



# Employee Handbook Philippines

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## About Satellite Teams

We're on a mission to enable businesses of all sizes to tap global talent effectively and easily.

Satellite Teams provides full-time remote teams to leading companies in the U.S. across a wide range of industries, including advertising and entertainment, consumer brands, business services, health and beauty, financial services, real estate, and property development.

We take pride in providing the best talent and offering exceptional employee experiences.

## Location & Presence



Philippines



Mexico



Poland



United Kingdom



Hong Kong



USA

## Our Vision

Creating a borderless world of work by connecting the world's best companies with the world's best talent.

## Our Mission

To help companies grow by providing them global access to excellent talent through our innovative technology solutions, and in turn, offer limitless career opportunities to the world's workforce.

## Our Values

Passion for excellence

Result driven to add value

Integrity that produces trust

Distinctiveness that promotes the spirit of collaboration

Empowerment that propels ownership

## What We Do

Satellite Teams is a co-employment partner from start to finish. Our entire business model is built around making sure our clients are successful in every way possible!

Co-Employment via Satellite Teams allows our clients to get the talent and cost savings associated with a remote workforce without all the regulatory and compliance nightmares. It's the best of both worlds.

## Recruitment Policy

Satellite Teams believes in Selecting & Recruiting the best employees by identifying candidates with:

- The right aptitude for the jobs specified
- The attitude suitable for our clients' operations
- Relevant academic proficiency and personal credentials
- Relevant experience and skills
- High potential for growth

We also strongly believe in:

- Non-discrimination and non-exploitation
- Non-hiring of employees of business associates
- Being an Equal Opportunity Employer

### Process of Recruitment: Sources of Candidates

The appropriate channels of recruitment are identified based on the nature of the job and the required hiring number. The company shall resort to one or more of the following channels:

- Specialized Consultants
- External Job Postings
- E-recruitment
- Referrals
- Internal References
- Social Media Advertisements
- Business Schools and Colleges

## Selection

Candidates identified as being suitable shall be short-listed and called for an interview. The interview process for all employees will be as follows:

After the initial screening, all candidates go through a selection process. The candidate is screened using a combination of automated and manual testing processes. Applicants need to obtain a minimum score in each of the tests to advance to the subsequent interview stages. The process for screening & selection are listed below:

- Resume Screening
- Profiling - Competency-based interview
- Communications Skills test
- Aptitude / Domain testing
- Personal Interviews (HR & Client Interviews)

In all cases of employment, it shall be standing protocol that where an applicant has been referred, the referee shall not be a part of the interview panel. The outcome of the interview shall be communicated to the applicant either verbally or in writing. In referred cases, the referee will be kept informed.

## Reference Check

Reference Checks are conducted for all candidates. These Reference Checks are carried out by HR or through an independent agency, deputized by HR from time to time, which carries out reference checks pertaining to verification from previous employer, educational background, and proof of residence or any other reference checks as specified by the clients, which may vary from client to client.

In case of reference checks which may have been completed after the joining of an employee, Satellite Teams reserves the right to withdraw any offer made if there is any negative feedback received from the references. Reference checks have to be completed within six (6) months from the employee's start date.

## Salary Fitment

Satellite Teams, in its quest for attracting and retaining the best talent, believes that compensation should be competitive. We peg our compensation packages in line with the trends in the industry and may seek the services of globally recognized research firms to understand and develop our compensation policy vis-à-vis the market benchmarks.

**Salary fitment at Satellite Teams is based on the following criteria:**

- Experience
- Competencies of the candidate
- Last drawn salary
- Criticality of the position & industry fitment for the position
- Internal Parity

### **Appointments**

Appointments to all positions shall be made by the HR Department or the COO/CEO.

All selected candidates are given a Letter of Intent (LOI) or an Employment Contract that states the conditions of employment. A Confidentiality and Non-Disclosure Agreement, together with the Employment Agreement, is signed by the candidates prior to joining.

### **Probation**

The Probationary period for all employees at Satellite Teams is in accordance with the local labor laws or as specified in the Letter of Intent (LOI) or Employment Contract. Before the commencement of the probationary period, the employee shall be apprised of the standards which shall be used in assessing his performance during the period of probation. During the period of probation, the employment shall continue until and unless terminated by Satellite Teams under any of the causes authorized herein or by law; or terminated by the employee by giving not less than one (1) month's notice in writing. In the case of Management Initiated Separation, the notice period will be as per the decision of the committee (HR & Client) subject to the notice requirement mandated by law.

The performance of staff during probation will be constantly monitored to ensure they are reaching the desired levels of performance.

At the end of the probationary period, a Confirmation Review may be conducted, and the staff needs to achieve a minimum reasonable rating. Such review will have to be signed by the employee, his line manager (the reviewer), and the HR Manager/HR Representative.

A confirmation letter will be made and handed over to the staff by the HR Department.

The Disciplinary Action Policy can be used even if the staff is on probation.

## Rehiring of Ex-Employees

If any former employee approaches the company seeking re-employment, he/she will be called in for an interview based on his/her past records in the organization. He/she should have completed a minimum tenure of 12 months with Satellite Teams before leaving. The former employee should go through the entire recruitment process like other candidates and, if found suitable, will be offered employment after taking all necessary approvals from management, as needed.

If any employee has not been showing up to work for more than 15 days and consequently requests to rejoin, they will be hired as a new employee.

No employee will be taken at any grade higher than what he/she was at the time of leaving the organization unless a period of 1 year has lapsed.

All exceptions to the policy will require management approvals.

## Probationary Period & Appraisal for New Hires

Probationary Period will be according to the local labor law or what is stated on the employee's employment contract, whichever is shorter.

The purpose of the probation period is to:

- To ensure clarity of goals for the new hire
- To closely evaluate performance and suitability of a new hire in the assigned role
- To identify development opportunities for the new hire

The above objectives are met through Goal Setting, Performance Monitoring, and Feedback & Performance Review at the end of the probationary period.

### Goal Setting for New Hires

KPIs and Competency setting, as mentioned in the Performance Management Policy, will be applicable.

Goal setting for new hires must be completed within a month of their date of joining.

### Performance Monitoring and Feedback

An evaluation of the employee's performance will be done a month before the regularization date using the Performance Management Review Form or Quick Feedback Loop Form. More frequent



feedback will be given if needed and will be the basis of any performance improvement plan or corrective action.

### Regularization Appraisal Process

- The score and rating derived through the appraisal will be termed as the Regularization rating and score.
- In addition, the development areas and training needs of the new hire will also be identified by the Appraiser. The same will be discussed with the new hire.

### Confirmation

Employees with a Meeting Expectation rating or above will be confirmed.

### Rating requirement

A rating of 3.00 or Meets Expectations is required for your employee to attain regular status after their period of probationary employment. In the event he/she is rated below 3.00, probationary employment will be discontinued, observing due process procedures.

## Performance Management Policy for Satellite Teams Internal Employees

Performance Management is a continuous process that involves a highly collaborative approach and partnership between the employee, his line manager, and the Satellite Teams toward achieving organizational goals and individual aspirations. Some essential aspects of Performance Management include establishment of goals, regular performance monitoring, timely performance feedback & coaching, reward & recognition, and career development.

The Performance Management System at Satellite Teams is designed with the intent of achieving organizational goals through timely goal setting, ongoing performance monitoring, performance evaluation, and feedback, thereby enabling superior employee performance.

“Performance” of an employee at Satellite Teams is defined on two aspects – achievement of goals in line with business/functional objectives and proficiency of behavioral competencies displayed in line with requirements of the role.

Elicited below is the Performance Management Policy.

