Outsourcing in the Philippines

2015
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The law is stated as of January 2015.
I. Introduction

The Philippines

The Philippine economy is again expected to be the fastest growing within the Southeast Asian region, with its gross domestic product growth forecast to hit 6.4 percent in 2015.1

According to the World Economic Forum’s Global Competitiveness Report 2014-15, competitiveness dynamics in the region is considered to be truly remarkable.

In 2014, the Philippines maintained its rapid economic progress, gaining confidence from the influx of foreign investors and global institutions flocking to the country. The Philippine economy grew by 6.9 percent in the last quarter of the year, pushing the average full-year growth to 6.1 percent.2 The fourth quarter and full-year growth is above the market expectation of 6.0 percent and 5.8 percent, respectively.3 Net foreign investments increased by 61.3 percent within the first nine months of the year4.

Philippine credit ratings were significantly elevated by the world’s major credit rating agencies in the past two years. In 2014, Standard & Poor’s Financial Services (S&P) upgraded the Philippines’ long-term sovereign credit rating from BBB- Stable to BBB Stable, the highest rating ever recorded in the country’s history. This set the country’s credit rating a notch higher than the minimum investment grade status granted to it by S&P on 2 May 2013, making the Philippines more internationally competitive and attractive to investors.5 Likewise, Fitch Ratings (Fitch) and Moody’s Investors Service (Moody’s) have granted the country with an Investment Grade, reaffirming the country’s strong economic fundamentals and its positive growth prospects.

As the country enters a demographic sweet spot, where the majority of Filipinos would be within the working-age group, the nation’s attractiveness as a global investment destination is further strengthened. The Philippines is currently estimated to have a population of over 100 million, with the median age of 23 years and a growth rate of 1.82 percent.6

The business process outsourcing (BPO) industry is playing an increasingly important role in the Philippines economy, both as a source of foreign currency earnings and as a destination for overseas investment.

In the latest Tholons report, two of the Philippines’ metro cities maintained their rankings within the top 10 outsourcing destinations in the world.7 Metro Manila ranks second while Metro Cebu comes in at eighth place. Three Philippine cities, Bacolod, Baguio and Iloilo, moved up several notches as well. This recognition reflects the country’s outsourcing readiness, as well as the quality, availability, and skills of workers in the BPO industry, operations cost, and infrastructure readiness, among others.

The Business Processing Association of the Philippines (BPAP) believes that the Philippines’ information technology-business-process outsourcing (IT-BPO) industry will sustain its robust growth and forecasts growth target of 15 percent per annum until 2016.

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3 Ibid.
II. Qualified Activities

The Philippine government grants incentives to service exports and business or knowledge processing and non-voice business processing operations.

Creative Industries / Knowledge-Based Services, and Service Exports are among the Preferred Activities of the 2014 Investment Priorities Plan (2014 IPP). The Preferred Activities are entitled to incentives, subject to compliance with conditions under the 2014 IPP and the General Policies and Specific Guidelines to implement the 2014 IPP (2014 IPP Guidelines) to be issued by the Philippine Board of Investments (BOI).

As of the date of publication of this Outsourcing Primer, the 2014 IPP Guidelines have yet to be issued by the BOI. Currently, Philippine government agencies (such as the BOI and the Philippine Economic Zone Authority) continue to apply and are guided by the 2013 Investment Priorities Plan (2013 IPP) and the General Policies and Specific Guidelines for the 2013 IPP (2013 IPP Guidelines).

Under the 2013 IPP, as clarified by the 2013 IPP Guidelines, creative industries and business or knowledge processing operations are among the Preferred Activities that are entitled to incentives in the Philippines. Creative industries/knowledge-based services include software development, animation, engineering and architectural design, product design, and game and applications development. Information Communications Technology (ICT) and IT services involving original content fall under this classification of knowledge-based services.

Similarly, the 2013 IPP grants incentives to service activities rendered to clients abroad and paid for in foreign currency. Service exports cover non-voice business processing operations, which include administrative and business services, transcription services, engineering and architectural services.

ICT and IT services rendered to clients abroad and paid for in foreign currency may be considered as service exports.

As a requirement at least 50 percent of the revenue of the non-voice business processing operation, if Filipino-owned, or at least 70 percent, if foreign-owned, must be exported to qualify for incentives under the 2013 IPP.

