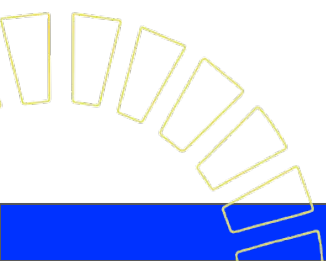


InsBOSS Discipline Management Guidelines



Agenda

- InsBOSS Foundation
 - Living the InsBOSS Way (LTIW)
 - Vision, Mission, Core Values
- InsBOSS Principles
- Discipline Management Guidelines



InsBOSS Foundation

What is Living The InsBOSS Way?

- It is a guide for all InsBOSS Family Members (IBFMs) on how to conduct themselves the InsBOSS way
- It will help provide a seamless experience to all new IBFMs with introductory content about our InsBOSS Culture while can be used as a reminder for our tenured IBFMs
- It is the inculturation of our Vision, Mission, Core Values, and Principles.

InsBOSS Foundation

Vision

To bring freedom to every life we touch.

Mission

Fostering meaningful relationships built on genuine care, from us to the world.

Core Values



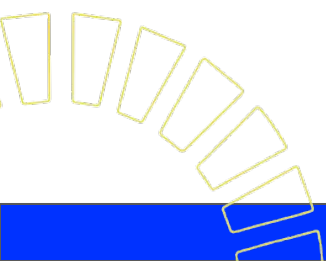
We always show
genuine care
like we are family.



We will always
treat your business
like it is our business.

InsBOSS Principles

1. Follow InsBOSS Standards and Processes.
2. If Principle #1 is missing, act in the best interest of everyone involved.
3. PLURGE Attitude
4. Be radically open-minded and radically transparent (Radical Candor).
5. Act through facts (Data-driven).
6. Disagree, commit, and support the decision maker.
7. Prioritize solving challenges.



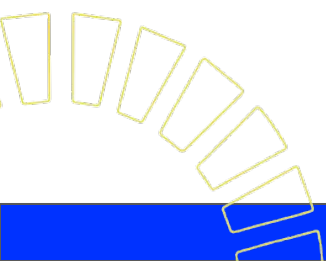
InsBOSS Discipline Management Guidelines

- As IBFMs, we are ***expected to act in accordance with the highest standards of personal and professional integrity*** in all aspects of our activities and to comply with all InsBOSS policies, rules, regulations and applicable laws.
- The Discipline Management Guidelines provides a ***framework for handling disciplinary cases in line with the standard operating procedures, policies, guidelines and applicable laws.***
- This is being implemented to allow us to ***better live the core values and principles*** that we hold in high importance as an organization. This also supports and propagates a culture with a common goal and purpose that aligns with our vision and mission.
- These guidelines provide guidance and ***empower our leaders to exercise their judgment.*** It further helps balance the need to achieve business objectives while ensuring a safe venue for the IBFMs to be heard.

Expectations and Responsibilities

IBFM's

- Comply with all InsBOSS policies, rules, guidelines and procedures, demonstrating commitment to the highest standards of ethical and professional behavior at all times, in the workplace or elsewhere;
- Cooperate in all proceedings relative to the investigation and resolution of disciplinary cases; and;
- Report and escalate violations of policies and related concerns and assist in the conduct of investigations.



Definition of Terms

ADMINISTRATIVE HEARING - a proceeding conducted as part of the disciplinary investigation to give the concerned IBFM to explain himself/herself.

AGGRAVATING CIRCUMSTANCE - a condition, event or fact that may be considered in the evaluation of the case that increases the seriousness of the offense and may be used as basis for imposing a higher penalty. These include, but not limited to, bad faith, lack of ordinary care and concealment of offense.

AWOL - Absence without Leave

CLEANSING PERIOD - it is when an IBFM who has been subjected to disciplinary action is expected to improve his/her performance and/or correct improper behavior, and to refrain from committing any other infraction.

COMPANY - Ins Back Office Solutions System, Inc. (herein referred to as InsBOSS)

COMPANY PREMISES - offices, meeting rooms, halls, pantries, waiting areas, grounds, and other areas that are owned, or leased by or otherwise under the control of InsBOSS. This also includes but is not limited to places that serve as venue for company events such as conventions, conferences, meetings, seminars or other functions.