### Key Elements of the Performance Management System

- Performance Review Period/Cycle
- Members Involved
- Goal Setting & Key Performance Indicators (KPIs)
- Performance Evaluation & Appraisals

#### 1. Performance Review Period/Cycle

The performance review period/cycle is from January – December. Within this period, the line manager may or may not conduct a bi-annual cycle of evaluation. The two periods of evaluation that are of 6 months duration each hence are:

- H1: January to June
- H2: July to December

#### 2. Members Involved

The key members/bodies involved in participating, facilitating, and managing the Performance Management System at Satellite Teams are:

Member	Description
Appraisee	Employee <ul style="list-style-type: none"> <li>• Responsible for understanding goals and performing to meet/exceed expectations</li> </ul>
Appraiser	Immediate Supervisor of the Appraisee <ul style="list-style-type: none"> <li>• Responsible for Goal setting, Performance Monitoring &amp; Feedback, and Performance Appraisals</li> </ul>
Reviewer	Immediate Supervisor of the Appraiser <ul style="list-style-type: none"> <li>• Responsible for ensuring that Goal Setting and Performance Appraisals for members in the team/cluster are conducted as per process &amp; timelines</li> <li>• Ensure that any disagreements/conflicts in the cluster pertaining to Appraisals are resolved</li> <li>• May also be HR</li> </ul>
HR	HR Representative <ul style="list-style-type: none"> <li>• Responsible for creating awareness of the Performance Management System, resolving employee queries, enabling goal setting &amp; appraisals</li> <li>• Collating performance ratings</li> </ul>

### 3. Goal Setting and Key Performance Indicators (KPIs)

The goal setting process for each individual at Satellite Teams involves:

- Setting of Key Performance Indicators (KPIs)
- Setting of Behavioral expectations with regard to competencies in line with the Competency Framework Assigning weightage for each KPI and Competency / Behavior
- Specifying measurement criteria for each KPI and Competency / Behavior
- Communicating and clarifying expectations with the appraisee

The following guidelines must be followed for KPI & Competency / Behavior setting:

	KPI	Competency / Behavior
Description	<ul style="list-style-type: none"> <li>• KPIs are performance goals that have a direct linkage to the business/function objectives &amp; targets. Hence, they must be defined in line with the performance goals and targets of the business unit/function.</li> <li>• It is recommended that not more than 5 - 6 KPIs be set for an individual.</li> </ul>	<ul style="list-style-type: none"> <li>• Competencies that are relevant and important for superior performance in the role must be set for the Appraisee.</li> <li>• It is recommended that not more than 5 competencies are set for an individual.</li> </ul>
Weightage	<ul style="list-style-type: none"> <li>• Each KPI must be assigned a specific weightage. The weightage must be decided in line with the criticality of the KPI and the time period estimated for action on the same.</li> </ul>	<ul style="list-style-type: none"> <li>• Each competency must be assigned a specific weightage. The weightage must be decided in line with the criticality of the competency of the role.</li> </ul>
Measurement criteria	<ul style="list-style-type: none"> <li>• Measurement criteria define the quantitative and qualitative expectations/targets for performance.</li> <li>• This must be defined for every KPI on a 1-5 or 1-3 scale with targets.</li> </ul>	<ul style="list-style-type: none"> <li>• Measurement criteria on Competencies must be based on behavioral indicators pertaining to the Competency.</li> <li>• The behavioral indicators must be specified for each Competency.</li> </ul>

- The overall weightage (sum of the weightage of each KPI and each Competency) must be equal to 100%.
- The KPIs, Competencies, Measurement Criteria and Weightages must be documented in the KPI Setting / Appraisal form for the Appraisee. They must be communicated and

clarified to the Appraisee. The filled and signed forms must be handed over to HR for filing in the online 201 File.

- The Appraisee may retain a copy of the form for reference.

#### 4. Performance Evaluation and Appraisals

Performance review/monitoring is the responsibility of each Appraiser or Line Manager. The Appraiser makes sure that the performance of team members is tracked and inputs towards performance enhancement in terms of feedback/coaching. This should also be provided in a timely manner.

At Satellite Teams, employees go through a formal performance evaluation/appraisal and discussion at the end of the calendar year or at H1 and H2 of the calendar year.

##### Eligibility to be included in the H1 / H2 appraisal:

Employees who have completed minimum of 3 months post their regularization will be eligible for H1 / H2.

Period	Eligibility
H1 (Jan to Jun)	Members who have been regularized on or before 31 <sup>st</sup> March
H2(Jul to Dec)	Members who have been regularized on or before 30 <sup>th</sup> September

##### Performance Appraisal Process:

The performance appraisal process at Satellite Teams involves the following steps:

Activity	Description	Responsibility
Distribution of Forms	The appraisal forms in which the Annual or the H1 / H2 goal setting are documented are made available to respective Appraisees.	Appraiser/HR
Self-Appraisal	This involves the appraisee documenting instances of performance achievement, wins, challenges, and roadblocks on each KPI and competency.	Appraisee
Performance Evaluation & Scoring	Post the self-appraisal, the Appraiser evaluates the Appraisee's performance on each KPI and Competency and arrives at an indicative score on a 1–5 or 1-3 scale. This score is based on performance achievement vis-à-vis the measurement criteria that were set for each KPI and Competency.	Appraiser & Reviewer

	The indicative scores assigned are discussed with the Reviewer of the Appraisee. It is the responsibility of the Appraiser to ensure that performance scores are reviewed, discussed, and finalized by the Reviewer. The Reviewer must ensure that the scores awarded are in line with the measurement criteria, done with supporting data evidence, and not skewed to the lower or higher end.	
Performance Score Calculation	The score on each KPI and Competency is multiplied by the weightage assigned to the KPI and Competency to arrive at the score on each of them. The sum of scores on all KPIs and Competencies results in the overall performance score of the APPRAISEE. The overall performance score is considered the Annual or H1/H2 score for the APPRAISEE.	Appraiser & Reviewer
Performance Rating	Performance Rating is arrived at by mapping the overall performance score (H1 / H2) to the grid mentioned below.	Appraiser & Reviewer
Sign-off and Communication of Performance Rating	Post finalization of scores and performance rating between the APPRAISER and REVIEWER, the APPRAISER will communicate the final scores and rating to the APPRAISEE. The filled form to be signed off by the APPRAISEE, APPRAISER and REVIEWER will be considered complete. The signed forms are to be handed over to HR.	Appraisee, Appraiser & Reviewer

#### Sample Performance Rating Grid 1-5 scale

Overall Performance Score	Performance Rating
5	Exceptional
4	Above Average
3	Meeting Expectations
2	Below Expectations
1	Poor

#### Annual Performance Score and Rating

The annual performance score for an APPRAISEE is derived by calculating the average of the H1 and H2 overall performance scores. The average score is mapped to the performance rating grid to arrive at the Annual Performance Rating for the APPRAISEE. If only an annual performance appraisal is conducted, the final score will be the year-end score of the APPRAISEE.

The Annual Performance Rating is the input for any Performance Pay or Salary Review, if any, and upon the discretion of Management.

Please refer to Annexure: # 1, Performance Feedback Loop Questionnaire, and # 2, Performance Management Review Form.

## Employee Development Plan Policy (EDP)

The Employee Development Plan aims to fulfill the following goals:

- To deal with work performance problems in a fair and systematic way and help and encourage improvement so that standards are met in a specified time frame
- To initiate support, an employee might need to correct performance – including identification of training and other resources available
- To ensure cooperation and support, as well as ongoing communication between the line manager and the employee

### Scope

The EDP process will be applicable and drawn up in the following instances:

- A rating of Below Expectations or Poor in any appraisal or feedback process
- Anytime during the appraisal cycle if the employee is not performing at the desired level

This process is not intended to replace the Disciplinary Action Policy. Both policies will supplement each other.

### Modalities

- The duration of an EDP is dependent on the complexity of the goal to be achieved.
- The purpose of the EDP is to work on the employee's areas of improvement and to provide opportunities for the employee to enhance his or her level of performance.

The following must be adhered to as part of EDP for an employee:

- The EDP form must be filled, and expectations must be discussed with the employee.
- The supervisor and HR should review the following items with the employee during the EDP meeting:
  1. State the current performance issue(s), and clarify what needs to be improved. Be specific and cite examples.
  2. Clarify employee goals and actions required to improve performance, including target dates.

3. Identify skills, knowledge, or attributes needing development and agree on a learning and development plan with targeted dates.
  4. Specify the support and resources that will be provided to assist the employee. (i.e. clarifying role expectations, training, coaching, etc.).
  5. Clarify expected results – Identify the measures (quantity, quality, time) that will be used to evaluate progress.
  6. Communicate review mechanism.
- Following the meeting, the employee will be provided with the Employee Development plan to confirm and clarify/sign off what had been discussed.

A formal review of the employee on the progress made must be conducted by the line manager at the end of every month of the EDP. The results must be communicated to HR, as they must be a part of this review.

The review comments and progress updates must be documented in the EDP form at the end of every review period.

In case the employee does not show performance enhancement to the desired level at the end of the EDP period, the same can be extended for a maximum of another 2 months. The steps as mentioned will be followed for the extended 2 months.

If the employee is unable to show any improvement during the EDP, termination could be the course of action while adhering to due process. HR and the line manager must review the termination recommendation prior to a final dismissal. In such dismissal, the employee will not be entitled to notice pay, and any exception to this will require management approval.

**Note:**

Consultation with HR is required before implementing/putting an employee on the EDP. No employee will be terminated before completion of the EDP term, unless determined as required according to the Disciplinary Action Policy.

Employees will not be eligible for career movements or performance bonuses while under an active period of the EDP.

All terminations will be routed through HR. All EDPs will be signed off by the Employee, HR, and the line manager.

## Schedule Adherence Policy

Work schedules at Satellite Teams will be based on the requirement of the client and may vary from time to time based on business needs and client requirements. Employees are required to adhere to these timings.

The work schedule will be provided upon commencement of work and may be changed as required. Work hours will be composed of an eight (8) hour day plus one (1) hour unpaid and Thirty (30) minutes paid break time for five (5) days of work per week. All employees are entitled to two (2) days off per week which may not necessarily be consecutive and not necessarily be on a Saturday or a Sunday.

