CODE OF ETHICS MANUAL

2025/2026

UPHOLDING ETHICAL COMMITMENT IN FRANCHISING

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JOSHUA HENRY L. DAYON

PRESIDENT MESSAGE

ON THE PUBLICATION OF THE IPROCESS CODE OF ETHICS MANUAL

Theme: "Upholding Ethical Commitment in Franchising"

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In Honor of Mr. Joshua Henry Dayon

Founding Partner & Former Data Protection Officer of iPROCESS

In these ever-evolving times of digital transformation, community-based entrepreneurship, and financial innovation, it is imperative that our values remain steadfast. As we republish and reinforce our iPROCESS Code of Ethics, themed "Upholding Ethical Commitment in Franchising," we reaffirm our unwavering dedication to integrity, service, and principled conduct in every business relationship we foster.

This manual is more than a document—it is a compass. It reflects the soul of iPROCESS. It articulates the moral and professional standards expected of every individual under our banner—our employees, trainees, franchisees, channel partners, and corporate allies.

This second edition of the Code builds upon the first version published on February 21, 2022, which laid the groundwork for a responsible, transparent, and ethically sound franchise model. That foundation has now been strengthened by our experiences, lessons, and the unrelenting pursuit of excellence and accountability.

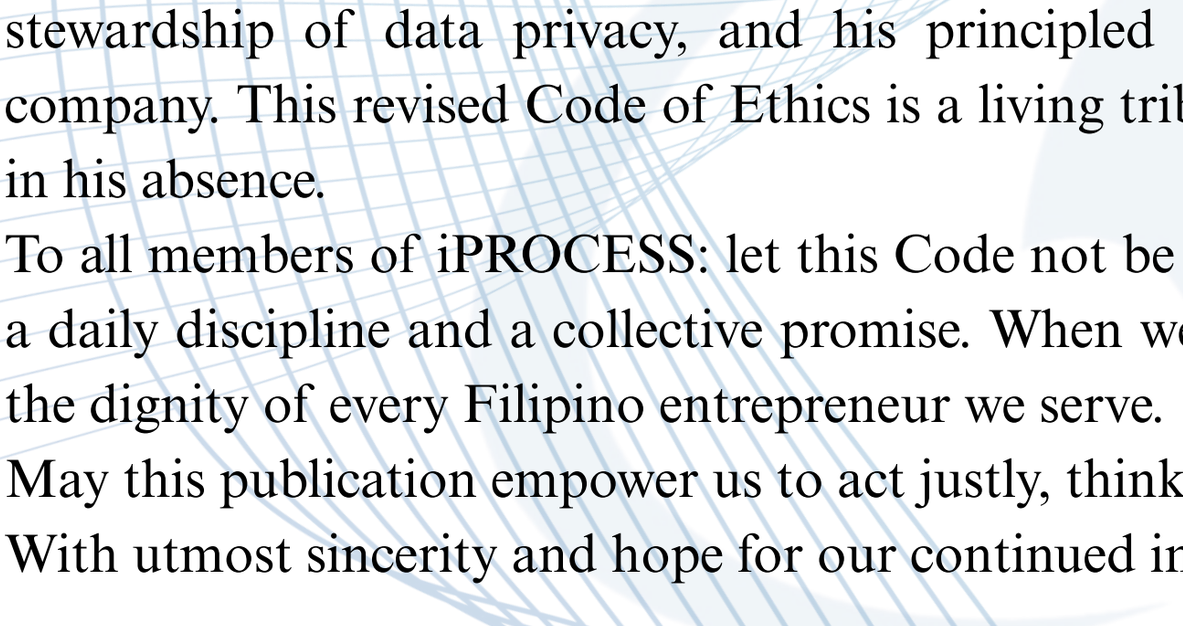
We draw inspiration from one of iPROCESS's finest pillars—our beloved founding partner and former Data Protection Officer, Mr. Joshua Henry Dayon. His unwavering dedication to fairness, his disciplined stewardship of data privacy, and his principled leadership remain etched in the very fabric of this company. This revised Code of Ethics is a living tribute to his legacy—one that continues to guide us even in his absence.

To all members of iPROCESS: let this Code not be treated as mere policy, but as a solemn commitment—a daily discipline and a collective promise. When we uphold ethics, we elevate not only our name but also the dignity of every Filipino entrepreneur we serve.

May this publication empower us to act justly, think wisely, and lead honorably.

With utmost sincerity and hope for our continued integrity,

Calvert Chavez
President
iPROCESS LIAISON AND CONSULTANCY OPC



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CHAPTER 1: INTRODUCTION



THE IPROCESS CODE OF ETHICS MANUAL IS A COMPREHENSIVE DOCUMENT DESIGNED TO INSTILL A CULTURE OF INTEGRITY, PROFESSIONALISM, AND LEGAL COMPLIANCE ACROSS ALL SECTORS OF OUR OPERATIONS. WITH FRANCHISING AS THE CORE OF OUR BUSINESS MODEL, ETHICAL BEHAVIOR IS NOT JUST RECOMMENDED—IT IS MANDATORY. THIS MANUAL OUTLINES THE EXPECTATIONS, BOUNDARIES, AND ETHICAL MANDATES THAT MUST GUIDE ALL IPROCESS PERSONNEL, FRANCHISEES, BUSINESS DEVELOPMENT OFFICERS, SUPPORT TEAMS, AND EXTERNAL PARTNERS.

We believe that strong ethics are the foundation of sustainable success. Our growth, trustworthiness, and franchise expansion are rooted in the consistent application of principled conduct. This manual supports our strategic goals by embedding ethics at every decision-making level, from daily marketing activities and merchant onboarding to customer service interactions and financial accountability.

iPROCESS embraces a zero-tolerance approach toward unethical behavior. All violations, regardless of position or tenure, will be dealt with through administrative, legal, or contractual remedies. As the franchising landscape continues to evolve, our ethical framework must remain resilient, adaptive, and rooted in both the rule of law and our corporate values.

This document serves multiple purposes:

- To provide clarity on ethical expectations across all operations
- To document guidelines derived from existing internal resolutions, memoranda, and issuances
- To ensure franchisees and partners understand their responsibilities under our governance
- To institutionalize mechanisms for reporting, whistleblowing, and corrective actions
- To demonstrate iPROCESS's commitment to compliance with the Philippine Franchise Association, Department of Trade and Industry (DTI), Securities and Exchange Commission (SEC), and relevant legal frameworks including the Data Privacy Act, Corporation Code, Bangko Sentral ng Pilipinas , AMLC and the Anti-Graft and Corrupt Practices Act.

We invite all iPROCESS stakeholders to read, understand, and live by this Code. Together, we uphold the values of sincerity, fairness, and long-term partnership.

Scope and Applicability: This Code applies to:

- All iPROCESS staff, officers, and contractors
- All iPROCESS franchisees, sub-franchisees, and authorized representatives
- Channel partners, service providers, and affiliated entities
- Clients, suppliers, and financial institutions interacting with iPROCESS in an official capacity

Implementation: The Ethics Manual shall be implemented through:

- Induction and orientation for new hires and franchisees
- Integration with performance evaluation tools
- Regular audits and compliance reports
- Inclusion in training programs and seminars
- Mandatory quarterly ethics review



Chapter 2: Vision, Mission, and Core Values

OUR VISION

To be recognized as a customer-centric company; to bring financial services closer to the community and make them convenient for everyone.

