



**CONSULTARE INC.  
VIRTUAL ASSISTANT HANDBOOK**

**Issue Date:** \_\_\_\_\_

Welcome to Consultare Inc.! We're glad that you are now part of our growing company. Consultare Inc. is a US based company that provides regulatory compliance consulting services to manufacturers, distributors and importers of foods, beverages, dietary supplements, drugs, cosmetics, medical devices, or electronic products.

Our Mission is to support every company's regulatory and certification compliance needs and to develop all necessary programs to assist their quality assurance and food safety team.

We believe that you have the skills and expertise in helping us fulfill our goals and achieve our mission. You are an important part of this process; your perform will directly influence our Company's reputation.

We are glad you are a part of Consultare Inc. and we hope you will find your perform challenging and rewarding.



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## **PART 1: ABOUT US**

### **1.1 About this Handbook**

This Virtual Assistant Handbook contains information about the employment policies and practices of the Company. We expect each Virtual Assistant to read carefully, as it is a valuable reference for understanding your job and the Company.

The policies outlined in this Virtual Assistant Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The Company retains the right to make decisions involving employment to complete its task in a manner that is beneficial to the Virtual Assistant and the Company.

This Virtual Assistant Handbook supersedes and replaces any and all prior Virtual Assistant Handbooks and any inconsistent verbal or written policy statements. The Company reserves the right to modify its policies at any time.

### **1.2 Purpose of this Handbook**

- 1.2.1 To clearly present the company's policies, rules, and regulations.
- 1.2.2 To treat all the Virtual Assistants equally.
- 1.2.3 To inform all the Virtual Assistants about their rights.
- 1.2.4 To promote a productive and positive perform environment.
- 1.2.5 To protect the company from any lawsuits.

### **1.3 Changes of Policy**

We reserve the right to change, cancel, suspend, or dispute, with or without warning on all or any part of these policies, rules, regulations, procedures, and benefits at any instances. However, Virtual Assistants will be informed if any changes have been made.

Changes will be effective on the dates decided by the company. When the changes take effect, previous policies will be voided.

### **1.4 Virtual Assistant Forms**

The Virtual Assistants at Consultare needed to fill out the following forms:

- 1.4.1 Virtual Assistant handbook acknowledgement form  
The Virtual Assistant handbook contains the information, rules, regulations, wages, and other important company guidelines. This is to verify that you understand Consultare policies.
- 1.4.2 Leave Forms  
These forms should be filled out by the Virtual Assistants in case they cannot report on their perform. It includes Sick leave, Emergency leave, Vacation leave, Maternity and Paternity leave, PTO, and Holiday leave. This form is available through Google form.



## **PART 2: EMPLOYMENT TERMS**

### **2.1 Employment Applications**

The company depends on the accurateness of information through employment application and the data provided by the candidates during the hiring process thus, any falsifications or misrepresentations may result in prohibiting the candidate from entering the company. If the candidate has been employed, termination of employment may be considered.

### **2.2 Types of Virtual Assistants**

**INTRODUCTORY PERIOD:** Full-time and part-time regular Virtual Assistants of the Company are on an introductory period during their first 90 days of employment.

- 2.2.1 **Full- time Virtual Assistants** performs at least 8 hours per day or 40 hours per week, Monday to Friday.
- 2.2.2 **Part- time Virtual Assistants** perform at least 4 hours a day or 20 hours per week, Monday to Friday.
- 2.2.3 **OJT Virtual Assistant (Crossover)** perform at least 4-8 hours a day or 20- 30 hours per week, Monday to Friday.

### **2.3 Recruitment**

The recruitment team gathers applicants thru any hiring media. Resumes and CV's will be evaluated based on experience and skills.

- 2.3.1 Qualified applicants will receive an email notification upon receipt of their application together with a google form questionnaire.
- 2.3.2 Upon acknowledgement from applicant and once google form is filled out, the recruitment will schedule for an initial interview via google meet.
- 2.3.3 Applicants who passed the initial interview will be forwarded to the department head and team leader for a scheduled panel interview.
- 2.3.4 A recommendation will be provided by the panelist after the interview.
- 2.3.5 Once the applicant passed all interviews an email notification will be send together with the following requirements:
  - 2.3.5.1 Valid ID
  - 2.3.5.2 A stable internet connection with at least 5mbps.
  - 2.3.5.3 A personal computer or laptop with i3 processor and at least 4GB RAM.
  - 2.3.5.4 A back-up internet connection can be mobile data or prepaid wi-fi.
- 2.3.6 On-boarding training will be schedule by the Training department once applicant submitted the signed contract and requirements.



