

Industrial Tripartite Council
*Information and Communications Technology -
Business Process Outsourcing (ICT-BPO) Industry
Region 11*

Voluntary Code of Good Practices on DECENT WORK+

**in the ICT BPO Industry
in Region 11**



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Davao Region

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Introduction

The Information and Communications Technology-Business Process Outsourcing (ICT-BPO) industry is an emerging but economically significant driver and key employment generator in the Philippines, recognized worldwide for its capacity to provide decent and productive jobs on a sustained basis and for enabling government, businesses and institutions to achieve higher productivity and competitiveness. The Philippines is now the third largest outsourcing destination in the world next to India and Canada.

All sectors in the industry are growing: **contact centres** is 2/3 of the industry and growing at 52% per year over the past 3 years; **back-office services**, primarily in F & A, HR, Legal and Health Services, now 15% of the industry, is growing 46% every year; **software development** is 10% of industry and continues to grow at 35% per year.

The Business Processing Association of the Philippines (BPAP) estimates that by 2016, there will be 1.3 million new jobs in the industry, while revenues are estimated to reach \$25 billion. The Philippines was also cited as the "world's leading global outsourcing center" when it was awarded the Offshoring Destination of the Year Award for 2010 by the National Outsourcing Association (NOA), held every year to give recognition to best practices in the UK outsourcing industry.

The Philippines has won this prize for three times already in 2007, 2009 and this year.

Meanwhile, Davao City is the fastest growing ICT-BPO hub in Mindanao. An industry study recently ranked it number one among the so-called next-wave cities. Davao ranked high in infrastructure, cost of doing business and quality of talent. There are now 57 BPO companies in Davao. These consist of call centers, non-voice services, IT outsourcing to knowledge process outsourcing, occupying almost 20,000 square meters of land. The industry now employs 3,000 workers, a 56 percent increase from 2006.

Davao is well positioned as the next big destination for ICT and IT-enabled business locators to reap tremendous business value and investment opportunities, with ICT Davao, Inc., as the umbrella organization of ICT-BPO-trade associations, committing to help grow the industry to a 30,000 strong workforce by 2015.

In the 2005 National Employment Summit, the 2007 National Human Resource Conference and the 2010 National Employment Summit, ICT-BPO has been recognized as an economic sub-sector whose development and sustainability must be advanced and supported by all stakeholders. Implicit in the recognition of the significance of the industry in the nation's development is the assumption that the industry's workforce also benefits from the gains of the industry in an integrated and sustainable framework which best sums up the aspirations of the workers and their families: the Decent Work Agenda.

This framework allows and ensures that every Filipino worker is provided an opportunity to obtain a decent and productive



job under conditions of freedom, equity, security and human dignity, anchored on the four pillars of rights at work, employment, social protection and social dialogue

Preamble

In pursuance of the above, we, the tripartite partners, representatives of the ICT-BPO industry in Region 11, acting through our umbrella organization, **ICT-Davao, Inc. (IDI)**, and of the labor sector, speaking through the Vice-Chairperson of the Regional Tripartite Industrial Peace Council, as well as of the government, represented herein by the Department of Labor and Employment, recognizing the strategic role of the industry in national development and in advancing the country's competitiveness in the global marketplace;

Recognizing the imperative of sustainable economic development through tripartism, social partnership and dialogue, after having agreed to organize ourselves into the ICT-BPO Industry Tripartite Council for Region 11;

Conscious of the need to project Davao as the premier destination for ICT-BPO locators in Mindanao, with its competitive advantages of quality workforce, reasonable cost of doing business and good governance;

Acting on our responsibility as employers, government and workers organization to promote Decent Work in the workplace and to make our business more socially responsive;

Have after due deliberation agreed to the following terms and conditions of the aforementioned Voluntary Code of Conduct on Decent Work in the ICT BPO industry in Region 11:

Objectives of the Voluntary Code of Good Practices on Decent Work .

