



# EMPLOYEE GUIDELINES

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## 1 Introduction to the Employee Guideline

### 1.1 Purpose, Parties and Employee Acknowledgement

This handbook includes company policies, processes and employment information applicable to all Virtual Done Well employees. Its purpose is to provide best practice guidelines, in adherence with the company's vision, values and current legislation. The provision of such information is aimed at developing and maintaining a safe and supportive work environment conducive to professional success for all staff.

All employees are responsible for familiarising themselves with the company policies outlined within this handbook. By signing this acknowledgement, the employee confirms that they have received, read and understood the required conduct and procedures expected from them whilst being employed with Virtual Done Well.

Please note, these guidelines do not act as a contract for or guarantee of continued employment. For new employees the guidelines are intended to apply from induction.

---

Name of employee

---

Employee's signature

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Date

## **1.2 Legal Principals & Disclaimer**

Although Virtual Done Well endeavours to address all employment matters within this document, it is recognised that certain issues may arise which aren't covered. In such circumstances, current laws and legislation are the precedent.

It should be accepted, that both legislative and company policies will change over time. Accordingly, Virtual Done Well reserves the right to revise and adjust the employee guidelines to ensure compliance with employment law and the needs of the business. In such instances, Virtual Done Well will provide written notice to the employee, alerting them of any changes.

## **1.3 Intention of the Employee Guidelines**

Virtual Done Well encourages employees to resolve issues and disputes through consultation and collaboration. However, to ensure the maintenance of a safe and supportive work culture it is recognised that company policies are required to ensure commitment to Virtual Done Wells values and support transparent communication and decision-making.

Accordingly, the Employee Guidelines serve as an overview of all current policies, regulations and procedures in place.

Should an employee need clarification or further information about the guidelines, please contact Human Resources.

## 2 Introduction to Virtual Done Well

The following section provides an overview of the Virtual Done Well business with particular emphasis on who we are as an organisation and what we do.

### 2.1 Foreword by Virtual Done Well Founder

Welcome to the VDW family. You have made a great choice in joining us, and I know that we have made a great choice in selecting you to be part of our team.

You have joined a BPO with a difference. And I'm sure you appreciate that difference. Maybe it was a key part of your decision to join us. I hope so.

You will have read about our 'Why' or the reason we are in business, as well as our core values. But for me it comes down to a few simple things:

1. We focus firstly on our clients, not only to deliver great service, but to be proactive and always looking for ways to have our clients say 'Wow'. That is the sign of a great business.
2. We then focus on our VDW team. Because the team is the heart of VDW, and we want that team to be like a family, in the way that it cares for and supports each other. So we are very careful about who we allow into our 'family'.
3. Then there is a third group of people who are part of our reason for being in business. Those in need around the World. Making small but regular contributions to those in need, is an important part of who we are.

You'll notice that the VDW shareholders are not listed in the three groups of people above. Sure, VDW needs to make a profit to grow and to help our three 'groups' above, but it is the last on the list of priorities. I think that's where we differ most from other BPOs. Because VDW exists for the service and benefit of others foremost. It grew from an initial team of just 4 people who were supporting my own business Logistics Bureau. It was then that we saw the potential to help others by growing VDW.

I know that I can rely on you to support our goals, your teammates, your clients and the local VDW management team. And I look forward to you being a key player in our success, as well as yours.

Welcome to VDW



*Rob O'Byrne*

**Founder**  
**Virtual Done Well, Pty Ltd**

## 2.2 About Virtual Done Well

It all started when Rob O'Byrne, an Australian entrepreneur had tried virtual outsourcing and were very pleased with the results. But he was concerned about the conditions in which the staff were working and the low salary levels the staff received, even by Philippines standards.

So, Rob and the founding team members decided to set up their own outsourcing business to support their Australian operations. But it would need to be different.

Virtual Done Well is a Philippine based business that provides support services to SME's (Small to Medium Enterprises). It is owned and managed by Filipino owners of the business.