OUR MISSION

As a company, we are a team of individuals that collects, interprets, and maintains financial information while providing quality customer service. Moreover, we aim to be fully compliant with all applicable laws, rules, and regulations of the business.



OUR CORE VALUES

The following principles serve as the moral compass of iPROCESS and the foundation of this Code of Ethics. Every decision, action, and relationship must be guided by these core values:

1. Integrity

We commit to honesty, transparency, and consistency in all dealings. We do what is right, even when it is difficult.

2. Accountability

We take full responsibility for our actions and obligations. All stakeholders are expected to honor commitments and own the results of their decisions.

3. Service Excellence

We strive to exceed expectations by delivering prompt, reliable, and high-quality service to our clients, partners, and communities.

4. Respect and Fairness

We value every person and treat all stakeholders with dignity, equity, and impartiality, regardless of status or position.

5. Community-Centered Impact

We are dedicated to uplifting communities by bringing accessible financial services to underserved areas and promoting inclusive development.

6. Compliance and Professionalism

We uphold the laws of the land, industry standards, and internal policies. We act with professionalism in every interaction.

7. Innovation and Adaptability

We embrace continuous learning, adapt to change, and encourage innovation to remain relevant in a fast-paced industry.

These values shall be embedded in all organizational practices—recruitment, onboarding, franchise management, operations, marketing, and client engagement.

Chapter 3: Legal Foundation and Governance Framework

iPROCESS is a duly registered legal entity under Philippine law and is bound to uphold all applicable legal, regulatory, and industry standards. Our governance structure ensures that operations are carried out with full transparency, accountability, and integrity in compliance with the law.

Primary Regulatory Bodies and Registrations:

1. Bangko Sentral ng Pilipinas (BSP)

iPROCESS is a registered Operator of Payment System (OPS) under Republic Act No. 11127 (The National Payment Systems Act). As such, we operate under the supervision and regulatory framework established by the BSP, ensuring security, stability, and efficiency in payment transactions and financial technology activities.

2. Anti-Money Laundering Council (AMLC)

iPROCESS complies with anti-money laundering protocols and registration under AMLC to monitor and report suspicious financial transactions in accordance with RA 9160 as amended.

3. National Privacy Commissi

As a data controller and processor of financial and personal information, iPROCESS adheres to the Data Privacy Act of 2012 (RA 10173). We maintain a Data Protection Officer (DPO) and implement robust data governance policies.

4. Securities and Exchange

iPROCESS is incorporated as a One Person Corporation and files all required financial statements and corporate disclosures in compliance with the Revised Corporation Code.

5.

5. Department of Trade and Industry (DTI)

Franchise offerings and business operations are registered and monitored under DTI franchising rules, including adherence to the Philippine Franchising Industry Standards.

6.. Bureau of Internal Revenue (BIR)

iPROCESS ensures tax compliance by regularly remitting applicable taxes, including income tax, value-added tax (VAT), and withholding taxes in accordance with BIR regulations.

7. Philippine Franchise Association (PFA)

As a member and stakeholder in PFA, iPROCESS aligns its franchising operations with ethical standards, accreditation benchmarks, and continuing education on responsible franchising.

8. Department of Information and Communications Technology (DICT)

iPROCESS aligns with DICT's digital transformation roadmap, especially in relation to electronic payments, cybersecurity, and tech-based government programs.

9. To strengthen its commitment to regional economic development and local business collaboration, iPROCESS is a recognized member of the Metro Bacolod Chamber of Commerce and Industry (MBCCI). This membership affirms its dedication to ethical business practices, inclusive growth, and active participation in regional enterprise networks.

10. iPROCESS is officially registered with the Philippine Government Electronic Procurement System (PhilGEPS) under the Department of Budget and Management (DBM), allowing the company to participate in government procurement and public sector partnerships. This registration enhances iPROCESS's credibility as a trusted service provider to both government and private institutions.

The company upholds a governance framework that is guided by:

- Integrity and Compliance: Alignment with data privacy laws, tax compliance (BIR), and labor standards (DOLE).
- Ethical Business Conduct: Internal Code of Conduct and conflict-of-interest policies.
- Transparency and Reporting: Regular internal evaluations and submission of compliance reports to regulatory bodies.
- Leadership Accountability: Oversight by its President and appointed Administrators to ensure operational discipline and ethical franchising conduct.

This foundation reflects iPROCESS's enduring mission to provide inclusive, innovative, and integrity-driven consultancy and fintech solutions nationwide.

Internal Governance Structure:

· Office of the President: Provides strategic direction and oversees national operations, legal compliance, and partnership development.

· National Relationship Manager (NRM): Supervises all regional and field activities and enforces policy adherence among Business Development Officers.

· Finance and Data Privacy Division: Handles internal control, auditing, and privacy governance.

· Human Resources and Compliance: Maintains records, policies, and regulatory filings; ensures workforce alignment with iPROCESS code and national labor standards.

Legal Instruments:

· Articles of Incorporation (SEC)
· Deeds of Undertaking and Franchise Agreements
· Internal Resolutions, Memos, and Standard Operating Procedures
· OPS Registration Certificate from BSP
AMLC Registration
· Franchise Accreditation
· NPC Registration and DPO Appointment

All franchises, employees, and partners are required to familiarize themselves with these governing frameworks and operate within their bounds.

Chapter 4: General Principles of Ethical Conduct

This chapter sets forth the overarching ethical expectations and principles that govern every stakeholder in the iPROCESS ecosystem. These principles apply to employees, officers, franchisees, contractors, and channel partners. Each one is expected to embody these ethical values in day-to-day conduct and in the execution of official responsibilities.

1. Honesty and Transparency
Truthful communication and transparency must define all engagements—whether with clients, regulators, fellow employees, or partners. Misrepresentation, deception, and concealment of critical information are considered serious violations.

2. Integrity in Decision-Making
Actions and decisions must be made in alignment with iPROCESS's values and not based on personal gain or improper influence. Ethical judgment is encouraged over expediency.

3. Professionalism

All stakeholders shall conduct themselves with dignity, courtesy, and professionalism, especially in high-pressure or sensitive situations.

4. Confidentiality

Access to sensitive information is a privilege and a responsibility. All employees and partners must protect the confidentiality of customer, company, and partner data at all times.

5. Compliance with Laws and Policies

iPROCESS stakeholders are expected to know and follow applicable laws, internal policies, and codes. Ignorance of the law or company rules will not excuse misconduct.

6. Zero Tolerance for Corruption and Fraud

Any form of bribery, embezzlement, kickbacks, or financial manipulation is strictly prohibited. Employees and franchisees are duty-bound to report any corrupt behavior they become aware of.

7. Respect for People and Institutions

Respect must be shown at all times toward clients, coworkers, government institutions, and regulatory bodies. Discrimination, harassment, or abusive behavior will not be tolerated.