1. To promote job creation by ensuring the profitability of ICT-BPO enterprises, SMEs or otherwise, enabling them to meet the social goals enumerated in this Code;
2. To support employer initiatives to improve the quality of its talent pool and enhance the efficiency and cost-effectiveness of its operations and workplace;
3. To stabilize and self-regulate labor management relations in the industry for employment creation, employment preservation, productivity improvement, competitiveness, employment security and employee welfare;
4. To provide equal employment opportunities to special groups, which include women, youth, elderly, and less able persons without compromising quality of service delivery;
5. To provide focus on employment facilitation measures such as improving access to ICT and IT-BPO job opportunities and providing accurate and updated labor market information to improve matching of jobs and workers;
6. To promote employment preservation through efficiency-enhancing measures, including employment arrangements or human resource strategies that can minimize employment loss, including but not limited to flexible work arrangements,



rotation of jobs, job sharing, compressed workweek, and the like;

7. To enhance harmonious worker-employer relations through the conduct of effective labor relations training programs; and
8. To intensify and broaden current efforts of social dialogues intended to address problems of productivity, competitiveness, industrial peace, compliance with and improvements on existing labor and social standards on a tripartite basis, and to embrace Labor Management Cooperation to promote economic interest and social negotiations;
9. To provide good practice guidelines to the social partners, especially the employers, in the ICT-BPO industry in respect of labor management relations, conditions of work and occupational health and safety, employment security, employee welfare, employment and human resource development, social protection, social dialogue, corporate citizenship, advancing the role of women, continuing labor education and labor law reforms, which standards we commit to comply with within the limits of our resources and within the context of the legally prescribed minimum standards.

General Principles

In furtherance of the above objectives, we hereby adopt the following general principles:

1. That as an economically significant driver and key employment generator

it is our paramount goal to pursue such initiatives and adopt such reforms which will preserve and advance Davao region as an attractive destination for local and international ICT-BPO investors and entrepreneurs;

2. That in the spirit of public-private partnership the Department of Labor and Employment shall support and grant incentives to employer initiatives to improve the quality of its talent pool, enhance the efficiency and competitiveness of its operations, and such other measures as will ensure the sustained progress and profitability of the ICT-BPO industry;
3. That we will jointly as social partners promote and practice the principle that every Filipino worker is entitled to obtain decent and productive work in conditions of freedom, equity, security and human dignity, and that to achieve this goal, we shall in an integrated and sustained manner promote and respect rights at work, employment, social protection and social dialogue;
4. That we are committed to promote and practice full, decent, productive and freely-chosen employment for our employees;
5. That we recognize the values of tripartism, social partnership and social dialogue to promote and implement on a voluntary basis good practices in labor and employment among the members of ICT-Davao.
6. That we shall use the instrumentality of the Industry Tripartite Council, of



which we are members, to address labor, employment and other economic and social issues in the ICT-BPO industry in Region 11 through consensus and bipartite, tripartite or multipartite consultations involving as many stakeholders as possible, the goal being to bring about meaningful social and economic change through social cohesion and good governance.

In particular, we are committed and bound ethically to the following specific and voluntary code of conduct on decent work:

Voluntary Code of Good Practices

1. Employment Generation and Maintaining Profitability

1.1 We shall strive to secure peace, attain energy sufficiency, improve public infrastructure, reduce red-tape, eliminate corruption, harmonize and strengthen incentives, promote investor-friendly policies among others, in order to attract local and international ICT-BPO enterprises to invest and locate in the region of Davao and create jobs;

1.2 We shall promote job creation by ensuring the profitability of ICT-BPO enterprises, enabling them to meet the social goals enumerated in this code;

1.3 We shall support employer initiatives to improve the quality of its talent pool and enhance the efficiency and cost-effectiveness of its operations and workplace;

1.4 We shall support and encourage initiatives which enable ICT-BPO entrepreneurs, among others: (a) to

benchmark their operations against best practices around the world; (b) to obtain quality accreditation and certification by international bodies; (c) to participate in trade fairs and expositions and thereby market their products and services, all to ensure the viability and sustainability of their operations;

1.5 We shall undertake measures, such as PhilJobs.net as employment platform, to make job information available and accessible to the broadest elements of the workforce to generate employment;

2. Labor Management Relations

2.1 We recognize the inherent right of employers to control and manage their enterprises effectively, such as the prerogative of management to transfer an employee from one office to another within the business establishment, provided that there is no demotion in rank or diminution of his salary, benefits and other privileges and the action is not motivated by discrimination, made in bad faith, or effected as a form of punishment or demotion without sufficient cause;

2.2 We respect the workers' twin constitutional rights to self-organization and collective bargaining and shall refrain from interfering in the exercise of the same in the industry; at the same time, on the part of the workers, we shall exercise utmost restraint in declaring or staging any strike or work slowdown or other forms of work stoppages until we have exhausted all available voluntary modes of dispute settlement, including conciliation-mediation and voluntary arbitration. We as social partners at the ITC shall apply all possible remedies and strategies in amicably settling disputes in the industry,



including acting as conciliator or mediator in the dispute, whenever our help is necessary.