Each employee is expected to arrive at work on time, as scheduled, each work day. This also includes returning from breaks.

Upon the date of joining, any documented occurrence of tardiness, absenteeism, or failure to notify a line manager and HR of absence may result in disciplinary action up to and including termination.

### Flexible Working Hours

Depending upon the job requirement, there may arise a need for flexibility in timings. The concerned line manager and the employee will work out mutually agreeable timings/ schedules in this case.

### Punctuality

Satellite Teams places great emphasis on punctuality in attendance as well as keeping appointments with clients, third-party consultants, and colleagues.

All employees must ensure that they adhere/comply with the timings as required by the client/business. In the event that an employee is forced to be absent/late due to illness, accident, or any other personal reasons or circumstances, the employee must immediately notify their respective line manager or a designated contact person no later than four (4) hours for Unplanned absence and two (2) hours for Tardiness prior to their regular scheduled starting time.

### Attendance

Attendance for employees will be marked every day through the agreed recording platform (i.e. Sprout/Sesame). For Officer Levels and Support functions, attendance will be monitored by their line manager.



All employees should note that if the attendance tracker is left blank without signing or marking, the same shall be treated as an absence.

## Reporting

In the event that an employee is forced to have an unplanned absence, he/she must immediately notify his/her respective line manager or a designated contact person no later than the stipulated time as specified below:

An employee **MUST** immediately notify his/her line manager or a designated contact person at least four (4) Hours (for any type of absence) and two (2) Hours (for any kind of tardiness) prior to the scheduled work timing. Thus, immediate acknowledgment must also be provided to the employee.

The employee is required to also notify the line manager of his/her expected date of return to work and provide updates as required.

Upon return to work, and prior to the start of the schedule, an employee must fill out the attendance tracker/platform (i.e. Sprout/Sesame) to record his/her absence or tardiness. An employee returning from an absence due to sickness or injury must attach his/her medical certificate, which indicates a clearance/fit to work recommendation by the attending physician.

Sick leaves of three (3) or more consecutive days need to be supported by a Medical Certificate from a registered Medical Practitioner. Satellite Teams, however, reserves the right to get the employee examined and the certificate countersigned by any other doctor authorized by the company.

## Attendance of New Hires on Training

On each day of training, a newly hired employee is required to complete and pass the minimum requirements of the client. An employee is not permitted any leave except for emergencies. However, one (1) or more days of absenteeism during this period may lead to the employee being redeployed (based on availability) or may lead to disciplinary action up to and including termination.

Rehiring and/or redeployment of an employee to another client are subject to the recommendation of the line manager and approval from HR. An employee can only be rehired/redeployed once.

## Overtime Policy

Employees may be required to work for additional hours beyond eight (8) hours of their scheduled duty on any given day based on business exigencies, seasonal requirements, additional workload, etc.

In such situations, the employees will be eligible for a compensation termed “Overtime Pay” for the duration of extra hours put in as per the terms below:

The Policy on overtime will be applicable to Employees in Operations teams on Staff to Supervisor Level or an employee with Non-Exempt status.

All income tax implications arising out of this payment will be borne by the employee. The additional hours of work must be recorded and approved by the line manager and reported to HR.

The Overtime rate will be as per the minimum statutory requirement as applicable.

## Leave Policy

Planned leaves require prior approval from the employee’s line manager. It is the line manager’s responsibility to keep track of the attendance and leaves of the employees working with them. The employee should notify HR, through the time and leave tracking platform, of the leaves, and HR will maintain an annual summary record.

During the first year of service, employees will be eligible for proportionate leave to be calculated from the date of joining.

### **Nature of Leave:**

1. Paid Time Off - an active employee is entitled to paid time-off, or service incentive leaves as per the number of leaves stated in the employment agreement. The following types of leaves will be deducted from your Paid Time Off credits:
  - a) Bereavement Leave – Three (3) days of leave applicable to immediate family members, which includes the employee’s children, parents, grandparents, brother, sister, spouse, and parents-in-law.
  - b) Birthday Leave
  - c) Vacation Leave

- d) Sick Leave
  - e) Emergency Leave – This pertains to any medical emergencies involving immediate family members, which includes the employee’s children, parents, grandparents, brother, sister, spouse, and parents-in- law.
2. Maternity Leave - All eligible female employees, regardless of employment status, civil status, and legitimacy of child, shall be granted the following leave benefits based on the eligibility requirements and notification period as required by SSS.
- a) 105 days for live childbirth and an additional 15 days for Solo Parents.
  - b) 60 days in case of miscarriage or emergency termination of pregnancy
  - c) an option to extend for an additional 30 days unpaid leave in case of live childbirth
3. Paternity Leave - All married male employees are eligible for seven (7) working days up to four (4) childbirth, including miscarriage of legitimate spouse, to be availed within sixty (60) days from delivery/miscarriage.
4. Solo Parent Leave – Seven (7) calendar days in compliance with the Law.
5. Special Leave for Women – in compliance with the Law. Documentation, in compliance with the labor law, would need to be provided to avail of these leaves.

### Rules Governing Leaves

- An existing employee is entitled to paid time-off or service incentive leaves as per the number of leaves stated in the employment agreement.
- All employees will be entitled to a proportionate paid time-off from the date of joining until the end of the financial year.
- Pro-rata shall be used for the purpose of calculations.
- An employee can utilize his /her accrued paid time-off after three (3) months from his date of joining.
- All such leaves must be sanctioned by their respective supervisor or HR.
- All unused paid time-off credits will be forfeited at the end of the year. Any exceptions shall need to be approved by the Management.
- Tax deduction on encashment of leave, if applicable, will be in accordance with the provisions of the Tax law.
- In case of resignation, such encashment is subject to leaves first adjusted towards shortfall in the notice period.

## Process in filing Paid Time-off /Leave

### Vacation Leave:

Prior approval in the specified attendance tracker/platform (i.e. Sprout/Sesame) is required from the supervisor before proceeding with the vacation leave, at least two (2) weeks prior to the actual date of commencement of leave or as specified by the client.

Approval of leave is subject to business needs, and the company reserves the right to refuse leaves based on business exigencies. However, in case of any such refusal, the subsequent application of the employee for an alternate period will be considered on priority.

The employee is required to do a handover of his/her tasks for the days covering his leaves.

### Sick Leave:

The employee must notify his/her immediate manager through their agreed-upon communication or messaging platform (ex.: email, SMS, Viber, WhatsApp) at least 4 hours before the start of their work schedule.

Within the first hour of the employee's work schedule, the immediate supervisor must file his sick leave in the specified attendance tracker/platform (i.e. Sprout / Sesame).

Sick leave of 3 or more consecutive days needs to be supported by a medical certificate from a registered Medical Practitioner. The company, however, reserves the right to get the employee examined and the certificate countersigned by any other doctor authorized by the company.

Failure to comply may lead to Absence Without Pay (AWOP).

## Unauthorized Absences and Tardiness

An employee must immediately notify his/her line manager or a designated contact person at least four (4) Hours (for any type of absence) and two (2) Hours (for any kind of tardiness) prior to the scheduled work schedule. Tardiness is defined as not being available in the first 5 minutes of the employee's scheduled work hour.

An absence without any notice is considered a No Call No Show (NCNS). Acknowledgment by the manager must be provided to the employee for it to merit a valid notification.

Habitual Absence or Tardiness may incur sanctions in accordance with the progressive disciplinary action policy:

1 occurrence	Initial Written Warning
2 occurrences	Final Written Warning
3 occurrences	Recommendation for Dismissal

- 1 incident of unauthorized absence in a month = 1 occurrence
- 2 incidents of unauthorized tardiness in a month = 1 occurrence
- 1 incident of NCNS in a month = 2 occurrences

### Advanced Leave

An employee can be granted up to a maximum of 5 days of advanced leave on sympathetic grounds in the case at the time of application of leave; the employee is not actually eligible for leave. The leave needs to be authorized by the client or the line manager and HR. In case the employee who has availed of an advanced leave resigns or separates from the company before being eligible for advance leave already availed of, the salary for that period will be deducted from the dues payable to the employee or calculated as a recovery from the employee through the Full & Final Settlement.

### Extension of Leave

Extension of leave shall not normally be allowed. However, if an employee desires an extension after proceeding on leave, he or she must make an application in writing or through email to his or her line manager and HR before the expiry of the original leave taken.

Extensions of leave will be allowed only on medical grounds or the death of any member of his or her immediate family or any other reason of extreme emergency. The leave shall be deemed to have been refused if the employee does not receive a written reply or email from his or her line manager or HR.

### Holiday Policy

As Satellite Teams is a global organization, we may service clients from different parts of the world. As such, an employee will follow the legal holidays of the client for reporting to work. Premium pay according to the labor law for local holidays worked will be paid.