COMPANY PROPERTY - things, goods or effects, both tangible and intangible, that are owned, leased, held by or otherwise under the control of the company by virtue of a legal or contractual right or title.

CRITICAL WORK DAY - It is a day specifically declared by InsBOSS as such due to extraordinary circumstances, such as but not limited to special events, and on which ample staffing is necessary so as not to adversely affect operations.

Definition of Terms

DISCIPLINARY PROCESS - the process established by these guidelines for addressing infractions of company policies and processes and correcting IBFM's behavior

JOB ABANDONMENT - It is when IBFM be idle and not respond and suddenly go missing after a period (minimum of 1 to 3 hours)

HR - Human Resources

IBFM - refers to all InsBOSS employees, regardless of employment status (e.g. permanent, probationary, project-based, contractual employees, regardless of rank, position or level)

IMT - Infraction Monitoring Tool

LC - Legal Compliance

LETTER OF EXPLANATION (LOE) - formal written reply of the employee to the NTE containing proof or evidence in support of his/her statements. It should be submitted within the period specified in the NTE; otherwise, the employee may be deemed to have waived his right to submit an LOE.

MITIGATING CIRCUMSTANCE - a condition, event or fact that may be considered in the evaluation of the case that lessens the gravity of the offense without justifying it; and may be considered in reducing the penalty to be imposed. Mitigating circumstances include, but are not limited to, voluntary admission, new system process, and clean disciplinary record.

Definition of Terms

NCNS - No Call, No Show

NOTICE TO EXPLAIN (NTE) OR SHOW CAUSE MEMORANDUM (SCM) - written notice given to an IBFM stating the specific acts or omissions constituting his/her alleged offense(s) and the relevant provisions of these guidelines and/or the company policy allegedly violated, with a demand for a letter of explanation to be submitted within a stated period.

NOTICE OF DECISION (NOD) - a written notice containing the findings of the investigation, the offense(s) committed, the basis of the decision and the sanction.

OVERBREAK - When an IBFM fails to comply with the break periods without reasonable excuse.

POC - Point of Contact

PRESCRIPTIVE PERIOD - the period within which a sanction for the same offense progresses to the next higher level based on the progression of sanctions provided under Section 7 of these guidelines. The period is reckoned from the date the offense is committed, as indicated in the NTE. The prescriptive period will depend on the type of offense committed.

PREVENTIVE SUSPENSION - a preventive measure to keep an IBFM, who is undergoing disciplinary investigation, away from InsBOSS premises. This is for a maximum period of 30 days, without pay, from the time Human Resources or Legal Compliance and the business head concerned determine that the continued presence of the IBFM poses a serious and imminent threat or danger to the property of InsBOSS or the life and/or property of other IBFM. Preventive suspension is not a sanction, but a remedy to prevent further harm or damage from happening at the workplace.

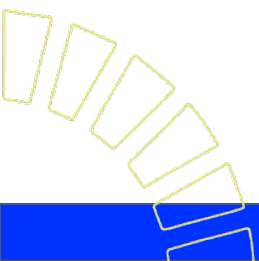
Definition of Terms

RECKONING DATE - Particular number of days is prescribed for doing any act, or for any other purpose, the same shall be reckoned exclusively of the first and inclusively of the last day.

TARDINESS - Starting work after the official shift schedule. When an IBFM is late after one hour from the beginning of their shift/work schedule without notification or valid excuse and supporting documents. An IBFM is considered late after the permitted 10-minutes grace period.

UNAUTHORIZED ABSENCE - Absence from work without approval from the supervisor/manager.

UNDERTIME - Leaving company premises prior to the end of the shift without prior approval of the manager. When an IBFM goes home or ends a scheduled shift abruptly without reasonable excuse or prior approval from their Immediate Supervisor.



Escalation Procedure

All IBFM have a duty to escalate any actual or perceived violation of law and or InsBOSS policies. While each IBFM is expected to exercise good judgment in determining whom to escalate to, the following guidelines are useful:

- Legal Compliance - for unethical behavior and/or inappropriate conduct/violation of HR policies and violation of InsBOSS regulatory policies/requirements
- HR - Consistent collaboration with LC on investigations and sanction implementation.

Modes/Channels for Escalation:

- Happiness Index Survey
- [Speak Up!](#)
- Conventional correspondences(Chat or email to distro list: legalcompliance@insboss.net)
- Skip Level sessions with the next level manager.

THANK YOU!