

**VOLUNTARY CODE OF GOOD PRACTICES  
FOR BUSINESS PROCESS OUTSOURCING (BPOs) INDUSTRY  
(Negros Occidental)**

This Code is a product of various meetings and deliberations of the members of the **TRIPARTITE COUNCIL IN BUSINESS PROCESS OUTSOURCING** until its presentation and approval by the general assembly. This document will continuously be updated to be relevant to the current needs of the industry.

The Code will provide practical benchmark and best practice guides among members of BPO to meet ethical, social and environmental obligations and maintain a high standard of effectiveness in addition to voluntary commitment to adhere to legal requirements, good customs, public policy and ethical and moral standards.

Adherence to the herein code will be self-regulatory, sharing of emerging best practice/s from among members must likewise be effected.

The BPO therefore encourages all those in the industry as well as our stakeholders to support this Code.

**OBJECTIVES OF THE CODE**

**General Objectives:**

- 1. To promote continuous growth and development of BPOs through proactive strategies in responding to global challenges for the industry.  
(General Statement)**

**Specific Objectives:**

- 1. To provide globally competitive service, ensure profitability and provide decent and sustainable employment to the employees;**
- 2. To develop positive interactions among members in the following areas:**
  - a. Benchmarking, sharing, monitoring and recognition of good practices**
  - b. Policy consultations**
  - c. Training programs**
  - d. Social dialogues between employers and employees, among members of the BPOs and the community thereby promoting openness of communication in identifying and addressing issues relevant to the industry;**

communication in identifying and addressing issues relevant to the industry;

3. To promote best occupational safety and health (OSH) and environmental protection and preservation practices;
4. To adopt voluntary modes of dispute settlement in the industry and to support the Single Entry Approach and adopt public-private partnership in developing a corps of voluntary arbitrators for the industry;
5. To encourage creation of Labor Management Partnership for voluntary dispute resolution among member-agencies;
6. To develop programs to strengthen labor and management relations;
7. To strengthen collaboration and partnership with government, and non-government agencies and other stakeholders.

## **MAJOR AREAS OF COLLABORATION**

### **A. SOURCING AND RECRUITMENT**

1. We will come-up with our own specific qualification standards for each of the position in our respective companies and will make use of the government facilities such as the Phil-JobNet in posting our vacancies.
2. We will also join jobs fair initiated by the Department of Labor & Employment & Public Employment Service Offices (PESOs) in sourcing out or recruiting our human resources.
3. We will not practice poaching of talent between and among ourselves, and instead cooperate with each other in promoting good practices in recruitment.
4. We will also be open to provide information among our member-companies in the industry on employees' work experiences with us.

## **B. TRAINING AND EDUCATION**

1. We will work towards building a collaborative partnership with the academe to enhance the skills and preparedness of faculty and students alike thru faculty internship programs, career talks, technical fora, and curriculum review, for competency building of students and in preparing them for employment in the BPO-ICT.

2. We shall encourage the schools through our collaboration with DepEd, TESDA & CHED to provide an environment that will support further learning thru the use of adequate facilities and enhance multi-lingual communication skills.

3. We will work for the upgrading of technical skills of existing manpower.

## **C. SALARIES AND BENEFITS**

1. We shall provide *allowances attached to the accounts* handled by our employees in addition to the basic salaries provided for by law.

2. We shall provide for the monetization of leave benefits not availed of by the employees during the year.

3. Considering the night work schedule of our employees, we shall give two rest days per week for personal and family time.

4. We shall provide health insurance coverage, retirement benefits and travel & food allowances to our employees.

## **D. OCCUPATIONAL SAFETY, SECURITY AND HEALTH**

1. We shall promote Occupational Safety and Health (OSH) Program thru seminars and shall ensure strict implementation in every site.

2. We shall provide free health services and subsidized vaccines to our employees to protect them from flu virus, cervical cancers, tuberculosis and other threats to their health.

3. We will prohibit other illegal activities within our premises and shall report them to the proper government authorities.

## **E. PRODUCTIVITY**

- 1. We shall minimize absenteeism on critical work days.**
- 2. We shall institute productivity incentive schemes.**
- 3. We shall adopt programs and services of the RTWPB for productivity enhancement.**
- 4. We shall recognize employees' loyalty to our company and clients.**

## **F. CESSATION OF EMPLOYMENT AND REHIRING**

- 1. We shall give priority to rehire employees who are on work stoppage.**
- 2. The employees recognize that their employment including their salaries and benefits are governed by the provisions of their employment contract and the performance evaluation of the company and/or client.**
- 3. Employees shall abide with the 30-day notice requirement to management before resignation.**

## **G. MAINTENANCE OF INDUSTRIAL PEACE AND HARMONY**

- 1. We shall endeavor to prevent labor-management disputes through the creation of a Labor and Management Committee;**
- 2. Avail of the continuing labor and management education program of the Department of Labor and Employment in order to enhance labor-management relations, human skills and productivity in our industry;**
- 3. We shall continue to be active members of BPO ITC as an effective avenue for social dialogue, policy review and consultations and for capability trainings and seminars on conciliation / mediation and other alternative dispute resolution mechanisms through the National Conciliation and Mediation Board;**
- 4. We shall create a Technical Working Group (TWG) in coordination with DOLE re loss of jobs, contracts for analysis for purposes of gathering, collating data & formulating remedial measures.**

## **COLLABORATION WITH GOVERNMENT PARTNERS**

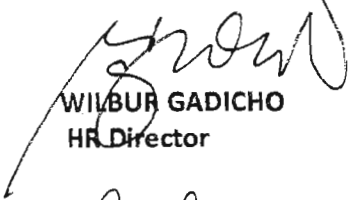
**We in the government agencies, shall establish collaboration and partnership sharing a common roadmap to provide the BPOs-ICTs the support and commitment to achieve the objectives of this Code.**

The TC-BPO/ITCs shall institutionalize monitoring mechanisms to include best practice recognition and awards, benchmarking, and self-regulating strategies in keeping up with this code. We shall continue to upgrade this Code to keep its dynamism and relevance to the industry.

We, members of TC-BPOs give our full support to achieve the noble objectives of this Code.


In Witness Whereof, we hereby affixed our signatures this 29<sup>th</sup> day of May 2012 in Bacolod City, Philippines.

**A. BPO COMPANIES:**

  
WILBUR GADICHO  
HR Director

TRANSCOM

  
JUSTIN JORDAN  
Recruitment POC

  
CLAIRE BEDIA  
HR Director

TELEPERFORMANCE

  
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HR Supervisor


CONVERGY'S

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Chair, BNEFIT/FOCUS Consultant

FOCUS DIRECT

  
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HR Manager

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HR-Comp. & Benefits

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Owner


TELETECH


  
JOEL GO  
HR Manager-Capital

  
LL MARIE FERNANDEZ  
HR Manager-Recruitment

**B. LABOR SECTOR:**

  
RANDY RONQUILLO  
President, TUFW

  
ATTY. ZOILO DE LA CRUZ, JR.  
President, NACUSIP

  
ALAN GOZON  
Chairman, DALO

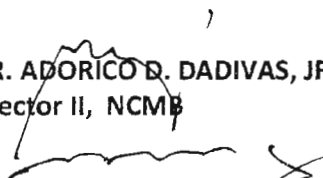
**C. GOVERNMENT SECTOR:**

  
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Regional Director, DOLE, RO 6


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Chief, City Health Office-Bacolod

WITNESSED BY:

  
HON. ROSALINDA DIMAPILIS-BALDOZ  
Secretary of Labor & Employment