#### **Staff to Supervisor Level or Non-Exempt Employees:**

If an employee within these grades worked on any of the Holidays he or she is following, he/she would be entitled to receive PREMIUM PAYS / HOLIDAY PAYS as prescribed by law.

### **Manager and above or Exempt Employees:**

If an employee within these grades works during the local holidays, they will not be paid any premium pay. Instead, there will be a mapping of the local holidays with the holidays of the client or business. If there are more local holidays than the client's holidays, they will be entitled to 1 additional leave credit for each holiday worked. This leave credit can be used by an employee within the current year or within 90 days from each holiday worked.

## **13<sup>th</sup> Month Pay**

All employees are eligible for a 13<sup>th</sup>-month pay. Payout is not later than December 24 of every year. The minimum 13<sup>th</sup>-month pay required by law shall not be less than one-twelfth (1/12) of the total basic salary earned by an employee within a calendar year.

With the exception of rank-and-file employees, the employee needs to be actively employed and not serving notice at the time of the payout to be eligible.

## **Equipment Policy**

Based on the business-specific requirements of the job, nature of responsibilities, or other reasons, an employee may be provided with equipment, including but not limited to laptops, mobile phones, and printers.

### **Rules pertaining to the Use of Laptops, Mobile Phones, etc.**

- Employees using the company laptop or mobile phones will ensure that only authorized software is utilized.
- Employees are restricted from loading and utilizing unlicensed software on the equipment.
- The equipment will not be used for any personal activities.
- Employees provided with the equipment will be responsible for its safekeeping. In case of loss, the concerned employee will:
  - Intimate to HR the loss of the equipment immediately.
  - Employee will need to file for a Police Report; complete the necessary insurance formalities (if applicable), and follow up on the same.
  - A copy of the Police Report will be handed over to HR.

- Any damage to the laptop, software or any other accessories will be the user's responsibility, and financial impact is to be borne by the user.
- Laptops are covered under a warranty clause. In case the laptop is damaged, the employee will hand over the same to HR, which will make the necessary arrangement to get the same repaired.
- Upon resignation of the employee or termination of employment, the employee shall be obliged to return the equipment to HR. HR will then issue a certification that the equipment was duly returned and in good working condition. If, for any reason, the equipment is found to be damaged, the employee shall be responsible for the cost of its repair and shall not be issued a certification until and unless payment of the cost for its repair is paid by the employee.

### Productivity Tool

In the interest of protecting our clients' data from unwarranted breach, on the one hand, and maintaining the highest degree of employees' efficiency at work, on the other, Satellite Teams requires the installation of a productivity tool into the devices assigned by the employees and the use thereof while on duty.

As an application, the productivity tool provides an extra layer of cover against possible data infringement by ensuring that only the most secure and relevant websites and applications shall be utilized during the time spent at work by the employees. In this regard, the following items shall be monitored and obtained from the employees' devices **during office hours**:

1. Time spent on the different websites used while working;
2. Total time devoted to different projects and tasks;
3. Start time, end time, and total time worked in a day or date range;
4. Keyboard and mouse activity levels; and
5. Intermittent screenshots of computer screen/s which, by default, are set to blurry so as not to encroach onto the employees' private space.

In the same vein, the tool also endeavors to increase employees' productivity in the workplace by allowing a more observable calendaring of tasks and providing the end-users with a record of output which they may refer to as proof of their work completion. As such, employees will be able to benefit from the following features of the program:

1. Management of time whenever the user is logged onto the program;
2. Visibility of the time devoted to working on specific tasks; and
3. Apparentness of one's schedule.

It should be understood that while the application is installed into the devices and is used during office hours, the employees shall have the authority to start and stop the application from running therein. In fine, the discretion to manage the time and function of the program during office hours shall be dependent upon the employees. Considering that the implementation of this undertaking is time-bound, the same shall take effect immediately upon notice to the employees.

## Our Code of Conduct

Wherever you read “Confidential Information” and “Personal data” in this document, please refer to the below definition:

“Confidential Information” - All documents, files, records, customer details, project plans, strategies, developments, execution process, quality metrics, and all information of a commercial, proprietary or confidential nature (whether in writing, verbally, or by any other means and whether directly or indirectly) relating to the business of Satellite Teams, its clients and customers, including in particular all Personal Data and any information relating to the know-how, business methods, pricing or financial information, marketing, customer lists or details, trade secrets, and business affairs, and information concerning the client’s relationships with actual or potential customers or suppliers.

“Personal Data” – All data which relates to a living individual who can be identified from those data; or from those data and other information which is in possession of, or is likely to come into the employee’s possession and any other data and other information about or pertaining to clients and customers and customers of clients and employees of Satellite Teams, its clients and customers which an employee is aware of during the employment whether that data or information is in oral, visual or written form or is recorded in any other medium.

The Satellite Teams Code of Conduct restates and reaffirms the Satellite Teams Group’s commitment to establishing and upholding the highest standards of business conduct and moral ethics. Our employees take pride in upholding these high standards of corporate personal behavior on which Satellite Teams’ reputations have been built.

We must all work with integrity and good judgment, as well as within the law. Our Code promotes “doing the right thing” as well as “doing things right” so that we maintain our personal and business integrity.

### Purpose

The Code of Conduct defines what we expect from you. It is based on our policies and the standards we have set ourselves as a company. It is your responsibility to know and understand the policies and standards that apply where you work.



No code can address every possible situation. Where a specific act is not mentioned, or you are not sure what action to take, you should always seek guidance.

### **Complying with the Code**

The Code, along with our policies and standards, apply wherever we operate around the World. Each country has its own laws, regulations, customs, and expectations. You must apply either the Code or your local requirements, whichever sets the higher standard. You must not use a third party to do anything which conflicts with our Code. If you have any questions, you should ask your line manager for guidance.

### **Violating the Code**

Violating the Code can have serious consequences. These might be fines or other legal penalties, damage to our reputation, or the loss of trust, customers, profits, and the loyalty of our people and communities.

If you violate the Code – or knowingly allow someone to do so – we will take disciplinary action, which may lead to your dismissal and, if appropriate, criminal proceedings.

### **Feedback and revisions to the Code**

We will regularly review the Code and revise it as needed. We also welcome your comments and suggestions. If you have any on the Code or our other policies and standards, please contact your site Human Resources Director.

### **Responsibilities**

#### **Satellite Teams will:**

- provide a working environment that reflects high ethical standards
- ensure that all employees understand the Code and have appropriate training
- monitor employees and others who work on our behalf to ensure they comply with the Code
- encourage employees to seek help without fear of punishment or retaliation
- provide confidential resources for employees to get advice or report Code violations
- prohibit retaliation towards any employee who, in good faith, reports a violation or helps an investigation
  - deal effectively with any concerns about conduct, and
  - work only with companies who share our commitment to ethical behavior

### As a Satellite Teams employee, you must:

- read, understand, and regularly review this Code
- comply with their letter and spirit, and encourage others to do the same
- be alert to any Code violations and promptly report them
- not knowingly help another person to violate the Code
- participate in training
- cooperate fully when asked to help us investigate alleged violations

### Reporting concerns

If you are concerned about a violation, talk to your line manager. If you are not comfortable doing this, or if it is not practical or you want to talk to someone outside your line management, then you can report it to Human Resources.

## Fair Treatment and Equal Opportunities

Our success is a reflection of our people. We have a diverse workforce that has different skills and capabilities and comes from many backgrounds and cultures. This diversity has helped make the company what it is today and is important for shaping our future.

We want Satellite Teams to be a place of mutual trust and respect, which embraces diversity and values everyone for their merits.

Every decision we make about an employee must comply with our values, our policies, and the law.

Employee policies and practices shall be administered in a manner that ensures that decisions are merit-based and that equal opportunities are provided to all employees and all qualified applicants for employment without regard to their race, caste, religion, color, ancestry, marital status, sex, age, nationality, sexual orientation, gender identity or expression, political belief, caring responsibilities, disability, etc.

We will help you to develop your capabilities to meet our business needs, have open and constructive performance conversations with you and recognize and competitively reward your performance.

Where we are allowed to, we will promote equality by encouraging recruitment from disadvantaged groups, such as people with disabilities. We are also committed to constructive working relationships with unions and employee representatives.

Wherever possible, we try to ensure that our sub-contractors adhere to our standards and principles.

## Respectful Workplace

Every Satellite Teams employee has the right to respect and freedom from harassment. Disrespectful behavior at work is unacceptable, regardless of the reason.

All employees shall be treated with dignity and in accordance with our policy to maintain a work environment free of sexual harassment, whether physical, verbal, or psychological.

We will not tolerate harassment or any violence against an employee, whether by a colleague, third party, or a member of the public.

If you harass a colleague, you will face disciplinary action. Harassment means any behavior that offends someone, violates their dignity, or intimidates or humiliates them.

