

**VOLUNTARY CODE OF GOOD PRACTICES
IN BUSINESS PROCESS OUTSOURCING AND INFORMATION
COMMUNICATIONS TECHNOLOGY**

This code is a collaborative effort developed in various stages from the deliberations of the members of the Board of Trustees of the TRIPARTITE COUNCIL IN BUSINESS PROCESS OUTSOURCING AND INFORMATION COMMUNICATIONS TECHNOLOGY TC (TC-BPO/ICT) until its presentation and approval by the general assembly. This is a “living document” which will continually be updated to be relevant to the changes of times.

Even if this code had been agreed by a number of TRIPARTITE COUNCIL IN BPO-ICT, (TC-BPO/ICT) this does not set a binding effect on members which have adopted or joined the code. The commitment to this code is voluntary. This is however crafted to provide practical benchmark and best practice guidance among members of TC-BPO/ICT to meet our moral, social and environmental obligations and maintain a high standard of effectiveness in addition to our commitment to adhere to law, good customs, morals and public policy.

Monitoring mechanisms thru self regulation, best practice/s recognition and benchmarking shall be regularly observed by our members..

The TC-BPO/ICT therefore encourages all those in the industry as well as our stakeholders to extend your voluntary support to this code.

OBJECTIVES OF THE CODE

1. To promote continuous growth and development of BPOs and ICTs through proactive strategies in meeting global challenges to enable the industry to provide globally competitive service, ensure its profitability and provide decent and sustaining employment to its employees;
2. To promote regular and effective good neighbor communication principles, thru:
 - a. Sharing, benchmarking, monitoring and recognition of best practices among members
 - b. Policy consultations
 - c. Training programs
 - d. Social dialogues
3. To encourage positive interactions between employers and employees, among member BPOs and the community thereby promoting good neighbor communication principles identifying and addressing issues relevant to the industry;
4. To promote best occupational safety, security, health and environmental practice
5. To institutionalize voluntary conciliation mechanisms among the BPO-ICTs at plant level or industry level when sought by parties as concurrent or alternate avenue for dispute settlement; and encourage creation of Labor Management Councils for dispute resolution among member schools;
6. To stabilize and self-regulate labor management relations in the industry for employment creation, employment preservation, productivity improvement, competitiveness, employment security and employee welfare;
7. To strengthen our collaboration and partnership with DOLE, CHED, DEP-ED, TESDA, OSHC, DOH, DENR, & other government agencies for unified strategies, approaches and programs in advancement of BPO-ICTs

VOLUNTARY CODE OF GOOD PRACTICES

TRAINING AND EDUCATION

1. For competency building of students and in preparing them for employment in the BPO-ICT, 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 forums, and curriculum review. We shall encourage the schools through our collaboration with the Labor Tripartite Council in Education to provide an environment that will support further learning thru the use of efficient facilities (e.g., computer laboratories), use of conversational English and put to practical and continuing application the IT/SW engineering skills of faculty and students.

We will work in the promotion of technical specialization by inviting schools and universities, joining forums and others means in communicating with the academe. Where applicable, we would consider the employment of technical graduates that could be introduced as part of our workforce.

2. We will tap the schools (adopt the dual training program of TESDA) to supplement workforce.
3. We shall enhance the capabilities of our employees by sending them to local/foreign trainings
4. *We employees who are beneficiaries of local/foreign trainings shall observe the service requirement attached to the said trainings (including reimbursement of training & travel expenses) in the interest of fair play.*

ON SALARIES AND BENEFITS

1. We shall give program based incentives and ***allowances attached to the accounts*** our employees handle in addition to the basic salaries which are over and above the minimum wage.
2. We shall give sick leave and vacation leave from 20 to 30 days convertible to cash annually if not availed of.
3. Considering the night work schedule of our employees, we shall give two rest days per week for personal and family time.
4. We encourage loyalty of workers to our companies and our clients thus regular merit increases /loyalty awards/ performance incentives are given to performing employees
5. We give health insurance coverage from day one, stock options, stock purchase plans, retirement plans, educational assistance

ON OCCUPATIONAL SAFETY, SECURITY AND HEALTH

1. We shall observe proper waste segregation and disposal of our hazardous waste (e.g., used UPS or car batteries, busted fluorescent lamps, used automotive/ACU oil) as we adopt green environment programs in our workplaces and among our employees;
2. We will promote drug free workplace program by advocating good health and happy life. We will monitor illegal activities within our premises and shall report them to the proper government authorities;
3. We shall ensure the management of Health and Safety Hazards, conduct regular inspection on application of office ergonomics, provision of indoor air quality and observance of good work practices to prevent:
 - a. Computer related health disorders ensuring that our employees use low radiation equipment
 - b. Hearing & voice problems linked to telephone use
 - c. Prolonged night work

d. Stress at work

4. We shall provide a wholesome, safe and healthy environment and ensure that all employees have sufficient information, instruction and supervision as to the culture of safety and health as integral part of their discipline as persons thru continuing health and safety education and training relevant to the emerging risks in the changing environment
5. We shall provide and maintain adequate facilities, transportation allowances, sleeping lounge (separate for male & female) for employees' welfare
6. We shall work towards Zero Accident and lay down procedures to be followed in case of accidents and emergencies.
7. We shall provide free health services and subsidized vaccines to our employees to protect them from flu virus, cervical cancers and other threats to their health.

ON PRODUCTIVITY

1. To prevent absenteeism on critical work days (after paydays/holidays, weekends) where absenteeism is high (even if correspondingly paid), we shall institute productivity incentive schemes and perfect attendance awards and inculcate to our employees the impact of productivity to the nation's economy and growth where an individual's contribution is a social and moral obligation to himself and to the nation. We shall adopt the programs and services of the RTWPB for productivity enhancement.

ON HIRING AND FIRING

1. We shall endeavor to retain our employees despite the termination of the account assigned to them by assigning them to succeeding accounts the soonest, otherwise we pay them separation pay;

2. *We employees, in the event that succeeding accounts are of lower tier, shall voluntarily accept such assignments despite of lesser allowances attached to the accounts provided that there will be no diminution of our salaries and benefits.*
3. *We key senior technical employees in the BPOs – ICTs, due to the enormous responsibility of our positions which need time for knowledge transfer and turn-over, shall give at least two months notice to our employers before resignation.*
4. We endeavor to strengthen the employees' succession program and knowledge transfer of our company.

**ON CONCILIATION / MEDIATION
AND
MAINTENANCE OF INDUSTRIAL PEACE**

1. We shall endeavor to prevent labor-mgt disputes where mgt. provides the best possible wages, benefits and conditions of work, within the framework of government policies and where workers commit to endeavor their best to attain productivity and fair return of investments;
2. We shall institutionalize dispute settlement mechanisms and utilize employee volunteer groups/special interest clubs for early detection of issues. We shall conduct regular FGD/Coffee/ Chat and Chew Sessions or create labor management councils or its equivalent at production/operations level and industry level through the IT-BPO/ICT.
3. We shall take advantage 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

4. We shall continue to be active members of TC-BPO/ICT 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.

COLLABORATION OF GOVERNMENT PARTNERS

We in the government agencies – DOLE and its attached agencies, (RTWPB, NCMB, NLRC, OSHC, POEA, TESDA) with CHED, DEP-ED, BIR, SSS, PHILHEALTH PAG-IBIG, BID, LGUS, DTI & its attached agencies, (BOI, PEZA,) and DENR together with NEDA CICT & other 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.

ON MONITORING OF THE 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 the Board of Trustees of TC-BPO/ICT in behalf of our members extend our full support to achieve the noble objectives of this code.