



THE ULTIMATE OUTSOURCING FORMULA



ADDMORE SERVICES



“

Success does not come easy but our commitment to putting in the hard work with maximum effort and enthusiasm contribute greatly to it. We advance with our desire to expand our goals.

We commit to having the same principle of success with our staff, partners, and customers. The success of our clients is also our success.

”



A Note From The Author

I have been working in the Global Construction industry for over 40 years, and the most important lesson I have learned is that Being Prepared is key in this industry so Planning is always on top of my list for Job sites and it equally applies to Outsourcing.

Businesses coming to the Philippines with plans of creating their own workforce supply companies will often underestimate the planning, processes and infrastructure needed to deliver a successful solution.

I know companies who have been remarkably successful, and others that have been unable to make it work. These experiences, whether good or bad, have taught me a lot about successful outsourcing, both domestically and internationally.

This eBook's primary purpose is to share information I have learned during my years working in the construction and outsourcing industry. I hope you find it informative and beneficial.

Colin A. Addley MCIOB, MAIB, MSAIB
President and Managing Member

Shall We Start With A Little Introduction?

About this eBook

This eBook aims to provide company owners, managers and consultants who are looking into offshoring and outsourcing opportunities in the Philippines with guidance and general information.

This general overview consists of solid experiences and lessons Colin has acquired in the construction and outsourcing industry, as well as observations, opinions and solutions pertaining to doing business in the Philippines.

About ADDMORE Services

ADDMORE SERVICES LLC is a professional technical services company providing offshore outsourcing for the architectural, engineering, and construction industries. We offer Engineering Drawings and ERP Solutions, Project Management, FF&E Sourcing and Consultancy, Quantity Takeoffs and Cost Management, Architectural Drawings, BIM Services and Renderings, F&B Hospitality Design and Consultancy, and Professional Offshore Talent.

Headquartered in Las Vegas, Nevada, with a team of licensed architects, civil engineers and quantity surveyors in Manila and Cebu, Philippines, the company's key markets include the USA, Australia, UK, Republic of Ireland, UAE, and Kingdom of Saudi Arabia.

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We Have A Problem

As the world continues to grapple with the economic impacts of the pandemic, many business owners are facing a range of challenges and difficulties. From decreased demand for their products or services to supply chain disruptions and difficulty accessing financing, the recession has created a number of hurdles for businesses to overcome. Additionally, increased competition, staffing issues, and rising operational costs are all contributing to the difficulties that many businesses are facing.

Decreased demand for their products or services: With many people experiencing financial difficulties or uncertainty, they may be cutting back on spending, which can lead to reduced demand for businesses products or services.

Supply chain disruptions: The pandemic has disrupted many global supply chains, making it harder for businesses to get the raw materials or finished goods they need.

Difficulty accessing financing: Many businesses are struggling to secure the financing they need to maintain operations or invest in growth. This can be due to a variety of factors, including tighter lending standards and a reduction in available credit.

Increased competition: In times of economic downturn, some businesses may struggle to stay competitive as more companies enter the market or existing competitors cut prices to attract customers.

Staffing issues: The recession may also lead to staffing challenges for businesses, such as difficulty finding and retaining qualified employees or the need to reduce staff due to decreased demand.

Increased operational costs: Businesses may also be facing increased operational costs due to factors such as rising prices for raw materials or increased expenses related to implementing health and safety measures.

For a growing or surviving company, it is important to effectively manage your workforce while also keeping expenses in check. One solution that many businesses turn to is offshoring, which allows for the hiring of skilled professionals at a lower cost. In recent years, the Philippines has become a popular destination for outsourcing due to its highly skilled and dedicated workforce across various industries. The government has also supported the outsourcing industry through training and incentives for foreign companies. As a result, the Philippines has become a top outsourcing destination globally.

What Is Offshore Outsourcing?

Offshore outsourcing is the practice of hiring a company or individual from a foreign country to perform a business task that is typically carried out by a domestic company or individual. This can include manufacturing, software development, customer service, and many other types of work. One of the primary reasons for offshore outsourcing is to reduce costs by taking advantage of lower wages and operating expenses in the country where the work is being outsourced.

Offshore outsourcing can also be a company outsourcing certain business functions to a service provider located in a foreign country. This provider offers a skilled workforce to perform the tasks at a negotiated rate, without the need for the hiring company to pay for employment benefits. Offshore outsourcing has been particularly common in countries such as the Philippines and India, where there is a large pool of highly qualified professionals seeking employment.



8 Key Benefits Of Offshore Outsourcing In The Philippines

Outsourcing has become a popular business strategy in recent years due to the numerous benefits it can offer. There are several reasons why businesses may consider offshore outsourcing during a recession.

Below are some of the key advantages:

Cost savings: One of the primary reasons businesses choose to outsource is to reduce costs. Outsourcing allows companies to take advantage of lower wages and operating expenses in other countries. This can result in significant cost savings for the hiring company, particularly for labor-intensive tasks.

Increased efficiency: Outsourcing can also lead to increased efficiency for the hiring company. When a business outsources a task, it can focus on its core competencies and leave the outsourced work to specialists who have expertise in that area. This can result in higher quality work and faster turnaround times.

Access to specialized skills: Outsourcing allows companies to access specialized skills and knowledge that may not be available within the organization. For example, a company may outsource software development to a firm that has expertise in the latest technologies. This can help the company stay competitive and up-to-date.



Flexibility: Outsourcing can provide companies with greater flexibility in terms of staffing. Instead of hiring and training permanent employees, a company can outsource work on a project-by-project basis. This can be especially beneficial for businesses that experience fluctuations in demand.

Risk management: Outsourcing can also help companies manage risks. For example, a company may outsource certain tasks to a third party in order to reduce the risk of those tasks being disrupted by internal issues such as employee absences or turnover.

Improved customer service: Outsourcing customer service can lead to improved service levels as companies can choose to outsource to firms that specialize in customer service. This can result in higher customer satisfaction and loyalty.

Scalability: Outsourcing can also allow companies to scale up or down quickly in response to changes in demand. This can be particularly beneficial for businesses that experience seasonal fluctuations.

Why Is The Philippines The Top Outsourcing Destination In The World?

The Philippines has emerged as the top outsourcing destination in the world.

Below are some of the reasons why the Philippines has become the go-to destination for outsourcing:

English proficiency: The Philippines has a strong advantage when it comes to language skills, as English is one of the official languages of the country. This makes it easier for companies to communicate with their outsourcing partners and ensures a high level of quality in the work being performed.

Skilled workforce: The Philippines has a large pool of highly educated and skilled professionals, particularly in fields such as architecture, engineering and construction. This makes it easier for companies to find the talent they need to meet their outsourcing needs.

Cost Effectiveness: The Philippines also offers a cost-competitive outsourcing destination, with lower wages and operating expenses compared to many other countries. This can be a key factor for companies looking to reduce costs through outsourcing.

Government support: The Philippine government has actively promoted the country as an outsourcing destination, providing a range of incentives and support to companies that choose to outsource there. This includes tax breaks, infrastructure development, and regulatory support.

Cultural Appeal: The Philippines has a westernized culture, which makes it easier for companies from English-speaking countries to work with their outsourcing partners. This can help to reduce cultural barriers and ensure a smooth working relationship.

Infrastructure: The Philippines has a well-developed infrastructure, with modern airports, telecommunications networks, and transportation systems. This makes it easier for companies to do business and ensures a high level of connectivity and accessibility.

Overall, the combination of a skilled workforce, cultural compatibility, government support, and cost competitiveness make the Philippines the top outsourcing destination in the world. Many companies have already discovered the benefits of outsourcing to the Philippines and are reaping the rewards in terms of increased efficiency, cost savings, and access to specialized skills.

BPO (Business Process Outsourcing) In The Philippines

The BPO industry has had a significant impact on the Philippine economy, providing employment for millions of people and contributing to the country's overall economic growth. It has also helped to drive the development of modern infrastructure, such as telecommunications networks and transportation systems.

The Philippines has become a leading destination for business process outsourcing (BPO) in Southeast Asia. The BPO industry in the country has been growing steadily since it emerged in the 1970s. In 2019 alone, the Philippines' BPO industry generated a revenue of \$26.3 billion and employed around one million people. The majority of BPO in the Philippines is centered around call centers, although there are also many companies that specialize in other areas such as IT, payroll processing, healthcare, and marketing services.

Overall, the Philippines has established itself as a top destination for BPO, offering companies a range of benefits including access to a skilled and educated workforce, cultural compatibility, and cost competitiveness.



50 Years of Outsourcing In The Philippines (Why It's The Most Mature Market)

The Philippines has a long history of outsourcing, dating back to the 1970s when American companies began hiring Filipino workers for data entry due to their English proficiency and the country's low cost of living. This trend continued and grew in the 1990s, leading the Philippines to become a preferred destination for business process outsourcing (BPO) in Southeast Asia. By the 2000s, multinational companies began outsourcing their IT and customer service operations to the Philippines as well. Today, the BPO sector is a major contributor to the Philippine economy and major outsourcing hubs have been established in the country. With the advent of modern technology, working with outsourced teams has become easier, and the COVID-19 pandemic has further facilitated the trend towards remote work.





Why Is The Philippines Competitive When It Comes To Outsourcing?

The Philippines has a highly educated and skilled workforce, with a literacy rate of 98.4% as of 2019, according to UNESCO. This is due in part to the country's numerous universities and public education system, which provide students with the opportunity to specialize in various fields of study. Many Filipinos choose to focus on business process outsourcing (BPO) services, and there are various BPO education centers throughout the country that provide specialized training for the next generation of outsourced workers. BPO service centers can be found in cities such as Metro Manila, Davao, Bacolod, Cebu, and Iloilo, and they play a crucial role in the Philippine economy. The Philippine government also supports the BPO industry by providing educational and training opportunities in the contact center industry.

The Philippines has excelled in a number of outsourced jobs, particularly in the field of business process outsourcing (BPO). Some of the most common outsourced jobs in the Philippines include:

Customer Service: The Philippines is a global leader in customer service outsourcing, with a large pool of highly skilled and educated professionals who are proficient in English. Many companies choose to outsource their customer service operations to the Philippines to take advantage of the country's strong language skills and cultural compatibility.

Back-office Support: The Philippines is also a major destination for back-office outsourcing, with many companies choosing to outsource non-core business functions such as HR, finance, and procurement to the country.

IT Services: The Philippines is also a major destination for IT outsourcing, with a large pool of skilled professionals who are trained in various technologies. Many companies choose to outsource their IT functions to the Philippines to access specialized skills and expertise at a lower cost.