Harassment can include:

- bullying
- using threatening, abusive, or insulting words
- physical threats or assault
- unwanted physical contact, or
- open hostility in the workplace

We take violence extremely seriously. Examples of violence include:

- verbal abuse
- offensive language
- racist or sexist remarks
- threatening behavior
- physical attacks

## Bribery, Corruption, and Facilitation of Payments

Engaging in bribery, corruption, and making facilitation payments can seriously damage our reputation and business relationships. Bribery means giving or receiving an unearned reward to influence someone's behavior. A kickback is an unearned reward following favorable treatment. Both are corrupt practices, along with abuse of power, extortion, fraud, deception, collusion,

cartels, embezzlement, and money laundering. Employees should not make illegal, questionable, or unauthorized payments of money or other property to anyone.

Under no circumstances will we approve any irregular payment or payment in kind (such as gifts or favors) to win business, encourage others to act improperly, or influence a decision in our favor. If you give or take bribes or engage in any other corruption, you will face disciplinary action and, if appropriate, criminal proceedings.

Paying a small sum of money to an official to speed up their actions is known as a facilitation payment. We make no distinction between facilitation payments and bribes, no matter how small the amount. Facilitation payments are illegal in most countries.

## Conflict of Interest

Conflict of interest runs counter to the fair treatment we expect. They can also break the law and seriously damage our integrity and reputation. "Conflict of Interest" generally describes situations where an employee's own interest may influence the way he or she handles company business. It usually involves a situation where an employee or an employee's family members can benefit personally from transactions involving the company. While a possible conflict between personal interests and company interests does not always result in damage to the company, its very existence creates an inappropriate condition. Even the appearance of a conflict of interest should be avoided. It is not possible to describe all instances where a conflict of interest could occur. However, the following should help define a potential conflict of interest.

A conflict of interest can exist when an employee or his / her family member has a direct or indirect financial interest in or receives any compensation or other benefit from any individual or firm that:

- Sells material, equipment, or property to the company;
- Renders any service to the company;
- Has contractual relations or business dealings with the company, including leases and purchases; or
- Competes with or engages in a similar business as that of the company. (For this point, disclosure of this information must be made to the HR Department of Satellite Teams).

A conflict of interest may also exist when an employee uses company equipment, personnel, or facilities for personal gain.

Company business must be conducted solely on the basis of merit and open competition.

Employees should not borrow from the company's clients or from individuals or firms with which the company does business.

Employees should not indulge in dual employment or perform work or render services for an organization that competes with the company or with which the company does business without appropriate approval from management.

If you or a family member is engaged in activities that create or even appear to create a conflict of interest, you must immediately provide all pertinent information to your line manager. The line manager will then send the information to a member of HR for review and approval or additional guidance on how to address the conflict appropriately.

## Electronic Publishing – Use of Social Media

Social media provides new opportunities for business, communication, and collaboration, and new obligations for us to protect our people and reputation.

Social media includes sites such as Facebook, YouTube, LinkedIn, Twitter, blogs, chat groups, newsgroups, and others where you can post text. We recognize that you may use social media for self-expression and that, in some circumstances, Satellite Teams' interests can be supported through these channels.

You are responsible for everything you publish on social media. If you identify yourself as a Satellite Teams employee, then:

- your profile and content must be consistent with the way you would present yourself and Satellite Teams to colleagues and customers
- you must not post indecent, offensive, discriminatory or defamatory content
- your content must respect all religious, political, economic, and racial differences and opinions
- your content must respect others' privacy
- anything you state as fact must be correct and fair, and where you make mistakes, you must correct them as soon as possible

If you publish anything about Satellite Teams, you must make clear that the views are yours and do not represent those of Satellite Teams. You must comply with our requests not to discuss topics for confidentiality or legal reasons. You must also comply if we ask you to remove information that breaches legislation, regulations, or our policies.

Where appropriate for your work, you may publish material on social media sites that refers to Satellite Teams or use our name, providing you:

- behave professionally
- do not harm the reputation of Satellite Teams and our employees

- check the privacy settings to ensure that your posts do not compromise your identity, location, or other personal details in a way that could put you, your colleagues, the company, or our clients at risk

If you publish Satellite Teams information on the internet, you must comply with the company's guidelines. You must keep the material up-to-date and not compromise our intellectual property, misrepresent us or communicate in a way that may harm our reputation.

If you find online material about Satellite Teams that is wrong, unfair, or defamatory, you should tell your line manager or marketing team.

## External Communications & Public Disclosures

Our reputation is affected by what people hear about us, either directly or through the media. We must therefore make sure that our external communications are coordinated and consistent.

As we are expanding, we will receive inquiries seeking additional information on performance-related indices, future plans, new ventures and services yet to be launched, etc.

Any written or verbal statements by the company impact all stakeholders, including financial analysts, policymakers & regulators. Bearing in mind the strong impacts, it is important such requests are properly managed.

Forecasts and future projections will not be communicated in external announcements.

External presentations and speeches are good opportunities to raise awareness of Satellite Teams and enhance our reputation. However, you must consider the benefit to the company and get approval from the Founders before accepting an external speaking engagement.

### Restricted Information

The following are classified as restricted information. Employees must refrain from making any comments on these under all circumstances:

- Information on the operational or financial position of the company that has not been made public
- Information on the prospects of the company or its partners or clients
- Statements with respect to any projections on performance, forecasts, or opinions
- New areas of business
- Any Company-related information that an employee becomes privy to

## Customer Information & Data Security Policy

Satellite Teams deals with confidential and sensitive information on behalf of the clients we service and our business operations every day. We are responsible for protecting the information which we have accessed and to be alert to any instances of an unsolicited approach or misuse. It is of prime importance to protect our information in a consistent and appropriate manner therefore, a brief summary of guidelines is listed below:

Any entry or exit of sensitive information to or from your work area (temporarily or permanently), either physically or electronically, has to have prior approval. The same has to be recorded with HR.

All documents, files, records, customer details, project plans, strategies, developments, execution process, quality metrics, etc., relating to the business of the Satellite Teams, its clients, and customers that is proprietary to Satellite Teams or its clients shall be deemed to be “Confidential Information”. All such Confidential Information is to be strictly confidential, and no employee shall, directly or indirectly, make known such Confidential Information to any person or entity or permit such Confidential Information to be disclosed or made known to any person or entity, in each case either inside Satellite Teams or otherwise.

Every employee should faithfully and diligently protect such Confidential Information from being disclosed to unauthorized persons. Such persons include but are not necessarily limited to, persons who are not Satellite Teams employees, persons who are Satellite Teams employees but who do not have a need to know the Confidential Information in order to perform their duties, persons not under a written confidentiality agreement with Satellite Teams in regard to the Confidential Information, and persons not directly aware of the proprietary and trade secret nature of the Confidential Information.

All documents, files, records, project plans, strategies, customer details, and items of information or equipment relating to Satellite Teams’ business are and shall remain the property of Satellite Teams, including notes, documents, and files created in the performance of my duties of employment. All documents, files, records, and items of information relating to Satellite Teams’ business, clients, and customers shall not be altered, modified, or deleted unless authorized by the Founders.

In case of any violation or breach of the aforesaid guidelines, whether intentional or inadvertent, the same should be immediately reported to Satellite Teams.

## Disciplinary Action Policy

Maintaining service integrity is a vital part of the day-to-day business. The behavior of each employee reflects and impacts the success of the organization. Satellite Team’s Disciplinary Action Policy facilitates effective & consistent dealings with issues in a fair and just manner.

### Progressive Disciplinary Steps

In appropriate circumstances, the company may pursue the following steps for disciplinary action. If an employee fails to respond to dialogues or informal counseling, the following action will provide the framework for disciplinary measures.

1 occurrence	Initial Written Warning
2 occurrences	Final Written Warning (with 5 days unpaid suspension)
3 occurrences	Recommendation for Dismissal

Each occurrence of transgression, as applicable and unless the specific offense provides otherwise, shall merit the following sanctions:

### Coaching

This is a problem-solving session wherein the immediate head conducts a “verbal discussion” related to the performance or behavior problem in a private conversation with the employee. The employee is reminded of the need to adhere to and be committed to the work rules and the organizational standards.

This is the first informal step in the disciplinary process, and the immediate head should end the discussion on a positive note by reiterating the confidence of Satellite Teams in the employee and the ability of management to take disciplinary action within the prescribed timeframe. **This is not a required step in the Disciplinary Action Policy.**

### Initial Written Warning

An Initial Written Warning is imposed as a sanction, explaining to the employee involved in full the nature and consequences of the violation. A Notice to Explain and Notice of Disciplinary Action will be issued, describing in full how the incident resulted in the issuance of an Initial Written Warning.

The line manager and HR must set the expectation that the employee, within the specified time frame, must show significant improvement in his/her performance or correct his/her actions.