The business is supported by Australian Directors who helped found the company.

**“Right from day one, this was an Outsourcing business with a difference.”**

The concept has worked so well, that we now offer this opportunity to a small number of carefully selected 'external' clients. Yet profit margins are kept very low to make the services highly price competitive. Our focus is on matching the right clients with the right staff to ensure a Win-Win situation and a happy working environment. We are not looking for short term clients or short-term staff, but long term mutually rewarding relationships.

Our goal is to create a locally owned business that can provide meaningful long-term careers for highly motivated and creative 'local' people.

## 2.3 Our 'WHY' in the business – Why we do what we do

At Virtual Done Well, our passion is helping people. Our awesome clients, our team and also those less fortunate than us, and for whom a little help can mean changing their lives!

Virtual Done Well is very proud to be a Business Partner with Buy1 Give1 (B1G1) an amazing charity organisation.

Through this partnership we're able to make high impact gifts to worthy causes on behalf of our clients, every time they buy services or interact in some way with us here at Virtual Done Well.



**Helping our awesome clients grow**



**Caring for our big-hearted team  
and their families**



**And also for those in need in our  
community and further afield**

We really enjoy selecting a worthy cause each month, and that is where the gifts are sent. And for our clients, we also enjoy selecting a worthy cause that we think will 'resonate' with them.

Every time clients purchase services from Virtual Done Well, they are issued with an Appreciation Certificate that highlights the wonderful gift that we have been able to give on their behalf that will make a direct impact on people's lives.



## 2.4 Virtual Done Well Human Resources

VDW Human Resources provides a range of strategic and operational employment services and advice on matters including;

- Recruitment and Selection
- Employment Agreements and Policies
- On boarding and Induction
- Employee Pay, Benefits and Entitlements
- Performance Management and Career Progression
- Training, Learning and Development
- Investigations, Mediation, Dispute Handling and Conflict Resolution
- Work Health and Safety

Employees may contact HR to discuss any of the above matters:

Name	Title	Contact Details
Leo Angelo P. Lisondra	Assistant Operations Manager	Email: <a href="mailto:HR@virtualdonewell.com">HR@virtualdonewell.com</a> VDW Mobile #: +(63) 921 719 8780

Human Resources is responsible for overseeing employee compliance with the policies and procedures outlined in the employee guidelines.

### **3 Code of Business Conduct & General Responsibilities**

#### **3.1 Code of Business Conduct**

To sustain a work environment characterised by reciprocal respect, integrity and support, all Virtual Done Well employees are expected to meet acceptable standards of general conduct and performance as outlined by the conditions of their employment agreement.

Equally all staff can reasonably expect to pursue their work duties in a safe and stable environment, free from discrimination, harassment and threatening or violent behaviour.

Any employee, who is found to breach Virtual Done Well policies and procedures, may be subject to disciplinary action and/or grounds for termination.

Virtual Done Well upholds such standards by encouraging Management to lead by example through behaviours which reflect professionalism, good faith and procedural fairness.

Employees who identify practices or behaviours which are not aligned to company policy are encouraged to approach the other party directly and seek resolution. If this course of action proves to be too difficult or inappropriate, staff should contact Human Resources for mediation advice.

Proactive measure will be taken to ensure the maintenance of positive employment relations at all times. The below sections provide further information on such matters.

#### **3.2 Discrimination policy**

Virtual Done Well is committed to providing a work environment which upholds the dignity of individuals, encourages mutual respect and is reasonably free from all forms of misconduct, including: discrimination, harassment, bullying and violence.

We endeavour to treat staff equally by ensuring all employment processes such as recruitment, remuneration, performance management and promotion are consistent with equal opportunity principles and based solely on the employees' ability to perform their job responsibilities, as well as their alignment to our Values.

We will proactively seek to identify and eliminate all discriminatory practices, both direct and indirect and strive to maintain a workplace free from harassment or any type of bullying.