AEC Management: AEC (Architecture, Engineering and Construction) is an industry that has been growing steadily in the Philippines for the last few years. This is due to the fact that there are many projects being undertaken by public and private clients. Architectural, Interior Design & Shop Drawings, Pre and Post Construction Quantity Surveying & Estimating, Virtual Studio and Business Process Outsourcing are the four divisions that are supporting all the business services that ADDMORE provides and are the primary services offered.

Finance and Accounting: Finance and accounting outsourcing is a mature industry in the Philippines. According to 2020 there are almost half a million accounting professionals and graduates in the Philippines with almost 200K of them being Certified Public Accountants. A lot of companies around the world outsource various F&A tasks to the Philippines because of this. This can include tasks such as bookkeeping, payroll, financial reporting, and tax preparation. The goal of outsourcing these tasks is usually to reduce costs and improve efficiency by allowing the business to focus on its core competencies. Outsourcing finance and accounting functions can also provide access to specialized expertise and advanced technology that the business may not have in-house.

Digital Marketing and Creatives: The Philippines' strong English, analytical and creative skills make it a popular destination for digital marketing services, with many companies choosing to hire Filipino workers to help market and sell their products and services to different markets.

There are various business functions that are often outsourced to the Philippines. These include contact centers/call centers, IT services, data entry, accounting, and marketing. Some specific examples of outsourced functions include handling inbound and outbound calls, customer support, lead generation, digital marketing, software development, tech support, healthcare services, and financial management. The Philippines has a strong pool of qualified professionals in these areas, and a cultural familiarity with emerging technologies. Additionally, the country's educational system and regulatory environment make it well-suited for the outsourcing of financial management services, in particular.

Common Challenges When Outsourcing To The Philippines

There are a few common challenges to avoid when outsourcing to the Philippines:

Lack of clear communication: It's important to establish clear lines of communication and set expectations with your outsourced team from the start.

Not taking cultural differences into account: The Philippines has a different business culture than some countries, so it's important to be aware of and respect these differences.

Not properly managing the project: Proper project management is crucial to the success of any outsourcing endeavor. Be sure to have a clear plan in place and regularly check in with your team to ensure that everything is on track.

Not investing in employee training: It's important to invest in the training and development of your outsourced team to ensure that they have the skills and knowledge they need to succeed.

Not providing adequate support: Make sure that your outsourced team has the resources and support they need to be successful. This could include access to necessary tools and technologies, as well as support from management.

Despite the numerous benefits of outsourcing, it is important for companies to carefully consider the potential drawbacks before making a decision. These can include challenges with communication and cultural differences, as well as potential negative impacts on local economies and domestic workers. It is also important for companies to thoroughly research and carefully select their outsourcing partners to ensure a successful outcome.



What Are The Common Causes Of Outsourcing Failures?

There have been numerous cases of businesses that have unfortunately failed in outsourcing for various reasons such as in partnership, marketing strategy, customer care and staff training, processes, and engagement.

Business Partnership

One common cause is bad business partnership. It is the responsibility of the business partner to be passionately involved in all aspects of the business's success. Below are good traits to consider.

- *Trustworthiness*: Trust is earned over time. A trustworthy business partner will deliver exactly as promised or sometimes even do more for the benefit of the business.
- *Highly motivated and passionate*: Consistent approach in pursuing the best possible outcome for the projects with great enthusiasm and consistent energy.
- *Shared Mission and Vision*: A shared goal serves as the backbone of a company; without it, a business will not have a good direction.

Workforce and their cooperation

Be sure to choose qualified candidates for the job to avoid inconveniences that could cause problems with the coordination flow in a team which can result in delays, conflict and poor-quality outcomes.

A good working environment is paramount for the business and staff. Dedicate your time to find the best of the best team members and be sure they have the right resources to perform their assigned tasks.

Customer Survey Results

- 58% failed the first attempt in outsourcing
- 62% failed productivity levels
- 78% spent a long time in setting up
- 74% failed cost strategy
- 11% lost initial investment

Common Causes Of Business Failure

Poor business operation

A clearly defined business plan and operation is paramount.

Poor training

The continuous development of staff will greatly improve services and deliverables. Most of the companies train their staff for 3 months.

Business awareness problems

Awareness of the business's products and services prevents mistakes and errors in the future.

Low Productivity

Good support and engagement are linked to healthier working environment and increased in productivity.

Cultural imbalance

Familiarization with one's culture and tradition will prevent misunderstandings and conflicts in the future.

Conflict in team members

Unqualified members in a team will slow down business operations.

Insufficient tools and resources

In order to perform tasks, general tools and good connectivity are needed.

Poor employee management

Staff retention is directly related to the business' retention programs, issue resolutions, work environment, general management, general training, wages, workload, working conditions, team management and other training necessary.

Outsourcing Tips That Works

- Make sure you have a clear set of objectives and expectations for the project before you begin. That way, you won't be surprised by unexpected costs or delays.
- Be sure to include all relevant details in your request for proposal (RFP), including the timeline, budget, and scope of work.
- Keep an eye on the quality of work being done by your outsourced team. If something seems off, speak up! You don't want to wait until the end of a project to find out that everything isn't as good as it should be—that will only cause headaches down the line when it's too late to fix anything.
- Pay attention to communication throughout the process so that you know what's going on at all times and don't needlessly delay progress by asking questions later on in the process.
- Set clear expectations with all parties involved in a project or task—especially if you're not going to be working directly with someone else on the project or task in question! This will help ensure that everyone understands what needs to happen and when it needs to happen by. It will also help prevent miscommunication and frustration later on down the road when something goes wrong unexpectedly due to poor communication earlier on during a project's lifespan.



Our Outsourcing Styles

ADDMORE Services offers 3 styles of outsourcing.

- Hourly rates
- Per project per output/ Project pricing or production output pricing
- Professional Offshore Talent





Consider These When Choosing The Location For Your Business

Your business location is an important factor to consider; a location that is easily accessible by your employees will save them from heavy traffic. Choose a location that has little history of power outages and internet interruptions. Some areas in the Philippines have higher chances of experiencing it so it's better to choose wisely. Mandaluyong City, for example, has a stable internet connection even during typhoons.

Factors to consider when choosing a location for your business:

- Natural disaster risk management
- Closeness to high-risk infrastructure
- Disruption risks affecting supply chains
- Customers and guests' satisfaction
- Internet and electricity connection
- Business continuity and disaster recovery plans
- Proximity to highly skilled professionals that can match your business competencies and values
- Closeness to dwelling accommodations
- Closeness to transit infrastructure
- Closeness to staff facilities
- Building facade and neighborhood
- Scalable business model
- Safety and terrorism

Consider multiple locations for your company for these main reasons. First, you can take advantage of specific areas with more highly skilled talents. Second, you can choose the nearest office location for your staff that can save them from bad traffic. Lastly, you can use other locations for disaster and recovery or even business expansion-related plans.



Ayala Avenue, Makati City

Cities In The Philippines By Population

Out of the three main islands in the Philippines, Luzon, has the largest population with seven regions based on the Philippine National Statistics report. It is comprised of cities with largest business establishments.

City Name	Population	Geography
Quezon City	2,936,116	North
Manila City	1,780,148	North
Davao City	1,632,588	South
Cebu City	922,611	Central
Zamboanga City	861,799	South
Taguig City	804,915	North
Antipolo City	776,386	North
Pasig City	755,300	North
Cagayan de Oro	675,950	South

Source: World Atlas

With ADDMORE Services’s remote team of experts, you can conveniently connect with them anytime and anywhere.

Makati City, Philippines

Makati, one of Metro Manila's 16 bustling cities, has been the financial center of the Philippines for more than six decades.

Home to various embassies, multinational companies, Makati business club, and essential local buildings such as the Philippine Stock Exchange. Makati is also known for its multicultural and luxurious lifestyle, fashion and culinary. It has an array of luxurious shopping malls and entertainment hubs.

Staff's experience		Rate
Accommodation		☆☆☆☆☆
Food cost		☆☆☆☆☆
Travel time	(60-120 minutes)	☆☆☆☆☆
Prestige		☆☆☆☆☆
Facilities		☆☆☆☆☆
Customer's experience		Rate
Business advantages		☆☆☆☆☆
Nearness to airport	(60 minutes)	☆☆☆☆☆
Traffic		☆☆☆☆☆
Safety	(low crime rate)	☆☆☆☆☆
Facilities		☆☆☆☆☆

Ortigas City, Philippines

The heart of the new revolution, second to Makati City in terms of economic growth.

Home to large multinational shopping malls, several prestigious schools, and numerous business process outsourcing (BPO) establishments. This urban city hosted the first EDSA (Epifanio de los Santos Avenue) revolution, a historical era in the Philippines.

Staff's experience		Rate
Accommodation		☆☆☆☆☆
Food cost		☆☆☆☆☆
Travel time	(60 minutes)	☆☆☆☆☆
Prestige		☆☆☆☆☆
Facilities		☆☆☆☆☆
Customer's experience		Rate
Business advantages		☆☆☆☆☆
Nearness to airport	(60-120 minutes)	☆☆☆☆☆
Traffic		☆☆☆☆☆
Safety	(low crime rate)	☆☆☆☆☆
Facilities		☆☆☆☆☆

Cebu City, Philippines

Cebu City is the capital of Southern Philippines. The city has surging English-language learning centers (many Koreans and Chinese choose to study here) and prestigious universities. You will be preoccupied with many historic sights and colonial-era buildings. Cebu City's energy is contagious. Its nightlife and culinary are justly well-known throughout the archipelago. Besides, Cebu airport just expanded to accommodate more domestic and international flights.

Staff's experience	Rate
Accommodation	☆☆☆☆☆
Food cost	☆☆☆☆☆
Travel time (30-120 minutes)	☆☆☆☆☆
Prestige	☆☆☆☆☆
Facilities	☆☆☆☆☆

Customer's experience	Rate
Business advantages	☆☆☆☆☆
Nearness to airport (limited flight destination)	☆☆☆☆☆
Traffic (congested)	☆☆☆☆☆
Safety	☆☆☆☆☆
Facilities	☆☆☆☆☆

Davao City, Philippines

This fortress-like city—the culinary, cultural, economic and commercial capital of the south— is becoming more like Manila. It has further developed throughout the years with more large shopping malls, multinationals, and subdivisions. However, Mt. Apo looms majestically in proximity, symbolizing Davaoeño's urbanite life outside the city.

Staff's experience	Rate
Accommodation	☆☆☆☆☆
Food cost	☆☆☆☆☆
Travel time (45 minutes)	☆☆☆☆☆
Prestige	☆☆☆☆☆
Facilities	☆☆☆☆☆

Customer's experience	Rate
Business advantages	☆☆☆☆☆
Nearness to airport (60 minutes)	☆☆☆☆☆
Traffic	☆☆☆☆☆
Safety (minor travel warnings)	☆☆☆☆☆
Facilities	☆☆☆☆☆

Deciding The Roles Within Your Business

Find diverse roles for your business when you outsource in the Philippines. The most common roles are:

Call center agent

In this role, the staff will answer incoming calls and respond to customer's emails. They can also sell products and services through outbound calls. The majority of Business process outsourcing (BPO) establishments in the Philippines employ call center agents.