2.3 We view Labor Management Cooperation as essential to the success of our business enterprises and shall cooperate with the DOLE and its attached agencies in the introduction of the concept and practice of Labor Management Cooperation into the ICT-BPO industry in Region 11;

2.4 We will adopt the voluntary modes of dispute settlement and we commit to using these modes in the settlement of disputes that may arise in the industry. For this purpose, we support the Single Entry Approach and the idea of public-private partnership in developing a dedicated corps of voluntary arbitrators specially trained and mandated to take cognizance and resolve issues and disputes concerning the ICT-BPO industry. We shall support every effort to amend the Labor Code to effectuate the above objective and to make labor laws more responsive to the needs of the industry.

2.5 We consider labor education as critical to a better understanding of effective labor-management relations and for this reason shall make ourselves available for labor education opportunities provided by the Department of Labor and Employment and other government agencies.

3. Conditions of Work and Occupational Safety and Health

3.1. We pride ourselves as an emerging but significant industry, the majority of which pays above and beyond the minimum wage rates and other labor standards prescribed by the

government, while the other small and medium enterprises are at least paying the minimum standards. However, in pursuit of the Decent Work Agenda, we shall maintain such competitive wage, compensation rates and other benefits as may be beneficial to our workforce and necessary to keep our employee turnover low and our profitability high.

3.2. For this purpose, we commit to cooperate with the DOLE in the enforcement of labor standards done through the latter's labor standards enforcement machinery, but looking forward, we are also prepared to participate in a tripartite process of self-enforcement where the social partners would jointly assess the compliance of companies in the industry with labor standards, resulting into the issuance of a Certificate of Good Housekeeping.

3.3. While we still recognize the physical impact of night work among our employees, especially women, we shall implement measures to mitigate the effect of night work on the health and physical well-being of our employees, particularly women, including, but not limited to, alternating and/or rotating work schedules. But we are also aware of the even more deleterious effects on the health of our workers of constantly and rapidly shifting work schedules and therefore we shall rotate and alternate work schedules only when medical advice and/or ergonomics provide the scientific basis for it, or when it is essential to maintain the performance standards of the company, or when the employee himself or herself requests it;

3.4. We shall observe Philippine holidays, including allowable holidays of the country where our principals are based, but we shall petition the national government to allow the substitution of one or more of Philippine



holidays with one or more of foreign holidays, provided the employees agree in writing with the substitution and provided, further, that the purpose of the substitution is to enhance the company's competitiveness and promote productivity improvement and employee welfare.

3.5. We recognize occupational safety and health as a critical factor in workers' productivity and firm competitiveness, and for this purpose, we shall:

- i. Formulate an occupational health and safety policy and program to address the priority safety and health concerns in workplaces and worksites in the industry, in accordance with the Occupational Safety and Health Standards (OSHS) and other related OSH issuances;
- ii. Organize safety and health committees in our respective companies, and encourage the training and accreditation of safety practitioners and advocates among our workforce;
- iii. Constructively engage the Department of Labor and Employment, the Occupational Safety and Health Center, and other safety organizations to study and address occupational safety and health issues affecting workers in the industry, such as but not limited to health problems related to prolonged night work, poor workstation design, long and uninterrupted work hours at the computer, excessive wear on the vocal organs, psycho-social and work-organization stress factors,

musculoskeletal disorders, visual symptoms and voice and ear problems.

- iv. Seek the help of public health authorities in conducting awareness campaigns at our workplaces on HIV/AIDS, dangerous drugs, tuberculosis, dengue and malaria, and other public health risks, over and above our legal obligation to provide medical and dental, and other services as prescribed by the Labor Code.