We expect each person to respect the rights of their colleagues and clients, treat others with respect and promote the achievement of equal opportunities in the workplace.

Discriminatory, harassing or bullying behaviour will not be tolerated and will be subjected to disciplinary actions up to and including dismissal. For further information about Virtual Done Wells equal opportunity, discrimination and bullying policies please refer to [Appendix 1: Equal opportunity, discrimination, and bullying](#).

#### **3.3 Misconduct**

All employees are expected to meet acceptable standards of general conduct and performance. The following are examples of general misconduct that may lead to disciplinary action up to and including dismissal:

- Aggressive or bullying behaviour in the workplace such as yelling, physical force or abusive language
- All forms of harassment, including sexual harassment towards employees, clients or related stakeholders
- Being at work while under the influence of alcohol or unlawful drugs, or possessing such drugs while on company premises
- Theft or unauthorised possession of company property or another person's property
- Abuse or misuse of company property or equipment
- Engaging in rude or discourteous conduct toward others
- Unsatisfactory work performance or work attitude
- Unexcused or repeated lateness or absenteeism
- Fraudulent behaviour such as tampering with or providing falsified documents
- Any criminal activity prescribed by law
- Any behaviour or activity that might bring Virtual Done Well into disrepute.

In instances, where employees deviate from expected standards of behaviour please refer to [Appendix 2: Complaint handling and resolution processes](#).

### 3.4 Disciplinary Action and Procedures

Where instances of employee misconduct occur, a systematic Human Resources investigation will follow focusing on all parties involved including witnesses. At every stage of this process, the accused employee will have an opportunity to hear the case against them and provide feedback. If employees are found to have breached Virtual Done Well standards on general conduct, Management reserves the right to issue disciplinary action including:

- Formal warnings
- Suspension without pay
- Dismissal or termination of employment

Such actions are appropriate in VDW operations, unless superseded by employment law, awards or trade union agreements. For further information regarding disciplinary procedures, please refer to [Appendix 3: Disciplinary action and procedures](#).

### 3.5 Dispute Resolution

Virtual Done Well recognises that from time to time disputes may arise. In such instances, we encourage those involved to resolve issues through means of consultation and in good faith.

In circumstances where consultation efforts do not resolve the issue, the Virtual Done Well Dispute Resolution Procedure should be adhered to and Human

Resources should be involved, please refer to Appendix 4: Dispute resolution procedures.

### **3.6 Communication**

Generally Virtual Done Well expects all its employees to communicate politely, respectfully and professionally. This includes written or verbal communication between colleagues, customers or the general public.

### **3.7 Internal communication**

Virtual Done Well values the sharing of ideas and reciprocal feedback. Accordingly, the business is committed to hearing out grievances and concerns. Employees and their managers are encouraged to communicate openly, respectfully and deal with any issues in a prompt and fair manner. If an employee feels their issue has not been dealt appropriately, they are encouraged to raise their concern by sending an email to [connect@virtualdonewell.com](mailto:connect@virtualdonewell.com).

### **3.8 External Communication**

All employees should recognise the importance of maintaining a good reputation for themselves and the company when interacting with external parties and key stakeholders.

It is important to remember that an employee's conduct will affect the client's opinion of Virtual Done Well. Hence, VDW expects all its employees to conduct themselves with the highest level of professionalism at all times.

### **3.9 Telephone Etiquette**

Incoming calls are to be formally answered by the Virtual Done Well Administrators.

Please note that during times when the phone system is not 'manned' available employees will be required to provide assistance.

When answering the phone, Virtual Done Well employees should follow the below script; "Good Morning/Afternoon, VDW, <first name> speaking. How may I help you?"

If the call recipient is not available, please ensure you ask the caller if anyone else within the office may be of assistance. If not, the full details (company name, caller's name and contact number) are to be noted down, and the recipient of the message will be informed via email.

### **3.10 Email Etiquette**

Upon induction, all employees are assigned with an email address and standardised signature block as per the example below.

