

Virtual Done Well Appendix

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1 Appendix I - Equal Opportunity, Discrimination and Bullying

According to our ethical philosophy, VDW endeavours to provide a safe and supportive workplace for all employees which celebrates diversity and is devoid of discrimination, harassment and bullying. The below information aims to cover the businesses policies on areas including;

- Equal Opportunities
- Diversity
- Discrimination
- Harassment
- Bullying
- Complaint handling and resolution
- Issue resolution policy

1.1 Equal Opportunity

Selection and Recruitment

VDW will endeavour to recruit staff based upon genuine merit and suitability for the job regardless of their race, age, appearance or personal characteristics. Job advertisements will state that the firm is an equal opportunity employer and will identify the selection criteria to be used in the recruitment process. At interviews, only information which is relevant to the position will be requested from the interviewee.

Promotion, Training, Pay and Conditions

Employees will be promoted and rewarded on the basis of job merit, i.e. the actual skills, experience and ability possessed by the employee to complete their job responsibilities. VDW will not discriminate on non-job-related criteria when assessing job performance or making decisions on promotion, training and remuneration.

Dismissal, Redundancy and Retirement

Employees will not have their employment terminated because of their sex, race, age, marital status, disability, sexual preference, political activities, pregnancy or age. If redundancy is necessary, decisions will be made in accordance with an established set of criteria determined by employment law within the Philippines.

Monitoring and Review

VDW is committed to the development and maintenance of a diverse workforce which promotes equal opportunity for all staff. VDW will do this, by continuously reviewing its recruitment,

training and promotion processes to ensure compliance with this policy and manage any identified barriers to it.

1.2 Diversity

VDW recognizes that its employees differ from each other owing to variations in:

- Gender
- Marital status
- Race and nationality
- Disability
- Age
- Cultural activities and background
- Career and parental status
- Language spoken
- Family status
- Sexual Orientation
- Religious beliefs
- Physical features
- Family arrangements
- Political beliefs
- Industrial activity
- Generation
- Level of education

By fully utilising the diversity of our people, we will become more innovative, competitive and responsive to the needs of our clients. We acknowledge and encourage these different needs and views provided they do not conflict with our firm's core values.

VDW has responsibilities to its people, its clients and the community to recognise and respect the uniqueness of all people. Managers will provide leadership and resources to implement our diversity policy and programs.

Each person has an individual responsibility to respect the rights of their colleagues and clients, treat others with dignity and support and embrace our diversity policy and programs.

1.3 Discrimination in employment

Discrimination is the unjust or prejudicial treatment of different categories of people based on grounds such as race, age, sex, or religion. It occurs when someone is treated less favourably than others in the same situation. It should be noted, that in employment law it is not necessary

to show that the discriminatory act/acts were intentional only that the effects of the conduct produced less favourable treatment than others in the same circumstances.

Prohibited grounds of Discrimination

VDW prohibits the discrimination of employees based on the following grounds;

- gender
- marital status
- race
- disability
- age
- compulsory retirement
- career status
- parental status
- family status/responsibility
- pregnancy and potential pregnancy
- homosexuality
- sexual orientation
- physical features
- industrial activity
- medical conditions or illness such as HIV/Aids
- lawful religious or political activity or belief

1.4 Bullying and violence

What is workplace bullying?

Bullying is any behaviour that is repeated, systematic and directed towards an employee or group of employees which is intended to victimise, humiliate, undermine or threaten.

The behaviour is unwelcome, usually not reciprocated and has an element of malicious intent. It may not always involve supervisors ill-treating subordinates; the reverse may apply or it may involve peer bullying.

Bullying or violent behaviour will not be tolerated by any employee of VDW and is considered misconduct which warrants grounds for disciplinary action up to and including dismissal.

Examples of Bullying:

- Shouting, verbal abuse, insults, intimidating language, sarcasm or innuendo
- Constant criticism, denigration or demeaning conduct, either privately or publicly
- Isolating and excluding a person from various work activities or groups
- Damaging or interfering with a person's property or work equipment
- Threats of violence or actual incidents of violence

- Regular ultimatums and/or threats of dismissal
- Attempts to make competent employees appear incompetent in the hope that they will resign, be demoted or dismissed
- Repeated practical jokes, taunts, ridicule or humiliation

What bullying is not

Bullying does not include reasonable management actions and processes such as:

- Performance management for underperformance
- Actions taken to discipline, make redundant or terminate employees based on reasonable business grounds compliant with national employment law
- Decisions based on reasonable grounds, such as not awarding a promotion, transfer, or benefit in connection with an employee's employment
- Reasonable administrative action such as workplace change and restructuring

Effects of Bullying

- Physical and psychological injury such as discomfort, anxiety and emotional stress
- Low morale, absenteeism, and high employee turnover
- Unprofessional image and poor reputation in the market translating to loss of revenue
- Possible civil action against the firm and/or individuals
- Financial bottom line effects through reduced work quality and loss of productivity from affected staff.

1.5 Harassment

Harassment is defined as; any repeated type of unwarranted behaviour which offends, embarrasses or intimidates. The behaviour may target a person because of personal characteristics such as age, race, religion, gender, or sexual orientation. It can take many forms, such as verbal or physical forms and can be obvious, subtle, deliberate, or unintentional occurring in formal or social workplace settings.