8. Conflict of Interest Avoidance

Stakeholders must disclose any potential conflicts of interest and avoid situations where personal interests could interfere with iPROCESS's objectives or reputation.

9. Responsible Use of Company Resources

iPROCESS resources—including time, information, funds, equipment, and facilities—must be used efficiently and solely for legitimate business purposes.

10. Ethical Leadership

All supervisors, managers, and officers are expected to lead by example. Ethical conduct must cascade from leadership to all levels of the organization.

These general principles serve as the foundation for more specific policies and disciplinary measures defined in the succeeding chapters.

Chapter 5: Ethical Franchising – Rules and Conduct

iPROCESS commits to responsible, transparent, and community-centered franchising. This chapter sets forth the policies, standards, and ethical rules governing our franchise program, ensuring franchisees operate in alignment with corporate values and legal obligations.

1. Ethical Franchise Representation

Franchisees and their agents must represent the iPROCESS brand with honesty and professionalism. Misleading information, exaggeration of income potential, or failure to disclose critical facts about operations are strictly prohibited.

2. Fair Dealings and Non-Discrimination

All applicants shall be treated fairly, with equal opportunity for franchise acquisition regardless of gender, background, religion, or location, provided that operational capacity and compliance are met.

3. Franchise Agreement Integrity

The Franchise Agreement is a legally binding instrument. All terms must be clearly explained to the franchisee before signing. Any change or amendment must go through the proper corporate review and approval.

4. Compliance with Franchise Manual and SOPs

Franchisees are required to adhere to the Franchise Manual, Standard Operating Procedures (SOPs), and other issuances including circulars, memoranda, and resolutions issued by iPROCESS management.

5. No Unauthorized Sub-Franchising or Transfer

Franchise rights are non-transferable without prior written approval. Unauthorized sub-franchising, leasing of name or system, or assigning rights to third parties constitutes a breach of contract.

6. Ethical Use of Trademarks and Branding

Franchisees may use the iPROCESS logo, brand name, and materials only in accordance with official guidelines. Any alteration, misuse, or co-branding with unapproved entities is prohibited.

7. Training and Continuing Compliance

All franchisees must complete the official onboarding and ethics orientation. Ongoing training sessions may be mandated for compliance with legal or operational updates.

8. Avoidance of Conflicting Ventures

Franchisees shall not engage in or support businesses that conflict with iPROCESS offerings, compete directly, or use confidential business models derived from their franchise access.

Regulated by BANGKO SENTRAL NG PILIPINAS

iPROCESS DPO OFFICE, R-5-6 2nd floor Garl Bldg. Gloryville Subd/ Brgy XIII Victorias City 6119

9. Franchise Fees and Payment Transparency

All franchise payments must be processed through official channels. Issuance of receipts, transparency of pricing, and accounting compliance are mandatory.

10. Partnership with Oversight Offices

Franchisees shall coordinate with the National Relationship Manager, Franchise Administration, and Compliance Units for all concerns, updates, or deviations from their operations.

By adhering to these rules, franchisees help preserve the credibility, quality, and sustainability of the iPROCESS brand.

Chapter 6: Responsibilities of Franchisees

Franchisees are not just business operators—they are frontline representatives of the iPROCESS brand. As such, they are entrusted with ethical, operational, and reputational responsibilities critical to the success and credibility of the company.

1. Operational Excellence

Franchisees are expected to maintain daily operations in accordance with company standards, ensuring that services are efficient, compliant, and customer-centered.

2. Adherence to Legal and Regulatory Standards

Franchisees must uphold all legal requirements applicable to financial services, franchising, and labor practices, including compliance with BSP, AMLC, DTI, SEC, and NPC regulations.

3. Observance of iPROCESS Policies and Memoranda

All internal circulars, memoranda, updates, and resolutions issued by iPROCESS management are binding upon all franchisees and must be implemented accordingly.

4. Financial Responsibility

Franchisees must maintain accurate records, submit required financial reports, and remit fees and dues on time. Unauthorized collection of fees, misappropriation, or non-remittance shall result in administrative or legal action.

5. Franchise Area Development and Promotion

Franchisees are expected to proactively promote iPROCESS products and services within their assigned areas and pursue business development consistent with strategic goals.

6. Relationship Building

Franchisees must build and maintain strong relationships with clients, community stakeholders, local government units, and partners while upholding the brand's integrity.

7. Staff Management and Training

Franchisees must recruit and manage competent staff. They are responsible for ensuring that all team members attend required training and comply with internal and external regulations.

8. Technology and Systems Use

Franchisees shall ensure the proper use and safeguarding of company-issued systems, devices, and platforms. They are accountable for breaches or misuse within their branch.

9. Confidentiality and Data Protection

All client, transaction, and operational data must be protected. Franchisees must enforce data privacy protocols and immediately report any breach to the Data Protection Officer.

10. Ethical and Transparent Behavior

All franchisees must conduct their business with integrity, transparency, and accountability. Any violation of the Code of Ethics shall be subject to internal investigation and applicable sanctions.

The responsibilities outlined in this chapter serve as both a commitment and a contractual obligation. Failure to fulfill these duties may result in administrative penalties, franchise suspension, or termination.

Chapter 7: Conflict of Interest Policies

The integrity of iPROCESS operations relies on the objectivity and independence of all employees, officers, franchisees, and partners. To ensure decisions are made in the best interest of the company and its stakeholders, all forms of conflict of interest must be avoided, disclosed, and properly managed.

1. Definition of Conflict of Interest

A conflict of interest occurs when personal, financial, or other considerations compromise—or appear to compromise—a person's judgment, decisions, or actions in the performance of their official duties for iPROCESS.

2. Common Examples

· Owning or investing in a competitor or vendor without disclosure.

· Accepting gifts, favors, or incentives from clients or suppliers.

· Hiring or contracting family members or close associates without proper disclosure and approval.

· Using company information, systems, or resources for personal business.

· Participating in decisions where the individual has a vested personal interest.

3. Duty of Disclosure

All iPROCESS stakeholders must disclose any real, potential, or perceived conflict of interest in writing to the Office of the President, Compliance Department, or Franchise Administration, depending on the context.

4. Review and Resolution Process

Disclosures shall be reviewed by a designated ethics panel or compliance officer. Actions may include recusal from decisions, reassignment of tasks, or in severe cases, termination of engagement or contract.

5. Prohibited Actions

· Concealing conflicts of interest.

· Exploiting confidential information for personal gain.

· Granting or receiving special treatment based on personal ties.

· Using a position at iPROCESS to influence third-party transactions for self-benefit.

6. Annual Declaration

All employees, officers, and franchisees must complete an Annual Conflict of Interest Disclosure Form as part of their continuing ethics compliance requirement.

7. Sanctions for Non-Compliance

Failure to disclose or resolve a conflict of interest is a serious offense. Sanctions may include disciplinary actions up to and including dismissal, franchise revocation, legal action, and reputational penalties.

The goal of this policy is not to eliminate all relationships that could potentially lead to a conflict, but to ensure transparency, accountability, and the consistent application of ethical standards.