Data encoding

Common roles under this category are Medical encoders, data miners and transcriptionists. The encoder uses phone calls, email, text messages, face-to-face meetings, or another communication tool to convey a message.

Highly-skilled and globally competitive worker

Other roles can also be filled with highly-skilled professionals from various specialties such as Software developers, QA Staff, Creatives, Quantity Surveyors, and CPAs.

Know The Business Culture In The Philippines

According to the Philippine Statistic Authority, Filipino is the national language in the Philippines. English is the business language and is spoken widely.

English

Fluency in the English language is high. Almost no communication barrier in speaking, writing and comprehension.

Center of business international affairs in Asia

The Philippines has a strong cultural background and also a strong Western tradition adaptation. They could be the core business hub in Asia.

Philippine visa requirements for foreign nationals

Foreign nationals are exempted from Philippine Visa requirements. According to the Republic of the Philippines consulate, nations that have diplomatic relations with the Philippines are allowed to enter the country without a temporary visitor's visa for a maximum of thirty (30) days only.

Working Hours In The Philippines

Regular working hours in the Philippines is around 9 AM to 6 PM. In outsourcing, these regular hours can be maximized into a 24-hour service and support.

Maximizing this time could expedite turnover of deliverables. As for operations, you could extend more hours.

Business process outsourcing (BPO) establishments operate in the morning, mid-day, and at night. Shifting schedule varies and is usually adapting to different time zones.

Regular Night Shift Schedule

Throughout the years, there has been a growing number of Filipino employees working during night shift. This is usually utilized to synchronize with the working hours of the base or home country of the company due to time zone differences.

Under the Philippine labor laws, an employee who works between 10PM to 6AM should be paid a night shift differential of not less than ten percent (10%) of his regular wage. Even if the night shift wage is more expensive compared to day shift, it is still just a fraction of what the cost of labor is in many Western countries.

ADDMORE Services LLC has 24/7 support from a highly skilled team of specialists in their respective professions. Quick completion of accurate output are always observed.

Task Shifting

You can utilize the time difference to a 24/7 service and support by shifting schedules. Moreover, a full-time type of employment is comprised of 40 hours weekly.

Delegation of tasks into different shifting schedules to your staff will then produce faster outcomes. In this process, for example, a task completed in the day—i.e a draft— could be checked by another staff in a different shifting schedule—mid-day shift.

Having shifting schedules is a great way to increase your team's productivity, i.e., a staff who is a morning person can freely and happily work very early in the morning while another staff—i.e a night owl—is also allowed to follow the same rule at night.

Utilizing night shift

In the Philippines, tasks completed overnight by team members who work at night shift will allow the next team—who works in the day— to continue what was already started the night before.

Overtime (OT)

Overtime could overlap with other shifts for many reasons; but it will not cause any problem to the workflow as long as proper considerations will be observed.



Strategic Leadership And Management Style

Your leadership and management style should complement your type of business, as well as your mission and vision.

Hourly rates management

You can assign a specific project for a specific time frame; the time frame should be agreed upon by both worker and employer before starting the project to ensure a feasible output.

Per project per output management

Per project per output management has many similarities to hourly rate management. The only difference is, you will negotiate the rate in a per project basis and not hourly.

Offshore staff leasing management

Sometimes, the demands of your business and management style could be complex so leasing a staff to complete a project for an agreed monthly rate is recommended.

Managed offshore staff outsourcing

You can also allow an outsourcing company such as ADDMORE Services LLC to manage the outsourcing process for you; you will select the best talents from our recruitment selection then have your project manager control your global team of specialists.

Diverse Management Style And Culture In A Workplace

Filipino managers who work directly with a superior from other countries—the United States, United Kingdom and Australia—will find many similarities, but at the same time, there are also differences in leadership and management style.

For instance, Filipino management style tends toward paternalistic as is it often found in strongly hierarchical cultures. Subordinates will be expected to follow instructions with little or no discussion. However, Filipino managers are aware that they need to be careful that their staff do not suffer any sense of shame, since it is considered bad behavior to criticize another in public.

Managers from advanced countries—the United States, Australia and United Kingdom— will find this approach very inefficient because they have more knowledge and experience about how a good working environment could affect the workflow between team members.

When in the Philippines, some requirements from the government could also delay non-native managers in operating a business; you can ask a Filipino counterpart to do some tasks on your behalf instead.

Earlier, we mentioned that job titles are important and in the Filipino office culture. One disadvantage is, Filipinos can be delicate human beings. In most cases, their decisions are heavily based on feelings.



Business Process Outsourcing Company Style

In this business style, the operations are heavily based on the company's rules. There are various departments for many roles, most are non-native managers. Business Process Outsourcing (BPO) companies in the Philippines should follow the international and local jurisdictions for both countries.

Departments

- Recruitment
- Human Resources
- Information Technology
- Customer Support Services
- Operations

The Management supports:

- Pay increase request
- Workplace complaints
- Staff disputes
- Emergency loans
- Family issues and emergencies that may affect work



Human Resource Department

The Human Resources department's job is to find the best-qualified talent for your business; their work can include negotiating job offers, managing contracts, and onboarding process. The chosen candidates must provide the requested requirements from the Philippine government—clearance form from their *barangays*, health clearance, certificate of employment from the previous job (if there is any), tax identification number and a copy of diploma—before they could be hired.

Barangay is the smallest territorial and administrative district forming the most local level of government in the Philippines. As the basic political unit, the *Barangay* serves as the primary planning and implementing unit of government policies, plans, programs, projects, and activities in the community, and as a forum wherein the collective views of the people may be expressed, crystallized and considered, and where disputes may be amicably settled.

Human resources responsibilities:

- employee relations
- benefit programs
- training
- inquiries and request from employees

A seasoned Filipino Human Resources team is up to date with the Philippine labor laws.

It is very important to choose the right staff in your department. This saves you time in trying to mitigate the disadvantages and its effects in the business if you happen to onboard the wrong personality types in your department.

Termination Of Employment In The Philippines

Different from Western countries, employee termination in the Philippines should follow legal evidence(s) of dismissal. The Philippine Labor Arbiter of the National Labor Relations Commission (NLRC) greatly supports complaints filed by a dismissed employee on substantive—the unjust cause of dismissal—or procedural grounds—notice of termination.

Benefits of a dismissed employee without valid cause:

- Reinstatement without loss of original rights, or severance pay if reinstatement is impossible
- Full back-wages, inclusive of allowances and other benefits from the time compensation was withheld to the time of reinstatement
- Damages and attorney's fees if the dismissal was done maliciously

ADDMORE Services strictly follows the Philippine Labor Law in the recruitment and termination processes.

What Is Constructive Dismissal In The Philippines?

The Supreme Court, through Associate Justice Estela Perlas-Bernabe, stated in The Manila Times that "Constructive dismissal exists where there is cessation of work because continued employment is rendered impossible, unreasonable or unlikely, as an offer involving a demotion in rank or a diminution in pay and other benefits. Aptly called a dismissal in disguise or an act amounting to dismissal but made to appear as if it were not, constructive dismissal may, likewise, exist if an act of clear discrimination, insensibility or disdain by an employer becomes so unbearable on the part of the employee that it could foreclose any choice by him except to forego his continued employment. It must be noted, however, that bare allegations of constructive dismissal, when uncorroborated by the evidence on record, cannot be given credence."



Information Technology Department

For your business' networking, hardware, or software related issues, you will need help from an Information Technology (IT) professional.

Your IT staff's main duties are installing and configuring computer hardware, software, systems, and networks. Monitoring and maintaining computer systems and networks, responding promptly to service issues and requests from team members, and providing technical support across the company are also some of the important duties of the IT staff.

ADDMORE Services' highly skilled Information Technology department strictly ensures 24/7 secured business transactions and operations.

Internet In The Philippines: Connectivity Challenges

Internet service providers or ISPs in the Philippines are reliable and stable but this can also greatly depend on your company's location.

According to Yugatech—claimed number one tech news and reviews website in the Philippines—PLDT Home, Globe Broadband, and Converge ICT (internet service providers) index are on top in February 2025. Topped by Globe at 1500 Mbps, followed by PLDT, Converge and Sky share the speed of 1000 Mbps.

Disadvantages of poor internet connection:

- Communication issues that could affect video conferencing and chat
- The inability to access files from Cloud or Dropbox
- Syncing and storing related issues
- Decreased productivity in using tools such as Google Docs, Office 365 and Canva
- Slow responses from Terminal Servers
- Unsaved files

ADDMORE Services uses Internet service providers (ISPs) that are fast, stable and reliable, locally and internationally. A backup system is being used in the event of uncontrollable interruptions and service maintenances.

Philippine Holidays and Vacation Leave

Regular and special national holidays in the Philippines

There are three kinds of holidays in the Philippines: Regular, Special or Non-working and special working holidays as announced in the website of the Official Gazette of the Philippines.

Regular Holidays

Event	Date
New Year's Day	January 1 (Wed)
Araw ng Kagitingan	April 9 (Wed)
Maundy Thursday	April 17
Good Friday	April 18
Labor Day	May 1 (Thu)
Independence Day	June 12 (Thu)
National Heroes Day	August 25 (Mon)
Bonifacio Day	November 30 (Sun)
Christmas Day	December 25 (Thu)
Rizal Day	December 30 (Tue)

Special (Non - Working) Days

Event	Date
Ninoy Aquino Day	August 21 (Thu)
All Saints' Day	November 1 (Sat)

Immaculate Conception of Mary	December 8 (Mon)
Last Day of the Year	December 31 (Wed)

Special (Working) Days

Event	Date
Chinese New Year	January 29 (Wed)
Black Saturday	April 19
Christmas Eve	December 24 (Wed)
All Saints' Day Eve	October 31 (Fri)

Filipinos observe regular holidays more than special working and non-working holidays. In choosing the best calendar for your business, consider these options:

- A mix of two calendars, your calendar—United States, United Kingdom and Australian— and the Philippine calendar
- Calendar of United States, United Kingdom or Australian
- Calendar of the Philippines

Annual leave and sick leave in the Philippines

According to the official website of the Department of Labor and Employment (DOLE)—the national government agency in the Philippines mandated to formulate policies, implement programs, and serve as the policy-coordinating arm of the Executive Branch in the field of labor and employment—Filipinos are entitled to a one day vacation leave and one day sick leave for every 24 days of actual service or a total of fifteen days vacation leave and fifteen days sick leave annually with full pay.



