



Employee Code of Conduct V6 S2025

Prepared by:
Human Resources
Department





Our Goals



Ensuring a respectful, safe, and professional work environment



Gain a Shared Understanding our shared responsibilities



Help Uphold Avocado VA's values and standards



Overview of Offense Categories



**Minor
Offenses**

**Major
Offenses**

**Grave
Offenses**

Important: Each category has increasing levels of seriousness and consequences.

Minor Offenses

Everyday
Responsibilities

Minor Offenses

Everyday Responsibilities

Typically administrative or first-level violations that rarely involve criminal liability but may warrant written warnings or progressive discipline.

Policy Cluster	Consolidated Violations	Legal Basis
Attendance & Punctuality	Tardiness, late logging in/out, unexcused absence with possible justification	Violation of company policies; Art. 297 PH, Art. 125 VN
Identification & Protocols	Not wearing ID, dress code violations, not updating records, minor policy breaches	Internal compliance; Labor Code PH/VN, HR policy US
Cleanliness & Order	Littering, non-spill-proof mugs, unauthorized devices and food in work zones	OSHA US, PH local ordinances, VN Environmental Law
Internet & Device Use	Visiting non-work-related sites, games. Unauthorized listening to music	Internal IT policy; no immediate legal breach
Mild Policy Breaches	Smoking in restricted areas, failure to follow visual management guidelines	OSHA/fire codes US, RA 9211 PH, VN Law on Tobacco



Sanctions for Minor Offenses

- 1st**
INFRACTION  **1st Verbal Warning** by Immediate Manager
(30 days)
- 2nd**
INFRACTION  **Final Verbal Warning** by Immediate Manager
(60 days)
- 3rd**
INFRACTION  **1st Written Warning** with Coaching by Immediate Manager
(90 days)
- 4th**
INFRACTION  **2nd Written Warning** with Coaching by Immediate Manager
(120 days)
- 5th**
INFRACTION  **Admin Hearing with Disciplinary Action** (1-3 days suspension)
(120 days)
- 6th**
INFRACTION  **End of Contact**

Major Offenses

Everyday
Responsibilities

Major Offenses 1

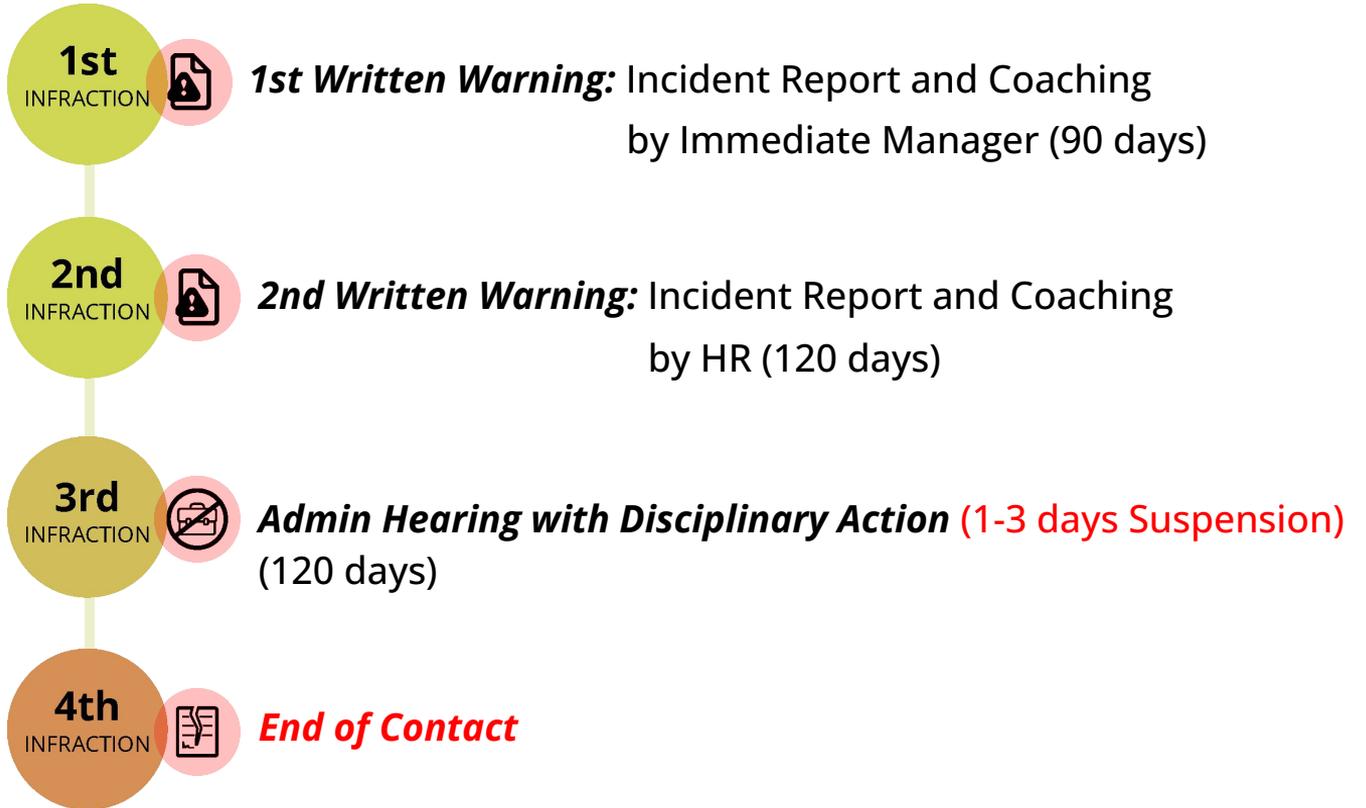
Serious Concerns that Can Hamper Productivity