The Notice of Disciplinary Action providing this sanction will be prepared by the line manager and HR and will need to be signed by the employee.

### **Final Written Warning (with 5 days unpaid suspension)**

The Final Written Warning is issued when there is an occurrence of the act post the Initial Written Warning.

Satellite Teams at any point may impose the sanction of suspension without pay up to a maximum of five (5) days depending on the severity and/or impact of the violation committed by the employee and when an investigation is warranted.

The Notice of Disciplinary Action providing this sanction will be prepared by the line manager and HR and will need to be signed by the employee.

### **Recommendation for Dismissal**

Termination normally occurs only when the disciplinary action process has failed to bring about a positive change in the employee's performance or behavior in an acceptable time frame or in case of gross misconduct or other violations as embodied in the Code of Discipline and Ethics.

Satellite Teams may terminate the employment without progressive discipline but subject to the two-fold rule (Notice and Hearing) required by law whenever it is deemed necessary in the judgment of the management, including but not limited to the following:

- Commission of Fraud, falsification, or other dishonest practices
- Violation of Company Policies and Procedures
- Violation of the Terms of the Employment Agreement
- Breach of Confidentiality Clause
- Breach of Non-compete Clause
- Breach of Non-disclosure Clause
- Abandonment of Post/Work
- Excessive Tardiness
- Violation of Schedule Adherence
- Failure to Meet Performance Goals for Probationary Employees
- Engaging in other acts which would be contrary to the best interest of the Company
- All other acts or omissions tagged as Class C under the Code of Discipline and Ethics

Termination decisions will be made in consideration of all the facts in consultation with Management, and all such incidents will be documented, and a copy of the same will be placed in the employee's personal file.

No other authority than HR will issue any intimation of termination.

### Time Frame to Initiate Disciplinary Action Process

The disciplinary action process must be initiated within 24-48 hours from the date of receipt of an incident report or the Performance Feedback Loop Questionnaire stating the acts or omissions in violation of the Rules.

A Notice to Explain (NTE) for all transgressions from Initial Written Warning to Recommendation for Dismissal should provide the employee a maximum of five (5) days to respond.

### Procedure

1. The Performance Feedback Loop Questionnaire or an Incident Report must be filled out by the immediate head and sent to HR.
2. HR, through the line manager, will issue a Notice to Explain where the employee will be able to provide evidence in support of his/ her defense. The Explanation Letter must be submitted by the employee within a maximum period of five (5) days.
3. For suspension and dismissal cases, an administrative hearing will be scheduled where a one-on-one conversation with the employee will be held to determine the complete facts surrounding the incident.
4. Based on the findings obtained from the administrative hearing conducted, a Notice of Disciplinary Action will be prepared and issued by HR and signed by the employee within a period of three (3) days.

### Categories of Violations

	1	2	3
<b>Class A</b>	Initial Written Warning	Final Written Warning (with 5 days unpaid suspension)	Dismissal / Termination
<b>Class B</b>	Final Written Warning (with 5 days unpaid suspension)	Dismissal / Termination	
<b>Class C</b>	Dismissal / Termination		

## Prescriptive Period

A prescriptive period of six (6) months shall apply to all stages of warnings. All sanctions will refresh after a period of six (6) months based on the date of the last disciplinary action occurrence.

While under the prescriptive period, the employee will not be eligible for any promotions or salary increases.

## Code of Discipline and Ethics

Satellite Teams promote an environment that fosters camaraderie and cooperation among employees through the observance of reasonable standards in the performance of work and in establishing good relationships with co-employees and the public.

The intention of the company is not so much to punish the occurrence of undesirable acts or violations by the employee but impress upon him/her the need to do things to acceptable standards.

For the purpose of enforcing these rules, violations are classified into three (3) categories. This is made in accordance with the degree of the penalty attached to the act committed. However, Management reserves the right to impose higher or lower penalties whenever considered appropriate depending on the aggravating and mitigating circumstances attendant to the commission of the act. Imposition of the penalty under these rules shall be without prejudice to the institution of appropriate criminal or civil action by the parties concerned.

The imposition of disciplinary actions shall be handled in accordance with the following schedule:

1. Before any penalty is imposed, the line manager, together with HR, is required to properly determine the violation of the employee.
2. For violations requiring a final written warning, suspension, or suspension with a warning of dismissal, and major violations requiring discharge or dismissal from employment, HR shall impose the penalty after the administrative case has been heard and evaluated. Coordination among the immediate head and Accounting is necessary, especially when violations require dismissal.

## Procedure

1. Once an act or omission constituting a violation of the rules occurs, the line manager will fill out the Performance Feedback Loop Questionnaire or the Performance Management Review

Form specifying “Initiating Due Process for Disciplinary Action” as recommended action to be taken. This will be sent to HR.

2. Upon receipt by HR, a Notice to Explain (NTE) will be issued to the employee concerned, where the employee is given five (5) days to respond. It is also provided in the NTE that with or without an explanation received, an administrative hearing will be conducted, for cases resulting in possible suspension or termination, after the lapse of the given period.
3. The employee is mandatorily required to attend the administrative hearing for HR to hear the side of the employee. The employee may produce witnesses on his/her behalf. The administrative hearing will be conducted through Zoom or any other video/audio conference facility or application. Failure by the employee to attend the administrative hearing will constrain HR from resolving the matter based on available evidence.
4. After the administrative hearing, HR will render a decision within a period of three (3) business days. A Notice of Disciplinary Action (NDA) taken will be issued and sent to the employee. Upon receipt of the NDA, the employee’s signature must be affixed to the form and sent back to HR within 24 hours.

### Categories of Violations

	1	2	3
<b>Class A</b>	Initial Written Warning	Final Written Warning (with 5 days unpaid suspension)	Dismissal / Termination
<b>Class B</b>	Final Written Warning (with 5 days unpaid suspension)	Dismissal / Termination	
<b>Class C</b>	Dismissal / Termination		

### Six months prescriptive period

In cases of repeated violations, the prescriptive period of six (6) months shall be applied from the date of the first violation. If the employee did not commit the same violation within the specific period, his/her record of violations would be cleared.

## VIOLATIONS THAT ARE SUBJECT TO DISCIPLINARY ACTION

### A. ACTS OR OMISSIONS CONCERNING COMPANY FUNDS OR PROPERTY

#### CLASS C VIOLATIONS

1. Stealing, misappropriating, or embezzling Company funds or property
2. Fraudulent or illegitimate withdrawal, acquisition, or release of company funds or property
3. Committing an act of Sabotage
4. Deliberately causing loss or damage to company property
5. Committing other acts of dishonesty, deceit, or anomaly not covered by other provisions in this chapter, which cause loss or damage to company property/interest
5. Concealing or deliberately misplacing issued company property or assets without a justifiable purpose for doing so
6. Unauthorized possession or use of company assets/property and unauthorized substitution thereof

#### CLASS B VIOLATIONS

7. Improper use or allowing unauthorized persons to use company assets/property
8. Operating, meddling with, or impeding the proper use of company assets/property to which the employee had not been assigned or is not allowed/authorized to use
9. Neglect in giving due notification in providing the known information to the person/s concerned, which results or may result in loss or damage to company property
10. Carelessness, negligence, or failure to follow specific instructions or established procedures, resulting in loss or damage to company property and/or delay in operations
11. Failure to report within 72 hours after one has received an erroneous payment or overpayment of salary, commission, allowance, or other forms of remuneration or reimbursement

## B. ACTS OR OMISSIONS AFFECTING COMPANY INTEREST

### CLASS C VIOLATIONS

1. Forging, falsifying, or altering company records and documents
2. Making use of records or documents known to be false
3. Unauthorized use of company name or misrepresentation of the company and its officers for the fulfillment of personal interest
4. Damaging or jeopardizing company interests through acts or omissions which affect the company's clients
5. Inciting or participating in any form of visible protest against the employer in the form of mass action such as concerted work stoppage, slowdown, mass leave, sit-down, riot, or other similar disruptive activities
6. Forging of signatures of authorized company officials or their representatives
7. Breach by the Manager or any higher officer of the trust and confidence reposed in him by the Management
8. Bribery, graft, and corruption – acceptance of gifts or donations in kind or in cash, or any other form of consideration from any person, supplier in exchange for immediate or future favors. (e.g. making arrangements with suppliers and/or customer for consideration for an act or decision or a service that the employee is duty bound to perform, for a favorable condition of employment, etc.)
9. Engaging in any activity which is directly competitive with the company's business or any part of its operations without approval (Non-compete clause)
10. Disclosing, giving away, or using restricted or classified Company matters/information without proper authorization (Non-disclosure clause)
11. Violation of the Confidentiality Clause
12. Making malicious or false statements about the company, its founders, officers, clients, and services provided
13. Unauthorized possession and/ or revelation of confidential information or records. Revelation shall mean sharing, discussing, and showing to others information that is confidential only to the person's area of responsibility. Confidential information includes salary, financial statements, 201 files, etc. (Strict confidentiality rule)
14. Giving false testimony during an investigation or inquiry or committing perjury, whether such statements are under oath or not
15. Involvement of cover-up or non-reporting of known acts of co-employees who violated the company's rules and regulations