Verbal Harassment:

- Making fun of someone
- Imitating someone's accent
- Spreading rumours or gossiping
- Inappropriate and offensive jokes
- Offensive jokes
- Threats or insults
- The use of language that is not suitable in the workforce

Non-Verbal Harassment:

- The sharing of sexually suggestive or offensive content such as emails, images, or literature
- Mimicking or imitating another
- Following a person home from work/ Stalking
- Offensive hand or body gestures
- Wolf whistling

Physical Harassment:

- Unnecessary physical contact (pinching, patting, brushing up against, touching, kissing, hugging against a person's will)
- Pushing, shoving, or jostling
- Aggressive or violent behaviour

Sexual Harassment:

Sexual Harassment as defined by the Anti-Sexual Harassment Law in their guidelines as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, or
- Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Types of Sexual Harassment

- Unwanted physical contact such as touching and hugging, patting, pinching, kissing, brushing against another person's body, indecent exposure, sexual assault or rape
- Unwanted sexual propositions or repeated unwelcome requests for dates
- Sexual or suggestive remarks, innuendo or jokes
- Suggestive looks or leers
- Intrusive questions or insinuations about a person's private life

Sexual assault, indecent exposure, stalking, physical sexual assault and communication are prohibited and described as criminal offences by law.

What Sexual Harassment is not

Harassment does not include sexual interaction or flirtation which is based on mutual attraction or friendship. If the behaviour is invited, consensual and reciprocated and the consent or participation is not obtained by fear, intimidation, threats or coercion, it will not be unlawful.

For further clarification on what behaviours or incidents constitute as sexual harassment, please contact the company's Human Resources.

1.6 VDW's responsibility: minimizing bullying and harassment

The Company

VDW is responsible for providing a safe and stable workplace which manages and aims to minimise discrimination, bullying and harassment of any form. As a result, all employee complaints or grievances pertaining to this policy will undergo a systematic investigation from Human Resources and follow to the company's complaint handling process.

Responsibilities of all VDW Employees

It is the responsibility of all staff to respect the rights of others and to deter from participating in any conduct which incites discrimination or any type of bullying. If you become aware that a colleague is being discriminated against, harassed or bullied we recommend the following;

- If you see or hear behaviours of a discriminatory or bullying nature offer support to the person and encourage them to speak to the offender directly to address the issue asap
- Should the individual feel uncomfortable doing this, or should the offender repeat the behaviour, encourage the person to escalate the issue to their manager and or Human Resources.
- Keep confidential any information you become aware of and do not spread rumours.

Responsibilities of Management

- If a complaint is received (informal or formal) treat it seriously and take immediate action to investigate and resolve the matter by involving Human Resources.
- Set an example by demonstrating appropriate behaviour at all times
- Be alert to incidents which may constitute harassment or bullying and proactively address them
- Establish an open relationship with your staff to ensure they feel comfortable in reporting incidents of harassment or bullying
- Seek information and advice from superiors or Human Resources, where appropriate

2 Appendix II - Complaint handling and resolution

2.1 Employee complaints

A complaint is any written expression of dissatisfaction or concern made on behalf of an employee communicated to a HR representative or a representative of management that relates to the organisations operations, procedures, actions or the performance, behaviour and conduct of its staff.

2.2 Guiding principles

Where appropriate, complaints will be resolved at the lowest possible level through conciliation and mediation. It is recognised however that some complaints due to the severity of their nature will need to be brought to the attention of senior management and or external parties.

Due process will be observed in all aspects of handling a complaint. In practice, this means that all parties to a complaint will be informed of the specific allegations being made, and all parties will be given the opportunity to respond to such claims.

VDW commits to the following guiding principles when handling complaints:

Prompt action

The complaint will be handled by a Human Resources officer and immediate action will be taken to investigate and resolve the matter proactively and as quickly as possible with regards to the circumstances. The parties involved will be notified by HR of the proposed timeframe for resolution, and will be kept informed consistently regarding the procedures taking place.

Confidentiality

Confidentiality will be maintained at all times. Only the people directly involved in the complaint will have access to information regarding the incident. For procedural fairness VDW may have to disclose personal details such as name and employment information during the course of a formal investigation, especially if third parties such as lawyers or the police are involved. Please note employees also have a responsibility to observe confidentiality as defamation laws protect employee reputation:

Objectivity

VDW Management and Human Resources will listen and take into consideration both sides of an allegation, and base judgement on facts and impartial criteria. No action will be taken until all the relevant information has been collected and considered. Those involved in both the investigation and resolution processes will ensure they have no conflict of interest or bias regarding the employee's in question. If a conflict of interest is perceived, this should be brought to the attention of Human Resources.

Equity and sensitivity:

VDW will endeavour to treat all parties involved in the complaint fairly, and equally during the investigation. Particular emphasis will also be placed on each case being considered on its merits paying due care to individual differences and needs.

2.3 Responsibilities of managers and employees

Managers and VDW employees are responsible for responding appropriately to complaints and managing the resolution process in keeping with the company's complaint handling principles, policies and procedures.

All staff have a responsibility to contribute to the achievement of a productive, safe and equitable work environment. In particular employees have a responsibility to:

- participate in the complaint resolution process in good faith
- cooperate fully in any investigation process
- assist the complaint handler in reaching satisfactory resolution wherever possible
- avoid complaining about the same matter to several different units or individuals at the same time
- avoid making complaints or counter-complaints with a mischievous or malicious intent.

2.4 Complaint handling process

If an employee views a situation that raises a concern for her or if there has been a misbehaviour by a person,

- she needs to address that concern directly with the person.
- If this is not possible, she can escalate this matter to management for resolution. You can either approach the management directly or send an email to connect@virtualdonewell.com.

If the situation/behaviour directly relates to one of the local management member, this matter can be escalated to the General Manager, Chau LIM at clim@logisticsbureau.com

If an employee has any questions in relation to company policies, their entitlements etc, it is preferred that they send queries to connect@virtualdonewell.com.

VDW will meet with the employee to obtain full details, discuss the options available to them and the ideal outcome expected.