## PART 3: PAYROLL AND PROGRESS

With any new hire, job change or promotion, every Virtual Assistant will be given job objectives that detail the requirements and expectations of the position for which you were hired. We will measure your job performance against these objectives. After every evaluation, job objectives will be re-dated and reviewed, or rewritten if needed. In either case, your supervisor will review and discuss the objectives with you. You will be asked to sign a statement indicating agreement with, and understanding of, the objectives.

Performance reviews are normally conducted once annually or on as needed basis (as outlined below in Performance Reviews), with the exception of a three-month review at the end of your introductory period. All performance reviews are based on merit, achievement, job description fulfillment and performance. Wage increases will be based upon this review, as well as past performance improvement, dependability, attitude, cooperation, disciplinary actions, and adherence to all employment policies.

### 3.1 Recording Your Time

All Virtual Assistants must electronically or manually record their actual hours performed. If done virtually, use the Service Log which can be found at the PRP System and if through manually, use an Excel file.

All Virtual Assistants subject to this policy are required to accurately record all time performed.

The work schedule is weekdays from Monday to Friday. All Virtual Assistants are required to complete their service logs before the week ends. "No service logs, no payroll" is strictly implemented.

#### 3.1.1 Service Log

3.1.1.1 All Virtual Assistant must have a username and password in the PRP system.

3.1.1.2 All Virtual Assistant must update their logs on a daily and weekly basis.

3.1.1.3 All service log must be breakdown properly according to standard:

3.1.1.3.1 Service Log thru Services

The screenshot shows a 'NEW TASK' form with the following fields and annotations:

- Task Owner:** Joy Traya (Annotated: Name)
- Task Description:** (Annotated: Reference document)
- Action:** Assessed (Annotated: Activity)
- Comment:** (Annotated: Details of the task)
- Account:** (Annotated: Client your working on)
- Task Date:** 15/06/2020
- Minute:** (Annotated: Total number of Minutes completed per document task done)

Buttons at the bottom: Close, SAVE TASK



### 3.1.1.3.2 Service Log thru Mass Upload. Submit an excel file to IT personnel.

Task ID ( Leave this Blank)	NAME	DESCRIPTION	ACTION	COMMENT	ACCOUNT	DATE	TIME

### 3.1.1.3.3 Service Log thru PMS – update projects time to time:

The screenshot displays the PMS interface with a sidebar on the left containing 'Team Projects' and 'Tasks Owned'. The main area shows a project list with columns for 'New', 'In Progress', 'Pending', and 'Done'. The 'In Progress' column is highlighted, showing a project titled 'PCQH-QMS 2.3.1' with a progress bar at 40.32%. Below the project list, there are sections for 'New', 'In Progress', 'Pending', and 'Done' with various project details and status updates.

### 3.1.1.3.4 Service Log thru Shared Task and TO DO list

Complete Task

Task Description:  
MODE SQF Training Request

Due Date: 2020-08-28  
Date Completed: 2021-02-12  
Account: MODE  
Status: Completed

Minutes:  
5

Action  
Assessed

Comment:

Close

Confirm



### **3.2 Payday**

Payment are processed every 15<sup>th</sup> and 30<sup>th</sup> of the month.

Please review your paycheck for errors. If you find a mistake, report it to ETRR supervisor immediately. The supervisor will assist you in taking the steps necessary to correct the error.