Chapter 8: Data Privacy and Confidentiality

iPROCESS places the utmost importance on safeguarding the confidentiality, integrity, and availability of all personal and financial data in compliance with the Data Privacy Act of 2012 (RA 10173) and related issuances by the National Privacy Commission (NPC).

1. Scope of Data Covered

This policy applies to all personal, sensitive, and privileged information collected, stored, processed, or transmitted through iPROCESS systems or by any employee, franchisee, or authorized partner.

2. Compliance with the Data Privacy Act

iPROCESS, as a registered personal information controller and processor, shall uphold all the duties outlined under RA 10173, including the appointment of a Data Protection Officer (DPO), breach notification procedures, and data protection impact assessments where necessary.

3. Data Handling Principles

All data shall be processed in adherence to the following principles:

- Transparency – Data subjects must be informed of the purpose and manner of data processing.
- Legitimate Purpose – Data must only be used for lawful and declared purposes.
- Proportionality – Data collected must be relevant and limited to what is necessary.

4. Responsibilities of Stakeholders

- Employees and franchisees must ensure that all personal data under their control is secured at all times.
- No personal data shall be shared with third parties without the consent of the data subject, except as required by law.
- Devices, systems, or documents containing sensitive data must be password-protected, encrypted, or securely stored.

5. Confidentiality Obligations

All stakeholders are bound by confidentiality agreements. Sharing, leaking, or carelessly handling sensitive data may result in sanctions including dismissal, termination of franchise, or legal liability.

6. Breach Reporting and Response

All suspected data breaches must be reported within 24 hours to the Data Protection Officer (DPO) at radfinance@iprocessph.com. A breach containment and investigation protocol will be immediately activated.

7. Third-Party Processors

All service providers handling data on behalf of iPROCESS must execute a Data Sharing or Processing Agreement and comply with our privacy protocols.

8. Data Subject Rights

Clients, partners, and employees have the right to:

- Access and correct their personal data;
- Withdraw consent, subject to legal and contractual constraints;
- File complaints for suspected misuse of personal information.

9. Retention and Disposal

Personal data shall be retained only for as long as necessary for business or regulatory purposes. Data no longer required shall be securely deleted or destroyed.

This chapter affirms our commitment to building trust through responsible data stewardship and protecting the rights of all individuals whose data we manage.

Chapter 9: Financial Integrity and Anti-Corruption Measures

iPROCESS adheres to the highest standards of financial transparency, accountability, and integrity in all aspects of its operations. All employees, officers, franchisees, and third-party partners must uphold and reinforce anti-corruption practices to maintain public trust and institutional credibility.

1. Financial Accountability

All financial transactions—whether internal or external—must be recorded accurately and completely in the books of accounts, subject to review and audit by the Finance Department or an independent external auditor.

2. Transparency in Financial Reporting

iPROCESS requires timely, factual, and comprehensive reporting of financial data. Fabrication, omission, or misrepresentation of financial records is strictly prohibited.

3. Anti-Corruption Commitment

iPROCESS enforces a zero-tolerance policy against bribery, extortion, embezzlement, kickbacks, and any form of financial misconduct.

4. Use of Company and Franchise Funds

Company funds must only be used for lawful and approved corporate activities. Franchise collections must be officially receipted and reported.

5. Approval and Authorization Protocols

Expenditures, fund disbursements, and franchisee collections must follow an established chain of approval. No individual is allowed to bypass controls or act outside designated financial limits.

6. Prohibited Financial Activities

· Acceptance of cash or gifts intended to influence decisions.
· Unauthorized personal use of company or franchise funds.
· Establishment of off-the-book accounts.
· Collusion with external parties for fraudulent activities.

7. Internal Controls and Audits

Regular internal audits shall be conducted to assess financial health, compliance, and fraud prevention. Stakeholders must cooperate with auditors and provide required documentation.

8. Reporting Financial Irregularities

Suspected financial misdeeds must be reported immediately to the Finance Department or the Office of the President. Anonymous tips will be accepted, and whistleblowers will be protected from retaliation.

9. Training and Compliance

Employees and franchisees will undergo regular financial ethics orientation and training to ensure understanding of their roles in preserving financial integrity.

10. Sanctions for Violations

Violations of financial and anti-corruption policies will result in disciplinary measures ranging from suspension to termination, civil recovery, and criminal prosecution where applicable.

This chapter supports the company's mission to be a responsible and lawful business that promotes trust, efficiency, and long-term financial sustainability.

Chapter 10: Code of Conduct for Employees and Officers

PROCESS expects all employees and officers to embody the core values of the organization and comply with ethical and professional standards in all aspects of their roles. This Code of Conduct reinforces and supplements previously published ethical policies and stands as a mandatory guideline for all personnel.

1. Professionalism and Dignity

Employees and officers must demonstrate professionalism, respect, and fairness in their interactions with clients, partners, coworkers, and the public. Discriminatory or abusive behavior is strictly prohibited.

2. Compliance with Policies and Laws

Personnel must comply with all iPROCESS policies, internal controls, and regulatory mandates, including those from the Bangko Sentral ng Pilipinas, AMLC, NPC, SEC, and other government agencies.

3. Accountability and Integrity

All actions, decisions, and representations must reflect personal and professional integrity. Employees are expected to accept responsibility for their conduct and strive for transparency.

4. Confidentiality

Employees must safeguard company and customer data, whether verbal, written, or digital. Sharing sensitive information without authorization constitutes a breach of this Code.

5. Prohibition of Bribery and Corruption

Offering or accepting bribes, kickbacks, or unauthorized incentives is strictly forbidden. Employees must report any such incidents immediately to the appropriate authority.

6. Attendance and Punctuality

Employees must report for duty on time and adhere to assigned schedules. Repeated tardiness or unauthorized absences may lead to administrative sanctions.

7. Conflict of Interest Disclosure

Employees must disclose any situation in which personal interests might conflict with iPROCESS duties, including relationships with vendors, franchisees, or competitors.

8. Use of Company Property

Company assets—such as equipment, materials, and information systems—must be used responsibly and only for authorized business purposes.

9. Dress Code and Behavior

Employees are expected to dress appropriately and behave respectfully at all times, especially when representing iPROCESS during meetings, field activities, or public engagements.

10. Reporting Violations

All personnel have a duty to report violations of the Code of Conduct, fraud, harassment, or unethical behavior to the HR Department, Compliance Unit, or Ethics Committee. Reports will be handled with confidentiality and care.

11. Disciplinary Action

Any violation of this Code shall be subject to investigation and, if warranted, appropriate disciplinary action, including verbal or written warnings, suspension, termination, or legal action.

12. Continuous Commitment

All employees and officers must sign the Code of Conduct acknowledgment form and are required to undergo refresher orientation annually or as directed by Management.

This chapter affirms that ethical conduct is not optional at iPROCESS—it is a non-negotiable standard and a reflection of our mission to be a trustworthy, client-focused, and law-abiding organization.