Your complaint may be handled in two ways, depending on the severity of the issue and the penalty involved for the act or omission:

- Summary – case is resolved by mere submission of position papers/documents
- Trial Type – formal conference/confrontation is required

Recommendations

- Provide documentation including specific facts and/or allegations, such as diary records and names of any witnesses
- Do not discuss the issue with anyone but the person involved and the person to whom you report the incident
- Confidentiality must be observed at all times. A complaint may be withdrawn at any stage but Management may opt to proceed with the investigation/fact-finding to ascertain the liability of the respondent and the appropriate disciplinary actions to be performed. A malicious imputation of an act or omission will be dealt with severely.

2.5 Resolution of Complaints

The outcome will be in keeping with the seriousness of the incident which was the basis of the complaint. Some of the possible outcomes may include:

- Through the resolution process the employee gains a better understanding of the situation so that his/her concerns are addressed.
- A mutually acceptable resolution is reached through conciliation or mediation.
- The employee receives an apology, and/or the issue or behaviour that was the basis of their complaint is modified.
- In some cases, the complaint cannot be substantiated and no further action will result.

Disciplinary Action

In more serious cases disciplinary action will be undertaken in accordance with company policies. VDW will only take action if complaints are substantiated on the basis of available evidence. The level of discipline will depend on the seriousness of the issue, whether it was unintentional, intentional, malicious, or whether there have been previous incidents of a similar nature. Disciplinary action will range from a written apology, counselling, an official warning, transfer, demotion or dismissal.

Prosecution

In instances where there exists a breach of criminal law, the Police will be involved and criminal prosecution may be instigated. This will only occur with the consent of the victim.

Record Keeping

Records will be kept on all correspondence relating to the issue. If the complaint is unsubstantiated, the records will be kept in a separate complaint file. If your complaint is substantiated, records of the complaint and the resulting disciplinary action will be placed on the personnel file of the employees being disciplined.

Further action

Employees unsatisfied with the outcome of a complaint can pursue the complaint through other appropriate internal or external processes. Internally, the options may be the next level of management, externally; the options include the Department of Labor and Employment, National Labor Relations Commission, the Committee on Decorum and Investigation for discrimination/harassment complaints, or the Office of the Ombudsman for complaints relating to administrative decisions.

3 Appendix III - Disciplinary action and procedures

3.1 Code of Business Conduct

VDW believes in progressive disciplinary action through the process outlined below. This provides employees with sufficient time to recognise respond and improve identified areas of concern.

It must be noted that the company reserves the right to ***initiate the process at any stage***, including dismissal, based on the severity of the issue.

Step 1: Verbal Warning

- A one on one conversation about unsatisfactory performance/ conduct will be initiated between the Manager/Team Leader and the employee. Human Resources should be consulted prior to the delivery of this.
- At this stage a Development Agreement or improvement plan can be put in place or clarification provided on expected standards. This should be documented. It is the Managers/Team Leaders responsibility to provide adequate guidance, coaching and counselling to ensure the employee is facilitated in meeting expectations.

Step 2: 1st Written Warning

- If after adequate time, the employee has still failed to improve to the expected standards of performance or if unsatisfactory conduct is repeated, this will result in a 1st written warning. Human Resources should be involved.
- An Improvement plan will be discussed and agreed upon between both parties and a specified date set for progress to be reviewed.

Step 3: 2nd Written Warning

- Continued failure to deliver on the improvement plan or rectify conduct concerns will result in a 2nd written warning. Human Resources will be involved.
- Again, an Improvement plan will be discussed and agreed upon between both parties and a specified date set for progress to be reviewed.

Step 4: Suspension

- An erring employee's disciplinary action will elevate to unpaid suspension if the conduct concerns persists after issuing a 2nd written warning or if warranted by the management.
- The management reserves the right to suspend an employee for no more than five (5) days without pay if deemed necessary.

Step 5: Termination

- In instances where the misconduct is sufficiently serious or if performance/conduct is still unsatisfactory following a final written warning he/she will be terminated without notice. The decision to terminate will be decided upon by Management and Human Resources following a review of the employees file and in adherence with employment law.

Note that there are instances when hearing or preventive suspension is not necessary. Below cited are common examples:

1. Admission of guilt by the employee to an offense which warrants dismissal as a penalty
2. Termination due to authorized causes under Art. 283 of the Labor Code
3. Termination due to disease
4. Termination after 6 months of bona fide suspension of operation
5. Termination due to abandonment
6. Termination due to form of employment (casual, project based, seasonal, contractual)

4 Appendix IV - Dispute resolution procedures

It is the intention of VDW to resolve all disputes promptly and at a local level adhering to the below process:

Step 1: Employee and Supervisor/Team Leader

- In the event of a dispute VDW will attempt to resolve the matter at a workplace level without the involvement of external parties.
- This will involve a meeting between the employee, Human Resources and the direct supervisor/team leader in which the issue or incident is discussed, and attempts are made to reconcile through consultation.
- If the matter remains unresolved it will be escalated.

Step 2: Employee, supervisor and senior management

- Further discussions will be arranged involving the employee, Senior Management and Human Resources with the intention of conciliation.
- If proactive efforts have been made to resolve the dispute at a workplace level however resolution has still not been reached external mediation will be considered.

5 Appendix V - Occupational work health and safety

Occupational safety and health conditions provided by the Labor Code could be divided into two categories. These are: (a) minimum occupational safety and health standards at the work place; and (b) compensation for work related injuries.

5.1 Injuries

Definition:

"Injury" means any harmful change in the human organism from any accident arising out of and in the course of the employment. (Art. 167 (k) Labor Code)

We ask all employees to report an injury immediately to Human Resources within 24 hours of the incident occurring. The below provides examples of what incidents should be reported;

- A 'near miss'; where someone had the potential to attain injury
- Sprains or strains suffered as a result of a work task or practices
- Any work-related incident which impacts how an employee physically or psychologically undertakes his/her work responsibilities
- Slips, trips and falls
- Any incident resulting in medical costs or time off work
- For customer facing employees; car crashes, or altercations which result in injuries during work hours.

Insurance:

The Labor Code provides for compulsory coverage in the state insurance fund SSS.