- 3.2.1 Payments are processed thru online pay portal such as Xoom and Remitly remittance. Payments sometimes delays due to international remittance and Philippine Bank posting.
- 3.2.2 All payments are processed once service log is complete.
  - 3.2.2.1 Payroll cut-off is 10<sup>th</sup> and 25<sup>th</sup> all Service Logs must be updated. Scheduled payment is based on service log completion.
  - 3.2.2.2 Payroll period is 25<sup>th</sup> to 9<sup>th</sup> will be processed on the 10<sup>th</sup> and 10<sup>th</sup> to 24<sup>th</sup> will be processed on the 25<sup>th</sup> respectively.
- 3.2.3 “No Service Log” status payroll period will be processed on the next pay period.
- 3.2.4 If clause 3.2.4 is not updated after the 2<sup>nd</sup> cut off the payroll will be processed on an hourly basis.
- 3.2.5 Put bank details here (Bank name, account no. etc.)

### **3.3 Deductions**

If the allotted Paid Time Off is consumed before the year's end and there are emergency leave and vacation leave that you need to attend to, your absences will be deducted on the next pay period.

### **3.4 Performance Reviews**

Your performance is important to our Company. Every six months, your immediate head will review your job progress within our Company and help you set new job performance plans.

Our performance review program provides the basis for better understanding between you and your supervisor, with respect to your job performance, potential and development within the Company.



## **PART 4: BENEFITS AND POLICIES**

### **4.1 Virtual Assistant Benefits**

Our Company has developed a comprehensive set of Virtual Assistant benefit programs to supplement our Virtual Assistants' regular wages.

- 4.1.1 This Virtual Assistant Handbook describes the current benefit plans maintained by the Company. All Virtual Assistants will have a pay raise of \$25 every 6 months starting from the date hire. Refer to Virtual Assistant Contract.
- 4.1.2 All Virtual Assistants who will complete the 90-day training period will earn a 2 days per month Paid Time Off refer to Leave Policy or a yearly 24 days PTO and will not be carried over on the next year. PTO will be reset every January 1<sup>st</sup>.
- 4.1.3 Any person who on-boards a new client receives a \$50 per month incentive. The incentive will be valid base on the life of the client within Consultare Inc.

The Company reserves the right to modify its benefits at any time. We will keep you informed of any changes.

### **4.2 Holidays**

Our Company observes the following US holidays during the year:

- 4.2.1 New Year's Day
  - 4.2.1.1 New Year's Eve shall be observed as a Company Holiday.
- 4.2.2 Memorial Day
- 4.2.3 Fourth of July
- 4.2.4 Labor Day
- 4.2.5 Thanksgiving Day
- 4.2.6 Christmas Day
  - 4.2.6.1 Christmas Eve shall be observed as a Company Holiday and the day after Christmas. Virtual Assistants will resume to perform on 27<sup>th</sup> of December if date falls on a weekday.

All Philippine Holiday will be covered by the PTO should the Virtual Assistant file their leave on those date.

### **4.3 Leave Policies**

A Leave Policy describes the number of leaves of Consultare Inc. Virtual Assistants have, the type of leaves they are qualified, and how to apply for leaves. With this policy, the company guarantees you that we provide you the necessary time off to resolve any problems, recover from sickness, go for a vacation, deal with life events, celebrate holidays, or to simply relax.





#### **4.3.1 Paid Time Off (PTO)**

- 4.3.1.1 PTO is a combination of vacation, emergency, sick, and personal time for Virtual Assistants to use when they paid time off from duty.
- 4.3.1.2 A regular Virtual Assistant, either full- time or part-time can avail PTO for 24 days every year.
- 4.3.1.3 After the 90 days probationary period, new Virtual Assistant will start incurring of 2 days per month PTO.
- 4.3.1.4 Procedures:
  - 4.3.1.4.1 An Virtual Assistant should inform the HR and his/ her Superior in advanced for the date he or she wants to apply for.
  - 4.3.1.4.2 The date an Virtual Assistant applied will be still under approval to avoid similar date of leave with your team alternate.

#### **4.3.2 Vacation Leave**

- 4.3.2.1 All full-time and part- time regular Virtual Assistants are eligible for vacation benefits.
- 4.3.2.2 All Virtual Assistants who are eligible for the Paid Time Off must submit a yearly vacation plan to their immediate head subject for approval.
- 4.3.2.3 For Vacation leave scheduled attached to Christmas Holiday and New Year's Holiday, Virtual Assistant can only avail once every other year and subject for approval by immediate head.
- 4.3.2.4 Vacation Leave cannot be filed after sick leave.