Chapter 11: Channel Partners and Third-Party Ethics

iPROCESS recognizes that its network of channel partners and third-party providers—including franchise brokers, service vendors, digital platforms, and referral agents—play a critical role in delivering services to the public. These partnerships must adhere to the same high ethical and professional standards required of iPROCESS staff.

1. Partnership Eligibility and Due Diligence

All third-party entities must undergo proper evaluation, background verification, and contract vetting before being authorized to represent iPROCESS or access its systems.

2. Ethical Alignment Requirement

Channel partners must align with iPROCESS values and must not be engaged in activities that are unlawful, unethical, or in direct competition with the company's interests.

3. Compliance with Contractual Obligations

Third-party partners are expected to comply fully with the terms of their respective Memoranda of Agreement (MOA), Franchise Selling Authorization (FSA), or Distribution and Referral Agreements, including confidentiality clauses and performance standards.

4. Prohibited Practices

The following actions by partners and vendors are strictly prohibited:

- Misrepresentation of authority or offerings;
- Collecting fees outside the authorized payment structures;
- Selling, transferring, or duplicating iPROCESS services or materials without approval;
- Engaging in bribery, extortion, or influence-peddling on behalf of iPROCESS.

5. Confidentiality and Data Use

Channel partners and vendors with access to confidential or customer data are required to sign Non-Disclosure Agreements and follow the company's Data Privacy Policy. Breaches may result in termination and legal action.

6. Anti-Fraud and Compliance Reporting

Channel partners must actively report any suspected fraud, customer complaints, or unethical behavior related to their iPROCESS engagement. Silence or failure to report will be treated as a compliance violation.

7. Training and Accreditation

Authorized third-party personnel must complete onboarding orientation and, where applicable, pass an accreditation process before conducting business under the iPROCESS name.

8. Monitoring and Evaluation

iPROCESS shall routinely assess partner compliance, service quality, and customer feedback. Continued partnership depends on satisfactory performance and ethical behavior.

9. Termination for Cause

Any violation of this Code or contractual breach may result in immediate termination of the partnership, blacklisting from future affiliations, and possible civil or criminal proceedings.

This chapter ensures that external representatives uphold the same integrity as internal stakeholders, protecting the brand and ensuring trust-based service delivery.

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Chapter 12: Guidelines for Ethical Marketing and Sales

Marketing and sales activities at iPROCESS are guided by the principles of honesty, transparency, professionalism, and client-centered service. As representatives of the brand, all employees, franchisees, and authorized partners must uphold the highest standards when promoting products and services.

1. Truthful Representation

All marketing materials, presentations, and verbal or digital communication must accurately reflect the features, limitations, pricing, and benefits of iPROCESS offerings. Misleading statements, exaggerations, or deceptive practices are strictly prohibited.

2. Compliance with Regulatory and Advertising Standards

Marketing content must comply with the rules of the Advertising Standards Council (ASC), Fair Trade and Consumer Protection Laws, and guidelines issued by the Department of Trade and Industry (DTI), Bangko Sentral ng Pilipinas (BSP), and Securities and Exchange Commission (SEC).

3. Brand Consistency and Approval Protocols

Only authorized and updated iPROCESS marketing templates, logos, and scripts may be used. Franchisees and BDOs must submit promotional materials to the Marketing Department for clearance before dissemination.

4. Respectful Prospecting and Customer Engagement

Soliciting clients must be done respectfully and professionally. Aggressive selling, spamming, harassment, or any act that pressures the customer to purchase is unacceptable.

5. No Unfair Competitive Practices

Comparative advertising that maligns competitors or misrepresents their offerings is unethical. Marketing must focus on the value of iPROCESS products rather than the shortcomings of others.

6. Accurate Documentation of Sales

All sales, franchise offerings, onboarding, and activations must be documented in official iPROCESS platforms or paper-based forms. Ghost sign-ups, duplicate submissions, or fictitious entries will be grounds for disciplinary or legal action.

7. Use of Testimonials and Endorsements

All client endorsements or success stories must be factual and authorized in writing. Unauthorized or fabricated testimonials are forbidden.

8. Customer Privacy in Marketing

Customer data shall never be used for marketing purposes without their explicit consent. Marketing must respect data privacy rules under RA 10173 and related NPC circulars.

9. Conflict of Interest in Referrals

Personnel or partners referring clients to iPROCESS must not manipulate transactions for personal gain. Referral incentives must follow official programs approved by the company.

10. Training and Ethical Sales Certification

All sales personnel must complete mandatory training on ethical sales, customer handling, and fraud prevention before engaging in active marketing. Periodic re-training will be required.

This chapter enshrines the belief that professionalism, respect, and sincerity are the most effective marketing tools. Ethical conduct in sales sustains trust and strengthens long-term customer relationships.

Chapter 13: Use of iPROCESS Name and Intellectual Property

iPROCESS holds exclusive rights to its name, logos, proprietary tools, systems, content, designs, and associated intellectual property. This chapter sets guidelines on the authorized, ethical, and professional use of the iPROCESS brand and its intellectual assets.

1. Ownership of Intellectual Property

All branding, training materials, franchise documents, digital assets, and operational frameworks developed by or for iPROCESS are the exclusive intellectual property of iPROCESS Liaison and Consultancy OPC.

2. Authorized Usage Only

Only duly authorized employees, franchisees, and accredited partners may use iPROCESS logos, trade names, or marketing materials. Unauthorized use—including reproduction, modification, or public display—without express written permission is prohibited.

3. Trademark and Logo Guidelines

iPROCESS trademarks and logos must be used in their approved form only. Altering logo colors, fonts, layouts, or combining them with other emblems is not allowed. All branding usage must follow the iPROCESS Brand Manual.

4. Digital Content and Platform Access

Access to iPROCESS platforms, portals, dashboards, CRM tools, and other digital systems must be secure, traceable, and limited to authorized users only. Sharing passwords or credentials is strictly prohibited.

5. Content Reproduction and Sharing

Reproducing or sharing iPROCESS training videos, slides, templates, guides, or confidential documentation without authorization is a breach of intellectual property rights and may result in disciplinary and legal action.

6. Third-Party Collaboration and Licensing

Any collaboration involving co-branded content, licensing agreements, or public exposure of the iPROCESS brand with other entities must receive prior clearance from the Office of the President and the Marketing and Legal Departments.

7. Intellectual Property Violations

Violations such as unauthorized copying, external distribution, brand dilution, or misrepresentation of iPROCESS ownership shall be subject to penalties, including termination of partnership or employment, and filing of civil or criminal cases.

8. Reporting and Enforcement

Any misuse or suspected intellectual property infringement must be reported to compliance@iprocessph.com. The Legal Department will conduct prompt investigation and recommend appropriate action.

Proper use of intellectual property ensures the integrity of the iPROCESS brand, protects its competitive advantage, and supports its legal standing in the market.

Regulated by BANGKO SENTRAL NG PILIPINAS
iPROCESS DPO OFFICE, R-5-6 2nd floor Garl Bldg. Gloryville Subd/ Brgy XIII Victorias City 6119

Chapter 14: Disciplinary Measures and Accountability

To preserve the integrity of iPROCESS and uphold trust in its ethical and legal standards, disciplinary measures shall be enforced on all personnel, partners, or franchisees who violate this Code of Ethics or other applicable company policies.