Art. 168. Compulsory coverage. Coverage in the State Insurance Fund shall be compulsory upon all employers and their employees not over sixty (60) years of age: Provided, that an employee who is over (60) years of age and paying contributions to qualify for the retirement or life insurance benefit administered by the System shall be subject to compulsory coverage.

Aside from those mandated by Philippine Law, all regular employees, after passing probation are provided with a health insurance. Coverage is subject to change every renewal date with the provider. Please contact Human Resources for further details on the current coverage.

5.2 Injury Management Procedure

1. Any form of injury must be reported directly to the immediate supervisor and/or Human Resources.
2. After evaluation, Human Resources will make arrangements to ensure that the employee is brought to the nearest hospital for further medical assistance, when needed.

3. Human Resources will inform the family of the affected employee, based on the emergency contact information provided, if necessary.

Based on Art. 206. of the Philippine Labour code, notice of sickness, injury or death. Notice of sickness, injury or death shall be given to the employer by the employee or by his dependents or anybody on his behalf within five days from the occurrence of the contingency. No notice to the employer shall be required if the contingency is known to the employer or his agents or representatives.

5.3 First Aid

There is a first aid kit in every office. Over the counter (OTC) medicine is also available upon request.

Emergency Procedures

The below procedure is recommended in instances where employees are hurt, injured collapse or appear to be unconscious; **D R A B C** (Danger – Response – Airway – Breathing Circulation)

- **Danger:** Before administering any aid, ensure you are not placing yourself at risk of injury.
- **Response:** Check for a response by speaking loudly and clearly to the patient.
- **Airway:** Ensure the injured, hurt or unconscious person has a clear airway at all times.
- **Breathing:** Ensure the patient is breathing; if not, CPR will need to be performed by a First Aid Representative.
- **Circulation:** Check pulse; if there appears to be none, keep the patient in a stable position until medical aid arrives.

6 Appendix VI - Work Arrangements

6.1 Probationary Employment

All VDW employees undergo a probationary period. The probation period is stated in the Employment Agreement. The Employment Agreement also provides further information on termination, periods of notice and information on the possible extension of the probationary period. Such information should be provided during the employee's induction.

The probationary period will begin on the first day of employment. The purpose of the probationary period is to enable both the employee and VDW to consider their suitability and capability of working together. Thus, the performance will be monitored and reviewed regularly. The level of performance and standards required of the employee's position will be clearly defined prior to beginning with VDW. If the performance demonstrated during the probation period is of a desired standard, the employee will be informed in writing about the continuation of their employment with the company. Alternatively if an employee underperforms or does not meet reasonable expectations once appropriate guidance and coaching has been provided, it is up to the Managers discretion to decide the appropriate course of action.

In the Philippines, under Art. 281, probationary employment shall not exceed six (6) months from the date the employee started working, unless it is covered by an apprenticeship agreement stipulating a longer period. The services of an employee who has been engaged on a probationary basis may be terminated for a just cause or when he fails to qualify as a regular employee in accordance with reasonable standards made known by the employer to the employee at the time of his engagement. An employee who is allowed to work after a probationary period shall be considered a regular employee.

6.2 Contractual/ Casual Employees

Contractual/ Casual employees are hired by the company for a specific period of time for a temporary position in the company. Please refer to your Human Resources for further information regarding entitlements, benefits and. Please consider that not all policies included in the Employee Guidelines are applicable to casual staff.

Employment is deemed casual where the employee has been fixed for a specific project or undertaking the completion or termination of which has been determined at the time of the engagement of the employee or where the work or service to be performed is season in nature and employment is for the duration of the season. Any employee, who has rendered at least one year of service, whether such service is continuous or broken, shall be considered a regular employee with respect to the activity in which he is employed and his employment shall continue while such activity exists.

6.3 Permanent/Regular Employees

An employee becomes a permanent employee if they have successfully completed their probationary period and met the required performance expectations of their Manager and the company. Normally an employee will be informed in writing once they become permanent with the business.

6.4 Uniform Policy and Dress Code

VDW Management's Uniform Policy and Dress Code aims to:

- Present a recognizable, tidy and professional image of employees
- Be consistent with our company branding

Uniform Policy

Polo shirts will be issued to regular employees as office uniform. All regular employees must wear VDW uniform on Mondays, Wednesdays and Fridays except those who are under the Management Team where they will wear their uniform from Mondays to Fridays. Exception is given to those who are pregnant whose uniform will no longer fit.

Dress Code

All probationary employees are expected to maintain a neat and modest appearance that would be deemed acceptable. The Dress Code from Monday to Friday is smart casual. As a minimum standard:

- Mini skirts and shorts are not allowed
- Skirts and dresses should be knee length or at least cover half of the thigh when seated
- Underwear is not visible in any way
- Potentially racist or offensive slogan
- Clothing is not see through, frayed or strained
- Covered tank tops, spaghetti straps, plunging necklines and tube tops
- Leggings are covered by a garment that meets the standard expected of a skirt
- Shoes are to be worn all the time; sandals are allowed for ladies
- Personal hygiene is of a high standard
- Clothing is clean and in a presentable state

6.5 Working Hours

Ordinary Working hours for fulltime, permanent VDW staff are a minimum of 40 hours per week, Monday to Friday. Working Hours are confirmed within the Employment Agreement.

Staff requests for changes in working times are to be discussed and approved by Management.

Lateness

Please be mindful that all employees are expected to be punctual and arrive at work on time. If employees foresee themselves arriving late, due to unexpected or exceptional circumstances, they must notify their direct supervisor/team leader at least thirty (30) minutes prior to his/her

shift by phone call, or by leaving a voicemail, a text message, or an email, copying the Human Resource.

If the cause for an employee coming in late is deemed unreasonable, such behavior, if continued, may be grounds for disciplinary action up to and including dismissal.