#### **4.3.3 Sick Leave**

- 4.3.3.1 For scheduled sick time like operations and medical consultations, an Virtual Assistant should notify his or her Superior in advance or at least two (2) days before the date of leave.
- 4.3.3.2 A proper turnover to your alternate for your duties and responsibilities to avoid delays of perform.
- 4.3.3.3 Sick days are deducted from your PTO days.
- 4.3.3.4 Sick leave more than two days must present a medical certificate before going back to perform.
- 4.3.3.5 Short notice or unscheduled call in will result to the following:
  - 4.3.3.5.1 1<sup>st</sup> - Notice to Explain (NTE)
  - 4.3.3.5.2 2<sup>nd</sup>- 1 day will be deducted from the PTO
  - 4.3.3.5.3 3<sup>rd</sup>- 3 days will be deducted from the PTO
  - 4.3.3.5.4 4<sup>th</sup>- Warning for Termination (5 days will be deducted from the PTO)
  - 4.3.3.5.5 5<sup>th</sup>- Termination

#### **4.3.4 Emergency Leave**

- 4.3.4.1 For emergency leave, an Virtual Assistant must notify his or her supervisor immediately within 24 hours.
- 4.3.4.2 There should be a proper turnover to your alternate for your duties and responsibilities to avoid delays of perform.

#### **4.3.5 Maternity Leave**

- 4.3.5.1 Female Virtual Assistant shall file a Maternity Leave 30 days before her delivery due date and must ensure to endorsed all TO DO and deadline to colleagues. An Virtual Assistant can avail of a paid Maternity Leave regardless if normal or C-section delivery up to 45 days. During the



first day up to 45 days, Virtual Assistant is not obliged to attend meetings and advice to rest. On the 45th day, the Virtual Assistant will start rendering at least 20 hours for the 1<sup>st</sup> week for re-orientation. After 45 days the Virtual Assistant shall report back to perform as full-time or 40 hours a week.

<b>Days of Leave</b>	<b>Classifications</b>
30 days (4 weeks)	Advise to rest
35-40 days (6 <sup>th</sup> week)	Report to perform at least 20 hours a week and start attending Team Meetings re- orientation
40-45 days (7 <sup>th</sup> week)	Report back to perform as full-time Virtual Assistant 40 hours a week

4.3.5.2 All female personnel can avail of the maternity leave within the scope of this policy.

#### **4.3.6 Paternity Leave**

4.3.6.1 All male Virtual Assistants are eligible for this leave within the scope of this policy. The Virtual Assistant should notify his Superior in advance for the possible date of birth of his child.

4.3.6.2 Paternity leave must be acquired within 15 days of child birth. Maximum of seven (7) days for Paternity leave is only allowed.

#### **4.3.7 Leave of Absence (applicable for Probationary Virtual Assistants)**

4.3.7.1 Under special circumstances, full-time and part-time regular Virtual Assistants who have completed the 90 day probationary period maybe granted a leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the written approval of your supervisor. Paid leaves of absences may be available in accordance with federal, state or local laws, as applicable. Non-Paid time off (PTO) Virtual Assistants may request at any time for a non-PTO. It should be deducted from the payroll period.

4.3.7.2 Leaves may not exceed 3 days during which time no benefits will accrue.

4.3.7.3 The following will be deemed a voluntary resignation for the purposes of a leave of absence:

4.3.7.3.1 failure to advise the Company of your availability to perform;

4.3.7.3.2 obtaining another position;

4.3.7.3.3 engaging in another business;

4.3.7.3.4 failure to return to perform when notified; or

4.3.7.3.5 your continued absence from perform beyond the time approved by the Company.

#### **4.3.8 Reporting Absences**

4.3.8.1 To encourage reporting of absences (whether as vacation, sick leave, or otherwise), any absence without proper notice or excuse will be treated as an unpaid leave and subject to the section titled "ATTENDANCE AND PUNCTUALITY." Reporting should be done preferably via Google forms and through email.

4.3.8.2 An Virtual Assistant who will not report to perform and did not notify the immediate head or HR will be terminated within 72 hours due to abandonment of perform.