1. Grounds for Disciplinary Action

Any violation of the provisions within this manual or associated contracts, memoranda, resolutions, and legal obligations—whether committed willfully or negligently—may warrant disciplinary sanctions. These include, but are not limited to:

- Fraud, misrepresentation, and falsification of records
- Breach of confidentiality or data privacy
- Conflict of interest violations
- Bribery, extortion, or financial misconduct
- Unauthorized collection or diversion of company or franchise funds
- Intellectual property infringement
- Gross neglect of duty or insubordination
- Harassment or unprofessional behavior

2. Types of Sanctions

Sanctions may range from corrective actions to legal prosecution depending on the nature and gravity of the offense:

- Verbal or written reprimand
- Suspension with or without pay
- Demotion or reassignment
- Termination of employment or revocation of franchise/partnership rights
- Civil recovery of damages
- Referral for criminal prosecution

3. Legal Basis

Sanctions shall be enforced in accordance with:

- The Revised Penal Code of the Philippines (e.g., falsification of documents, estafa, qualified theft, grave misconduct)
- Civil Code provisions on damages and breach of contract
- Labor Code provisions on just causes for termination
- Data Privacy Act (RA 10173), Anti-Money Laundering Act (RA 9160), and RA 11127
- Jurisprudence and rules of evidence applicable to administrative, civil, and criminal proceedings

4. Due Process and Investigation

All accused parties are entitled to due process. Investigations shall be impartial, and the accused shall be given the opportunity to explain or rebut any allegations before decisions are rendered. The Compliance Unit, Legal Department, and/or Ethics Committee shall lead the review process.

5. Documentation and Transparency

All disciplinary actions shall be documented and securely stored in compliance with internal procedures and regulatory audit standards. Notices of decision shall be issued formally.

6. Administrative Hearings

For serious infractions, formal hearings may be convened with the Ethics Committee, HR, and other relevant departments to determine culpability, recommend sanctions, and safeguard the company's legal standing.

7. Rehabilitation and Reinstatement

Where appropriate, the company may consider reinstatement of individuals who have demonstrated reform, completed necessary remedial actions, and posed no further risk to the organization.

Enforcing disciplinary accountability is essential to protecting the company, its clients, and the larger financial and franchising ecosystem to which iPROCESS belongs.

Chapter 15: Reporting Mechanisms and Whistleblower Protection

iPROCESS is committed to creating a safe and transparent reporting environment that encourages all employees, officers, franchisees, and partners to come forward with information on misconduct without fear of retaliation. This policy reinforces the original Whistleblower Policy of 2022 and integrates updated mechanisms and protections.

1. Right and Duty to Report

All stakeholders have both the right and moral duty to report any observed or suspected unethical, illegal, or unsafe conduct that violates this Code of Ethics, applicable laws, or organizational standards.

2. Reporting Channels

Reports may be submitted through any of the following:

- Email: whistleblower@iprocessph.com
- Physical submission to the Ethics Committee or HR Department
- Anonymous submission via designated drop boxes in iPROCESS regional offices

3. Confidentiality Assurance

All reports will be treated with utmost confidentiality. The identity of the whistleblower will not be disclosed without their consent, unless disclosure is required by law or necessary for the investigation.

4. No Retaliation Policy

iPROCESS strictly prohibits retaliation in any form against individuals who report in good faith. Any retaliatory conduct will be subject to disciplinary action, including termination or franchise revocation.

5. Good Faith Requirement

Reports must be made honestly and with reasonable grounds. Submissions that are malicious, fabricated, or made to harass or intimidate others may result in disciplinary consequences for the whistleblower.

6. Investigative Process

Once a report is received, the Ethics Committee, with support from the Legal and Compliance Departments, will:

- Acknowledge receipt of the report
- Conduct a preliminary review
- Assign investigators
- Interview relevant individuals
- Secure documents and evidence
- Recommend actions or elevate to disciplinary hearing if warranted

7. Resolution and Follow-Up

Whistleblowers shall be notified of the outcome of their report to the extent legally permissible. Corrective actions, sanctions, or legal proceedings may be initiated based on findings.

8. Legal Recourse and Government Referral

Cases involving criminal liability, human rights violations, or breaches of financial or data laws may be referred to the appropriate government agencies such as:

- Bangko Sentral ng Pilipinas (BSP)
- Securities and Exchange Commission (SEC)
- Anti-Money Laundering Council (AMLC)
- National Privacy Commission (NPC)
- Department of Justice (DOJ)

9. Whistleblower Education and Awareness

All employees and partners shall be oriented on the whistleblower mechanisms upon onboarding and during annual ethics refresher training. Posters and digital campaigns shall reinforce available channels and protections.

Through this mechanism, iPROCESS affirms its culture of openness, accountability, and justice by protecting those who courageously report wrongdoing for the betterment of the organization.

Chapter 16: Orientation and Continuous Ethics Training

iPROCESS ensures that all its employees, franchisees, and partners are not only informed of the Code of Ethics but are consistently trained and reoriented to apply ethical standards in practice. This chapter institutionalizes onboarding and ongoing ethics education across the organization.

1. Mandatory Orientation for All Personnel

All new hires, franchisees, and partners shall undergo mandatory orientation sessions that include:

- Overview of iPROCESS Code of Ethics
- Anti-corruption and fraud prevention
- Data privacy and client confidentiality
- Whistleblower protection
- Franchisee responsibilities and contractual compliance

Orientation completion is a pre-requisite to deployment or operational activation.

2. Annual Ethics Refresher Training

iPROCESS shall hold ethics refresher training annually. These may be delivered through:

- Virtual learning modules
- Regional workshops
- Leadership townhalls
- Case-based ethical dilemma discussions

Attendance shall be documented and factored into performance and compliance reviews.

3. Ethics Handbook and Digital Access

Each employee and franchisee shall receive a digital or printed copy of the iPROCESS Code of Ethics. The handbook will also be made accessible through the official portal and regularly updated.

4. Specialized Training for Sensitive Roles

Designated personnel such as Compliance Officers, Finance Staff, Business Development Officers, and those with system access privileges shall undergo specialized ethics training modules tailored to their risks and responsibilities

.

5. Ethics Orientation for Channel Partners

All accredited channel partners, distributors, and authorized representatives must undergo an ethics onboarding session, facilitated by the Relationship Manager or Franchise Administration Team.

6. Evaluation and Certification

Participants shall complete knowledge assessments or ethics compliance quizzes. Successful completers shall receive certificates valid for one year, renewable upon annual training.

7. Role of the Ethics Committee

The Ethics Committee shall oversee training content, delivery, frequency, and quality assurance. It shall issue memos or directives mandating corrective training when gaps or violations are identified.

8. Training as a Preventive Measure

Regular ethics training serves as a preventive compliance mechanism. It reinforces ethical awareness, reduces misconduct, and strengthens the organization's risk posture.

Through robust orientation and ethics education, iPROCESS promotes a deeply rooted culture of integrity, professionalism, and ethical franchising.