Management is encouraged to communicate expected standards of work hours at the beginning and during the individual's period of employment to ensure transparency.

Overtime

VDW encourages its employees to maintain a healthy work/life balance. However, we know that working beyond office hours is sometimes unavoidable.

VDW may require staff to work reasonable overtime. This is characterised as work outside the employee's ordinary work hours and/or on a weekend.

In instances where employees are directed to work significant overtime, corresponding overtime pay/allowance is paid. This is computed based on the approved labour rates/percentage. There must be prior approval from Management before rendering overtime.

6.6 Breaks

Employees are given 1-hour time off for lunch break, a 20-minute morning break and 15-minute afternoon break. Employees are requested to follow the below schedule. If you are unsure which table applies you, please talk to your TL.

PH TIME	AU CLIENT
7 AM	Clock In
8-8.20 AM ⁽²⁾	Morning Break
11 AM ⁽¹⁾	Lunch Break
12 PM	Resume Work
2-2.15 PM ⁽²⁾	Afternoon tea
4 PM	Clock Off

PH TIME	SG CLIENT
8 AM	Clock In
9-9.20 AM ⁽²⁾	Morning Break
12 AM ⁽¹⁾	Lunch Break
1 PM	Resume Work
3-3.15 PM ⁽²⁾	Afternoon tea
5 PM	Clock Off

PH TIME	U.S. CLIENT
9 PM	Clock In
10-10.20 AM ⁽²⁾	Morning Break
1 AM ⁽¹⁾	Lunch Break
2 AM	Resume Work
PH TIME	U.S. CLIENT
9 PM	Clock In

PH TIME	CA CLIENT
12 AM	Clock In
1-1.20 AM ⁽²⁾	Morning Break
4 AM ⁽¹⁾	Lunch Break
5 AM	Resume Work
7-7.15 AM ⁽²⁾	Afternoon tea
9 AM	Clock Off

Note:

1. Different lunch time needs advice to TL to be negotiated with the client.
2. If employee is required by their client to work on urgent tasks, employee should inform his/her Team Leader and advise accordingly the rescheduled break. For such case, employee must notify his/her client and Team Leader once employee will take his/her break.

Employees are also entitled to a 5-minute stretch break or go to the restroom in between regular breaks.

It is encouraged to be self-disciplined when it comes to time management during break periods. Employees who abuse their breaks will be subject to disciplinary action and may be required to clock in/clock out for all breaks including lunch. Please refer to Appendix 3: Disciplinary action and procedures.

6.7 Flexible Work Arrangements

Employees may request flexible work arrangements. A flexible work arrangement is a modification to an employee's usual work arrangement. These agreements are usually made to help an employee balance their parental or career responsibilities. Examples of common flexible work arrangements include:

- Flexible Working Arrangements (e.g. Part time, such as a specified number of days; Monday to Wednesday)
- Flexibility in the scheduling of hours worked, such as alternative work schedules (e.g., flex time and compressed workweeks), and arrangements regarding shift and break schedules
- Flexible Working Hours, such as starting and finishing earlier to meet lifestyle commitments (e.g. 4 hours per day, or finishing and starting earlier)

In these instances, the request for Flexible Work Arrangements will be discussed between the employee, their manager and client for consideration. The agreement must be beneficial for both parties, and needs to be approved, and often includes an adjustment to remuneration.

Timekeeping

A timekeeping system is in place for staff attendance monitoring and payroll purposes. It is important that employees log in and log out every day accordingly. This serves as a record of the hours worked by each employee.

Altering, tampering or falsifying the time records is prohibited and may be subject to disciplinary actions including dismissal.

6.8 Work outside of employment

Any permanent employee of VDW must always inform their manager of any external employment they are planning to engage in. Employees may only engage in external work on the premise that it does not interfere with or affect the hours, type and standard of work covered in their employment agreement, and the outside work does not affect the interests of VDW.

VDW reserves the right to refuse the employee to engage in external work whilst being employed with VDW based on reasonable grounds.

Any forms of employment undertaken whilst employed at VDW, which affects the ability of the employee to perform their normal job duties and responsibilities, and is engaged in without managements approval is regarded as unacceptable conduct and may warrant and lead up to disciplinary action.

7 Appendix VII - Leave Policies

7.1 Leave entitlements

Leave entitlements are subject to change owing to current legislation.

Service Incentive Leave

Service Incentive Leave accrues to every regular employee. A total of twenty-two (22) days of annual service incentive leave can be used for sick and vacation leave purposes. Employees are encouraged to take paid time off, whether continuously or intermittently.

A maximum of five (5) days of unused service incentive leave can be carried over to the succeeding calendar year, in addition to the entitled yearly accrued leave credit.

Employee may apply for monetization of unused service incentive leave at the end of the calendar year for a maximum of five (5) days. However, we don't encourage monetisation of unused leave credits.

Reminders:

The maximum number of sick leave credit an employee can carry forward are as follows:

- Vacation leave: ten (10) days
- Sick leave: ten (10) days

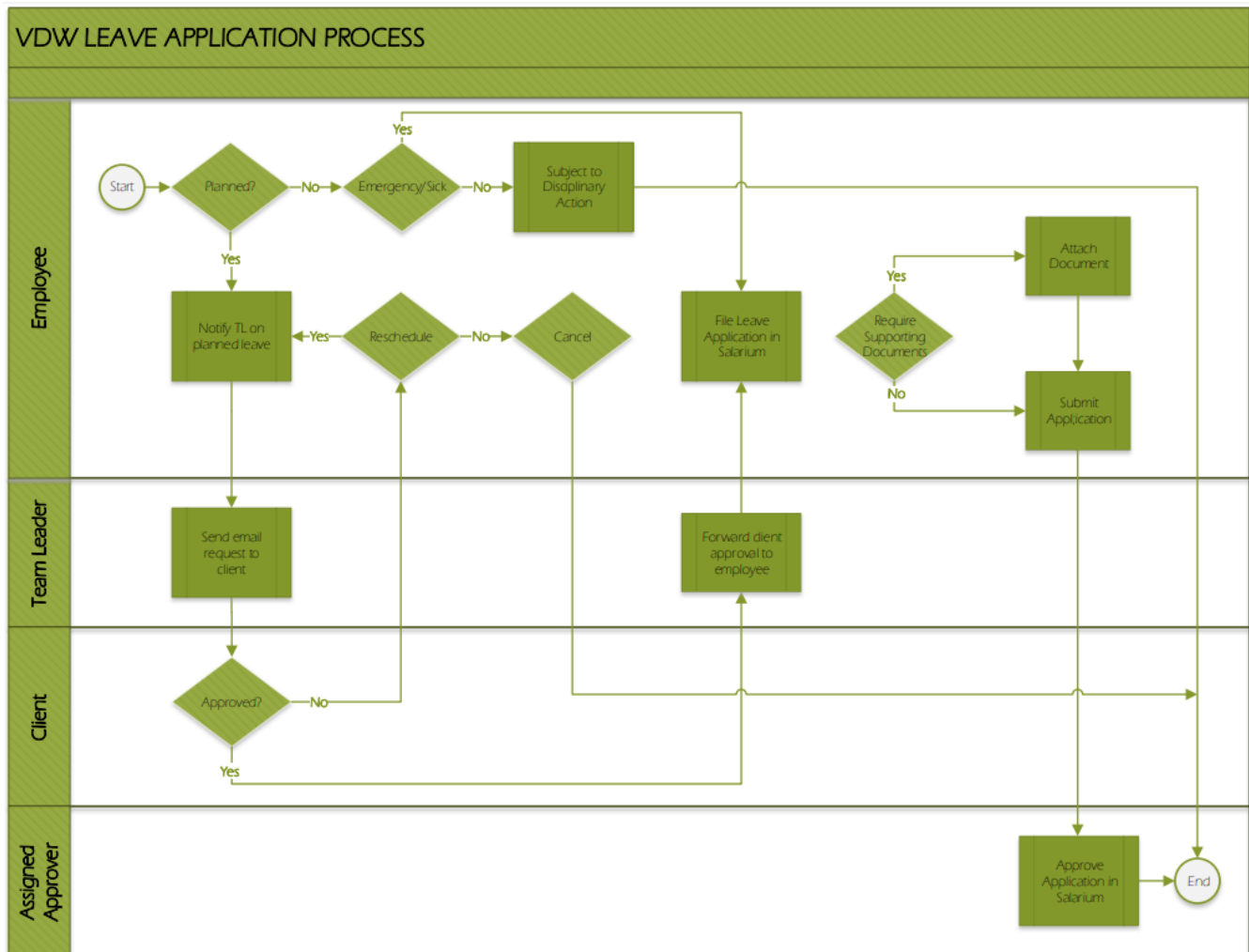
The management has the right to send employees home if they are deemed sick and unable to work effectively, most especially in cases of contagious illnesses.

An employee who has opted to carry over their leave credit to the following year is not allowed to request for monetization, unless in cases of separation from the company where the equivalent will be included in the final pay.

**All leave encashments are to be credited during the first payroll period of the month of January of the succeeding year. The daily rate of the employee at the time the leave entitlement was given is to be followed for computation.*

7.2 Leave Utilisation

All leaves must be applied through Salarium. Except for emergency cases and unexpected illness, in order for an absence to be approved, it must be requested in advance.



Vacation Leave

The utilisation of SIL credits for vacation must be requested in advance and only approved by following the guidelines below.

Requested Days	Advance Notification
1-2 days	1 week
3-5 days	2 weeks
> 5 days	1 month

A leave request is to be approved (or rejected) within three working days. The Manager approving the request must advise the staff member once it has been granted. Leave will be approved whenever reasonably possible. Nevertheless, the approval of the leave is subject to the Manager's /client's discretion and can be rejected on reasonable business grounds such as periods of high workload or during key company events in which the staff member plays a critical role.

Sick Leave

The utilisation of SIL for sick leave is granted for the following conditions:

1. When an employee or an employee's family member is sick or injured, preventing one from coming to work.
2. Short notice from the clinic on the schedule of consultations or laboratory requests

The employee's manager must be notified directly through a direct call at least 30 minutes before the start of the shift. Human Resources must also be informed (email, text or phone is acceptable). Failure to do so will merit the leave 'disapproved' and be subject to disciplinary actions.

The employee must update Human Resources via text or email the nature and circumstance of their illness. A Fit to Work Certificate from the doctor may be required based on the management's assessment of the nature and circumstance of the illness. This ensures that the employee is already well and no more health risks are involved upon return to work. No certification means the employee will not be accepted back to work.

Any sick leave that falls on a critical workday will be recorded in the employee's record. Below are considered as critical workdays.

- On a Friday or a Monday
- Before or after a client public holiday
- Before, during, and/or after a Philippine holiday

Marriage Leave

Every employee, marrying legally in the context of the local laws, is granted marriage leave of three (3) days. Renewal of vows is considered second marriage to the same person and therefore does not qualify for such leave.

Compassionate Leave

An employee is granted three (3) days on compassionate ground of the following:

- Death of employee's immediate family members
- Serious illness of employee's immediate family members
- The meaning of "immediate family members" are the following:
 - For married employees, it means legal spouse, parents and children under 16 years
 - For single employees, it means children, parents and siblings

Emergency Leave

This is applicable to any life-threatening condition for the employee that necessitates the employee to absent from work. All regular employees are entitled to a total of three (3) days for every calendar Year upon evidence submitted.

This is subject to approval following the terms mentioned above. Otherwise, it will be taken out from the Annual Leave credits.

