Performance Indicator(KPI) | C |
| Not adhering to standard operating procedure, deliberate or not. | C |

Work Standards

DESIRED BEHAVIOR: Adhering to Company's protocol will ensure smooth run the company business, efficient and productive employees.

| Nature of Offense | Class |
|--|-------|
| Sleeping while on duty, especially in office areas or operations area where the same is not proper and/or authorized. | A |
| Failure to wear the prescribed office attire or to dress appropriately for the occasion, and in accordance with the job requirements; attire should not be vulgar or indecent and should be based on accepted norms and ethical standards and aligned with the Dress Standard of Conduct as required by the company policy or by Management/Client for specific events/activities. | A |
| Serious misconduct that could result in serious consequences causing significant negative impact on Flashbay employees, clients, operations, reputation, brand image, etc., substantial financial impact or damages, and/or high legal risk. | C |
| Simple misconduct that has minimal negative impact on Flashbay employees, clients, operations, reputation, brand image, etc., minimal or no financial impact, or no legal exposure. | A |
| Gross neglect by the employee of his duty negatively impacting on Flashbay employees, clients, operations, reputation, brand image, etc., adverse financial impact or damages, and/or exposes Flashbay to legal risk. | C |
| Soliciting during work hours and/or in working areas through personal, electronic, or any other means; collecting funds of any kind for charities organizations or events without written authorization, during business hours, or at a time or place that interferes with the work of another employee on company premises, operations sites or during company/client events. | A |
| Breach by the employee of the trust reposed to him/her by Flashbay or by any authorized representatives of the Company | C |
| Unauthorized selling and/or buying of any type of goods, services or commodities, lending money with interest, peddling or conducting personal business, which utilizes company time and/or property | A |
| Unauthorized use of bulletin board, unwarranted posting, removing, altering, mutilating or deforming any notices, signs or writings, memoranda on bulletin boards or company property without proper written authorization of Management representatives or operations site managers. | A |
| Participation in destructive activism against the company, unauthorized strike and other forms of unauthorized collective work stoppage, work slowdown and the like, or provoking a similar type of action, whether seriously or humorously uttered/suggested. | C |
| Defamation by instigating false, vicious or malicious statements against Flashbay, its services, its clients, officers, or any employee through any mode of communication. | C |
| Bringing in mobile phones and any other electronic/ recording device in any prohibited area. | A |
| Unauthorized use of mobile phones and/or any electronic/ recording device in the operations floor or in any other prohibited area. | B |
| Selling of merchandize or anything of value inside the company premises | A |

| Nature of Offense | Class |
|--|-------|
| Illicit practices, including but not limited to the following: | |
| - Unnecessary/unethical/rude/sarcastic remarks or tone while talking or while engaging in a conversation with a customer. | C |
| - Unnecessary conversation with a colleague while on an active call. | A |
| - Performing non-productive work while on duty, i.e., surfing the internet. | A |
| - Failure to log-in to any required system upon reporting for work without valid justification. | A |
| - Unauthorized log-out or the act of logging out of PC/terminal/ system without any valid reason, and outside of specified break schedule. | C |
| - Call-dropping or the willful or deliberate releasing/clearing of a call line, or cutting of internet connection (same situation in chat/non-voice). | C |
| - Call avoidance. Clearing of lines; transferring of calls to avoid receiving or handling calls; putting a call on hold; deliberately delaying; excessive holding without justifiable reason | C |
| - Unnecessary and deliberate delay in answering of incoming calls | C |
| - Other similar acts that affect the business of the company and/or the clients. | C |
| Failure to observe Standard Operating Procedure as determined by the respective operations managers, department managers or other authorized company representatives. The sanction shall depend on the nature of the violation and the damage caused to the Company. | A-C |
| Unauthorized transaction/business with customers, customers or suppliers and/or clients/client representatives. | C |
| Violation of other company policies, protocols, and/or guidelines, including but not limited to any form of bypass. | B |
| Failure to meet the required performance standards such as Performance Improvement Plan (PIP). | C |
| Failure to comply with the company off-boarding process. | A |
| Failure to conform to the prescribed period where liquidation of cash advances may be undertaken, especially but not limited to travel or external meeting expenses. | A |
| Unjustified refusal to participate in a scheduled Company program or activity, and/or unexplained absence from such. | A |
| Deliberately delaying or failing to answer emails including other communication platforms as validated by another employee, client representative or vendor. | A |
| Failure to act without acceptable reason, either to approve or disapprove work schedule requests and applications (Leaves, Overtime, et al.) whether or not such may impact an employee's pay or financial entitlement. | A |
| Substituting another employee to take over one's shift without the knowledge or approval of supervisor. | B |
| Wasting company time for personal or third party's interest by attending to functions/transactions during office hours other than the official work assignment. | A |
| Malingering or wasting company time due to unjustified refusal to perform one's work assignment during work hours or during extended work hours for which prior notice was provided. | A |
| Excessive use of personal and/or company issued communication platforms, i.e., telephone / emails for personal purpose which affect one's productivity and over-all performance. | A |