Occupational Safety And Health Standards Act or the Republic Act (RA) 11058

What does safety and health in the workplace mean? According to the Bureau of Working Conditions (BW), "Safety refers to the physical or environmental conditions of work which comply with prescribed Occupational Safety and Health (OSH) Standards and which allow the workers to perform the job without or within acceptable exposure limit to hazards. Occupational safety also refers to practices related to production and work processes. Health means a sound state of the body and mind of the workers that enables the worker or employee to perform the job normally." The Bureau of Working Conditions is a staff bureau of the Department of Labor and Employment (DOLE), primarily performing policy and program development and advisory functions for the department in the administration and enforcement of laws relating to working conditions.

Republic Act (RA) 11058 aims to protect the health and safety of Philippine workers. According to The World Health Organization (WHO) "With the RA 11058, employers are now required to comply with occupational safety and health standards including informing workers on all types of hazards in the workplace and having the right to refuse unsafe work, as well as providing facilities and personal protective equipment for the workers, among others."

What Is Employee Training & Development?

It has been proven that continuous employee development will not only support and help your employee master their crafts and harness their full potential but they also become a valuable asset in your company.

There are various training programs—the most well-known is in linguistics: English and Chinese—available in the Philippines specializing in diverse sectors.

Your employees will have a high interest in your company training programs. We have stressed the importance of titles and the educational attainment of a person in the Philippines. If you give your employees access to these programs, they will take advantage of them regardless of how busy their schedules will be, in most cases they will make time on the weekends to study instead.

Training program model:

- Online by local or international school or center
- In-person by local or international school or center

ADDMORE Services fully supports the growth and development of our employees through eLearning. We offer training from the most reputable universities or learning centers locally or internationally.

E-learning

Options are continually increasing with more people choosing to further their education through e-learning. It primarily includes training modules usually taught by various highly skilled instructors locally and internationally, while in-person training, on the other hand, is the traditional experience held in an actual classroom setup.

We have broken down the advantage and disadvantages of online training so you can make an informed decision for your business.

1. In-person training provides more hands-on experience
2. Online training offers greater flexibility in schedule and pace
3. In-person training allows several employees to learn at their pace
4. Online training features greater program variety locally and internationally.
5. In-person training provides greater face-to-face interaction but because of the COVID-19 virus, online training is recommended.
6. Online training is often less expensive; you do not have to spend on transportation or other fees incurred in an in-person setup.

How Do You Connect With Staff?

The primary goal of a catchup is to build and strengthen good rapport with your team. An employee's overall experience in a workplace is highly influenced by the quality of relationships they have with their managers.

Study key points below to start a good catch up.

Emotional state

"How are you?" Spend a couple of minutes to ask how they have been, what was challenging for them, and what they enjoyed.

Relationships (peers, team, management)

"How's your team going?" You can use this time to talk about business reports.

Feedback (ask for and provide)

"How can I make your job easier?" You may not be accustomed to employee feedback but this is a good way to build trust; you can provide your feedback later.

Goals (review and setting)

Keep your team engaged with short or long-term goals. Think of goals that will progress their development, increase their value to your company.

Wrap up

"Do you have any questions you'd like to ask me about the business?" This is a good time to end the catchup and discuss employee's questions.

Daily Timesheet

Daily timesheet is a manner of summarizing hours rendered by each employee for all the projects assigned to them. It is a great practice because it helps managers analyze valuable insights that could improve workflow.

For managers and business owners, daily timesheet includes vital information—how time is spent on tasks, projects or clients; absences and overtime— in business processes, workflow and task management. It maintains productivity and improves time management.

Nowadays, various methods have been tried to record timesheets i.e., paper (traditional format), excel spreadsheet software (digital format) and online time tracking software.

Advantages of timesheets:

- Reduce time wastage
- Accurate salary payouts
- Automate your billing
- Improve project management
- Save money for your company

ADDMORE Services implements daily time sheets and weekly time records submitted every Friday.

Technological Innovation in Outsourcing

The role of technology in outsourcing is vital. It has provided a new and better solution in managing business transactions, making it faster, more efficient and convenient. Technology innovation continuously improves operations in many business departments: accounting, data collection, logistics, sales and promotion.

Technology and software not only increase your revenue but also improve operations and security, business communication, optimized production, inventory management and financial record-keeping. In outsourcing, it has provided employment opportunities globally.

ADDMORE Services only uses the latest technology in all business operations. We impose a confidentiality agreement to protect all parties from malicious activities such as hacking and phishing.

Communication and Collaboration: Business Management Softwares

Small businesses and large companies' tasks could be greatly improved and supported by the latest business management software. Get more things done, predict accurate risks and improve overall efficiency when you invest in it.

Business Management Software, by definition, is a software or application of tools to support, improve and automate processes in Accounting, task and project management, communication, customer service, file management or file sharing, lead management, e-commerce and content and creatives management solutions.

Main features you need in choosing the right business management software solution:

- Sales and CRM
- Budget, invoice, and expense management
- Business intelligence and dashboards
- Accounting and financial reporting
- Resource management
- Project and task management
- Calendar and time management
- File sharing and collaboration

Communication and Collaboration: Live Digital Bulletin Boards

Staying on top of your tasks, team members and goals could be frustrating—but with the right tool, the entire process could become more streamlined, more efficient and more convenient for you and your team. Get real-time updates on the latest tasks with live digital bulletin boards. It is, by definition, is a screen (TV or Computer Monitor) used for displaying real-time information, notifications and other day-to-day updates.

Advantages of real-time updates:

- Improved team collaboration
- Ease in delegating tasks
- Track project progress
- Ease in adding a new team member
- Security access per business type
- Budget tracking
- Flexibility in revisions
- Improved workflow in a team

ADDMORE Services uses only the best tools in real-time editing of contents and creatives.

Communication and Collaboration: Workflow Management Software

Workflow management software, by definition, is an advanced application tool that provides flexible features in improving your workflow independently or with a team. It gives you the option to create and optimize workflow in an ideal way, find redundant tasks and automate work operations, identify areas of improvement, and achieve new levels of efficiency.

Main features you need in choosing the right business management software solution:

- Manage work the way you prefer
- Create custom workflows
- Make task management convenient
- Define stages and move tasks into stages
- Integrate workflow with every task list
- Streamline repetitive processes
- Allow creating and assigning tasks
- Create stages in which tasks can be defined and moved
- Synchronize tasks in every stage
- Follow up on tasks in the process
- Adapts to changes and revisions along the way

Communication and Collaboration: Instant Messaging

To meet your business needs, maximize instant messaging features to connect with your customers and provide your team a platform for efficient internal communication and collaboration.

Instant Messaging, by definition, is a real-time online communication method that connects two or more parties. Features: text exchange, audio exchange, and video communication, even files in some cases. Check out some of the recommended work-friendly instant messaging applications like Slack. Google Chat and Microsoft Teams.

Roles in customer support

- Easily connect with your customer and clients
- Effectively increase leads
- Give timely and convenient live chat solutions

Benefits of instant messaging for your business

- Offers various features than just chat
- Ensure regulatory compliance
- Tailor the platform to meet team and company needs
- End-to-end encryption, peer-to-peer channels, anti-virus and malware integration
- Provides support for your team, customers and clients

ADDMORE Services uses the latest instant messaging software or your preferred channel for business communication and collaboration.

Communication and Collaboration: Video Conferencing

Virtual meetings or video conferencing is an affordable way to connect with your team, customers and clients anywhere in the world—experience face-to-face catch up at the convenience of your home— without the need for visa and costly expenses on travel. Some of the recommended video conferencing softwares are: Zoom, GoToMeeting and Google Meet.

Main features you need in choosing the right video conferencing platform

- Easy-to-use interface
- Screen sharing
- Text chat features
- Video conference recording
- File sharing and storage
- Cross-device compatibility

ADDMORE Services uses the latest video conferencing platform or your preferred platform for video conferencing needs.



Disaster Preparedness

Aside from the COVID-19 pandemic, the Philippines has been hit by numerous disasters in the past few years. The most common natural disasters are earthquakes, floods, mudslides, typhoons and volcanic eruptions.

The Philippines is considered to be one of the most prone to storms on Earth. Up to 20 tropical storms enter the Philippines yearly, with not more than 9 of those storms making a landfall.

The Philippines has several active volcanoes across the archipelago. The Philippine Institute of Volcanology and Seismology (PHIVOLCS) established a permanent danger zone (PDZ) around The Mayon, Taal and Bulusan volcanoes. You should take this information into account when visiting these areas. Refer to the advisory and warnings of the Philippines Institute of Volcanology and Seismology (PHIVOLCS) in the event of volcanic activities.

Suggestions on how to prepare your company for Natural Disasters

- prepare generator fuel tanks in case of power outage;
- secure doors and windows around your office;
- allow your employees to go home immediately after an earthquake or if there is an incoming typhoon;
- prepare and assemble flashlights, first aid kits, and tools;
- provide supplies such as batteries, candles, matches, potable water, canned or dry food, and food and medication for your employees when you can.

Philippine Disaster Reduction and Management Act or Republic Act (RA) 10121

Your company's location should be strategically away from areas highly prone to natural disasters—typhoons, earthquakes, tornadoes, fire and, in rare cases, hail storms in few areas i.e in Baguio.

The Philippine Republic Act 10121 (RA 10121) gives a comprehensive, all-hazard, multi-sectoral, inter-agency, and community-based guidelines to disaster risk management through the National Disaster Risk Management Framework (NDRMP)—a master plan that will provide the strategies, organization, tasks of concerned agencies and local government units, and other guidelines in dealing with disasters or emergencies.

RA 10121 will also allocate calamity funds in support of disaster risk reduction or mitigation, prevention, and preparedness activities for the potential occurrence of natural disasters and not just for response, relief, and rehabilitation efforts.

Disaster Recovery

After a disaster, some people might deal with physical (i.e. injuries or shock) and deep emotional challenges.

What can you do to support your employees after a disaster?

- Make sure your employees are safe. If an individual is missing, seek help from first responders.
- Make sure everyone takes their go-bag and your lockbox of essential, financial and other important documents.
- Attend to physical injuries and emotional distress.
- Secure your office
- Take photos of the damage for documentation
- If your office has been greatly damaged, refer to the building manager to repair it. Be sure to take photos before the work is started. Save all receipts related to the repair for your claim.
- In extreme cases, If you or your employees will need temporary shelter, go to a local community shelter. Church and schools in the Philippines are often converted into shelters following a disaster. Staying in these shelters will not cost anything.

The Anti-Dummy Law

The Anti-Dummy Law or Commonwealth Act No. 108 is a law that punishes Filipinos who participate in evading the nationalization law, which refers to control or ownership of private companies or industries by the Philippine government. Violation of this act is punishable with 5 to 15 years of imprisonment.