Maternity Leave

In the context of the local laws, an employee is subject to sixty (60) calendar days of paid maternity leave should it be a normal delivery and seventy-eight (78) calendar days of paid maternity leave if it is a caesarean delivery. This is advanced by the company and reimbursed through SSS Maternity Benefit. The SSS benefit is applicable only up to the fourth child.

It is the sole responsibility of the employee to inform Management of the pregnancy for early reporting of this benefit. Management will not be held liable if the employee is unable to claim such benefit due to failure to report pregnancy.

Paternity Leave

A continuous leave of seven (7) working days is granted to all married male employees to allow the husband to lend support to his wife during the recovery/nursing of the newborn child. This leave is also applicable to any male in a permanent (“de-facto”) relationship.

This is applicable only to the legitimate wife or long-term partner and to the first four children, to include miscarriage.

Solo Parent Leave

Parental Leave refers to leave benefits granted to a solo parent to enable said parent to perform parental duties and responsibilities where physical presence is required as provided under Civil Service Commission (CSC) Memorandum Circular No. 08, series 2004.

Parental leave is non-cumulative and can be availed only during the current year. Further, it can only be availed after the issuance of the Solo Parent ID.

The law clearly indicates that the granting of the 7-day parental leave is on top of other mandatory leave benefits.

The parental leave of seven (7) days shall be granted to any Solo Parent employee subject to the following conditions:

1. The solo parent must have rendered service for a least one (1) year
2. The parental leave shall be availed of every year and shall not be convertible to cash. If not availed within the calendar year, said privilege shall be forfeited within the same year.
3. The parental leave shall be availed of on a continuous or staggered basis, subject to the approval of the Administrator. In this regard, the solo parent shall submit the application for parental leave at least one (1) week prior to availing the solo parent leave, except on emergency cases.

4. The solo parent employee may avail of parental leave under any of the following circumstances:
 - a) Attend to personal milestones of a child such as birthday, communion, graduation and other similar events;
 - b) Perform parental obligations such as enrolment and attendance in school programs, PTA meetings and the like;
 - c) Attend to medical social, spiritual, and recreational needs of the child;
 - d) d. Other similar circumstances necessary in the performance of parental duties and responsibilities, where physical presence of the parent is required.
5. The head of agency/office concerned may determine whether granting of parental leave is proper or may conduct the necessary investigation to ascertain if grounds for termination and withdrawal of the privilege exist.

8 Appendix VIII - Salary, Remuneration & Entitlements

The following section provides employees a brief overview of their payments, entitlements and benefits.

8.1 Salary

Basic salary covers regular working and non-working holidays. Salaries are paid on the 15th and the last day of the month (30th or 31st). All employees will receive a pay slip showing details on salary information and deduction made by the Company.

Salaries are deposited into a savings account with VDW's designated bank. All employees hired by VDW should arrange with the HR Officer/Administrator on the opening of a payroll savings account. This will be deducted from the last salary upon termination of work with the Company.

Contractual and project-based employees will receive their compensation either through cheque or cash upon submission of the approved time records and disbursed through the Administrator by the last day of the month.

8.2 Salary deductions required by law

Mandatory monthly deductions, required by current laws, will be made from the salaries of the employees.

- Income tax payments (BIR)
- Social Security System (SSS)
- Philhealth
- Pag-ibig

All deductions will be reflected on the pay slip for the employees' reference.

8.3 Salary deductions required by the company

Examples of those that may be subject to deduction from the payroll of the employee:

- Travel advances and other cash advances, which were not liquidated or returned
- Government agency (SSS & Pag-ibig) loans
- Excess in mobile usage
- Company property or asset lost or stolen while under the care of the employee will be charged of its current value. Liability is immediately due and payable in full. A schedule of payments may otherwise be arranged.
- These will be communicated to the employee prior to the actual deduction.

8.4 Expenses

Expenses incurred on behalf of the company will be reimbursed pending they are approved prior to being purchased. The reimbursement of the expense requires the employee to complete an expense form and attach receipts for given amounts. The expenses form must always be signed by the Country Manager who will then submit it the Financial Controller for reimbursement. Forms are available from Office Administrators.

9 Appendix IX – English Only Please

Objective

The objective of the English Only Policy is to establish a working environment where the English language is the mode of communication comfortably used by all employees. The English Only Policy aims to promote efficiency when multi-lingual employees communicate with English only speaking clients and members of the higher management through practice with co-employees.

Guidelines

- As with any workplace policy, this policy is non-discriminatory and applies to all employees equally.
- The English Only Policy applies to all employees of Virtual Done Well and is in effect in all areas of the workplace as soon as operations begin.
- All employees are encouraged to communicate with clients and co-workers only in English unless otherwise given instruction to use the vernacular.
- Private conversations on chat messaging applications (e.g. Skype) will not be monitored; however, the English Only Policy is enforced on official company group chat messaging and professional use of said software.
- Memorandums for disciplinary actions will not be issued to employees who do not abide by the English Only Policy, hence there will be no recorded infractions. Instead, the management will endeavour to create an atmosphere that will assist in the positive experience of the English Only Policy.

10 Appendix X – I.T. Policy

This section outlines the guidelines set forth by the company's I.T Department to prevent damage to company resources, target resource or system. Violation to this policy may subject the employee to disciplinary action.

10.1 Equipment Usage, Maintenance and Security

It is the responsibility of all employees to ensure careful, safe and judicious use of the equipment & other assets allocated to and/or being used by them. Alterations, tweaking, disabling, of issued company equipment's, software's, or systems is not allowed.