Best regards,

**John Smith**

Virtual Assistant, Virtual Done Well

Phone | 02 1234 5678

Email | [john@virtualdonewell.com](mailto:john@virtualdonewell.com) Skype | john.smith

***Caring about Your Business, Our Team, & Those in Need***

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### 3.11 Voicemail

Selected employees with a business phone numbers are expected to be have their phone lines active during working hours. Voicemail messages for all business phone numbers should be set up using the following message:

“Thank you for calling <Name> from VDW. Unfortunately, I am unable to take your call at present, so please leave a detailed message and I will return your call as soon as possible. Thank you.”

Or may use a personalised voice message as per client request.

### 3.12 Information Technology (IT) Policy

Virtual Done Well provides and maintains technological products, services and facilities like Personal Computers (PCs), peripheral equipment, servers, telephones, Internet and application software to its employees for official use.

The Information Technology (IT) Policy of the organization defines rules, regulations and guidelines for proper usage and maintenance of these technological assets to ensure their ethical and acceptable use and assure health, safety and security of data, products, facilities as well as the people using them. It also provides guidelines for issues like purchase, compliance, IT support and grievance redressal of the employees pertaining to technological assets and services used for office work.

Please refer to the IT policy outlined in Appendix 10 for the guidelines on acceptable use of Virtual Done Well technology systems.

### 3.13 Privacy & Confidentiality

All employees are required to sign an Intellectual Property & Confidentiality Agreement as a condition of their Employment Agreements.

- Intellectual Property pertains to: ideas, inventions, concepts, content or techniques developed during the individual's period of employment for which Virtual Done Well the company can claim as copyright.
- Confidential Information describes internal and private material relating to Virtual Done Well. If an employee is ever in doubt as to whether their actions could violate the above policies, Virtual Done Well management should be consulted.

### **3.14 Personnel Records**

Virtual Done Well holds the right to maintain personal data of an employee. It is the responsibility of the employee to notify the company office of any changes in personal data such as:

- Postal address
- Telephone numbers
- Individuals to be contacted in the event of an emergency
- Martial/ Civil status (and additional dependence)

In such cases, please contact your local Human Resources representative as soon as possible to make appropriate changes.

### **3.15 Conflicts of Interest**

Virtual Done Well expects all employees to behave professionally and appropriately when interacting with colleagues and external parties, regardless of their personal association. All employees must bring perceived conflicts of interest to the attention of management to ensure these are managed effectively. This especially applies to the employment of or nature of relationships with:

- relatives
- personal affiliates
- partners
- company stakeholders
- competitors

### **3.16 Employee Property**

Virtual Done Well endeavours to provide a safe and supportive work environment for all staff. However special care must be taken by all employees to ensure personal valuables are not left unattended. The company assumes no responsibility for loss, theft or damage of employee personal property.

### 3.17 Occupational Health and Safety

Virtual Done Well endeavours to provide a safe and supportive work environment for all staff. However special care must be taken by all employees to ensure personal valuables are not left unattended. The company assumes no responsibility for loss, theft or damage of employee personal property.

Virtual Done Well endeavours to provide a safe and supportive work environment for all staff. However special care must be taken by all employees to ensure personal valuables are not left unattended. The company assumes no responsibility for loss, theft or damage of employee personal property.

The employee agrees to consider the following duties and responsibilities:

- Virtual Done Well requires all employees, particularly those who manage staff, to be familiar with their obligations under OHS and associated legislation. This includes having current knowledge of emergency and evacuation plans, the injury and incident procedure and first aid protocol

Employees are also expected to;

- alert relevant Managers to any OHS concerns
- promptly report work related injuries and incidents, including near misses
- participate in relevant OHS training as advised by Human Resources
- adopt and use safe work practices and equipment
- co-operate with official OHS inspections, audits and investigations
- accept and respond appropriately to OHS recommendations and advice
- to not tamper with or wilfully damage safety equipment, or put at risk the health, safety or wellbeing of others at work

Virtual Done Well also requires the employee to not be affected by alcohol or illegal drugs during working hours.