Under a current policy of relevant agencies of the Philippine government, a company is considered “Filipino-owned” if at least 60 percent of its capital is owned by Philippine nationals. A company is considered “foreign-owned” if less than 60 percent of its capital is owned by Philippine nationals.

Under the 2013 IPP, contact centers that render services to clients abroad and generate income in foreign currency are also considered as service exporters. However, as a requirement, contract centers must also have a minimum investment cost of the Philippine peso equivalent of USD5,000 per seat to qualify for registration. The investment cost per seat covers the cost of equipment (hardware and software), office furniture and fixtures, building improvements and renovation, and other fixed assets except land, building and working capital.

III. Qualified Entities

A foreign corporation that wishes to engage in an outsourcing business in the Philippines may register a Philippine branch office, or incorporate a wholly owned Philippine subsidiary as a domestic corporation with the Philippine Securities and Exchange Commission (SEC).

Philippine law considers a Philippine branch office of a foreign corporation as a mere extension of the foreign corporation’s business operations in the Philippines. A branch office has no separate and independent legal personality compared to that of its head office. On the other hand, Philippine law considers a subsidiary of a foreign corporation as a foreign-owned Philippine corporation with a legal personality separate and independent from its parent corporation.
Outsourcing in the Philippines

Philippine law does not impose a minimum capitalization requirement on a foreign or foreign-owned ICT or IT company, provided that the company exports at least 60 percent of its services. However, as discussed in Part I, an ICT or IT company that is considered foreign-owned may avail itself of incentives only if its export services account for at least 70 percent of its total revenue.

Furthermore, as will be discussed further, an ICT or IT company may be required to comply with certain capitalization or investment requirements to qualify for incentives.

IV. Incentive Regimes

An ICT or IT company may avail itself of incentives by registering under any of three distinct regimes. These are the Omnibus Investments Code (OIC), the Special Economic Zone Act of 1995, as amended (“PEZA Law”), or the Bases Conversion and Development Act of 1992, as amended (“BCDA Law”).

A company may avail itself of incentives under the OIC by registering with the Philippine Board of Investments (BOI). To avail itself of incentives under the PEZA Law, a company must register with the Philippine Economic Zone Authority (PEZA). Registrants with the Subic Bay Metropolitan Authority (SBMA) or the Clark Development Corporation (CDC) may avail of incentives under the BCDA Law.

The BOI and the PEZA generally follow the existing IPP and its guidelines in determining the areas of investment in which a company must engage to be entitled to incentives. Furthermore, as mentioned in Part I, under current regulations and policies, to avail itself of incentives, a Filipino-owned ICT or IT company must export at least 50 percent of its services while a foreign-owned ICT or IT company must export at least 70 percent of its services.

There is no fixed minimum capitalization requirement for entities that engage in ICT or IT services. However, to qualify for incentives under the OIC and the PEZA Law, an ICT or IT company must meet the investment requirements under the IPP. Under the 2013 IPP Guidelines, a contact center must have a minimum investment in Philippine pesos equivalent to USD5,000 per seat. This amount covers the cost of equipment, office furniture and fixtures, building improvements and renovation, and other fixed assets, except land, building and working capital.

Furthermore, under current regulations and policy, registrants under the OIC and PEZA Law may be required to maintain a debt-to-equity ratio of 3:1.

Entities that register under the OIC may operate anywhere (although firms located in congested urban centers may have limited incentives). On the other hand, PEZA registrants must be inside an IT Park, an IT building or a special economic zone that is registered with the PEZA (“PEZA Ecozone”).

Entities that wish to avail of incentives under the BCDA Law must be either in the Subic Bay Freeport Zone or in the Clark Freeport Zone. Under current policy, the SBMA and the CDC may also impose a debt-to-equity requirement and apply certain requirements under the 2013 IPP on ICT companies located in these economic zones.

