



Republic of the Philippines  
**SANGGUNIANG PANLUNGSOD**  
City Government of Pasig

Resolution No. 224-11  
Series of 2023

A RESOLUTION AUTHORIZING THE CITY GOVERNMENT OF PASIG THROUGH THE HONORABLE CITY MAYOR, VICTOR MA REGIS N. SOTTO, TO ENTER INTO AND SIGN A MEMORANDUM OF AGREEMENT WITH TELEPHILIPPINES, INC., TO ESTABLISH A CONTACT CENTER SKILLS TRAINING PROGRAM IN THE CITY OF PASIG, AND FOR OTHER PURPOSES.

Authors: Councilors Simon Gerard R. Tantoco, Syvel Asilo-Gupilan, Maria Luisa "Angelu" M. De Leon and Corazon M. Raymundo

**WHEREAS**, Pasig City envisions itself to be the exemplar of participatory good governance where communities enjoy a high quality of life in a competitive and inclusive economy, ecologically-balanced environment, innovative and resilient infrastructure guided by a responsive, transparent and accountable government;

**WHEREAS**, the City Government of Pasig is committed to provide socio-economic development opportunities for its constituents and stakeholders, especially in improving the quality of life of the most vulnerable sectors of society;

**WHEREAS**, the City Government of Pasig, through the Public Employment Service Office (PESO), offers programs and services to lower the unemployment rate and support struggling citizens get the training, skills, and opportunities for job placement or career advancement. Furthermore, the Barangay Computer Literacy Program (BCLP) provides quality training and education on computer technology to increase the competencies required for employment;

**WHEREAS**, Telephilippines, Inc. or Teleperformance is a global leader on outsourced digitally integrated business services and an expert in implementing digital strategies to optimize and transform customer experience and business processes to make interactions "simple, faster, safer";

**WHEREAS**, Teleperformance supports the United Nations Global Compact's governance framework aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption and taking actions to advance societal goals. As a signatory to the UN Global Compact since 2011, Teleperformance is committed to upholding and promoting its ten fundamental principles and contributing to the sustainable Development Goals (SDGs), specifically supporting the following SD Goals: No Poverty, Gender Equality, Decent Work and Economic Growth, Reduced Inequalities, and Climate Action;

**WHEREAS**, Teleperformance espouses "Impact Sourcing", a business practice of intentionally hiring and providing career development opportunities to people who otherwise have limited prospects for formal employment such as persons with disabilities, people living in poverty, young people without diploma, refugees, and long term unemployed;

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*MaRegis*

**WHEREAS**, the City Government of Pasig and Teleperformance intend to forge a partnership to establish a Contact Center Skills Training Program in the City of Pasig as a long-term, sustainable campaign to provide industry-grade skills training for potential employment to the Information Technology – Business Process Management Industry;

**NOW, THEREFORE**, upon motion duly seconded, the Sangguniang Panlungsod resolves, as its is hereby resolved, to authorize the City Government of Pasig, through the Honorable City Mayor, Victor Ma Regis N. Sotto, to enter into and sign a Memorandum of Agreement with Telephilippines, Inc., to establish a Contact Center Skills Training Program in the City of Pasig.

**RESOLVED, FURTHER**, that a copy of the Memorandum of Agreement shall form an integral part of this Resolution;

**RESOLVED, FINALLY**, that the Secretary of the Sangguniang Panlungsod furnish all concerned agencies/offices copies of this Resolution, as duly adopted/approved by the Sangguniang Panlungsod.

**APPROVED**, this 23rd day of **October 2023** at Pasig City.

*[Signature]*  
**HON. RAYMUND FRANCIS S. RUSTIA**  
City Councilor

*[Signature]*  
**HON. CORAZON M. RAYMUNDO**  
City Councilor

*[Signature]*  
**HON. SIMON GERARD R. TANTOCO**  
City Councilor

*[Signature]*  
**HON. SYVEL ASILO GUPILAN**  
City Councilor

*[Signature]*  
**HON. PAUL ROMAN C. SANTIAGO**  
City Councilor

*[Signature]*  
**HON. NOEL L. AGUSTIN**  
City Councilor

*[Signature]*  
**HON. RODERICK MARIO U. GONZALES**  
City Councilor

( Absent )  
**HON. QUIN A. CRUZ**  
City Councilor

*[Signature]*







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HON. REGINO S. BALDERRAMA  
City Councilor

HON. MARION ROSALIO M. MARTIRES  
City Councilor

( Absent )

HON. RIGOR J. ENRIQUEZ  
LIGA President

HON. GEORGIA LYNNE P. CLEMENTE  
SK Fed. President

HON. MARIA LUISA "ANGELU" M. DE LEON  
City Councilor  
Minority Floor Leader

HON. MARK GIL M. DELOS SANTOS  
City Councilor  
Majority Floor Leader

Attested by:

HON. ROBERT VINCENT JUDE B. JAWORSKI, JR.  
City Vice-Mayor  
Presiding Officer

APPROVED:

HON. VICTOR MA REGIS N. SOTTO  
City Mayor

Attested by:

ATTY. NICOLO JOEL B. GUTIERREZ  
Acting City Council Secretary