If the employee is temporarily under medication or any condition that may affect or limit their ability to carry out normal job tasks, they are expected to advise their respective manager immediately.

For further information, policies on OHS, specifically Injury and First Aid procedures please refer to [Appendix 5: Occupational Work Health and Safety](#).

### 3.18 Setting up your workstation

Because no two people are the same, it is important that employees check their workstation to ensure that their desk and computer are setup in a way which does not cause injury or strain on any part of their body. For best practice guidelines on:

- Adjusting your desk and chair, and the correct typing posture

- Your computer: keyboard and monitor
- When using a laptop

Please contact your Human Resources who can perform a workstation assessment.

Once your workstation is comfortably adjusted, remember to use good posture, move around, take short breaks and stretch regularly.

### **3.19 Maintaining psychological wellbeing in the workplace**

Virtual Done Well recognises that stress and pressure can be an unavoidable aspect of work especially during times of high workload or pending deadlines. We encourage all employees to maintain a good work life balance and minimise stressors as much as possible to ensure they can perform optimally. To ensure this, we recommend the following;

- **Eat right & keep fit**  
Place emphasis on maintaining a balanced diet, exercising and getting sufficient rest. This can help to reduce stress and increase your satisfaction in life.
- **Manage stress**  
Learning how to deal with stressors when they threaten to overwhelm us assists in the maintenance of mental health.
- **Turn to others for support**  
Sharing a problem with others who have had similar experiences may help you find a solution and will make you feel less isolated. Reach out if you require support.

For further information on these topics please contact Human Resources.



## 4 Work Arrangements

### 4.1 Types of Employment

The following section provides definitions on existing employment arrangements, and information on work hours and employment entitlements such as leave. As local laws mandate such entitlements, further information is available within the [Appendix 6: Work Arrangements](#)

### 4.2 During Work Hours

The following guidelines provide employees with expected standards of conduct and behaviour within the office.

### 4.3 Dress Code

The image Virtual Done Well presents to its clients and stakeholders is imperative to our brands reputation. The Company expects all employees to come to work presenting a neat and clean appearance, demonstrating good standards of personal hygiene.

The dress code from Monday to Friday is smart casual for every employee.

The dress code policy is to be enforced by management. If clothes worn to work do not adhere to the guidelines below, employees may be:

- Sent home to change
- Subject to disciplinary action (in repeated cases)

Changes to the dress code, e.g. “NOT OK to wear” are subject to the standards set by management. Under no circumstances should clothing mandated by an employee’s religion be prohibited. Kindly review the details of VDW Uniform Policy and Dress Code within the [Appendix 6: Work Arrangements](#).

### 4.4 Food & Drinks

Employees are not allowed to eat lunch and/or snacks inside the office or at their workstations, not only to avoid possible damage (from spills, food particles, etc.) to company electronics but to promote proper hygiene and cleanliness inside the office as well.

- An employee will only be allowed to eat at their workstation during operation hours if they have a medical condition that requires them to eat more frequently during the day (e.g. diabetes, ulcer, hypoglycemia, acid reflux, etc.).

- Bringing of drinks inside the office is allowed but must be kept in spill-proof containers.
- If an employee must step out during operation hours to eat, his/her client and supervisor must be informed.

#### **4.5 Kitchen Duties**

Lunchroom equipment are company property and must be used with care. All Virtual Done Well employees are expected to do their share of cleaning up after using the lunchroom.

It is up to each individual to look after his or her own dishes/utensils and clean-up in the provided areas after use. A kitchen roster may be implemented as necessary and displayed in the kitchen area. The presence of a roster does not exempt anyone from cleaning up their own dishes/utensils and the provided eating area.