According to The Department of Justice Opinion No. 165, series 1984 agreements listed below violates anti-dummy law:

- That the foreign investor provides practically all the funds for the joint investment undertaken by Filipino businessmen and their foreign partner.
- That the foreign investors undertake to provide practically all the technological support for the joint venture.
- That the foreign investors, while being minority stockholders, manage the company and prepare all economic viability studies.

House Bill No. 8817 or the “Freelance Workers Protection Act”

On March 25, 2021, a bill supporting the protection of independent contractors in the Philippines has been approved— 195 members of the lower chamber voted— on the third and final stages in the House of Representatives.

The contract should include a night differential pay of not less than ten percent (10%) of regular income for each hour of work accomplished between 10 PM and 6 AM.

Taken from Rappler—the Philippines' leading digital media company.

- The bill seeks to make contracts mandatory between companies and independent contractor. It also requires night shift pay and hazard pay.
- The bill seeks to penalize companies who pay their independent contractor more than 15 days beyond the agreed payment date, and companies that retaliate against freelance workers for using the law to seek just compensation.
- Those found guilty of violations could be fined between 50,000 Philippine pesos and 500,000 Philippine pesos.

Moreover, the Bureau of Internal Revenue (BIR) requires independent contractors to register and pay their income taxes annually.

ADDMORE Services' independent contractors and employees are registered with the Bureau of Internal Revenue (BIR). Architects, Engineers, and Designers on the other hand are licensed with Professional Regulation Commission (PRC).

Philippine Bureau of Customs: Guidelines for Sending Balikbayan Boxes Especially on Holidays

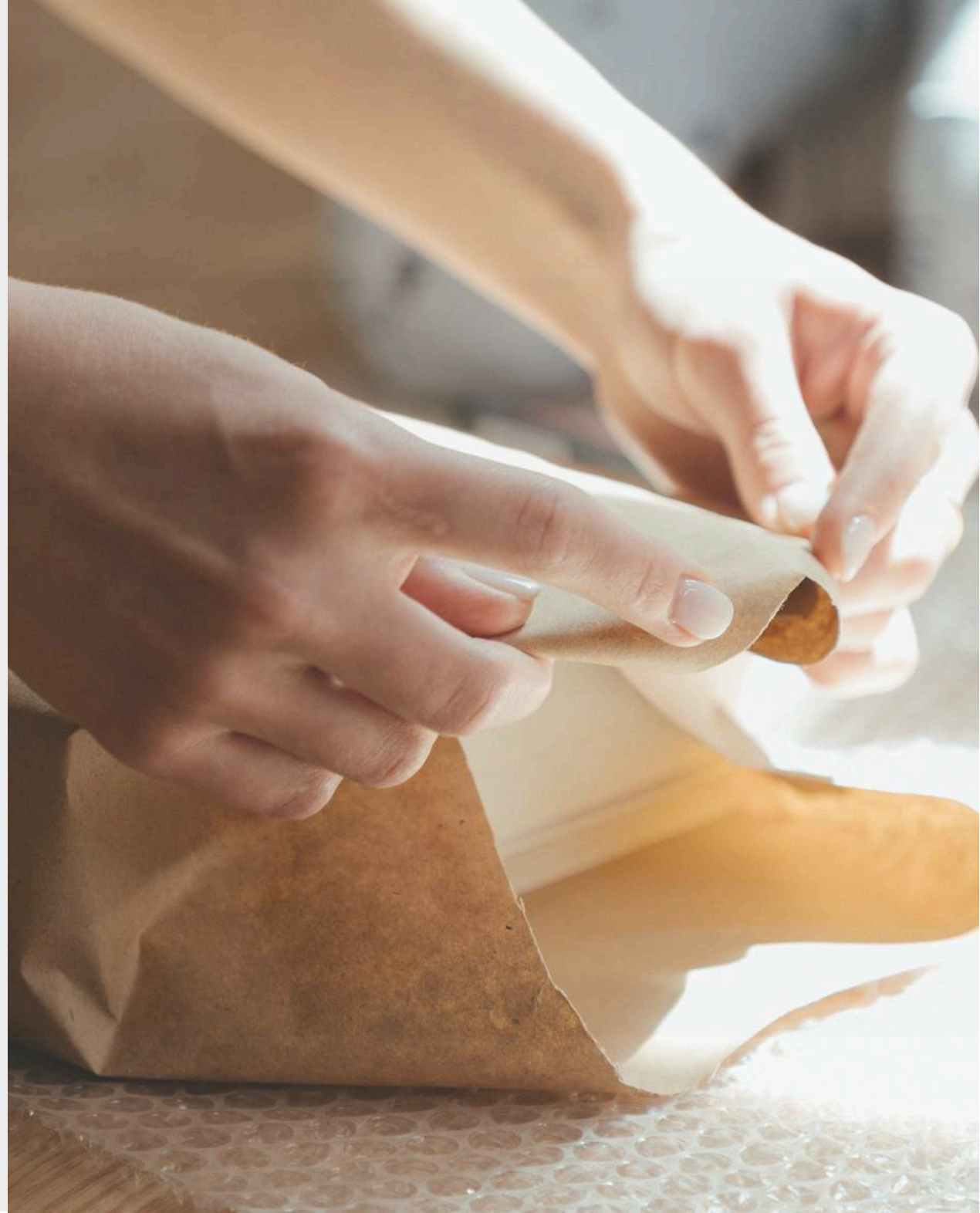
In a press release on October 15, Thursday, The Bureau of Customs (BOC) reiterated guidelines for sending *balikbayan* boxes—usually, large easy-to-assemble boxes made of cardboards filled with personal and household items such as apparel, personal adornment and gadgets.

BOC reminded the public to be cautious in sending these packages and parcels. Only support legitimate and accredited forwarders to avoid being scammed.

Anyone from corporations, partnerships and overseas Filipino Workers (OFW) can send balikbayan boxes to the Philippines. You could send as many balikbayan boxes to the Philippines, if needed. If you want it to be tax or duty – its total value must be less than Php 150,000 in a year, that is according to BOC.

BOC stated, these items are restricted:

- Firearms or weapons of war or parts of it
- Weapons of mass destruction according to RA 10697 or Strategic Trade Management Act
- Devices used in gambling
- Lottery and sweepstakes tickets
- Synthetic drugs or narcotics or any compound that is used in its preparation except unless authorized
- Toxic and hazardous goods under RA 6969 —Toxic Substances and Hazardous and Nuclear Wastes Control Act of 1990.



Community and Culture

The Philippine society has a strong blend of Euro-American culture; it is a unique mixture of diversity and homogeneity. Nearly four centuries of Western rules have left indelible influence in the Filipino culture and community. It paves the way for globalization in the Philippines.

While the Christian churches are influenced by the Spaniards and the mosques built by the Muslims, the educational system is introduced by the United States which has improved the country's social and economic developments. Nonetheless, strong family ties, implementation of *barangay*, and the strong preservation of Asian history and literature, have strengthened its Asian heritage without abandoning its Western cultural adaptation.



On-the-Job Training (OJT)

Your organization will benefit greatly in developing and training talents under the on-the-job training agreement—a hands-on method in gaining new skills, knowledge and competencies needed in a workplace. During training, you will provide facilities and tools necessary to complete this program, while OJTs are not paid for their services, there is a cost in mentorship, tools and facilities.

Some local universities, colleges and secondary schools partner with various organizations for this program. In most cases, this is also required by the educational institution for students to undertake before they graduate. According to the Philippine Nuclear Research Institute, the typical duration of OJT/internship is about 8 to 10 weeks per cycle. OJT's/Interns are expected to report to work between 9 AM to 5 PM from Mondays to Fridays.





Mobile Phones In The Philippines

Mobile phones in the Philippines are a major contributor to the productivity of Filipinos, ranging from budget phones to high-end ones. Various local and international brands are available for purchase. The price ranges from 500 Philippine Pesos for disposable phones and around 70,000 Philippine pesos for most high-end phones. The devices are up-to-date with the latest trends and are available in many shopping malls.

Mobile phones in the Philippines are used for various tasks. Aside from basic messaging, it is also used in business and social media. Filipinos are known to be early technology adopters and are internet savvy – the Philippines have been called the social media capital of the world after all.

iPhone, Samsung, Huawei, and Sony are the most desired mobile phone brands. Sometimes, mobile devices are considered an indicator of status in the Philippines.

ADDMORE Services uses the latest devices in coordinating with the team. We use your preferred messaging applications in sending presentations, documents, reports, and other files.

Food And Water Safety In the Philippines

There is a variety of food cuisine in the Philippines, heavily influenced by countries like Spain, China, United States, and other parts of Asia. Filipino food is abundant in seafood, tropical fruits and creative recipe. There are more options to try other than the balut or duck embryo they're known for.

Dishes that define the Philippines

Adobo

This is made of chicken or pork meat cooked in vinegar, soy sauce, bay leaves and sometimes with pineapple bits and juice.

Lechon

You will find Lechon (a Spanish word referring to a roasted baby pig) in most festivities, birthday celebrations and other special events. It is often covered in a special sauce and roasted over coals. The best part of it is its golden-brown skin.

There are more flavorful Filipino recipes you can also try like their pancit palabok, bulalo, kare-kare and sinigang.

Drinking water in the Philippines

Do not drink tap water especially when you are in the city. It contains substances that are not healthy to consume everyday. Filipinos often order distilled or purified water at a nearby water refilling station. Tap waters are only safe for bath, washing the dishes, laundry and other general activities. Avoid buying bottled waters from the street as these bottles could have been refilled.

To Tip Or Not To Tip?

The Philippines don't really have a tipping etiquette, you're not expected or obligated to tip anyone you encounter during your travels. Tipping is more common in touristy locations of the country, but mostly because the tourists are used to giving tips. Locals usually give 20-50 pesos tips in restaurants, salons, hotels and delivery riders.

However, be careful when giving more than the usual tip to vendors or service providers because some people might get offended. The additional sum of money given to them is often considered as a "limos", meaning alms. While tips are always welcome, nobody likes to feel like they're receiving a handout. Tipping is not supposed to feel like an obligation but it should be an act of gratitude to reward good service. In high-end establishments and major shopping malls, a tip is not often practiced because the services are already included in VAT or service fees.

Do not be surprised to see many street children begging on the streets almost everywhere in the city, due to the recent pandemic pushing more people into poverty. Avoid giving cash as this is punishable under the Philippine law. It is recommended to offer food instead.



Drinking Culture: What You Need To Know About "Inuman"

The drinking culture in the Philippines does not follow strict rules and regulations compared to Western drinking culture. Most Filipinos drink when they want to celebrate an occasion or to grieve when there is a loss. It is usually spent with their loved ones or friends. "Inuman" means drinking very late at night until the next morning nearby the house of the host.