4. Employment Security

4.1. We recognize and value Philippine labor laws on security of tenure, as well as procedural and substantive due process in the termination or dismissal of employees, and for this purpose, we shall adhere with the following principles:

4.1.1. That the worker's security of tenure is guaranteed by the Constitution and the Labor Code. Under the security of tenure guarantee, our employees will only be terminated from his/her employment for substantial cause and after due process. For a valid termination by the employer the dismissal on substantial grounds must be for a just cause as provided in Article 282, or for any of the authorized causes under Articles 283 of the Labor Code;

4.1.2. In termination proceedings of employees for just cause under Article 282, procedural due process consists of the twin requirements of notice and hearing. The employees will be furnished with two written notices before the termination of employment



can be effected: (1) the first apprises the employee of the particular acts or omissions for which his dismissal is sought, while giving the employee a chance to be heard; and (2) the second informs the employee of the employer's decision about the case in issue;

4.1.3. In termination proceedings of employees for authorized cause under Article 283, procedural due process consists of the following requisites: (1) written notice served on both the employees and the DOLE at least one month prior to the intended date of termination of employment; (2) payment of separation pay or otherwise as provided under Article 283 of the Labor Code; and (3) good faith on the part of the employer. If the authorized cause is retrenchment, the employer needs to show good faith in exercising its prerogative to retrench by using fair and reasonable criteria in ascertaining who would be retrenched or retained. If the cause is redundancy, the good faith should be shown by the employer in using fair and reasonable criteria in ascertaining what positions are to be declared redundant and accordingly abolished. For purposes of this Code, retrenchment is defined as the termination of employment initiated by the employer through no fault of and without prejudice to the employees. It is resorted to during periods of business recession, industrial depression, seasonal fluctuations, or during lulls occasioned by lack of orders, shortage of materials, conversion of the plant to a new production program, or automation. It

is a management prerogative resorted to avoid or minimize business losses. On the other hand, redundancy exists when the service capability of the workforce is in excess of what is reasonably needed to meet the demands of the enterprise. A redundant position is one rendered superfluous by any number of factors, such as over hiring of workers, decreased volume of business, dropping of a particular product line previously manufactured by the company, or phasing out of a service activity previously undertaken by the business. Under these conditions, the employer has no legal obligation to keep in its payroll more employees than are necessary for the operation of its business.

4.2. In the case of probationary employees, added to the just causes for severing employment under Article 282 is his failure to qualify as a regular employee in accordance with reasonable standards made known by the employer to the employee at the time of his engagement. Further, we abide by the law that a probationary employee who is allowed to work beyond his probationary period of employment of at least six (6) months shall be considered a regular employee.

4.3. In the case of project, fixed-period, casual and seasonal employment, we adhere with the Labor Code provision and implementing rules and regulations of the same, as well as the applicable jurisprudence, in the termination of employment of these types of employees. We recognize that the due process requirement in the case of these types of employees are different, considering that in the case of project employees, where



termination is brought about by the completion of the project or any phase thereof, due process is complied with even if no prior notice of termination is served; secondly, in the case of fixed-period employees, no prior notice of termination is likewise required, it being a case of expiration of the term of the contract; thirdly, in the case of seasonal employees, where the work to be performed is seasonal in nature and the employment is for the duration of the season, no prior notice of termination is likewise required; and, lastly, in the case of casual employment, where the job, work, or service to be performed is merely incidental to the nature of business of the employer, and such job, work, or service is for a definite period made known to the employee at the time of his engagement, no prior notice is likewise required.

4.4. We realize that under a globalized system of trade and employment arrangements, the only real employment security consists in the worker or employee possessing and utilizing skills, work experience, education and training, competence which are needed and are constantly evolving in the global job market. It is therefore our objective to empower our workers and employees to be well-rounded, multi-skilled and flexible in their work experience and training and to use good practices on job enrichment to enhance the present and future employability of our workers.

4.5. We shall to the fullest extent possible refrain from retrenching or laying-off people during times of economic downturn and energy crisis, and shall apply job preservation measures, such as job rotation, assigning employees to other customer accounts, compressed workweek and other flexible

work arrangements, the idea being that economic downturns are temporary in nature but that our investments on talent and career development would go to waste if we let go of our precious human resources at the slightest sign of economic difficulties. The above is understood in the context of the exercise of management prerogatives, and is not intended to limit the flexibility of employers in the industry to discipline employees and to maintain its profitability.