Operationally or ethically serious violations, often just cause for termination; may incur administrative, civil, or employment-based legal penalties.

Policy Cluster	Consolidated Violations	Legal Basis
Attendance & Work Compliance	No-call/no-show, faking illness, refusing valid overtime, abandoning post or leaving the work/building without authorization from management during work hours especially in the night shift.	Art. 297 PH, Art. 125 VN, At-will/contract breach (US)
Security & Access	Unauthorized entry, failure to comply with security inspections, granting access to unauthorized individuals	Trespassing laws US, Internal security PH/VN
Insubordination & Non-Compliance	Refusal to follow lawful orders, insubordination, repeated poor performance	Art. 297 PH, Labor Code Art. 125 VN, employer authority (US)
Improper Use of Property	Unauthorized use of equipment, negligent damage to company property,	Negligence laws, civil remedies in all jurisdictions
Data Misuse (Low-Level)	Refusing access to platforms, downloading unapproved software	Cyber Policies, RA 10175 PH, VN Cybersecurity Law
Unprofessional Conduct	Hostile behavior, flirting at work, misuse of company time	Company Code of Conduct, Harassment/Ethics Laws (if escalated)



Sanctions for Major Offenses



Grave Offenses

Everyday
Responsibilities

Grave Offenses 1

High-Impact Violations That Can Seriously Damage the Company

Legally punishable, high-risk violations under labor, criminal, civil, and cybersecurity laws across all three countries. Grounds for immediate termination and possible prosecution.

Policy Cluster	Consolidated Violations	Legal Basis
Fraud & Financial Crimes	Theft, swindling, malversation, falsifying records, fake accounts, failure to remit cash advances	Estafa PH, Fraud US, Penal Code VN
Data & Information Abuse	Unauthorized access to customer data, divulging confidential info, misuse of customer identity (e.g., dummy SSN)	RA 10173 PH, CFAA US, VN Cybersecurity Law
Defamation & Company Discredit	Libel, slander, false public statements damaging the company or staff	Art. 353–360 PH, Defamation Laws US, Art. 156 VN Penal Code
Sexual Harassment & Immoral Conduct	Harassment, unprofessional flirtation, inappropriate behavior at events	RA 7877, RA 11313 PH, Title VII US, Gender Equality Law VN
Violence & Safety Threats	Fighting, possession of weapons, assault, gross negligence causing injury	OSHA/criminal codes US, Art. 297, RPC PH, VN Penal Code
Sabotage & Vandalism	Deliberate destruction of property, disabling safety equipment	Criminal mischief US, Art. 327–328 RPC PH, Art. 178 VN Penal Code

Grave Offenses 1

High-Impact Violations That Can Seriously Damage the Company

Legally punishable, high-risk violations under labor, criminal, civil, and cybersecurity laws across all three countries. Grounds for immediate termination and possible prosecution.

Policy Cluster	Consolidated Violations	Legal Basis
Bribery & Conflicts of Interest	Soliciting favors from vendors/clients, abuse of position, working for a competitor	Anti-corruption laws PH/VN, Corporate policy US, Anti-competition laws
Customer Misconduct & Fraudulent Sales	Signing up unqualified customers, high-pressure sales, misleading info, call tampering	FTC Act US, Consumer Act PH, Law on Consumer Protection VN
Misuse of Technology & Systems	Unauthorized access, buddy punching, turning-off Team Logger, tampering with metrics or logs	CFAA US, RA 10175 PH, VN cybersecurity and labor rules

Summary Table (Severity by Law Impact)

Severity	US Legal Impact	Philippines Legal Impact	Vietnam Legal Impact
Minor	Policy violation	Admin offense under Labor Code	Admin offense under Labor Code
Major	Dismissible via contract	Just cause for dismissal (Art. 297)	Art. 125/127 Labor Code
Grave	Civil/criminal liability	Penal Code + Labor Code	Penal + Cybersecurity + Labor Code