You will find many varieties of alcoholic beverages in the Philippines. If you are a beer lover, you should try the famous Red Horse Beer or San Miguel Beer that comes in many flavors. If you love hard alcoholic drinks, you will easily find a variety of them almost everywhere in Makati City, Taguig City or Quezon City.

During Fridays, most Filipinos will be found in bars to de-stress from a long week at work; you will often hear a colleague say "It's Fri-YAY" meaning it is finally Friday and it is time for some drinks. Do note that with the current protocols due to the pandemic, most bars and restaurants are closed in major regions heavily inflicted with cases.

Be mindful that Filipinos are emotionally delicate human beings. It is best to drink responsibly and avoid jokes that could offend.



About Bathrooms

Many public bathrooms in major shopping centers use a toilet in American standard sizes. They have a nice and clean bathroom. A toilet paper, hand wash soap and dryer are also available in private bathrooms and sometimes in public bathrooms. Although, it is still advisable to always bring your own toiletries just in case you come across one with incomplete amenities.

A bathroom that has an attendant will charge 10 Philippine pesos to 20 Philippine pesos depending on the building. Those are contributions that will go to cleaning services and maintenance of the facility.

Why Are There So Many Security Guards In The Philippines?

The Philippine government deploys many armed security guards everywhere in the Philippines especially in banks, malls, public trains, stores, restaurants, hotels, and other buildings to ensure utmost security in those areas.

Security guards can also help you conveniently park your car in shopping malls. It is part of the Philippine law to check your bag or pat you down first before entering major buildings such as shopping malls, high-end hotels, and office buildings. Most of them are accompanied by well-trained police dogs.

Security guards do not only ensure the security of a building but they are also very good at giving directions so when you feel like you're getting lost, do not be afraid to approach those in general uniform to guide you.

Avoid Scams and Pickpockets Like a Local

The locals simply wear a pair of jeans and a shirt for ladies or gentlemen. Aside from the hot weather, going around could be a challenge in uncomfortable clothing and footwear. Sometimes, even the rich follow such fashion to disguise themselves from scammers and to avoid pickpockets when going to shopping malls.

Valuables such as mobile phones and jewelry are highly recommended to be kept at home or in your hotel. Choose a bag with a zipper and carry it on your side or chest when you are in public markets.

It is hard to identify scammers and thieves in the Philippines. Sometimes, they are very well-disguised with their appearance, acting and dressing up like everyone else.

In Case of Emergencies

In the event of emergencies for medical care, to avoid inconveniences, always bring a valid ID, emergency contact number and information of your medical history during your stay in the Philippines.

Medical staff is trained to check this information first before they could help you. This is usually the protocol. If not available, the medical treatment could be delayed in very rare cases.



Fixers and Anti-Red Tape Act Of 2007

According to the Philippine National Police: Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law to improve efficiency in the delivery of government services to the public by reducing bureaucratic red tape, preventing graft and corruption.

This law imposes strict penalties on fixers. Unfortunately, the Philippine government offices have slow operations in processing your documents. Do not try bribing to expedite the process as this can only get you in trouble. Be patient and avoid prison sentences and large fines.





Philippine History

The Philippines was claimed by Ferdinand Magellan in 1521, a Portuguese traveler from Spain, and was given the name Las Felipinas after King Philip II. They ruled the Philippines in the 1830s.

Filipino nationalists fought for their independence led by Jose Rizal, the national hero of the Philippines, and Emilio Aguinaldo, the first President of the Philippines.

Cuba was also trying to free itself from Spanish rule. When the American battleship sank in the Havana harbor the war between the United States and Spain started.

The United States declared war on Spain on April 25, 1868; the battle lasted for a few hours only which has resulted to the end of the Spanish rule while the Americans suffered minor damages.

The Spanish-American war ended on December 10, 1898 with an agreement, the Treaty of Paris. The Americans were only interested in Cuba and acquired the Philippines by accident.

The Philippine War of Independence began on February 4, 1899 when Filipinos did not accept the Treaty of Paris; it lasted for two years after Filipinos gained their independence by the establishment of the Commonwealth of the Philippines.

However, on December 8, 1941, the Japanese military invaded the Philippines. The United States forces led by General Douglas MacArthur and with the support of the Filipino guerillas, the Japanese left the country. The Commonwealth government was restored and converted to an independent republic in 1946.

Prosperous Country With Large Population

After World War II in 1946, the first country in Southeast Asia that gained parliamentary is the Philippines.

It is the 13th most populous country in the world with more than 103 million population; It is one of the fastest-growing countries with around 2% growth rate.

Aside from its fast-growing population worldwide, the largest shopping malls in the world: SM City North EDSA, SM Megamall, SM Seaside City Cebu and SM Mall of Asia, could also be found only in this country. Not to mention the much-awaited world's biggest IKEA store has finally opened its doors in Pasay City, Philippines.

Moreover, the number of Filipinos who choose to work abroad to support their families are 11 million people; the largest Asian-American group in the United States is comprised of Filipinos.

In addition, Manila with an area of 24 square miles or 38 square kilometers is the Capital of the Philippines; it is the world's most populated city with over 1,660,700 people and 55,446 population density per square mile or 43,079 people per square kilometer. The Greater Manila or the National Capital Region (NCR), on the other hand, has a 26 million population.

Furthermore, Filipinos love to send messages, about 450 million Short Message Service (SMS) messages are sent daily by 35 million Filipinos. Whereas countries such as the United States and Europe send fewer SMS messages. This country is considered the *"text messaging capital of the world."*



Trivia

The official language in school and business is English; the majority of Filipinos start to continuously learn this language at a very young age.

Which Country Has the Most Islands?

Do you love the beach? The Philippines has three major islands: Luzon (North), Visayas (Central) and Mindanao (South) that divide 7,641 islands.

Luzon, located in the northern part of the Philippines archipelago, is the largest and most important island in this country. More than half of the Filipino population, about 52.9 million people, lives in Luzon. Manila, the nation's capital, and Quezon City's major metropolis are located here.

Visayas island is located in the central part of the archipelago and is consisted of seven large and several smaller islands; Bohol, Cebu, Leyte, Masbate, Negros, Panay, and Samar. Visayas has 18.4 million population. The two major Visayan urban centers are Cebu City and Iloilo City.

Mindanao island is located in the southern part of the Philippines archipelago and surrounded by the Bohol, Celebs and Sulu seas. It is the second-largest island next to Luzon. The majority of the population are Muslims who practice Islamic culture in a predominantly Roman Catholic country. Mindanao is 21.9 million in population. Chartered cities are Zamboanga City, Cotabato City, Davao City (the hometown of the Philippine President, Rodrigo Duterte) Cagayan de Oro and Butuan.



Trivia

The island of Puerto Princesa, Palawan is one of the seven wonders of the world; it has been featured in various travel media worldwide for its breathtaking paradise. Experience the white sand, clear lagoons, and culinary, with many islands nearby that you can visit in and scuba dive. Palawan has the second-longest underground river in the world.

Philippine Climate: Tropical and Maritime

The Philippines' climate is characterized by high temperature. The mean temperature is 26°C, excluding Baguio City which has a mean temperature of 18°C. There is no difference between the mean annual temperature of places in Luzon, Visayas or Mindanao because of high temperature and the surrounding bodies of water. The Philippines has a high relative humidity and abundant rainfall. The rainfall distribution throughout the country varies from one region to another and will depend on the direction of the moisture-bearing winds. Annually, the mean rainfall of the Philippines varies from 965 to 4,064. Baguio City, Eastern Samar and Eastern Surigao receive the greatest amount of rainfall. It is similar in many aspects to the climate of Central America.

The Seasons

The climate of the country can be divided into two major seasons by temperature and rainfall:

1. The rainy season, usually from June to November
— is often referred to as "*Tag-ulan*" in Filipino.
2. The dry season, usually from December to May, is subdivided to:
 - (a) the cool dry season, from December to May— The term cool refers to few degrees cooler.
 - (b) the hot dry season, from March to May— the equivalent of Summer in many other countries of the world; the hottest of the seasons.

Filipinos Are Hospitable and Responsible

The citizens of the Philippines are referred to as Filipinos, although the women may sometimes be referred to as Filipinas.

Their attributes, such as hospitality and friendliness, summarize the main Philippine values. They are known for their hard work, resilience and positive conduct. In addition, their familiarity with Western Culture help them easily adapt to the demands of foreign employers. They will give a warm smile even when faced with great challenges.

Filipinos are very responsible and generous especially when hosting special events, such as festivals. They will gladly offer and prepare large servings of food for family, friends, acquaintances and even friends of friends or people they never met before. In fact, on these occasions, hosts will sometimes loan money just to entertain and accommodate guests.



Religion Is Paramount

The Philippine population practicing Christianity is 90%. It is the fourth largest Christian country in the world and is one of the two predominantly Roman Catholic nations in Asia.

In most circumstances, Filipino priorities and decisions are mainly guided by the cultural and spiritual importance of religion. The majority prioritizes faith first then followed by family, friends, work and self.

Holy Week, Easter and Christmas are very important events in the Philippines. Churches are filled and many street processions are rampant during these events. They may not be hunting for chocolate eggs over Holy Week, instead they are seen visiting several churches to pray and solemnly observe the holy days. Christmas is a very special occasion because this is the only time they can get together and celebrate with family and friends.

You may need to adapt these events to your business calendar as staff may want to spend this time with their loved ones.

Family Is All That Matters

Enormous respect and admiration are given towards family in the Philippine culture and tradition. The eldest sibling, regardless of gender, works harder to provide when parents or guardians fail to contribute in fulfilling their roles. You may know or find many generations and families living under one roof and this is called extended family structure in The Philippines.

The achievements of a family member are generally celebrated especially activities related to education i.e graduation ceremony of someone in the family finishing school or university. Staff may request time off to attend these special events.

The elderly and the sick in the family are rarely placed in assisted living conditions. This is not an option especially when either the eldest member of the family or the most financially capable member can take care of them. If the family needs assistance in the family business, staff may choose to return home and fulfill these duties over high-paying jobs.

Respectful Approach In the Workplace, At Home, and Everywhere

Respect and appreciation have been ingrained in the Filipino culture early on, making both such a big importance in the workplace. A polite and clear communication towards a colleague may result in job satisfaction, staff retention, and better results. You should avoid misjudgments and criticizing people publicly.

Having a job title is a very important part of work-life in the Philippines, providing a sense of purpose, pride, status and respect. Choosing a good job title is very important and sometimes, this is more of a priority than the salary increase itself. (But of course, these two often come together as a package)

Awards, diplomas and trophies are prized possessions, often framed and kept on display. Appreciation expressed in words by managers and seniors are also paramount to acknowledge hard work.