- 4.3.8.3 Although a physician's statement normally will not be requested for absences of less than three performing days, the Company reserve the right to request such a statement upon the Virtual Assistant's return to perform or at other times the Company deems appropriate.

#### **4.4 On- the- Job training Policy**

##### **4.4.1 On the Job Training Procedure**

- 4.4.1.1 The OJT will apply and send an email application to Consultare Inc regarding their interest in the program.
- 4.4.1.2 Consultare Inc. will send a step by step detail on how to start on the program and once done they will be scheduled for an On Boarding Training.
- 4.4.1.3 The OJT will report to a Virtual Office via Google meet during their schedule.
- 4.4.1.4 OJT will be evaluated on a 30-60-90-day process.
- 4.4.1.5 Upon the completion of 250 Hours of OJT participation, OJT will receive an allowance of Php 2,000 given on the first day of the month.
- 4.4.1.5.1 If OJT wanted to continue to finished their 500 hours they continue receiving Php 2,000 given every first day of the month.
- 4.4.1.5.2 If OJT resigned before the releasing of allowance OJT will no longer received the current months allowance. Since these are given in advance.
- 4.4.1.6 Once they reached the 250 hours they will be evaluated and will be offered a position within Consultare.
- 4.4.1.7 Fast track system for OJT to have the opportunity to be part of the Core Team:
- 4.4.1.7.1 OJT will be evaluated based on their performance and can be offered a position within the organization except those who have on-going or incoming Thesis.
- 4.4.1.7.2 OJT who on-boarded a client thru email marketing will be fast track and will be on developmental assignment as Coordinator.
- 4.4.1.7.3 Qualified OJT will sign up a contract with Consultare Inc. and received an allowance of \$95.00 until they graduate.
- 4.4.1.7.4 Once they earned their Bachelor's Degree if they choose to stay they will be evaluated and will be offered a full-time position.
- 4.4.1.7.4.1 OJT Virtual Assistant upon graduation will received a starting pay of \$150. Refer to table below for the training period

<b>Training Period</b>	<b>Pay Rate</b>
30 days/1st month	\$150
60 days/2nd month	\$200
90 days/3rd month	\$250
120 days/4th month	\$300
150days/5th month	\$350

- 4.4.1.7.4.2 The OJT Virtual Assistant will become a full-time Virtual Assistant and is now entitled of the \$25 pay increase every 6 months.

##### **4.4.2 Certification Process**



The OJT Coordinator will monitor the OJT Tracker reflecting their total number of hours logged. Once they have completed the 250 hours they will receive their Certification of Completion from the Company.

#### **4.5 Virtual Office Policy**

- 4.5.1 All Virtual Assistants are required to be online and present in Virtual Office 1 through Google Meet throughout their whole shift.
- 4.5.2 If a Virtual Assistant needed to take a break or go to other Virtual Offices, they are required to inform everyone where they are and what they are doing by sending a message on the chat box.
- 4.5.3 There are several virtual offices created so that there will be enough rooms for everyone. Virtual Offices are the only place allowed for team discussions regarding some issues and concerns.
- 4.5.4 A Virtual Assistant who is not present in the virtual office 1 through checking of attendance is considered being absent without properly informing their supervisor which will result in an issuance of an NTE.



## **PART 5: ON THE JOB**

### **5.1 Attendance and Punctuality**

- 5.1.1 Attendance and punctuality are important factors for your success within our Company. We perform as a team and this requires that each person be in the right place at the right time.
- 5.1.2 If you are going to be late for perform or absent, notify your supervisor as far in advance as is feasible under the circumstances, but before the start of your performday.
- 5.1.3 Personal issues requiring time away from your perform, such as doctor's appointments or other matters, should be scheduled during your non-performing hours if possible.
- 5.1.4 If you are absent for three consecutive days without notifying the Company, it is assumed that you have voluntarily abandoned your position with the Company, and you will be removed from the payroll.
- 5.1.5 Consultare Inc. regular perform schedule:

Work Schedule	PH Time	CDT Time	PH time	CDT Time
Full time	9:00 PM	8:00 AM	6:00 AM	5:00 PM
Part-time	9:00 PM	8:00 AM	1:00 AM	12:00 PM
OJT Time - Flexi time	6:00 PM	5:00 AM	6:00 AM	5:00 PM

Any changes in the schedule is subject for approval by immediate head.