**CLASS B VIOLATIONS**

16. Posting online of any literature, printed or written matters of any description on employees' demands or grievances which should have been addressed through the proper grievance procedure
17. Uttering or posting statements unfavorable or detrimental to the interest of the company
18. Committing other less serious acts or omissions not embraced by other provisions which caused damage to company interest

**C. ACTS OR OMISSIONS CONCERNING THE PERFORMANCE OF ASSIGNED DUTIES, RELATIONSHIP WITH COLLEAGUES, AND ATTENDANCE**

**CLASS B VIOLATIONS**

1. 1-day absence without official written notification and without authorization secured from both the immediate superior and Satellite Teams HR (NCNS)
2. Threatening, intimidating, coercing, or provoking a fight with a superior for reasons directly connected with the superior's discharge of his/ her official duties
3. On the part of the superior, clear abuse of power or discretion
4. Gross or habitual neglect of assigned duties which may include repeated failure to follow standard operating procedure, thus resulting in work delay
5. Refusing or failing to do assigned tasks/orders/instruction, to follow established procedures
6. Mistake due primarily to carelessness and/or negligence or on disregard of given work procedure, thereby causing loss of income/material damage
7. Refusing or failing to report for overtime work after having been scheduled and informed about it
8. On the part of a superior, deliberating, condoning, tolerating, or participating in an offense committed by a subordinate
9. On the part of a superior, not reporting or covering up the mistake or damages done by his subordinates
10. Malingering or pretending to be sick, making or giving false excuse/s for being on leave of absence

11. Committing other acts of insubordination, non-attendance, or neglect of duty not covered by other provisions in this chapter
12. Frequent tardiness (more than two (2) times within a 30-day period) for employees not under training
13. Frequent absences due to emergencies (more than two (2) times within a 30-day period) for employees not under training
14. Failure to notify the line manager or a designated contact person no later than four (4) hours for unplanned absence
15. Failure to notify the line manager or a designated person two (2) hours for tardiness prior to the regularly scheduled starting time

#### **CLASS A VIOLATIONS**

16. Inefficiency, poor working performance resulting in an unreasonable delay in the completion of jobs or frequent non-attainment of agreed work targets (Failure to Meet Performance Goals Leading to Termination of Probationary Employment)
17. Gross inefficiency or continuing unsatisfactory performance attributable to factors within the employee's control
18. Violation of Schedule Adherence (such as Tardiness)
19. One or more absences for the whole duration while the employee is under training
20. Gross and habitual neglect of primary duties
21. Uttering words, doing acts, or making gestures to superior which are manifestly insulting or disrespectful to the latter
22. Other acts committed by subordinates for reasons directly connected with his superior's discharge of official duties, which act clearly prejudices said superior's interest
23. Insubordination, refusal, or failure to do assigned tasks or obey official orders/instructions, or follow established procedures



D. **ACTS OR OMISSIONS CONCERNING HARMONY AND GOOD ORDER, SAFETY, AND DECENCY AT WORK**

**CLASS C VIOLATIONS**

1. Sexual harassment involving unwelcomed sexual advances, request for sexual favors, or other verbal or physical conduct of sexual nature made directly or indirectly when:
  - a.) Such conduct might reasonably be expected to cause insecurity, annoyance, discomfort, or humiliation to another person or group; OR
  - b.) Such conduct has the purpose or the effect of interfering with a person's work performance; or creating an intimidating, hostile, or unhealthy work environment
2. Failure and/or refusal to submit oneself to the periodic random drug test by the company
3. Reporting to work under the influence of drugs or alcohol or taking drugs or drinking liquor or intoxicating beverages while on duty
4. Concealment of a contagious disease
5. Threatening, intimidating, coercing, or provoking a fight with a co-worker
6. Extortion or any form of oppressive extraction of money or anything of value from a co-worker or from suppliers and clients
7. Serious misconduct during company-sponsored events and activities
8. Refusing to cooperate during investigation or inquiry, whether these were taken under oath or not
9. Any employee who knowingly and deliberately gave false testimony or offered false evidence in an official inquiry or investigation conducted by the Company
10. Coercing, bribing, or inducing others to violate company rules

CLASS B VIOLATIONS
<ol style="list-style-type: none"><li>11. Participating in loud and heated verbal arguments during official working hours</li><li>12. Using indecent, abusive, derogatory, or indecorous language displaying vulgar manners toward co-workers</li><li>13. Rumor-mongering, unnecessary disclosure of somebody else's personal affairs to others, or deliberate distortion of facts or statements in such a way as to enhance one's status or reputation, discredit, embarrass or endanger another employee</li><li>14. Failure to report to any form of medical examination when instructed to do so by the Management</li></ol>



Please refer to Annexure: # 3, Notice to Explain, and # 4, Notice of Disciplinary Action Form.

## Resignation Policy

An employee who wishes to leave the services of the company before the retirement age will have to give notice in line with the terms of his employment to his line manager and HR.

Notice period will begin from the date on which the resignation letter is submitted by the employee to his/her line manager and HR. All resignations must have the acceptance of the line manager and HR.

Notice period waivers, in exceptional circumstances, need the approval of the COO/CEO and Head of Human Resources.

On receipt of the resignation, the line manager must immediately inform the HR department about the employee's last working date so as to initiate any action related to his/her clearance. The salary for the resigned employee, effective the date of resignation, will be paid along with his/her final settlement. The salary for the month in which the employee resigned and up to the mutually agreed last working day will be kept on hold and paid along with his / her final settlement. Any special requests for an advance against 'Salary on Hold' will be permissible with the prior approval of the COO/CEO and Head of HR.

If an employee is being released with his consent earlier than the 30-day notice period required by law, then the shortfall in the notice period will be adjusted with his accrued leaves. No encashment of vacation leaves will be permitted in the case where either the entire notice period has not been served or adjusted with accrued leaves. If the employee does not serve the 30-day notice period, and no waiver of the notice period was granted, the number of days considered as not served will

be deducted from the earned leaves of the employee. If the accrued leaves are not sufficient, the employee's daily rate will be calculated, and the equivalent amount for each day of the notice period not served will be deducted from the employee's last pay.

The resigned employee will need to complete all exit formalities, including an exit interview with an HR Representative a few days prior to the last working day. The HR department will issue a final statement of settlement, which will include details of the salary, allowances, leave encashment, and any other payment due to Satellite Teams or the Resigned Employee.

### **Leave during the Notice Period**

Leave is not allowed during the notice period. However, leave based on merits and within the reasonable limit will be provided with prior approval sanctioned by the Head of HR and with approval from the COO/Line Manager.

### **Compensation in Lieu of Notice Period**

Satellite Teams reserves the right to pay or not to pay or to recover salary in lieu of notice period on a case-to-case basis.

### **Settlement of Dues on Separation**

The resigned employee will need to complete all clearance formalities a few days prior to or by the end of the last working day. The HR representative would ensure that all formalities are complied with, and all equipment and documents i.e. Resignation Letter, Clearance Form, HMO Cards, etc., are submitted or returned to HR.

The Full & Final Settlement on separation would include compiling financial dues from the employee & towards the employee by the company on a case- to-case basis.

The settlement of final dues will be processed & completed within thirty (30) days either from the employee's last working day or from the date of submission of all documents, whichever is later.

**Annexure 1:  
PERFORMANCE FEEDBACK LOOP QUESTIONNAIRE**

Company: \_\_\_\_\_

Name of Evaluator: \_\_\_\_\_

Designation: \_\_\_\_\_

Name of Employee to be Evaluated: \_\_\_\_\_

Position: \_\_\_\_\_

Start date: \_\_\_\_\_

Employee's Tenure: \_\_\_\_\_

This short questionnaire was designed to facilitate a feedback loop on how the employee has performed upon engagement.

1. Are you satisfied with the employee's demonstrated skills, strengths, behavior, and outcomes in relation to the targets agreed upon at the beginning of his/ her engagement with your organization?

- Yes
- No. If not, please give specifics (i.e. targets set vs. targets achieved)

\_\_\_\_\_  
\_\_\_\_\_

2. If your answer is NO in Question # 1, what steps are you undertaking to improve employee performance?

\_\_\_\_\_  
\_\_\_\_\_

3. Recommended Action

- No Change to the Employee's Status
- Commendation
- Performance Improvement Plan
- Initiate Due Process for Disciplinary Action (up to Termination)

Thank you for your feedback.

**Annexure 2:  
Performance Management Review Form**

Performance management systems are used throughout the year to help enhance communication and documentation between employees and managers. Additionally, these systems help increase the likelihood of successfully completing professional and personal development goals.