Most ICT or IT companies register with the BOI or the PEZA.
A table comparing the more significant incentives available to ICT or IT companies that register with the BOI and the PEZA follows:

<table>
<thead>
<tr>
<th>Incentive</th>
<th>BOI Registration</th>
<th>PEZA Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incentives – in general</td>
<td>The tax incentives apply only to income from the registered activity/activities.</td>
<td>The tax incentives apply only in respect of the registered enterprise’s operations within the PEZA Ecozone.</td>
</tr>
<tr>
<td></td>
<td>Income not related to the registered activities shall be subject to regular internal revenue taxes.</td>
<td>Income not related to the registered activities shall be subject to regular internal revenue taxes.</td>
</tr>
<tr>
<td>Income tax holiday (ITH)</td>
<td>A BOI-registered ICT or IT company is generally given a non-pioneer status with an ITH of four years from start of commercial operations (SCO). Unlike in previous years, under the 2013 IPP Guidelines, creative industries/knowledge-based services with original content may no longer be granted pioneer status.</td>
<td>A PEZA-registered ICT or IT company enjoys the same ITH incentive as a BOI-registered outsourcing company.</td>
</tr>
<tr>
<td>Special income tax</td>
<td>The OIC does not provide for a special income tax on BOI-registered companies after the lapse of the ITH period. However, in line with the Philippine government’s policy of encouraging inward investments, under a current policy of the BOI and the PEZA, registrants under the OIC may cancel their BOI registration, relocate to a PEZA zone, and register under the PEZA Law after the expiration of the ITH period, in order to avail themselves of the special income tax. Please refer to the column on PEZA registration for a discussion on the special income tax under the PEZA Law.</td>
<td>After the lapse of the original or extended ITH period, a PEZA-registered ICT or IT company may avail itself of a special tax of 5 percent of its gross income (after direct costs), which is paid in lieu of all other national and local taxes. However, if the sales of the PEZA-registered ICT or IT Company in the Customs Territory (i.e., Philippine customers outside the PEZA Ecozone) exceed 30 percent of total sales, its income derived from such excess sales shall be subject to regular income tax.</td>
</tr>
<tr>
<td>Incentive</td>
<td>BOI Registration</td>
<td>PEZA Registration</td>
</tr>
<tr>
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<tr>
<td><strong>Import duties and taxes</strong></td>
<td>The exemption from import duties and taxes of BOI-registered companies under the OIC has expired. However, a presidential issuance was enacted to grant BOI-registered companies a special rate of 0 percent as import duties and taxes for certain types of importation and under certain conditions. (Executive Order No. 528 provides: “Any importation of capital equipment, spare parts and accessories shall be subject to 0 percent duty.”)</td>
<td>A PEZA-registered ICT or IT company is entitled to tax- and duty-free importation of capital equipment, supplies, and materials that are directly and actually needed, and will be used exclusively for the registered operations.</td>
</tr>
<tr>
<td><strong>Local taxes, fees and charges</strong></td>
<td>A BOI-registered ICT or IT company not located in a special economic zone is not exempt from local fees, taxes and charges from the local government unit where its offices are situated.</td>
<td>A PEZA-registered ICT or IT company is exempt from local fees, taxes and charges from the local government unit where its offices are situated. In practice, the extent of exemption of a PEZA-registered entity from the fees imposed by the local government unit may be subject to the terms of applicable agreements that may be entered into between the PEZA and the relevant local government unit in certain instances.</td>
</tr>
<tr>
<td><strong>Value-added tax (VAT)</strong></td>
<td>A BOI-registered ICT or IT company that qualifies as an export enterprise is entitled to zero-rate VAT on its sales by virtue of its status as an export enterprise. A BOI-registered ICT or IT company is entitled to zero VAT rates on its purchases from suppliers only if the company meets certain conditions. These conditions include the requirement that the company export 100 percent of its sales, and that it be certified as such by the BOI.</td>
<td>A PEZA-registered ICT or IT company enjoys a preferential VAT rate of 0 percent on its purchases from VAT-registered suppliers from the Customs Territory by virtue of such registration. Thus, the sale of goods, property and services by a VAT-registered supplier from the Customs Territory, to a PEZA-registered company shall be VAT zero-rated, provided that in the case of services, the services are rendered within the PEZA Ecozone. The sale of services by a PEZA-registered ICT or IT company is subject either to 0 percent VAT if the company is availing itself of the ITH incentive (and is engaged in export sales) or to VAT exemption if the company is availing itself of the 5 percent special income tax.</td>
</tr>
</tbody>
</table>
ICT or IT companies that register under the BCDA Law and operate in either the Subic Bay Freeport Zone or the Clark Freeport Zone are also entitled to tax and fiscal incentives. These incentives are essentially similar to the incentives offered to companies registered under the PEZA Law.