Chapter 17: Compliance with Government Mandates and Industry Standards

iPROCESS Liaison and Consultancy OPC upholds full compliance with national regulatory frameworks and industry standards that govern payment systems, franchising, business operations, data protection, and ethical commerce. This chapter defines iPROCESS's alignment with key agencies and relevant statutes.

1. Bangko Sentral ng Pilipinas (BSP)

iPROCESS is a duly registered Operator of Payment System (OPS) under Republic Act No. 11127 (National Payment Systems Act). It is committed to implementing BSP Circulars and Memoranda including risk management, settlement instructions, and consumer protection rules.

2. Anti-Money Laundering Council (AMLC)

As an entity engaged in financial services, iPROCESS adheres to the Anti-Money Laundering Act of 2001 (RA 9160, as amended). iPROCESS ensures full compliance through Customer Due Diligence (CDD), Know Your Customer (KYC) policies, and transaction monitoring systems.

3. National Privacy Commission (NPC)

iPROCESS is registered as a Personal Information Controller (PIC) under the Data Privacy Act of 2012 (RA 10173). Data protection policies follow NPC Circulars, particularly in safeguarding merchant and client data processed by iPROCESS platforms.

4. Securities and Exchange Commission (SEC)

iPROCESS maintains compliance with SEC rules and filing requirements for One Person Corporations under the Revised Corporation Code of the Philippines (RA 11232). It files General Information Sheets (GIS), audited financial statements, and business expansion documents as required.

5. Bureau of Internal Revenue (BIR)

All iPROCESS franchise agreements, tax documentation, VAT collections, and remittances follow BIR guidelines and issuances. The company strictly implements correct withholding, issuance of Official Receipts (ORs), and value-added compliance.

6. Department of Trade and Industry (DTI)

Marketing and franchise activities comply with DTI Memorandum Circulars on consumer protection and fair trade. Franchise agreements are aligned with the Business Name Registration Act and DTI's franchising advisories.

7. Local Government Units (LGUs)

All branches and franchise outlets are registered with the appropriate LGUs. Compliance includes acquisition of mayor's permits, business plate renewals, zoning clearances, sanitation and fire safety certifications.

8. Department of Information and Communications Technology (DICT)

iPROCESS supports e-governance by complying with DICT standards for digital security, systems interoperability, and cybersecurity. DICT issuances are observed particularly in the implementation of secured e-transaction systems.

9. Philippine National Police (PNP) and Anti-Cybercrime Group

iPROCESS coordinates with relevant law enforcement agencies to report fraud, identity theft, and unauthorized digital access involving its systems and networks. The company supports prosecution of cybercriminal offenses under RA 10175 (Cybercrime Prevention Act).

10. Professionalization through Industry Associations

iPROCESS subscribes to ethical business promotion via the Philippine Franchise Association (PFA) and other industry bodies. The company supports standardization, certification, and franchising advocacy.

11. Internal Audit and Compliance Review

A dedicated Internal Audit and Compliance Team is tasked to:

· Conduct periodic compliance checks
· Review alignment of operations with legal requirements
· Coordinate with regulators during audits or investigations
· Recommend corrective or preventive compliance action

12. Integration into iPROCESS Policies

All compliance mandates are translated into operational policies, training modules, employee contracts, merchant onboarding protocols, and franchise documents.

By aligning fully with government mandates and industry norms, iPROCESS affirms its identity as a law-abiding, credible, and forward-looking financial service provider.

Chapter 18: Incorporation of Resolutions, Memoranda, and Issuances

iPROCESS affirms the binding authority of internal and external issuances in reinforcing its ethical and operational framework. This chapter outlines how the company formally incorporates all relevant resolutions, memoranda, policy directives, and legal opinions into its Code of Ethics and operational procedures.

1. Internal Resolutions and Board Directives

All Board Resolutions approved by the President, National Relationship Manager, or authorized Committees related to ethics, compliance, partnerships, and personnel conduct form part of the enforceable body of the Code of Ethics.

2. Office Memoranda and Circulars

Official memoranda from the Office of the President, Compliance Unit, Finance, Franchise Administration, Legal Counsel, or Business Development serve as standing orders. These include:

· Policy changes and realignments
· Interim ethical guidelines
· Franchise compliance reminders
· Data privacy circulars

3. Legal Opinions and Contracts

All verified legal opinions issued by the iPROCESS Legal Department or retained external counsel on ethical and franchising matters are incorporated as interpretative guides to the implementation of this Code.

4. Incorporation Procedure

Once issued, resolutions or memoranda are:

· Logged in the Corporate Resolutions Registry
· Shared with relevant departments and staff
· Integrated into manuals, contracts, training, and procedures

5. Version Control and Publication

Updated versions of the Code of Ethics shall contain references or annexes of key resolutions or a summary list of memoranda. These updates shall be published on official iPROCESS communication platforms.

6. Precedence and Interpretative Value

In case of ambiguity, officially issued resolutions and memoranda shall prevail in the interpretation and application of this manual. The Ethics Committee shall resolve interpretation disputes.

7. Accessibility and Orientation

All employees and franchisees shall have access to the compiled resolutions and memoranda through the Compliance Desk. Annual ethics orientation shall include briefing on newly issued directives.

8. Legal and Regulatory References

External issuances such as SEC Advisories, BSP Circulars, NPC Bulletins, and AMLC Guidelines shall also be incorporated when cited in official communications.

The incorporation of resolutions and memoranda reinforces the dynamic and responsive nature of the iPROCESS Code of Ethics, ensuring that it reflects evolving corporate direction and regulatory environments.

Chapter 19: Annual Review and Amendment Procedures

iPROCESS recognizes the need to maintain a relevant and updated Code of Ethics aligned with emerging ethical challenges, legal developments, and organizational shifts. This chapter sets forth the procedures for annual review and amendment.

1. Annual Review Schedule

The Ethics Committee shall conduct a comprehensive review of the Code of Ethics at least once every calendar year. This includes assessing:

- Applicability of existing provisions
- Updates in laws and regulations
- Feedback from employees, franchisees, and partners
- Lessons from incident reports, compliance audits, and whistleblower submissions

2. Stakeholder Consultation

Prior to any major revision, the Ethics Committee shall consult:

- Heads of departments
- Franchise Administration and Regional Coordinators
- Legal and Compliance Units
- Representative franchisees and employees This participatory process ensures inclusivity and operational alignment.

3. Amendment Procedure

Amendments must be:

· Drafted and reviewed by the Legal Department
· Endorsed by the Ethics Committee
· Approved by the President and/or Board of Directors
· Published internally with version number and effectivity date

4. Communication and Dissemination

All personnel and stakeholders shall be notified of the revised Code of Ethics through:

· Company-wide emails
· Notices posted in offices and franchise outlets
· Inclusion in training and orientation modules

5. Interim Amendments

Urgent changes mandated by law or emerging ethical breaches may be enacted through interim amendments, which must be formalized during the next full annual review.

6. Documentation and Archiving

Previous versions of the Code, including tracked changes and amendment rationales, shall be archived securely by the Compliance Unit and made available for audit purposes.