4.6. Without prejudice to our exercise of well-established management prerogatives in the running of the enterprise including the power to discipline and severe the employment relationship, we shall apply the law and jurisprudence on substantive and procedural due process, and consider all surrounding circumstances of the case, including the length of service of the employee, his disciplinary record and other personal circumstances. Where the offense is not serious, graduated, less severe penalties shall be imposed, and always after the employee has undergone coaching and counselling.

4.7. We believe in the legal precept that probationary employment is to enable the employer to determine the capacity of the employee and his fitness for the job. It is not used to deny employees of the status of regular employment; therefore, the practice of replacing probationary employees *en masse* with a fresh batch of new probationary employees, without an assessment whether the legal purpose of the probationary employment has been achieved or not, is not condoned in the industry. It is in the industry's best interest to keep its employees for as long as it can be helped. Where the employee does not pass the performance standards set forth



for probationary employees, efforts shall be exhausted to assign him or her to another account, where he may be reasonably expected to perform differently. In each case, the employer shall give the probationary employee reasonable evaluation, instruction, training, guidance and counselling to enable the employee to perform a satisfactory job.

4.8. As in industries or sectors where high quality productivity is strongly anchored on stringent KPIs, ICT-BPOs can be under real-time close monitoring for compliance with required performance standards. To be able to meet our customers' expectations and at the same time demonstrate fairness in the evaluation of the performance of our employees, the following guidelines are set for the determination of whether an employee should be dismissed for his or her inability to perform according to required standards:

- i. Whether or not the employee failed to meet the performance standard;
- ii. If the employee did indeed fail to meet the performance standard, whether or not
 1. The employee was aware, or could reasonably be expected to have been aware, of the required performance standard;
 2. The employee was given a fair opportunity to meet the required performance standard;
- iii. Dismissal is the appropriate penalty for the employee's failure to meet the required performance standard.
- iv. Where dismissal is not the appropriate penalty, especially considering the

overall circumstances of the case, the employee shall be transferred to another account or to another job or position where he may be expected to perform better.

5. Employment and Human Resource Development

5.1. Our employees are our most important resource, and the success of our enterprise depends on how well we recruit, develop, train, discipline, treat and maintain our people. In the present setting where there is severe human resource supply limitations, this takes on added significance. Therefore, decisions on the imposition of disciplinary action or the capital penalty of dismissal are taken with deliberation and due process but always in the context of the exercise of management prerogatives.

5.2. We shall collaborate with government training authorities in implementation of training programs to promote employment and improve the quality of the labor pool; to do that, we shall also make available skilled personnel to assist government in such programs;

5.3. The government for its part through the instrumentality of the Davao Region Human Resource Development Task Force shall fully support the industry in the development of a quality talent pool and shall constantly coordinate with ICT Davao in the implementation of initiatives and strategies to achieve such objective;

5.4. We do not practice poaching of talent between and among ourselves, and instead cooperate with each other in promoting and exemplifying good practices in recruitment,



talent development, training, job enrichment, career pathing and planning, compensation administration and employee welfare.

5.5. We shall collaborate with national and local governments in improving the supply and quality of our skilled workers, and for this purpose, involve ourselves actively in any government program and initiative aimed at making the labor market more efficient and improving the quality of the region's labor pool, including but not limited to participating in skills registration, jobs fairs, labor market surveys and other government-initiated activity.

5.6. We are equal opportunity employers and will not discriminate against women, the youth, elderly, or persons with disabilities, except in the case of the latter where hearing and visual acuity are essential to the performance of the job, or in the case of the elderly when their adaptability to night work is doubtful, and in all instances while they are still applicants or are already working with us. We shall in fact deliberately adopt a policy which widens employment opportunities for these special disadvantaged persons in the industry. An employee is not to be mistreated on denied promotion or other career advancement opportunities simply because of the color of his or her skin, gender, religion, age, ethnicity, sexual preference or disease, except when the latter is contagious and prejudicial to the health and well-being of his or her co-employees.