| Nature of Offense | Class |
|--|-------|
| Playing of music, playing of computer games, and other non- productive or non-work-related activities while on duty / within office premises, call center operations areas or in company/client events or activities unless the same is explicitly permitted by an authorized approver. | A |
| Bringing children, relatives, and other third parties to the work place without prior approval from the Department Head or Operations Manager/Manager-on-Duty. Bringing of visitors are not allowed in Operations floors, even with consent from Operations Managers, whether or not proper security orientation was provided. | A |
| Unjustified failure to report for work at the appointed time after the expiration of a disciplinary suspension or receipt of a return to work order. | C |
| Unauthorized changing of work shift, day off or holiday work. | B |
| Engaging in the same business activities that are of the same nature with the operations or business of the Company. | B |
| Direct or indirect participation or interest in any other business or occupation which, could be in competition with any business the company has an interest in and/or that may impair your ability to act in the best interests of the company. | C |
| Manipulation of (sales) performance metrics or Key Performance Indicator(KPI) | C |
| Not adhering to standard operating procedure, deliberate or not. | C |

Confidentiality

DESIRED BEHAVIOR: Employees must maintain all technical, business operations and employee information confidential. Confidentiality is integral in the maintenance of the competitive advantage of Flashbay.

| Nature of Offense | Class |
|---|-------|
| Unauthorized sharing and/or saving of Flashbay/client information including passwords, access, trade secrets, operational plans, financial statements, personnel information and the likes, to persons who have no business of knowing the information including, but not limited to, sharing or providing customer credit card information voluntarily over the phone, over email, chat, SMS, social media, account memos of customer/customers using customer/customer tools or any other means of communication. | C |
| Unauthorized access to information by an employee who has no business of knowing a specific information. (Need-to-know basis only) | C |
| Failure to observe standard procedures that guarantee protection of confidential Flashbay/client information. | C |
| Accessing or attempting to access another user's email account without permission from the employee or the employee's people manager, unless under the instruction of HR in aid of an ongoing employee case investigation. | C |
| Giving consent to another employee to use his own Intranet or Company portal access/account for any transactional purpose. | C |
| Unauthorized access or interference in the company's computer system/server or information and communication systems. | C |
| Negligent handling of customer credit card information including, but not limited to, reading back the credit card numbers and the CVV Standard of Conduct in an open area without taking necessary precaution and storing cardholder data in any systems in clear text. | C |
| Breach of Information Security Agreement. | C |
| Breach of Laptop and Mobile Devices Use Guideline. | C |
| Incorrect data entry and wrong attachment on time-sensitive email especially when the same involves an ongoing transaction with a client. | B |
| Insider trading, which can be committed by an employee with material, non-public information about any company to buy or sell securities, such as stocks and options, of that company, or to provide information to someone else so that they may act upon it. | C |

Moral and Ethics

DESIRED BEHAVIOR: What the employees do within Flashbay’s premises, and even outside premises, reflects the image and reputation of the company. Each employee can participate in the drive of Flashbay towards upholding good morals and professional ethics by observing the regulations below.