Thus, registered entities operating in the Subic Bay Freeport Zone or in the Clark Freeport Zone are also entitled to pay a 5 percent special income tax on gross income in lieu of all other national and local taxes. As is the case with PEZA-registered companies, the 5 percent special income tax of Subic- or Clark-registered companies is computed based on the companies’ gross income from business activities within the economic zone, less costs of sales or direct costs only. However, registered enterprises operating in the Subic Freeport Zone or the Clark Freeport Zone will be subject to regular income tax on all income, whether from the Freeport Zone or the Customs Territory, if the enterprise derives income from sales to the Customs Territory in excess of 30 percent of the total income.

The BCDA Law does not grant registrants an ITH.

Income derived by an enterprise from its registered activities shall be subject to tax treatment as specified in its registration. Income not related to its registered activities shall be subject to regular internal revenue taxes.

ICT or IT companies that are registered under the BCDA Law also enjoy tax- and duty-free importation of capital equipment, supplies and materials for use within the Subic Bay Freeport Zone or the Clark Freeport Zone. However, exportation or removal of goods from the territory of the Subic Bay Freeport Zone or the Clark Freeport Zone and the transport thereof to the Customs Territory or other parts of the Philippines shall be subject to customs duties and taxes under the law.

These companies are also entitled to exemption from local taxes, fees and charges.

Finally, ICT or IT companies that are located in the Subic Bay Freeport Zone or the Clark Freeport Zone are also entitled to zero-rated VAT on their purchases from suppliers outside such zones, following the application of the Cross-Border Doctrine in the VAT system in the Philippines. Their export sales are not subject to VAT by virtue of the 5 percent special income tax incentive, which is paid in lieu of other taxes such as the VAT.
Currently, while there are ICT or IT companies in the Subic Bay Freeport Zone and the Clark Freeport Zone, these are significantly fewer in number than those that register under the OIC and the PEZA Law.

V. Labor Matters

In General

The 1987 Philippine Constitution recognizes and guarantees the following rights of labor:

- Self-organization, collective bargaining and negotiations, and peaceful concerted activities, including the right to strike in accordance with law
- Security of tenure, humane work conditions and a living wage
- Participation in policy and decision-making processes affecting the workers’ rights and benefits as provided by law
- A just share in the fruits of production vis-à-vis the right of the employer to reasonable return on investments

The grant of the right to security means that employees cannot be terminated except for just and authorized causes as defined by law and only after observance of procedural due process.

At the same time, the Philippine Constitution expressly recognizes the employer’s right to reasonable return on investments, and to expansion and growth. In this connection, management has the prerogative to manage, control, and use its property and conduct its business in the manner it deems best. It likewise has the right to prescribe reasonable rules and regulations, select its employees, and transfer, reduce or lay off personnel in accordance with the needs of the business.

Labor Standards

Philippine labor law lays down the minimum terms, conditions and benefits of employment that employers must provide or comply with and to which the employees are entitled as a matter of right. These minimum terms, conditions and benefits of employment include the following:

- The normal hours of work should not exceed eight hours a day. Employees are entitled to at least 60 minutes time off from work for their regular meals.
- Any work done in excess of eight hours in a work day must be paid overtime based on the applicable basic rate. The Labor Code of the Philippines (the “Labor Code”) enumerates specific instances when an employee may be required to render overtime work and the corresponding overtime pay rate. These overtime pay rates may vary depending on whether the overtime work is rendered on a regular workday, holiday or rest day, or between 10 p.m. and 6 a.m.
- An employee must be paid a night shift differential equivalent to a certain rate of his or her regular wage for work done between 10 p.m. and 6 a.m.
- All employees are generally entitled to a rest period of not less than 24 consecutive hours for every six consecutive normal working days. The Labor Code enumerates specific instances when an employee may be required to render work on his or her rest day. For work done on rest days, as well as on holidays, the Labor Code requires the employer to pay a certain amount as additional compensation based on the regular wage of the employee.
• A minimum wage law is in effect in the Philippines. Under this law, the minimum wage rate in each region of the country varies and is prescribed by the Regional Tripartite Wages and Productivity Boards. The employer can grant higher but not less than the minimum wage set by law.

• Subject to certain exceptions, workers should be paid their regular daily wage during regular holidays, even if they do not work on these holidays. Such workers are entitled to 200 percent of their regular rate if they work on regular holidays.

• Every employee who has rendered at least one year of service is entitled to a yearly service incentive leave of at least five days with pay.