### **5.2 Protecting Company Information**

- 5.2.1 The protection of confidential business and client information is vital to our success. Protecting our Company's information is the responsibility of every Virtual Assistant, and we all share a common interest in making sure information is not improperly or accidentally disclosed.
- 5.2.2 The Company may provide certain information regarding our business, including without limitation:
  - 5.2.2.1 Pending projects or proposals;
  - 5.2.2.2 Client Information;
  - 5.2.2.3 Business plans, projections or programs;
  - 5.2.2.4 Programs and methodology;
  - 5.2.2.5 The techniques used in, approaches to, or results of any market research;
  - 5.2.2.6 Salary information or employment contract language or terms relating to other Virtual Assistants (except for the Virtual Assistant's own salary information or employment contract language or terms);
  - 5.2.2.7 Financial information about the Company; and
  - 5.2.2.8 Vendor information.
- 5.2.3 This information is of substantial value and highly confidential, is not known to the general public, is the subject of reasonable efforts to maintain its secrecy, constitutes the professional and trade secrets



of the Company, and is being provided and disclosed to you solely for use in connection with your employment by the Company.

- 5.2.4 In consideration of your employment and receipt of the Information, you agree that you:
  - 5.2.4.1 Will regard and preserve the Information as highly confidential and the trade secrets of the Company;
  - 5.2.4.2 Will not disclose, or permit to be disclosed, any of the Information to any person or entity who does not perform for us, absent written consent and approval from the Company;
  - 5.2.4.3 Will not print or duplicate, and will not permit any person to print or duplicate, any of the Information without the Company's written consent and approval;
  - 5.2.4.4 Will not make any use of Information for your own benefit or the benefit of any person or entity other than the Company;
  - 5.2.4.5 Will return all Information to the Company immediately upon request for same; and
  - 5.2.4.6 Will immediately contact the Company if any client of the Company contacts you after the termination or resignation of your employment with the Company.
- 5.2.5 Neither will you disclose to Company or induce Company to use any proprietary information of others.
- 5.2.6 You are required to sign a non-compete and/or a nondisclosure agreement as a condition of your employment. Nothing in this policy alters the at-will nature of the employment relationship. Any Virtual Assistant who discloses trade secrets or confidential business information will be subject to corrective action, up to and including possible termination of employment, even if he or she does not actually benefit from the disclosed information.
- 5.2.7 Confidentiality: The Virtual Assistant shall keep secret and confidential and shall not disclose to any third party any information, data, specifications, drawings, reports, client information, accounts or other documents and information supplied or made available by the Company or brought into existence by the Company. The Virtual Assistant shall take or cause to be taken such reasonable precautions as may be necessary to maintain secrecy and confidentiality and prevent disclosure.

### **5.3 Conflict of Interest/Code of Ethics**

- 5.3.1 A Company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other Virtual Assistants. Therefore, Virtual Assistants must never use their positions with the Company, or any of its clients, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.
- 5.3.2 The Company adheres to the highest legal and ethical standards applicable in our business. The Company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each Virtual Assistant is of utmost importance.
- 5.3.3 Virtual Assistants of the Company shall conduct their personal affairs such that their duties and responsibilities to the Company are not jeopardized and/or legal questions do not arise with respect to their association or perform with the Company.

### **5.4 If You Must Leave Us**

- 5.4.1 Should you decide to leave your employment with us, we ask that you provide at least 5 business days advance written notice to your supervisor.
- 5.4.2 Our Company does not provide a "letter of reference" to former Virtual Assistants. Generally, we will confirm upon request our Virtual Assistants' dates of employment.
- 5.4.3 All Company email and system access will be cancelled and terminated upon revocation of the contract.