| Nature of Offense | Class |
|--|-------|
| Visiting, viewing and/or downloading indecent, porno-graphic or violent file or any digital material (photo or video) using company property. | C |
| Showing, exhibiting, sharing, uploading, and downloading pornographic materials, contents whether in physical or digital form including the position of such materials in call center operations site whether or not the same is owned by the employee or not, for as long as the same is found to be in his possession. | C |
| Making signs or gestures that are obscene, sexually suggestive or lewd. | B |
| Any act that constitute indecent or scandalous manners that blatantly disregard moral and/or professional conduct. | C |
| Unauthorized use of Company premises for illegal or immoral activities including physical demonstration of affection or sexually suggestive action towards any other entity within the same premise/s. | C |
| Committing sexual harassment (as defined by law) and engaging in any sexual activity inside the Company premises and other authorized Company events. | C |
| Abuse of authority or position in any form | C |
| Being a conduit, and/or directing or inducing another employee, to commit sexual activities regardless of intention. | C |
| Gambling, betting, or participating in any form of game of chance within Company premises or facilities and other Company authorized/ sponsored events, including such bets on sports events or games | C |
| Carrying of firearms, bombs and other explosives, inflammable or harmful materials or weapons that poses a threat to the safety and well-being of the Company and its employees, contractors, clients, and visitors within Company premises or facilities and other Company authorized events. | C |
| Non-disclosure of romantic, consanguinity or affinity relationship to any subordinate or colleague. Relationship by affinity and consanguinity in third civil degree must be disclosed | B-C |
| Tolerating, consenting, permitting and/or approving any wrongdoing, improper behavior, unethical practices or any act in violation of Company policies. | C |
| Taking undue advantage by the superior of his authority and/or position to compel a subordinate to perform any work or activity outside of the Company for his personal benefit and gain. | C |
| Coercing or compelling a subordinate to do illicit, unlawful and immoral acts. | C |
| Loss of Trust and Confidence or the willful breach by the employee of the trust reposed in him by the employer. | C |

Health, Safety, and Security

DESIRED BEHAVIOR: A Flashbay employee heeds health, sanitation, and security rules and regulations. Heeding will help ensure the safety of the employees, as well as the clients and visitors.

| Nature of Offense | Class |
|---|-------|
| Willful disregard of Company directives relating to safety, cleanliness, orderliness, creating or contributing to unsanitary conditions; improper use of sanitary facilities, security of office supplies, equipment and other company property. | B |
| Reporting for work under the influence (drugs and/or liquors) of, bringing, possessing, selling or taking any prohibited or regulated substances within company premises or official function. | C |
| Eating food or drinking from uncovered beverage vessels in undesignated areas, office workstations or operations areas. | A |
| Smoking in no smoking zones, and/or prohibited areas (including e- cigarettes). | A |
| Failure to report any communicable disease afflicting oneself or any employee, especially when the same is classified as highly contagious and/or life-threatening. | B |
| Failure to report immediately, a personal injury or any accident within company premises, call center operations site or official company / client activities except when reporting faculties are temporarily immobilized or impaired or when emergency priorities had to take precedence | A |
| Failure to undergo and/or complete physical examination and other medical tests mandated by the company. | B |
| Refusal to undergo random drug test when required by the company. | B |
| Tampering or unauthorized removal from its designated location of company and/or building's equipment and devices, such as fire alarms, smoke detectors or any security or safety equipment or safety notices, warnings or directions. | C |
| Wasting time or loitering, which includes, but not limited to, staying in an area where an employee has no legitimate business to be at. | A |
| Unreasonably overstaying inside the Company premises, outside of one's work shift/ schedule except for safety, security and health considerations, or when departure from the workplace was explicitly discouraged by HR or management in view of natural calamities, civil disobedience or contingent military action. | A |
| Tailgating and/or allowing others to tailgate to enter company premises. | A |
| Not wearing Company ID inside the Company premises or operations sites. | A |
| Providing company ID, proximity badge or identification materials, or passwords to any persons not entitled to such, or assisting a non-employee to gain access into Flashbay premises and restricted areas without proper authorization. | C |
| Refusal to submit one's self and/or belongings for inspection when necessary and interfering with security personnel that may hamper security procedures in office premises or call center operations sites | A |