Pasalubong, once closely tied to traveling but has now become more general, is an act of gift-giving. Giving small gifts for friends, family and colleagues show that you care.

Filipino Time Explained

The Filipino approach to scheduling serves as a guide rather than a specific time to be followed. This collective behavior is referred to as the "Filipino Time". If you have scheduled an appointment at 10 AM, more often than not, this event will start around 30 minutes later, depending on various situations. This is a big cultural difference in comparison to the Western time, which is very strict and precise.

What you can do is simply schedule in advance for your appointments or have them in the afternoon to avoid delays and inconveniences. If you have a meeting to attend, it is often expected that some attendees come in a little later than the agreed time.

Despite the famous Filipino Time, ADDMORE Services is professional and takes punctuality seriously. Having said all these, the time difference is an advantage as we better utilize this in offering you 24/7 service and support.



Source: Sarah Geronimo Official YouTube

Music Is Deeply Embedded in the Culture

Filipinos are a nation of very talented singers and dancers; and it's such a big understatement to simply say they love music.

Karaoke is everywhere whether you're in the biggest city or smallest village – you'll even find a Karaoke machine in most homes. Most of the time, Karaoke sing-alongs are the life of the party. The louder you sing, the more cheers you get.

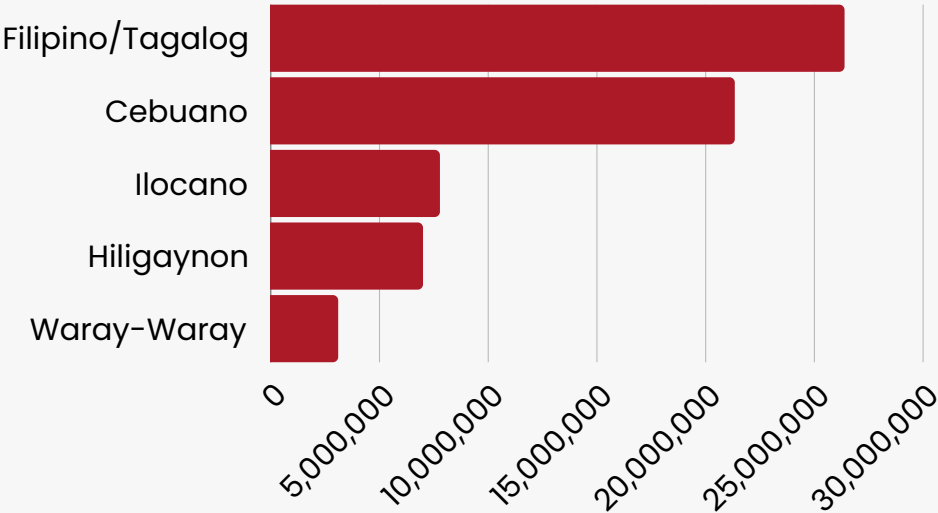
Live music is also very popular and praised on. You will find incredibly talented artists and musicians any time of the day; music and performing are part of the Filipino DNA.



Filipino As The National Language

The Philippine Constitution of 1987 states that Filipino is the national language of the Philippines. Both Filipino and English are considered as official languages for the purpose of general communication and instruction.

During the Spanish colonization, Spanish language was the national language of the Philippines for more than three centuries. Today, there are about 175 languages and dialects in the Philippines.



ADDMORE Services LLC has a clear communication policy. This is to ensure that the Company's information disclosed to the investing public are accurate and in accordance with all applicable legal and regulatory requirements.

English Is Part Of the Filipino Culture

English became the primary language of the Philippine government and education. In the early 1900s, the arrival of educators from the United States started this practice.

The media also started implementing English writing. A recent study proves that the majority of the Philippine population speak and write English fluently.

The BPO (Business Process Outsourcing) industry is comprised of well-educated staff with excellent English language abilities, while the level of comprehension varies.

ADDMORE Services is composed of staff with professional abilities in English writing and speaking, providing good customer service.

Accents and Comprehension

The Philippine culture is greatly influenced by western culture and language. As a result, you will not experience difficulties or communication barriers in negotiating or communicating in a business set-up compared to other Asian nations.

Filipinos have been greatly exposed to the English language from various media such as movies, music and television. Most of them prefer the English accent as it is easier to understand.

When faced with communication barrier, try these steps:

1. Be accurate with the information or instruction you are sharing or implementing.
2. Speak normally. Sometimes, the conversation is harder to comprehend when you compromise yourself. Always portray that you are speaking to a native English speaker.
3. Do not speak in a very loud voice. Filipinos tend to be emotionally sensitive and when you raise your voice they will not be able to fully comprehend and will only be on the fight-or-flight behavior.
4. Write an email. An email is helpful, as it serves as a detailed guide to your instructions.
5. A "yes" doesn't always mean they have understood you. It is a common response to let you know that they are actively listening. Try to ask questions to be sure that they have understood your context.



"Sorry, could you repeat that, please?"

When talking to a Filipino, a simple nod or yes means they are actively listening to what you are saying. This behavior doesn't always mean that they have understood. It is best to always challenge the situation with questions for you to be sure that you and your staff are on the same page.

This behavior is also a way of being polite because as mentioned above, respect in a workplace is strictly observed and disagreeing with managers or with someone who has a higher title can be taken as seriously rude.

Ask these questions when you are unsure that they have understood:

- Could you tell me your plan or solution to what I have just explained?
- What are your thoughts?
- How do you feel about this proposal?

Asking questions would initiate a conversation, and these conversations are important because not only you may clarify details but you are also gaining information on plans for the tasks delegated.

This is a very efficient way of communicating with a Filipino staff instead of confrontations that can lead to embarrassment.

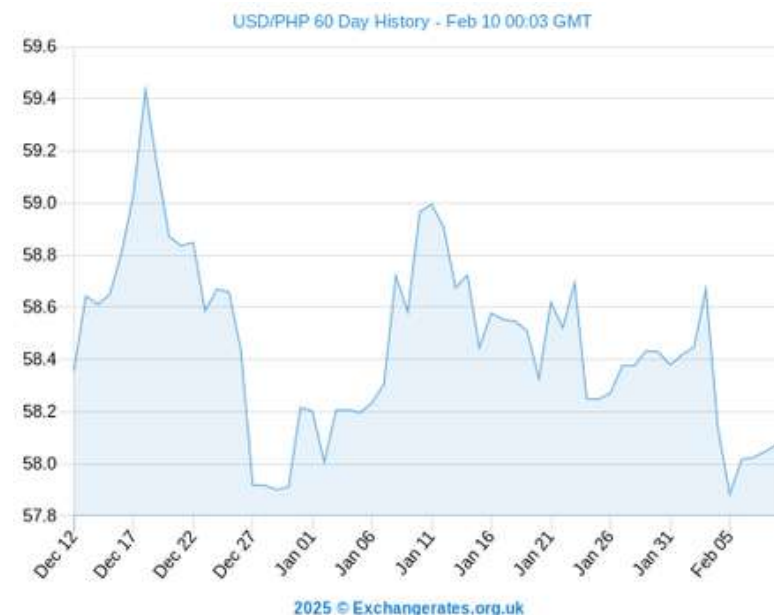


Section XIII

The Philippine Economy

Peso, The Philippine Currency

The official currency used in the Philippines is "Philippine Peso"; the symbol is ₱ or PHP. Denominations available are in 20, 50, 100, 500 and 1000 pesos. They have one, five, ten, and just recently, 20 peso coins. For smaller denominations, they have centavos, which are in 5 and 25. These are rarely used.



The exchange rate from many banks and private currency establishments can be found everywhere in the city. Be sure to check exchange rates from real-time currency converter before buying or selling currencies in dollar or peso.

ADDMORE Services, LLC payment options are through Paypal and Wire Transfer. Transaction fees may apply.

The Philippine Economy

One of the strongest five economies in Asia amidst the pandemic, the Philippines is continuously growing at a fast pace. The country has a population of 108 million and a total area of approximately 300,000 sq. km, divided into three islands; Luzon, Visayas and Mindanao. The capital city of the Philippines is Manila which is located in the National Capital Region, on the island of Luzon. Studies show that the economy of the Philippines will make it to one of the largest economies, 30 years from now.

A strong economy results when prices rise, decreasing the purchasing power of your currency and aggressive demands to local staff salaries. ADDMORE Services continuously provides training for staff in the Philippines by top-notch experts in different fields and industries. We also ensure to utilize the latest software and technology to add value for our customers.

Gross domestic product growth rate in Philippines



Data from datacatalog.worldbank.org via Data Commons

Source: World Bank

UK-based Oxford Economist Sian Fenner and economist Sung Eun Jung projected that The Philippines' gross domestic product or GDP rapidly fell in Southeast Asian Nations or ASEAN in the year 2020 but its growth would be robust this year as the Philippine economy recovers from the pandemic. It was reported that the Philippine GDP growth came in at 5.6% this year.

New and Improved Bank Systems

Recently, amidst the pandemic, many banks in the Philippines upgraded their services, including remittances and online transactions for bill payments and other purchases.

Their response to the pandemic has been efficient — many online wallets are now available and the convenience of opening an account with a bank has become fairly easy. UnionBank, for example, offers a mobile application wherein you may conveniently open a bank account. You will only need 2 valid IDs to scan during the online application. This account comes with a free debit card which is then delivered to your doorstep. Most banks in the Philippines have SWIFT codes you can use internationally — a major convenience for independent contractors.

In terms of assets, deposits, capital and loans, the following banks are the best according to the Bangko Sentral ng Pilipinas.

Rank 1 – BDO Unibank Inc.

Rank 2 – Landbank of the Philippines (LBP)

Rank 3 – Metropolitan Bank and Trust Company (Metrobank)

Production and Distribution Challenges

The production and distribution of commodities in the Philippines may differ from most Western countries. The tools needed to acquire the supplier's details, stock control data, reordering status and re-supply details are not available for staff to operate. The gathering of requested details may be difficult to acquire in most cases due to a lack of business developments in equipment and operation. It is best to buy products that are in stock.

When you buy items and have fully paid for them, the expected delivery dates for items you just ordered will serve as a guide and not an exact date of delivery. This process may take few days to deliver, which is also an example of *Filipino Time* as explained previously.

As for product warranty, you may want to make sure that you will order from a flagship store or reliable store only to avoid conflicting terms on warranty.



Section XIV

The Philippine Education System

Globally Competitive Education System

The Philippine tertiary education system is paramount to a person's future, with over half a million new graduates every year.

Education is a necessary qualification to find many great opportunities in the Philippines. There are over 2,300 available advanced teaching facilities for Filipinos and there are many job vacancies for those specializing in technology and business.

Highly qualified candidates serve as an asset for the country's strong economic development as many international establishments now prefer staff from the Philippines. Aside from their strong and clear communication abilities, their competitiveness to produce high quality task output will not fail you.