#### **4.6 Smoking**

The Company maintains a smoke- and tobacco-free office. No smoking or other use of tobacco products (including, but not limited to, cigarettes, pipes, cigars, snuff, or chewing tobacco) is permitted in any part of the building. Employees may smoke outside in designated areas during breaks. When smoking or otherwise using tobacco or similar products outside, do not leave cigarette butts or other traces of litter or tobacco use on the ground or anywhere else. No additional breaks beyond those allowed under the company's break policy may be taken for the purpose of using tobacco or similar products. Dispose of any litter properly in the receptacles provided for that purpose.

#### **4.7 Drugs & Alcohol**

Possession or use of non-prescribed drugs is strictly prohibited within Virtual Done Well's work premises. Alcohol may only be brought onto the premises with the approval of management on special occasions.

#### **4.8 Sleeping on the job**

Sleeping while on duty or sleeping on the job is not allowed at all times, this act is considered to be a severe form of misconduct in several fields of work, and is treated as a ground for initiating disciplinary action or even termination from the job.

#### **4.9 Work Areas - clause on clean desk policy**

Employees are asked to ensure that their desk and work area is left clean at the completion of each day. Cleaning products are available upon request to aid in the maintenance of a healthy and clean workstation. Furthermore, to facilitate ergonomic best practice employees should setup their computer and seating arrangement correctly during Induction with the assistance of Human Resources.

#### **4.10 Office Administrators**

Employees are asked to ensure that their desk and work area is left clean at the completion of each day. Cleaning products are available upon request to aid in the maintenance of a healthy and clean workstation.

Furthermore, to facilitate ergonomic best practice employees should setup their computer and seating arrangement correctly during Induction with the assistance of Human Resources.

#### **4.11 Key Holders**

A limited number of key sets are distributed to specified staff members within each office. Key holders should ensure that all windows are closed, including those in the kitchen & bathroom as appropriate, all lights are switched off. Open and close rosters may be applied in some offices.

Primary Key Holders: **Security Guards (Morning and Evening)**

Spare Key Holder: **Operations Manager** [eobenza@virtualdonewell.com](mailto:eobenza@virtualdonewell.com)

#### **4.12 Visitors**

Friends and relatives should visit during lunch break and not to visit employees during working hours unless it is an emergency. Unsupervised children or pets are not allowed on Virtual Done Well's premises should they cause any interference to the operations of the Company. This will be at the discretion of the Management. Quick visits may be permitted occasionally however should be kept to an absolute minimum and ideally take place outside the office.

#### **4.13 After-Office Hours Access**

Employees must secure an After-Office Hours Access slip and must be duly signed by the Operations Manager before access is granted.

#### **4.14 Lending Between Employees**

Whilst VDW prefers that there will be no lending between employees to avoid issues that will disrupt the harmony of the workplace, VDW will not prohibit any lending practice. However, such activities should happen outside office hours and office premises.

If office harmony is disturbed, any existing lending system must stop after six (6) months from the date of notice from management.

## 5 Performance Management and Promotion

Virtual Done Well is committed to developing an employee's potential by proactively monitoring, reviewing and coaching performance. Virtual Done Well recognises that a formal performance review is critical to delivering on such objectives.

Hence, Managers are encouraged to discuss job performance, goals, objectives and professional development on a regular basis. It is the responsibility of the employee to likewise ask his/her immediate supervisor about their work performance to encourage reciprocal feedback and continued development.

### 5.1 Performance Reviews

Formal performance reviews are conducted on a 12-monthly cycle for every employee. The frequency of such appraisals may be increased at the Managers discretion and the employees' consent.

Employees should view such appraisals as an important opportunity for two-way communication about performance and job content. During such reviews, the immediate manager will discuss the employee's performance compared to key performance Indicators, job requirements, expected behaviours and the company's core values.

Key strengths and achievements should be recognised as well as areas for improvement. Discussions on personal development and career aspirations will also take place. New objectives (qualitative and/or quantitative targets) will be set and on occasions, responsibilities will be adjusted. Informal performance reviews are encouraged to be conducted regularly especially during occurrences of underperformance to facilitate coaching and improvement. It should be noted, that at the end of an employee's probationary period, they will also be subject to a formal review to assess their suitability for continuing employment.

