

FREQUENTLY ASKED QUESTIONS

What is leave of absence?

A leave of absence is approved or paid time off work. Please refer to company. Employee shall be entitled (0.5) day vacation leave per month from hire date but can be used after 6 months from the employment date.

What are the types of paid leave?

- **Vacation Leave** – it will be used if the employee would like to take rest from work . Should be filed at least 2 weeks prior to the desired date of leave.
- **Sick Leave** – it will be used in case your or your dependent's illness. This should be file upon reporting back to work. Medical certificate should be attached to the leave application.
- **Emergency Leave** – it is define as any serious situation requiring the immediate attention of an employee.
- **Calamity Leave** – a leave of absence granted to suspend work for the safety and health of the employees during natural or man-made calamities.

What document to bring upon reporting back to work from a sick leave?

- Valid medical certificate

What is 15 days first salary lag time?

- The 15 days lag time of your salary is for security purposes. Considering the nature of our business, refunds and leads issues are the main concern we need to have a safe and at the same time secure system.

When am I entitled to have an HMO?

- An employee is entitled for HMO upon regularization.

How do I add my family member from the insurance?

- The employee can add his/her beneficiaries provided that payment will be shouldered by the employee.

When does the government deductions (SSS,Philhealth,Pag-ibig) start?

- The company will cover (60%) of employee's government contributions only upon regularization. Should the employee wish to continue his/her contribution while on probationary period, the company can provide a salary deduction procedure.

What is holiday pay?

- Holiday pay is any form of alternative compensation an employer offers to employees during holidays.

What are swap holidays?

REGULAR HOLIDAY	DATE	SWAP HOLIDAY	DATE
Independence Day	JUNE 12	US Independence Day	July 4 (if weekend , adjusted to nearest weekday)
Labor Day	MAY 01	US Labor Day	1st Monday of September
National Heroes Day	Every Last Sunday of August	Memorial Day	Movable Date (Last Monday of May)
Araw ng Kagitingan	APRIL 09	Thanksgiving Day	4th Thursday of November
Eid-Al-Fiter	(November/December)	Holiday	Day after Thanksgiving

NOTE:

Any other holidays under Philippine Labor law and not mentioned in this memorandum will be observed as a regular working day and appropriate holiday pay, as required, will be paid where it applies.

What is night differential?

- Night shift differential refers to the additional compensation for work performed from 10:00 O'clock in the evening to 6:00 O'clock in the morning. An additional 10% of the hourly rate will be added to the employee's daily wage.

How can an employee be entitled to the two (2) successive regular holiday?

- An Employee can be entitled to two (2) successive regular holidays if he/she works or is on leave of absence with pay on the day immediately preceding to the first holiday.

When should the 13th month be given?

- The 13th month pay should be given to employees not later than December 24 of every year.

How much is the required 13th month pay?

- The amount of 13th month shall at least 1/12 of the total basic salary earned for the year but does not include allowances and other monetary benefits.

What are the resignation process?

- Talk to their managers in person to alert them to the possibility of resigning.
- Discuss any issues that may exist that could be resolved.
- Hand in a written and signed notice of resignation to their manager and HR department 30 days in advance.
- Consult with HR to discuss details and outstanding wages and remaining benefits