## **5.5 Issuance of Notice of Explain**

5.1.1 A Notice to Explain is issued upon violation of the Virtual Assistant Handbook and Code of Conduct:

	<b>1st Offence</b>	<b>2nd Offence</b>	<b>3rd Offence</b>	<b>4th Offence</b>	<b>5th Offence</b>
Written Explanation					
1-day deduction from PTO					
Notice of Suspension- 3 days deduction from PTO					
Warning of Termination and 5 days deduction from PTO					
Termination					

5.2.1 Abandonment of perform will be terminated within 72 hours and tagged as AWOL – absence without leave.



**PART 6: RECEIPT OF EMPLOYEE HANDBOOK AND  
EMPLOYMENT- AT- WILL STATEMENT**

This is to acknowledge that I have received and read a copy of the **CONSULTARE INC.** Virtual Assistant Handbook and I understand that it contains information about the employment policies and practices of the Company. I agree to read and comply with all policies in this Virtual Assistant Handbook. I am not aware of any suspected or actual policy violations, other than any that have already been reported in accordance with the procedures set forth in this handbook and will immediately report any suspected or actual violations of which I become aware to my supervisor. However, if the complaint involves my supervisor or if for any reason I do not wish to bring the complaint to my supervisor's attention, I shall present the information to the HR and Senior Management. I understand that if the Company determines a staff member has violated a policy or fails to report a violation, appropriate disciplinary measures will be taken, up to and including immediate termination. I understand that the policies outlined in this Virtual Assistant Handbook are management guidelines only, which will require changes from time to time. I understand that the Company retains the right to make decisions involving employment as needed in order to conduct its business in a manner that is beneficial to the Virtual Assistants and the Company. I understand that this Virtual Assistant Handbook supersedes and replaces any and all prior Virtual Assistant Handbooks and any inconsistent verbal or written policy statements.

I understand that this Virtual Assistant Handbook supersedes and replaces any and all prior Virtual Assistant Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, which can only be changed by the CEO in a signed written contract, the Company reserves the right to revise, delete and add to the provisions of this Virtual Assistant Handbook at any time without further notice. All such revisions, deletions or additions to the Virtual Assistant Handbook will be in writing and will be signed by the CEO. I understand that no oral statements or representations can change the provisions of this Virtual Assistant Handbook.

I understand that this Virtual Assistant Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Virtual Assistant Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

I understand that CONSULTARE INC., having a registered place of business in the United States of America, and the Virtual Assistant, having a registered office in the Philippines, hereinafter, respectively and collectively "the Parties."

WHEREAS, the Company is engaged in consulting, policy, procedure, and training material development for US and International companies [the "Products"].

WHEREAS, the Company is actively seeking a Virtual Assistant to assist company in all aspects of business and service development for its products and services and general administrative services [the "Services"].





WHEREAS, Virtual Assistant has the ability to provide such services to assist Company in developing its products and provide services for Company and its clients virtually.

WHEREAS, the purpose of this Agreement is to engage Virtual Assistant provide such services to Company.

I understand that the Virtual Assistant shall provide Services as an assistant performing virtually for Company and its clients. Virtual Assistant agrees to serve in such capacity and to do and perform the services and acts, necessary to carry out the duties assigned by Company.

**THIS COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS VIRTUAL ASSISTANT HANDBOOK, THE COMPANY OR I MAY TERMINATE THE RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS VIRTUAL ASSISTANT HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE CONTRACT AT-WILL. NO OFFICER, VIRTUAL ASSISTANT OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY VIRTUAL ASSISTANT FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE CEO OF THE COMPANY. AS PART OF THIS AT-WILL POLICY, I UNDERSTAND THAT THE COMPANY EXPRESSLY RESERVES ITS INHERENT AUTHORITY TO MANAGE AND CONTROL THE BUSINESS ENTERPRISE AND TO EXERCISE ITS SOLE DISCRETION TO DETERMINE ALL ISSUES PERTAINING TO MY EMPLOYMENT, INCLUDING ALL MATTERS PERTAINING TO PROMOTION, JOB ASSIGNMENT, DEMOTION, TRANSFER AND DISCIPLINE.**

I understand that this Virtual Assistant Handbook refers to current benefit plans maintained by the Company and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

If I have questions regarding the content or interpretation of this Virtual Assistant Handbook, I will ask my supervisor or a member of management. By signing below, I acknowledged and accept:

NAME \_\_\_\_\_

DATE \_\_\_\_\_

EMPLOYEE  
SIGNATURE \_\_\_\_\_