5.7. We shall make every effort to promote the good image of the industry among our youth, in particular, and in our society, in general, by engaging the tri-media in the campaign to make the impression that the industry is sustainable and that it is a good

source of decent and productive jobs, and also by joining the DOLE's career guidance activities for high school and college students.

5.8. We shall fully support every effort to create jobs and advance entrepreneurship through social media, and shall participate in every campaign to promote the creation of jobs through social networks among the youth, women, differently-abled persons and other vulnerable sectors, who would benefit from jobs and economic opportunities created through social media, including home-based employment.

5.9. We shall support every initiative of the government or the private sector to identify new niches for outsourcing, such as non-voice back-office processing, shared-services, analytics, research and credit analysis and other knowledge-based activities, to create added-value and to reduce dependence of business operations on voice-based processes, in order to maximize the jobs-creation capacity of the industry.

5.10. We shall continuously address issues of data security and corporate governance in order to sustain our present level of customer satisfaction and to expand our business operations, thus maximizing employment.

5.11. Recognizing the importance of supervisors and managers in the industry, we shall continuously engage our employees and open up training opportunities for them to become supervisors and managers to enhance their career development and to maximize employment in the industry.

6. Corporate Citizenship



6.1. We are committed to apply our corporate social responsibility to benefit underprivileged communities around our worksites as well as in areas identified by the local and national government agencies as needing our assistance.

6.2. We shall promote and practice transparency in our transactions between and among ourselves and with national and local governments, and to resist every effort or attempt at involving, or attempting to involve, our company or our individual selves in anomalous and corrupt transactions.

6.3. We shall promote the creation of green jobs in our industry that contribute substantially to the preservation or restoration of environmental quality. Therefore, it is our intention to contribute to this effort by engaging our employees and their families, suppliers, our immediate communities and our stakeholders in a campaign to reduce energy, materials and water consumption at the workplace, in our communities and in our individual homes, and to participate in government-initiated campaigns and activities which are designed to improve the quality of our environment, as well as to allow education and awareness campaigns on environmental preservation in our company premises, whenever operational requirements allow it.

6.4. ICT-Davao, Inc., shall never tolerate any of its members getting involved in any illicit or immoral operations, such as phone sex for foreign clients and any form of pornographic production, or any activity involving the use, display or transmission of images of the human body, or the display and transmission of images of any form of sexual act to satisfy lust or prurient interest of foreign

or local customers, especially where the use of children is involved, and exert every effort to report to the police and the proper authorities any member or non-member involved in any of the aforementioned activities, without prejudice to a member being expelled from IDI.

6.5. The Internet Cafe Association of Davao (ICAD) shall continue to cooperate with the City Government of Davao in the accreditation of new internet cafe operators through the Internet Cafe Accreditation Board, which ensures that none of the members of the ICAD are involved in any activity described in 5.4.

7. Advancing the Role of Women

7.1. We recognize the important role of women in nation building and in family life and we will support any effort to empower women, including efforts and strategies to promote gender sensitivity and equality at our respective workplaces.

7.2. We are committed to allow our married, pregnant and lactating female employees to perform their maternal responsibilities well by providing such minimum facilities, including but not limited to Nursing Mother's Stations, as will enable our lactating mothers to express and preserve their mother's milk for later use.

7.3. We shall also refrain from allowing our pregnant employees from working in the night or graveyard shift, and instead make every effort in assigning her to a less stressful job throughout the duration of the pregnancy, but only after consultations with the concerned employee and after he or she has given her formal consent;



7.4. Where there are married couples with children both working for our companies, we shall endeavour to keep the couple's work schedules apart to enable one or the other to attend to their child or children, again after consultations and the concerned couples consenting to it.

7.5. We will not condone sexual harassment in the workplace, and we will fully support the victim to prosecute the perpetrator and attain justice, and we will ensure that sexual harassment education opportunities are provided to all employees free of charge.

7.6. We shall collaborate and network with the Family Welfare Federation of Davao Region to benchmark and learn good practices in family welfare to benefit our women employees and their families.

8. Social Dialogue

8.1. We recognize the imperative of labor law reforms and the need to identify unique industry practices which should find their way into the statute books, and we commit to use the mechanism of the ITC to introduce and disseminate labor law reforms and proposed labor legislation.