Employee's Name		Date Hired	
Position		Name of Line Manager	
Department		Designation	

**Rating System**

<b>Sample Rating Scale and Descriptors</b>	
<b>Outstanding</b>  4.50 - 5.00	Employee's performance was outstanding. He / She has exceeded the set objectives by an exceptional amount, which has resulted in significant gains for the company. Commendation and public recognition are in order.  <u>Attained: 150% or more of the target</u>
<b>Exceeds Expectations</b>  3.01 - 4.49	Employees significantly exceeded the set objectives, and this has resulted in positive gains for the team /department. Commendation is in order.  <u>Attained: Between 101% to 149% of the target</u>
<b>Meets Expectations</b>  3.00	Employees fully achieved the set objectives on time and/or may have achieved slightly more than what is expected. Acknowledgment and encouragement should be given.  <u>Attained: 100% of the target</u>
<b>Needs Improvement</b>  2.00 - 2.99	Employees attained some accomplishments but failed to achieve the set objectives fully and completely. Guidance and moderate supervision are required for the next performance period.  <u>Attained: Between 51% to 99% of the target</u>

<p><b>Unsatisfactory</b></p> <p>1.00 - 1.99</p>	<p>Employee failed to achieve the set objectives. A gap in performance is notable, thus, immediate and significant correction and close supervision are required for the next performance period.</p> <p><u>Attained: 50% or less than the target</u></p>
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### Part 1. Productivity - Job Knowledge and Expertise

Key Result Area (KRA) <i>Be specific and detailed. It should be measurable, attainable, and time-bound.</i>	Key Performance Indicator <i>Serves as the measure (e.g., Speed, Cost, Customer Satisfaction Rating, etc.)</i>	Target <i>Must be made known to the employee by the immediate head within a week from the start date.</i>	Score Achieved	Rating Scale <i>(1-5 or 1-3)</i>	Remarks/Comments

### Part 2. Behavioral and Personal Dimension

Sample Behavioral and Personal Dimension	Rating Scale <i>(1-5 or 1-3)</i>	Remarks / Comments
<p><b>Work Ethics</b></p> <p>5 - Demonstrates diversity, honesty, integrity, fairness, and professionalism at all times</p> <p>4 – Demonstrates at least three (3) of the following traits (diversity, honesty, integrity, fairness, and professionalism)</p> <p>3 - Lacks professionalism but can be a work in progress</p> <p>2-Lacks Diversity, honesty, integrity, and fairness but demonstrates professionalism</p> <p>1 - Diversity, honesty, integrity, fairness, and professionalism in question</p>		
<p><b>Attendance &amp; Punctuality</b></p> <p>5 - Always present and on time (No late; no absence due to emergency in a month)</p> <p>4- Seldom late and no absence</p>		

<p><i>(Maximum of 1 late occurrence; no absence due to emergency in a month)</i>  <i>3 - Occasionally absent and late</i>  <i>(Maximum of two (2) late occurrences and one (1) absence due to emergency in a month)</i>  <i>2-Usually absent and late</i>  <i>(More than two (2) but less than five (5) late occurrences and more than one (1) but less than three (3) absences due to an emergency in a month)</i>  <i>1 -Often absent and frequently late</i>  <i>(Five (5) or more late occurrences and three (3) or more absences due to emergency in a month)</i></p>		
<p><b>Adaptability and Flexibility</b>  <i>5 - Works very well under new and stressful situations</i>  <i>4 - Frequently and easily adapts to changes</i>  <i>3 - Occasionally responds well to changes</i>  <i>2 - Poorly handles new arrangements and situations</i>  <i>1- Unable to perform under stressful and changed conditions</i></p>		
<p><b>Initiative</b>  <i>5 - Consistently a self-starter; Proactive</i>  <i>4- Frequently initiates new ways of doing things urgently</i>  <i>3 - Occasionally active and energetic</i>  <i>2 - Slow to grasp instructions and start work assignments</i>  <i>1- Completely lacks initiative and energy</i></p>		
<p><b>Teamwork</b>  <i>5 - Highly values teamwork, cooperation, and displays listening skills, persuasion, and empathy</i>  <i>4 - Values teamwork and cooperation but lacks display of listening skills, persuasion, and empathy</i>  <i>3 - Displays listening skills, persuasion, and empathy but lacks teamwork and cooperation</i>  <i>2 - Puts little value on teamwork and cooperation and lacks display of listening skills, persuasion, and empathy</i>  <i>1- Does not value teamwork and cooperation with no listening skills, persuasion, and empathy.</i></p>		

### Part 3. Final Score

Summary of Scores	Weight	Rating
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#### Part 4. Performance Discussion

Discuss BOTH Job Knowledge/Expertise and Behavioral and Personal Dimension aspects of the employee's performance with the rating provided. Cite the support needed by the employee to maintain good performance and/or address areas for improvement.

Strengths	Areas for Improvement
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#### Part 5. Action To Be Taken

- For Promotion
- For Commendation
- For Disciplinary Action
- For Regular Performance Feedback
- Others: \_\_\_\_\_

#### Part 6. Acknowledgment

<p>I certify that I fully understand the contents of this <b>PERFORMANCE MANAGEMENT REVIEW</b> on Productivity- Job Knowledge/ Expertise and Behavioral/ Personal Dimension Aspects which had been discussed with me by my Immediate Superior.</p>	<p>I certify that I have discussed this <b>PERFORMANCE MANAGEMENT REVIEW</b> on Productivity- Job Knowledge/ Expertise and Behavioral/ Personal Dimension Aspects with the employee, and the same constitutes my evaluation for the period covered.</p>
--	---

Employee:

\_\_\_\_\_  
*Signature*

Name:

Date:

Line Manager:

\_\_\_\_\_  
*Signature*

Name:

Date:



**Annexure 3:  
NOTICE TO EXPLAIN**

TO : \_\_\_\_\_  
CC : Line Manager  
FROM : Human Resources  
DATE : \_\_\_\_\_  
SUBJECT : NOTICE TO EXPLAIN

**DATE:**

**NAME OF THE EMPLOYEE:**

**OFFENSE:**

**VIOLATION:**

Accordingly, within five (5) days from receipt hereof, please submit your written explanation as to why no disciplinary action/s should be imposed against you for the said act/s which is/are inimical to the company interest.

Please be reminded that your failure to comply herewith shall be considered a waiver of your right to due process and will constrain Satellite Teams to resolve this matter based on available evidence.

The Administrative Hearing is scheduled on \_\_\_\_\_ at \_\_\_\_\_.

For your guidance and strict compliance.

*cc: 201 File*

Annexure 4:

<b>NOTICE OF DISCIPLINARY ACTION</b>	
<b>NAME:</b>	<b>DATE PREPARED:</b>
<b>POSITION:</b>	<b>DATE OF OFFENSE/DISCOVERY:</b>
<b>Nature of Offense/ Violation:</b>	
<b>Action Taken:</b>	
<b>Company Policy Violation:</b>	
<b>Similar Offense Committed:</b>  <div style="display: flex; align-items: center; gap: 10px;"> <span style="color: purple;">⊕</span> 1<sup>st</sup> Offense  <span style="color: purple;">⊕</span> 2<sup>nd</sup> Offense  <span style="color: purple;">⊕</span> 3<sup>rd</sup> Offense         </div>	<b>Disciplinary Action:</b>  <input type="checkbox"/> Initial Written Warning  <input type="checkbox"/> Final Written Warning (with 5 Days Unpaid Suspension)  <input type="checkbox"/> Dismissal/ Termination
<b>Effectivity of Implementation:</b>	
Prepared by: _____ Human Resources	Conformed: _____ Employee

cc: 201 File

## Acknowledgment of Receipt and Agreement to Terms of the Employee Handbook

The Employee Handbook (“Handbook”) is an important document intended for you to become acquainted with Satellite Teams (“Company”) and all important information pertaining to your employment with the Company. Please read the following statements and sign below to indicate your receipt and acknowledgment of the Handbook:

- I received a copy of the Handbook. I understand that this Handbook replaces and supersedes all other previous handbooks, manuals, or policies.
- I understand that it is my responsibility to read, understand and familiarize myself with the Handbook, all the policies, procedures, rules, guidelines, and all its contents.
- Furthermore, I understand that all the information, policies, procedures, and all the contents of the Handbook are necessarily subject to change/s and/or revision/s at the sole discretion of the Company at any time, even without prior notice. I understand that, should the content/s be changed in any way, the Company will communicate through official notices and may require an additional signature from me to indicate that I am aware of and understand any change/s, revision/s, amendment/s, or additions.
- I hereby signify and declare that my signature below indicates that I have a responsibility to read the handbook, understand and agree to abide by these all the time during the whole duration of my employment with the Company.

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Employee’s Printed Name Over Signature / Date

cc: 201 File