Guidelines

1. Any observed malfunction, error, fault or problem while operating any equipment owned by the organization or assigned to you must be immediately informed to the designated staff in IT Dept.
2. The IT Dept. should be contacted via the IT Support Email, helpdesk@virtualdonewell.com for any assistance with your PC hardware or software.
3. Technical support will not be provided for hardware devices or software which are personally purchased, illegal or not included in the standard hardware/software list developed by the IT Dept.
4. Any repeated occurrences of improper or careless use, wastage of supplies or any such offense compromising the safety or health of the equipment and people using them will be subject to disciplinary action.
5. In the instance equipment listed on the Equipment Agreement is lost, damaged or stolen employees will be held liable to cover the cost of a replacement. This will be deducted from their salary.
 - a. Anyone caught and found abusing the equipment will be fined with Php 500.
 - b. Abuse of equipment resulting to equipment to be not working, employee will need to pay the exact amount of the equipment.
6. Only spill-proof containers can be brought/used on your workstations. Any damage to the equipment due to spillage of liquid to company equipment, the employee will be charged with the full amount of equipment cost via instalments through salary deduction.
7. No employee is allowed to carry official electronic devices out of office without permission from Management and/or IT Officer. Unless called for business function with approval from Management, employee may take an office equipment outside the premises by filling out a Borrower's Form from IT Officer.

10.2 Internet Usage

Virtual Done Well recognizes that use of the Internet and e-mail is necessary in the workplace, and employees are encouraged to use the Internet and e-mail systems responsibly, as unacceptable use can place Virtual Done Well and others at risk.

It is Virtual Done Well Policy to limit Internet access to official business. Employees are authorized to access the Internet for personal business only during lunch breaks and after-office hours, in strict compliance with the other terms of this policy.

Use of Company computers, networks, and Internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct carried out on such systems.

The following activities are prohibited and can be modified/updated anytime by the Management as deemed fit. Any disciplinary action considered appropriate by Management (including legal action or termination) can be taken against an employee involved in the inappropriate activities mentioned below:

1. Engaging in private or personal business activities, including excessive use of instant messaging and chat rooms and/or other non-work-related websites.
2. Installation of Proxy, VPN browser extensions, or any 3rd party program just to bypass IT security and to gain access to blocked websites.
3. Attempting to bypass admin rights or network security restrictions on company systems and applications.
4. Playing online games, downloading and/or watching games, videos or entertainment software or engaging in any online activity which compromises the network speed and consumes unnecessary Internet bandwidth.
5. Accessing, displaying, uploading, downloading, storing, recording or distributing any kind of pornographic or sexually explicit material unless explicitly required for office work.
6. Deliberately engaging in an online activity which hampers the safety & security of the data, equipment and people involved.
7. Carrying out any objectionable, frivolous or illegal activity on the Internet that shall damage the organization's reputation.

10.3 Social Media Guidelines

In general, Virtual Done Well considers participation in social media as a personal endeavour. Social Media includes but is not limited to blogs, forums and social networking sites such as Twitter, Facebook, LinkedIn, YouTube and MySpace.

The following guidelines are intended to protect the company's privacy and reputation when partaking in social media activities.

- Employees must ensure that social media activity does not interfere with work activities.

- All information posted on forums, blogs or social networking sites during work hours should be compliant with VDW's Confidential Agreement within the individual employment agreement.
- Particular emphasis should be placed on ensuring confidential information is not disclosed publicly.
- Citing or referencing client's or stakeholder's names or businesses without permission is prohibited.
- Employees should not use social media channels to comment on VDW's competition, clients, potential customers or past and present employees.
- Employees should additionally be mindful of not using offensive, derogatory or inappropriate language when contributing content to social media sites.

Virtual Done Well reserves the right to mandate the removal of inappropriate content from social networking sites. Virtual Done Well also has the right to discipline employees who violate this policy.

10.4 Software Usage

The Software Usage Policy is defined to provide guidelines for appropriate installation, usage and maintenance of software products installed in organization-owned computers.

Guidelines:

1. Third-party software (free as well as purchased) required for day-to-day work will be preinstalled onto all company systems before handing them over to employees. A designated person in the IT Dept. can be contacted to add to/delete from the list of pre-installed software on organizational computers.
2. To request installation of software onto a personal computing device, an employee needs to send a written request. See Appendix 10.1 guidelines # 2.
3. No other third-party software – free or licensed can be installed onto a computer system owned or provided to an employee by the organization, without prior approval of the IT Dept.
4. No employee is allowed to install pirated software on official computing systems. Downloading of illegal files from the internet (including music and video files) are not allowed. There is a computer task force looking to close offices that have illegal software in their computers.
5. Software applications evaluated by the IT Dept. to cause problems with the organization's PCs will be removed.

10.5 Information Security and Technology Access

Virtual Done Well strives to ensure business continuity and minimise operational damage by reducing the impact of security incidents. Employee should not engage in any inappropriate activities such as but not limited to:

1. Accessing computers, networks, drives, folders, or files to which employee has not been granted access or authorization.
2. Deleting, destroying, erasing, concealing, encrypting company files/data, making such file inaccessible to the company or any authorized users of the company systems.
3. Making unauthorized copies of company files/data.

10.6 Bringing Your Own Device

Each employee is allocated with a personal computer (PC) for office work. Employee are not allowed to use personal device that connects with the company's communication system and/or system network.

Similarly, mobile phones are not to be used during work hours unless for official business and during emergency.

Employee **should not**:

1. Download or transfer institution or personal sensitive information to a personal device.
2. Use personal devices as repository of information or files.
3. Connect USB memory sticks and/or external HDD from an untrusted or unknown source to VDW's system units.

Other concerns:

- Email and Chat Policy
- Monitoring

e.g. The Company reserves the right to monitor and access the electronic communication system and all documents, messages or information created on, with or transmitted over the system. These Company rights will be exercised strictly in accordance with applicable law, the Company's business purposes (which include ensuring the appropriate use of the system), and in cooperation with requests from law enforcement. The Company also reserves the right to disclose such documents, messages, or information when consistent with the Company's business purposes and with requests from law enforcement.