8.2. We shall constantly be on the lookout for emerging good practices in labor management relations, human resource development, occupational safety and health, and other fields related to labor relations and core labor standards, and study them for possible application in the ICT-BPO industry.

8.3. We dedicate ourselves to the principle of tripartism and social dialogue and to using the mechanism of the Industry Tripartite

Council for ICT-BPO in Davao Region, to address various economic, social and labor issues affecting the industry as a whole. In operationalizing the above objective, we commit to convene once every quarter at a venue agreed upon and rotating among the members, and the agenda to be jointly developed beforehand.

8.4. We support every initiative to give a higher priority to labor and employment issues in policy debates and policy making to ensure that economic development is inclusive and actually creates decent and productive jobs for the unemployed and the vulnerable sectors of our society.

9. Social Protection

9.1. We recognize the need for our employees to be protected against financial consequences of nine contingencies, namely sickness, maternity, employment injury, unemployment, invalidity, old age, death of the breadwinner, lack of access to health care, and lack of family benefits;

9.2. Therefore, we are committed to regularly remit to the Social Security System such contributions of the employees, as well as the contribution of the companies, as will enable our employees to fully enjoy their benefits from the System in the event of contingency.

9.3. We shall also campaign among our employees for savings consciousness and wise investment decisions so that on top of their social security benefits, they may enjoy a degree of financial independence upon reaching retirement age.

10. Continuing Labor Education



10.1. We commit to participate in the periodic Industry Tripartite Council Academy and make our key managers, supervisors, rank and file workers, and owners available for such Academy;

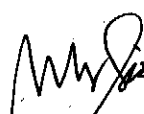
10.2. We also pledge to participate in other continuing labor education sessions which the partners would agree on to educate ITC members on their rights, responsibilities and commitments under this Code.

11. Achieving Code Objectives Through the ITC

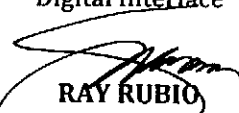
This Voluntary Code of Good Practice is

self-policing. It is a voluntary code, enforced by the will of the organization accepting it to maintain the standards laid down in the Code. The ICT-BPO Industry Tripartite Council (ITC) shall through consultation and consensus continuously formulate strategies and initiatives how to enable the signatories to this Code achieve the objectives laid down in this Code.

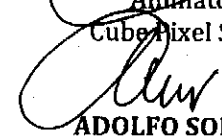
IN WITNESS WHEREOF, we have hereunto affixed our signatures this 11th day of November 2010 at Davao City, Philippines.



NEILY SIA-AGABIN
President, Association of Computer
Businesses in Mindanao
Digital Interface



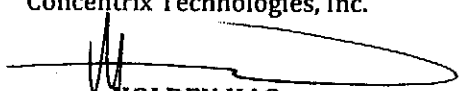
RAY RUBIO
President, Davao United Association of
Animators
Cube Pixel Studio



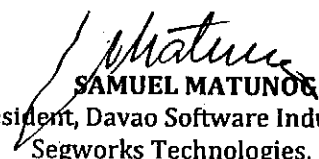
ADOLFO SOLANOR
President, Internet Cafe Association
of Davao
Chat Wave Cyber Cafe



GERARDO S. DUMAEL
President, Business Process
Association of Davao, Inc.
Concentrix Technologies, Inc.



HOLDEN HAO
President, DabaweGNU
Afterfive Technologies



SAMUEL MATUNOG
President, Davao Software Industry, Inc.
Segworks Technologies, Inc.



Lizabel G. Holganza
LIZABEL HOLGANZA

President, Transcription Alliance of
Davao
Nanoscript Inc/ZipIT Solutions Inc.

Eriberto Barriga
ERIBERTO BARRIGA

President, ICT Davao Inc.
Neural Tech Inc.

Virginia Camus
VIRGINIA CAMUS

Vice-Chairperson for Labor
Regional Tripartite Industrial Peace Council, Region 11

Jalilo O. Dela Torre
JALILO O. DELA TORRE

Chairman, Regional Tripartite Industrial Peace Council
Region 11

WITNESSED BY:

Rosalinda Dimapilis-Baldoz
HON. ROSALINDA DIMAPILIS-BALDOZ
Secretary of Labor and Employment

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