• The Labor Code provides that an employee, upon reaching the age prescribed by law and after completing a minimum number of years of service to an employer, is entitled to retirement pay computed in accordance with the provisions of the Labor Code. However, the employer is not prohibited from establishing a retirement plan in the collective bargaining agreement or employment contracts which will provide employees with more retirement benefits.

• Philippine labor law also requires the payment of a 13th month pay to rank-and-file employees. The 13th month pay is a scheme for augmenting the compensation of employees by requiring their employers to pay an extra month’s compensation.

• Subject to the conditions prescribed by law on paternity leave, every married male employee is entitled to paternity leave of seven days with pay before, during or after the delivery of his wife.

• “Solo parents,” as defined by the law on parental leave, who have rendered service of at least one year and are registered with the Philippine Department of Social Welfare and Development, are entitled to paid parental leave of not more than seven days every year.

• A woman employee who is a victim of violence against her and her children is entitled to paid leave of up to 10 days, in addition to paid leave under other laws.

• A woman employee who undergoes surgery caused by gynecological disorders is entitled to a special leave benefit of up to two months with full pay, provided she has rendered continuous aggregate employment service of at least six months for the last 12 months.

Some of the above minimum terms, conditions and benefits of employment are not applicable to managerial employees, among others.

Female Workers

Women may be employed in any occupation or undertaking allowed by law, provided it is not deleterious to their health. They may not be discriminated against in employment by reason of their gender, marital status or pregnancy.

Women are entitled to maternity leave of 60 days for a normal delivery, or 78 days for a caesarean section delivery, with pay equivalent to 100 percent of their average daily salary credit, computed based on the formula of the Social Security System. To be entitled to the benefit, the pregnant worker should have in her name three months’ contributions in the 12-month period immediately preceding the semester of her childbirth or miscarriage. The maternity leave benefit shall be enjoyed only for the first four deliveries or miscarriages.
Rule on Non-Diminution of Employment Benefits

If an employee benefit has been granted by reason of employer practice, the benefit becomes part of the terms and conditions of employment and may not be unilaterally withdrawn or discontinued by the employer, despite the absence of a legal requirement to grant the said benefit.

The following criteria may be used to ascertain the existence of a binding and enforceable employer practice or policy under Philippine law:

- The act of the employer had been done for a long period of time or has been consistently repeated.
- The act should be done deliberately, knowingly and consistently.
- The act should not be a product of erroneous interpretation or construction of a doubtful or difficult question of law.

Labor Relations

As a general rule, employees (except managerial employees, among others) have the right to form and join unions and to engage in concerted activities for their collective protection. Employees, through their union representatives, may negotiate and enter into what is known as “collective bargaining agreements” (CBAs) with their employers. The employees negotiate the terms and conditions of their employment through CBAs.

Employees, under specified circumstances, have the right to strike. Corollary to this, employers, under specified circumstances, have the right to lock out their employees.

Aside from labor unions, employees may form and join workers’ associations and other mutual aid and benefit associations for legitimate purposes other than collective bargaining.

Welfare Legislation

Under prevailing welfare legislation, the employer is required to register itself and its employees with the Social Security System (SSS), the Philippine Health Insurance Corporation (PhilHealth) and the Pag-IBIG Fund. The employer and the employee both contribute to the common fund from which the benefits are sourced. The employer is required to deduct the employee’s contribution (not the employer’s contribution) from the employee’s salary and remit the same to the SSS, PhilHealth and Pag-IBIG Fund, together with the employer’s contribution. The contributions are based on the salary of the employee.

Termination of Employment

Corollary to the employer’s right to hire, terminate and discipline employees is the employees’ right to security of tenure. The employees’ right to security of tenure means they may be removed only for any of the just or authorized causes defined under the Labor Code (called “substantive due process”) and only after the employer has observed appropriate procedural due process.

- Substantive due process

An employee may be terminated only for the just or authorized causes provided by law. The terms “just” and “authorized” causes have specific definitions in the Labor Code. The distinction between just and authorized causes is important in determining the due process and the separation pay requirements. The absence of such just or authorized causes means there is a denial or violation of the employee’s right to substantive due process and that his or her termination is unjust or unlawful.
An employee who is unjustly dismissed from work is entitled to the following remedies: reinstatement without loss of seniority rights and other privileges, and payment of full back wages, inclusive of allowances and other benefits, or their monetary equivalent, computed from the time his or her compensation was withheld from him or her up to the time of his or her actual reinstatement.