| Nature of Offense | Class |
|---|-------|
| Failure to report defective equipment which may actually damage or might have resulted in further damage or injury to the Company / Client and its members especially when the same is used for technical, architectural or engineering validation, calibration, measurement, assessment. | A |
| Unauthorized and/or forcible entry into the office or Company premises, call center operations area or restricted company events/activities | C |
| Acts of subversion including the distribution of subversive materials within Company premises; engaging in espionage, and other acts inimical to the security and interest of the Company. | C |
| Refusal to participate, without any valid reasons, in earthquake, fire, and other threat evacuation drills. | A |
| Failure to immediately notify Security for loss of access card. | A |
| Unauthorized installation of computer programs and/ or executable files or applications in the workstation, company laptop or company-issued mobile phones. | C |
| Unauthorized reproduction, replication, deletion, circulation, distribution, of any software and/or Company files, reports, records, and documents. | C |
| Carrying of firearms, bombs and other explosives, inflammable or harmful materials or weapons that poses a threat to the safety and well-being of the Company and its employees, contractors, clients, and visitors within Company premises or facilities and other Company authorized events | C |

Flashbay Property & Products

DESIRED BEHAVIOR: Employees are responsible to care diligently and properly use company, customer, supplier assets, equipment, facilities, systems or properties. Usage is solely for authorized business transactions. Flashbay employees are expected to protect Company properties at all times.

| Nature of Offense | Class |
|--|-------|
| Unauthorized use of the internet, Company's email and assets, equipment, facilities, or properties other than for authorized business transactions and beyond employee roles/functions for personal or third party's interest/benefit. | A |
| Failure to report within 24 hours of any occurrence of theft inside and/or outside company premises, or any incident that may result to any form of loss to Flashbay or to his/her colleague. | A |
| Negligence in the care and maintenance of Company records and property. Improper use or handling of company property or facilities, equipment or materials that hamper departmental operations or resulting to damages/losses to Flashbay. | B |
| Refusal to return, without valid reason, any Flashbay property assigned to the custody of the employee when requested by his/her immediate manager or by any authorized company official. | C |
| Failure to return company property assigned to employee's custody when requested by supervisor or authorized company representatives within a reasonable period. | A |
| Willful, deliberate and/or malicious destruction, defacement, tampering, sabotage of company equipment or property belonging to the company, building owner/lessor, supplier, contractor or to any employee; or any acts of vandalism or graffiti within Company premises either individually or collectively. | C |
| Unauthorized use of Company property or facilities, equipment or materials resulting to damages to the company. | C |
| Failure to exercise adequate asset control measures within one's area of responsibility, including asset/s entrusted or consigned by clients, and/or their representatives. | A |
| Disrupting or interfering with the Company's email system including distribution of chain letters, email bombs, unapproved mass emails or any activity that create or spread viruses or spam. | B-C |
| Non-compliance to the e-mail policy on size allocation and permissible content. | A |
| Accessing social media websites during work hours unless the same is in direct relation to official work or task being performed, thus covered by written consent or approval from authorized approver/s. | A |
| Deliberate alteration or mutilation of Company ID, proximity card, lanyard, banner, or emblem. | A |
| Wasting electricity and water supply. | A |
| Failure to turn off computers after shift (unless instructed or there is a need for computers to be on by the next shift), unauthorized rearranging of furniture, files, and supplies. | A |
| Failure to comply with the requirements of the Workplace Security Guidelines, i.e., failure to lock commissioned laptops; failure to lock cabinet/lockers; and leaving documents unattended. | A |
| Unauthorized reproduction, replication, deletion, circulation, distribution, of any software and/or Company files, reports, records, and documents. | C |

Non-exclusivity

This Code of Conduct is not intended to be restrictive or all-encompassing. Other necessary policies, procedures, supplemental rules, and regulations relative to the employee conduct may be promulgated by the company from time to time, and will form an integral part of the company's policies. Similarly, the specific offense/s against established policies, systems, and procedures may be amended/revised or supplemented from time to time, as the need arises.

This Code is not all inclusive. Offenses not included in the Code shall be decided on a case-to-case basis. There may likewise be other act or omissions not explicitly contained herein, but which are clearly prejudicial to the welfare and interest of the company.

In such a case, the company reserves the right to consider them punishable and to impose apt sanctions/penalties as warranted by circumstances of each case.