Sanctions for Grave Offenses



Admin Hearing with Suspension (1-30 days suspension)
(120 days)



End of Contact

Cleansing Period

**Minor
Offenses**



**Major
Offenses**



**Grave
Offenses**



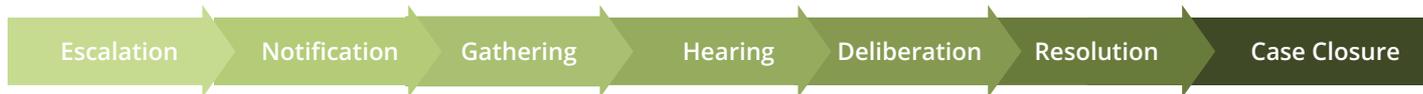
Escalation Process

Due Process

Escalation and Due Process



Note: The role of HR in escalation and due process scenarios is to ensure that all actions taken are fair, consistent, and compliant with company policies and labor laws. HR serves as a neutral party that investigates escalated issues—such as employee misconduct, policy violations, or grievances—by gathering facts, conducting interviews, and reviewing documentation. If a case is not resolved by Team Leader, HR Manager and the Director the case will be escalated to the CEO.



Escalation and Due Process

EXAMPLE

1

Initial Action: If an agent brings a complaint against a fellow agent directly to HR.

HR's Role:

- Educate the complainant about proper escalation protocols.
- Advise the agent to first raise the concern with their Team Leader (TL).
- Endorse or refer the complaint to the TL for appropriate handling.

Next Step: The TL addresses the issue and seeks resolution by consulting with his Manager.

EXAMPLE

2

Initial Action: If an agent escalates a concern involving their TL directly to HR.

HR's Role:

- Explain to the complainant the importance of escalating the issue through the next level in the hierarchy.
- Instruct the agent to raise the matter with their Manager.
- Endorse the concern to the Manager for review and action.

Next Step: The Manager intervenes and works to resolve the issue.

EXAMPLE

3

Initial Action: If an agent escalates a complaint against their Manager directly to HR.

HR's Role:

- Educate the complainant on the continued importance of following the chain of command.
- Advise the agent to escalate the matter to the Director (Philippines).
- Endorse or route the complaint to the Director for appropriate attention.

Next Step: The Director addresses the issue to determine any further action.

Human Resource

Trial Process

Human Resource Trial Process

1

Case Intake and Preliminary Assessment

- **HR receives** a formal complaint or escalated case.
- **Initial review** is conducted to verify if the issue warrants a hearing (e.g., code of conduct violations, harassment, serious misconduct).
- HR logs the complaint and begins the documentation process.

2

Notification to Involved Parties

- HR sends a notice of hearing to all involved parties (complainant, respondent, and any witnesses), outlining:
 - The nature of the complaint.
 - Date, time, and location of the hearing.
 - Their rights and responsibilities during the process.

3

Preparation and Gathering of Evidence

- HR collects supporting documents, chat/email logs, CCTV footage (if applicable), and any relevant reports.
- Involved parties may also submit their own evidence or written statements.

4

Formal Hearing Session

- Conducted by an **HR representative** (or panel, depending on the company).
- **Structure of the hearing:**
 - Opening statement from HR.
 - Presentation of the complaint by the complainant.
 - Response and explanation from the respondent.
 - Questioning and clarification by HR.
 - Witnesses (if any) are called and questioned.
- All discussions are **recorded or documented** for transparency.

1

Human Resource Trial Process

5

Deliberation and Decision-Making

- HR evaluates all testimonies and evidence.
- HR may consult with legal or compliance teams if necessary.
- A **decision is made** based on company policies, code of conduct, and facts presented.

6

Issuance of Resolution

- HR prepares and issues a **formal resolution letter** outlining:
 - Findings of the investigation.
 - Any disciplinary action (if applicable), such as:
 - Verbal/written warning
 - Suspension
 - Demotion
 - Termination
 - Right to appeal (if allowed by company policy).

7

Case Closure and Documentation

- All documents and records are filed in the employee's HR file.
- HR monitors compliance with corrective actions (if needed).
- Case is formally closed unless reopened upon appeal.



Cases That Usually Do NOT Require a Formal HR Trial/Escalation

- Minor issues
- Personality conflicts that can be resolved by the Team Lead and Manager
- First-time offenses (unless serious)
- Informal grievances or suggestions

2

Your Role in Our Culture



Ensuring a respectful, safe, and professional work environment



Gain a Shared Understanding our shared responsibilities



Help Uphold Avocado VA's values and standards



AVOCADO

VIRTUAL ASSISTANTS

It's good for you!

For any HR questions please contact: hr@avocadova.com