ADDMORE Services, LLC staff are highly qualified candidates from the most prestigious universities in the Philippines. They have been trained well in a highly competitive environment, producing desired outcomes within the expected time and schedule while duly following the code of ethics.

A Smart and Highly-Skilled Team

Industry	Graduates
Business Administration and related courses	921,324
Education and Teacher Training	740,713
Engineering and Architecture	448,550
Information Technology	398,765
Medical Allied courses	203,651
Agriculture and Fisheries	127,287
Behavioral Science	114,834
Maritime and Cruise Line Operations Culinary Arts)	87,960
Hospitality Management or HRM	73,905
Humanities allied courses	40, 753





Get Ready For EDSA Traffic

When you need to travel in Manila by bus or private vehicle, it is important to leave at an earlier time. The EDSA Traffic will be heavy any time of the day specifically during rush hours. It may take you an hour or more when traveling from one city to another. You also need to consider the weather; the wet season makes traffic in EDSA worse.

Unfortunately, there has been no good response in easing the heavy traffic in EDSA by the Philippine government as private vehicles only add up yearly. Recently, the government has planned to build more public roads and bridges in hopes to lessen traffic.

ADDMORE Services' remote set-up does not require travel from home to an office everyday. Our experts fully operate at the convenience of their homes. This allows our staff to stay safe, focus on the tasks without the need to worry about unnecessary things such as the heavy traffic and wet season. Instead, it allows a 24/7 quality service and support.

ADDMORE Services only use fast and stable internet providers. Most of our staff live in urban cities and power outages are minimum to none.

On-Demand Carpooling Service

Share a ride and enjoy significantly lower rates in the Philippines. Many multinational and local companies provide carpooling services. The leading operator is Grab. Uber used to be their competitor but has later on sold its operations to Grab. Commuters have been left with even fewer options as a result. Carpooling during rush hour in the Philippines will be a nightmare for you. It will be very difficult to book a Grab during this time. The estimated pickup time will take 5 to 15 minutes only. However, during the pandemic, Grab only allows up to 2 passengers to sit at the back seat of the car; they are prohibited to sit beside the driver for better protection and social distancing measures.

There are many taxi cabs in the Philippines that are reliable enough to bring you to places. Mobile applications such as Waze and Google Maps are widely used to get you to almost any destination possible. The cost will be 15% cheaper when compared to international carpooling services such as Grab.

When hailing a taxi cab, it is always a good idea to check if the vehicle is in good condition and clean, and lastly, if the driver seems trustworthy. You can use your good judgement in choosing a taxi. In most cases, unfortunately, some drivers will ask for an additional fee, which is punishable by the Philippine law. It is best to not agree to it and simply choose another taxi that can safely take you to your destination. This bad practice is also more rampant when riding a taxi from the Philippine Airport.

Is It Easy To Drive In the Philippines?

If you are a professional driver and has traveled around the Philippines driving a car, it is better compared to getting a taxi or Grab but otherwise, you should use public trains instead. Unexpected road closure, heavy traffic and general driving culture can be challenging for new and foreign drivers.

If you will drive yourself for the first time, be warned of unforeseeable traffic conditions and enforcement. 8 out of 10 drivers will exhibit road rage at least once a year. The death rate due to traffic road accidents in the Philippines reached 1.74% according to WHO. Determining who is responsible for road accidents will be difficult and often resolved in agreed terms between two involved cars.

If you heavily rely on mobile applications such as Waze for road directions, you may observe that it will not always give the most accurate and real-time information. Familiarizing yourself with the best shortcuts to avoid being stuck in heavy traffic will give you more advantage.

The UVVRP or Number Coding Scheme bans vehicles on public roads depending on their license plate. This program aims to alleviate heavy traffic and is enforced by the Metro Manila Development Authority or MMDA.

Driver for Hire and Vehicle Rentals

If you are new to the Philippines and you do not have experience in their traffic rules and regulation, as mentioned earlier, it would be an advantage if you employ a local driver or rent a car. With the ongoing pandemic, having a Covid-19 vaccination card is required in some areas when traveling.

Renting a car would cost you not more than 3,000 Philippine pesos and a minimum of 1,500 Philippine pesos with a maximum of 5 kilometers per day. The cost of employing a driver on the other hand, would be around an estimated 1,500 to 5,000 Philippine pesos within Metro Manila per day; The fees will depend on distance or location and if there will be an overnight deal.

One advantage in employing a driver and renting a car is that when you get stuck in EDSA traffic you could utilize this time to read emails or take a nap.



Trivia

Filipinos find it practical to book a Grab going to work very early in the morning or very late at night everyday to avoid a surge in fee during rush hour. They will usually rent a vehicle or hire a driver when going on a vacation with their loved ones and not on a day-to-day basis.

How Do You Get Around in the Philippines?

There are many modes of transportation in the Philippines. If you would like to explore more, you could try these options.

Buses

If you have a long trip, taking a bus is the best mode of transportation. It has two types, air-conditioned and non-air-conditioned which are 3% cheaper. During rush hour, you will find overcrowded buses. Many bus stops are located along EDSA. You can wait by the bus stop or raise your hand to signal the bus driver that you are going to ride with them. Routes can be found written on placards.

Tricycles

Tricycles are the best option for point-to-point trips. They are free to traverse roads to get to your destination. Rides can be shared or not, and the fee will depend on location and type. Consider arranging a fixed fee first before departure. It will help to familiarize yourself with the best routes or you talk to your rider.

Jeepneys

The most common and the cheapest mode of transportation in the Philippines. If you want to hop in, you can signal to the driver by raising your hand. Sometimes, they will just stop in front of you and you can easily just hop in without the need to raise your hand for attention. Always check the placards before riding. Shout "Para" when you want to get off.



Points To Consider When Outsourcing

To succeed in outsourcing, consider these few things first.

Profile: Business Process Outsourcing (BPO)

- How long has the company been established?
- Is the company acting in compliance with the terms set by the government and local authorities?
- Does the company strictly follow local labor and tax laws?
- Does the company have a code of conduct and ethics?
- Does the company have an experienced international management team?
- If not remote, does the company operate in a safe office environment that both meet or exceed Western standards?

Human Resource Department: Recruitment Process

- Does the company give professional recruitment services?
- Does the company have an active, pre-qualified pool of available highly-skilled candidates?
- Does the company offer an advanced recruitment process including profile and culture matching?
- Does the company match the career goals of the candidates to the position?

Safety and Security (For companies with buildings)

- Does the company have dedicated security guards at their buildings 24/7?
- Does the company provide customizable levels of security for customer suites?
- Does the company use access cards and biometric security systems?
- Does the company provide live CCTV footage for added security?
- Does the company use a secure check-in system for guests?
- Are security guards well informed of the company's electronic handbooks?
- Does the company follow strict guidelines in preventing the spread of COVID-19?

Internet Connection

- Does the company have a stable and reliable internet connection that can conveniently route data to get the best performance for customers?
- Does the company have the ability to offer dedicated internet connections to customers?
- Is the company able to divert low vault traffic away from the dedicated circuit?
- Does the company maintain connections to multiple Internet Service Providers or ISPs?
- Does the company provide Virtual Private Network or VPN?

Disaster Preparedness

- Does the company have a formal audited disaster recovery plan for its operations and administration centers?
- Is the disaster recovery plan up to date?
- Are the employees well informed of the company's latest disaster preparedness plan?
- Are the company's operation centers a safe distance from known fault lines?
- Are the company's operation centers rated and certified to withstand typical environmental risks?
- Does the company have stable communication systems that do not only rely on physical landing stations within the Philippines?

Information Technology or IT department: Support

- Does the company operate separate technical and network teams?
- Do the technical team monitor the network, servers and address general technical issues for other employees?
- Are the technical teams available 24/7?
- Does the company conduct regular software audits to ensure all software is legitimate?
- Does the company deploy customer-centric tools (like WebPing diagnostic) on each customer setup?

How ADDMORE Services Can Help You

We use state-of-the-art tools to give us the leading edge. Our team leaders ensure that in-house quality control and accuracy is always a priority. We offer our services globally but primarily operate in USA, Australia, UK, Republic of Ireland, UAE, and Kingdom of Saudi Arabia.

ON-DEMAND PROJECT SPECIFIC OUTSOURCING SERVICES

Perfect for short-term needs, overflow work, or specialized tasks — we step in when your in-house team needs backup.

- **Engineering Drawings and ERP Solutions**

We deliver unrivaled expertise and innovation to engineering projects for millwork, joinery, dimensional stone, and specialist subcontractors of various scales. Our ERP solutions are designed to streamline business processes, enhance collaboration, and drive productivity across all facets of an organization.

- **Project Management, FF&E Sourcing and Consultancy**

We analyze every requirement and provide flow, process and organizational charts to help you get a better overview and with the real-time updates of the project delivery and status. We ensure that in-house quality control and accuracy is always a priority.

- **Quantity Takeoffs and Cost Management**

Our expert quantity surveyors and estimators enable efficient budgeting, effective cost management, and seamless execution of your construction projects. We ensure a fully integrated experience with clear communication and quick turnaround time.

- **Architectural Drawings, BIM Services and Renderings**

Our talented architects, civil engineers, and 3D modelers excel in executing accurate and practical architectural and interior design drawings, as well as precise BIM services and renderings, to support your project from conception to completion.

- **F&B Hospitality Design and Consultancy**

Utilizing the innovative food service design and integrated bar solutions offered by the consortium, Magnificent 7, we aim to deliver hospitality experiences that prioritize Return on Investment for all stakeholders while aligning with the vision of each stakeholder involved.

MANAGED & HYBRID OFFSHORE PROFESSIONAL TALENT

For companies looking for Additional talent to integrate with their inhouse team or build a medium to long-term, remote division — our Professional Offshore Division (POD) model offers fully integrated, dedicated teams with leadership and quality control in place.

- **Managed Professional Talent Outsourcing**
 - Entrusts Addmore with full management of specific functions, following client directions and handling daily operations.
- **Hybrid Professional Talent Outsourcing**
 - Combines local and offshore teams for enhanced collaboration and flexibility.



We offer our services globally but primarily in the USA, UK, Republic of Ireland, Australia, New Zealand and The Middle East.

ADDMORE'S PROMISE



TO ADDMORE QUALITY, VALUE, & TRUST IN EVERYTHING WE DO

WE WILL ALWAYS ENDEAVOUR TO EXCEED CUSTOMER EXPECTATIONS, PROVIDE COMPETITIVE COSTING, AND CREATE TEAMWORK WITH HONEST AND OPEN COMMUNICATION.

OUR PROMISE IS BUILT ON TRUST, RESPECT, AND INTEGRITY.



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