Virtual Done Well reserves the right to re-assess and re-assign an employee's targets and job requirements in reaction to prevailing economic and business conditions. During such instances, changes should be discussed with the employee and appropriate coaching and support provided to ensure the employee is equipped in meeting the new expectations.

A positive performance review does not guarantee salary increases or promotions nor does it imply continued employment. Compensation increases, promotions and transfers are left to the discretion and approval of management.

### 5.2 Promotions

Virtual Done Well endorses the philosophy of encouraging the promotion of talented employees into vacant positions. We believe providing ample opportunities for progression, based on performance and aptitude is the key to our success at both a personal and organisational level.

While the company seeks to promote from within, there may be circumstances when it is impractical or impossible to adhere to this philosophy.

Any promotions, transfers or new positions will be made at the discretion of management, based on the businesses needs and requirements at the time.

### **5.3 Net Promoter Score**

The employee shall be advised of their monthly NPS evaluation which will be discussed with management.

## **6 Leave Policies**

Leave entitlements are compliant with local and state legislation. For further information on leave entitlements, please refer to the [Appendix 7: Leave policies](#).

## **7 Salary, Remuneration & Entitlements**

For further information on salary entitlements and benefits please refer to [Appendix 8: Salary, Remuneration & Entitlements](#).

## **8 Ending of Employment**

Virtual Done Well may end the employment of an employee by giving them notice. Likewise, the employee may resign from employment by giving notice to Virtual Done Well. The period of notice causes for termination and further procedures for ending the employment relationship are outlined in the Individual Employment Agreement.

### **8.1 Resignation**

If an employee wishes to resign, they are required to submit a letter of resignation to their immediate supervisor. The amount of notice required, is specified within the employees Employment Agreement.

A formal exit interview will take place, to ascertain the employee's reasons for leaving the company and to identify improvement areas for the Virtual Done Well business. This should be conducted by Human Resources.

An equipment register list will also need to be completed on the employees last day, authorising that all VDW property such as company mobile phone and laptop have been returned.

The last pay will be withheld until all clearance procedures have been completed. Failure to return company property may incur a financial penalty from the employee's final pay. Confirmation of the final pay entitlement and the date the employee should receive this, is to be confirmed by the Accounts Department.

## 8.2 Termination

The company may terminate employees for the following offences;

- Serious and wilful disobedience of company and or management instruction
- Gross or habitual negligence of duties
- Fraudulent behaviour
- Violation of the company's rules and regulations
- Criminal Activity
- Any form of misconduct

If employees commit a serious misconduct, they will be provided with written notice outlining the offence and the reasons why it constitutes termination. A written explanation letter will be requested from Virtual Done Well. When investigating the offence, the Company may place the employee in question under workplace suspension for a period of, but not exceeding (30) days. During this time, the employee will be provided with ample opportunity to defend themselves following the procedure prescribed by local law.

After careful consideration, the company will notify the employee in writing of their decision regarding continuing employment with Virtual Done Well. If termination is found to be the appropriate course of action, the reasons outlining why this decision has been made will be clearly stated.

The company may additionally terminate an employee's contract due to the following reasons;

- Redundancy
- Closing of or cessation of the business
- If an employee is found to be suffering from any disease, where continued employment is prohibited by law or is prejudicial to the employees' health, or the health of others

## 9 Closing words and references

Virtual Done Well hopes that the above guidelines provide employees with adequate insight into accepted procedures, policies and regulations of the Virtual Done Well business.

We thank all existing employees for re-reading the company's guidelines and hope that the information presented facilitates new employees in settling into their respective positions as soon as possible.

We are aware that not all facets of employee work life are covered within this document; accordingly, Human Resources are committed to providing further information on certain matters at any time.