- **Procedural due process**

  Procedural due process demands not only that an employee be dismissed for just or authorized cause, but also that he or she be removed only after observance of procedural due process.

  Even if there may have been just or authorized cause for his or her termination, an employee who is dismissed without procedural due process is entitled under current case law to nominal damages.

- **Burden of proof**

  In the Philippines, a dismissed employee has the right to question the validity of his or her dismissal. Once questioned before the proper labor authorities, the employer has the burden of establishing the validity of the dismissal by proving that the dismissal was for just and/or authorized cause and that the dismissal was done after the employer had complied with procedural due process.
We are Quisumbing Torres.

For more than five decades, Quisumbing Torres has been helping lead multinational and domestic organizations drive their growth in the Philippines. A consistent top-ranking law firm, we provide global reach with deep local roots, enabling us to deliver exceptional advice to clients across borders seamlessly.

In 1963, the Firm was established as Collas and Guerrero and later became known as Quisumbing Torres. As part of the Baker & McKenzie’s global network with more than 11,000 people in 77 offices in 47 countries, we are able to offer market insight and international experience that few firms in the Philippines can match.

With our team of more than 50 Philippine lawyers, Quisumbing Torres proactively addresses legal issues that affect our clients’ business in the country. Toward this end, we organize our lawyers into practice groups, to deal with specific legal issues that affect our clients’ commercial operations. Today, Quisumbing Torres lawyers offer seasoned and industry-specific advice in the practice areas of Banking & Finance, Corporate & Commercial, Dispute Resolution, Employment, Immigration, Intellectual Property and Tax.

Our uncompromising commitment to excellence and the fluency in how we think, work and behave are recognized by legal directories. Our Firm was rated Tier 1 in *The Legal 500 Asia Pacific* from 2008 to 2015, in the areas of Employment, Immigration and Intellectual Property. *The Legal 500 Asia Pacific* also ranked our Aviation and Mining & Natural Resources/Projects & Energy at Tier 1 from 2009 to 2015, and our Real Estate and Construction Practice Tier 1 from 2008 to 2009, and 2012 to 2015. In 2015, our Corporate and M&A is ranked Tier 1.

In *Chambers Asia Pacific*, Quisumbing Torres was ranked Band 1 from 2008 to 2014 in Intellectual Property; from 2008 to 2011/2012 to 2014 in Natural Resources & Mining/Projects, as well as in Infrastructure & Energy. From 2008 to 2011, and 2013 to 2014, *Chambers Asia Pacific* placed our Dispute Resolution practice in Band 1 and, in 2012, distinguished the practice under the category Spotlight Table. In 2008 and 2014, *Chambers Asia Pacific* ranked our Real Estate practice in Band 1 and our Tax practice in Band 1 in 2008. Our Firm was adjudged to belong to Band 1 in Corporate / Mergers & Acquisitions (M&A) areas in 2014.

*Chambers Global* placed Quisumbing Torres in Band 1 for its Natural Resources & Mining/Projects, Infrastructure & Energy areas from 2009 to 2011/2012 to 2014.

The *Asian Legal Business* distinguished us as a Spotlight Firm in 2012 and as a Leading Firm in 2014 and has consistently recognized Quisumbing Torres as a Tier 1 firm in the Philippines for M&A Rankings.

*IFLR1000*, guide to the world’s leading financial law firms, has consistently recommended Quisumbing Torres’ banking and capital markets, M&A, and project finance practices in its guidebooks from 2005 to 2014. We are ranked Tier 1 for our Energy and Infrastructure in 2014.
Outsourcing Focus Group

Our Outsourcing Focus Group has extensive experience in the BPO industry, having represented various clients, including financial institutions, healthcare companies, telecommunications entities, consulting and management services providers, in structuring, establishing, and managing their business support operations in the Philippines. In addition, members of the Outsourcing Focus Group are active in various industry organizations representing BPO companies. They are aware of the concerns of the industry and have helped these organizations push for policies that will benefit the industry.

Our legal services cover all aspects of the establishment and operation of a BPO company in the Philippines, including structuring of the operations, establishment of business entity and special registrations, real estate and site requirements, employment matters, intellectual property and tax concerns, financing issues, and dispute resolution.

Lawyers from our Corporate & Commercial, Employment, Tax, and Dispute Resolution practice groups comprise our Outsourcing Focus Group. The group maintains strong relationships with government agencies and industry organizations that regulate the industry.
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