7. Compliance Monitoring

Post-amendment, the Ethics Committee shall ensure that all affected departments update their operational procedures and conduct compliance checks

.

Through structured review and inclusive amendment procedures, iPROCESS reinforces the living nature of its ethical commitments and its proactive governance culture.

Chapter 20: Commitment Statement and Oath of Integrity

The iPROCESS Code of Ethics is not merely a policy document; it is a living commitment to integrity, professionalism, and responsibility. All stakeholders of the company are expected to embody the principles within this manual as part of their everyday conduct.

1. Universal Commitment

All iPROCESS employees, franchisees, officers, and partners affirm their allegiance to the values of:

· Honesty and fairness
· Loyalty to the organization
· Respect for the law
· Accountability in action
· Stewardship over entrusted duties and information

2. Individual Responsibility

Each individual shall take personal responsibility to:

- Understand and uphold the Code of Ethics
- Act when witnessing unethical behavior
- Seek guidance when in doubt
- Report concerns without fear of retaliation

3. Organizational Pledge

iPROCESS, as a corporate entity, pledges to:

- Enforce ethical standards fairly and uniformly
- Provide education and access to ethical guidance
- Protect those who act with integrity
- Evolve with the ethical demands of the industry and public trust

4. Formal Oath of Integrity

Upon employment, onboarding, or franchise activation, each person shall sign the following Oath:

I, _____, of legal age, a citizen of the Republic of the Philippines, and a bonafide [Position/Role: Employee / Trainee / Franchisee / Channel Partner / Affiliate], hereby solemnly swear and affirm before iPROCESS LIAISON AND CONSULTANCY OPC, its leadership, and the Filipino people:

I. ON HONESTY AND ETHICAL CONDUCT

- That I shall uphold the highest standards of honesty, transparency, and ethical behavior in all my dealings, actions, and representations within or on behalf of iPROCESS;
- That I shall avoid any form of deceit, falsification, unauthorized collection, or misrepresentation that may tarnish the reputation or cause harm to the company, its clients, or its stakeholders;
- That I shall refuse bribes, kickbacks, commissions, or any unethical benefits in connection with my work and responsibilities.

II. ON CONFIDENTIALITY AND FIDELITY

- That I shall protect and uphold the confidentiality of all proprietary and sensitive information entrusted to me by iPROCESS and its partners;
- That I shall not disclose, share, or misuse information, databases, contacts, or processes for personal gain or to the detriment of iPROCESS;
- That I understand a breach of confidentiality constitutes serious misconduct, subject to legal, administrative, and civil sanctions under the Philippine Data Privacy Act, Civil Code, and Revised Penal Code.

III. ON LOYALTY AND NON-COMPETE

- That I shall remain faithful to the mission, vision, and principles of iPROCESS;
- That I shall not engage in direct or indirect competition with iPROCESS during and within the legally agreed period after my term of engagement;

That I shall not participate in unauthorized sales or representation of other entities using the name, system, contacts, or influence of iPROCESS.

IV. ON ACCOUNTABILITY AND RESPONSIBILITY

- That I shall take full accountability for the tools, devices, funds, and materials entrusted to me;
- That I shall comply with reporting duties, quotas, standard operating procedures, and all lawful orders and directives issued by iPROCESS or its authorized representatives;
- That I shall not condone nor conceal any wrongdoing but report violations to proper authorities under the Whistleblower Policy and Code of Ethics of iPROCESS.

V. ON SERVICE TO OTHERS AND NATIONAL DIGNITY

- That I acknowledge that iPROCESS exists to serve, uplift, and empower Filipino communities through responsible franchising, inclusive financial access, and consultancy;
- That I shall serve with compassion, sincerity, humility, and excellence, knowing that every action reflects not only the brand but the dignity of the Filipino professional;
- That I shall respect all clients, partners, and colleagues, regardless of status, and uphold the rights and welfare of all stakeholders.

I understand that violation of this Oath of Integrity may result in immediate termination, revocation of franchise or partnership, civil liabilities, and/or criminal prosecution in accordance with Philippine laws and the internal policies of iPROCESS. So help me God.

Signed this [_____] at [_____], Philippines.

[Signature above printed name]
[Position/Role:_____]
Witnessed by:

_____
Name /Signature

5. Filing and Custody
Signed copies of the Oath shall be filed in each individual's official record maintained by the Human Resource Department, Franchise Administration, or the Compliance Unit.

Through this Commitment Statement and Oath, iPROCESS underscores the seriousness with which it regards ethics—not as an option, but as the foundation of its identity and success.

Chapter 21: Final Provisions and Continuous Ethical Education

iPROCESS Code of Ethics Manual – Second Edition
Theme: Upholding Ethical Commitment in Franchising

Section 1. Supremacy and Repeal Clause
This second edition of the iPROCESS Code of Ethics hereby replaces and reinforces all previous versions, including the initial Code published on February 21, 2022. Any memorandum, policy, guideline, or provision inconsistent with this updated manual is hereby repealed or modified accordingly.

Section 2. Effectivity
This Code of Ethics shall take full effect upon publication and dissemination to all employees, trainees, franchisees, channel partners, and iPROCESS affiliates. Adherence to this Code shall be considered a mandatory condition of continued engagement, employment, or partnership with iPROCESS LIAISON AND CONSULTANCY OPC.

Section 3. Binding Nature
All covered persons who acknowledge this manual, either in print or electronic form, are considered to have accepted the terms and obligations herein. Violations of this Code, whether committed by act or omission, may result in administrative sanction, civil liability, or criminal prosecution under relevant laws, including but not limited to:

- The Civil Code of the Philippines
- The Revised Penal Code
- The Data Privacy Act of 2012 (R.A. 10173)
- Other applicable national and local laws and jurisprudence

Section 4. Ethical Review and Updates
This manual shall be subject to periodic review every two (2) years or as deemed necessary by the Ethics Committee and the Office of the President. Updates may be issued through official circulars, which shall form part of the succeeding editions.

Section 5. Continuous Ethical Education
iPROCESS recognizes that ethics is not a one-time requirement but a lifelong practice. In this regard, the company shall:

- Conduct mandatory onboarding ethics orientation for all new hires, franchisees, and partners;
- Implement quarterly refresher trainings on ethical conduct, conflict of interest, and data protection;
- Require annual reaffirmation of the Oath of Integrity;
- Organize special lectures or seminars in partnership with experts in law, governance, and public service to strengthen moral and legal awareness.

Attendance and active participation in such trainings shall be considered part of compliance and performance standards across all departments and roles.

Section 6. Commitment to Integrity
This manual is a living testament to iPROCESS's collective commitment to truth, service, and principled leadership. All stakeholders are enjoined to read, internalize, and live by its principles, not only in compliance but in conviction.

Let this be our daily compass—anchored in the legacy of integrity left by our late founding partner, Mr. Joshua Henry Dayon, and in honor of our future as responsible stewards of ethical franchising
.

Certified and Approved by:

Calvert Chavez
President
iPROCESS LIAISON AND CONSULTANCY OPC

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