Table of penalty

Date of effect: 01/08/2017

Department Unit

Sales

Business Development

Error	Penalty amount (VND)	Unit	Remarks
Support Work Habits			
Sales Uniform Mon-Thursday	50,000	Per day	▪ *Tie, Shirt tuck-in, Shoes for Male* ▪ *Shirt, Skirt, Shoes or heels or flat for Female*
Communication with Supervisor/ Manager/ Director	50,000	Per error	*Must include greeting before calling name (Hi, Dear, Hello, …)*
Communication with visitor to Company Office	50,000	Per error	*Must include greeting before calling name (Hi, Dear, Hello, …)*
Acknowledge instruction of Supervisor/ Manager/ Director via verbal or instruction	50,000	Per error	*Must acknowledge instructions, announcements of Supervisor/ Manager/ Director via verbal or instruction*
Speak Vietnamese	50,000	Per day	*During working hours*
Turn off PC *(To save electricity)*	10,000	Per error	▪ *Turn off desktop screen during dinner* ▪ *Turn off PC when complete working shift*
Late	As policy	As policy	**Late** is arriving after expected timeframe without manager's permission **Leave** is arriving after expected timeframe with manager's permission
Absent	As policy	As policy	**Absent** is not presenting on a workday without manager's permission
Unorganized Working Space	50,000	Per day detected	All Sales are required to keep her working corner organized and clean after working hours. QC shall check all working corner daily after working time. Picture of standard working corner is shown. Tasks: ▪ Clean the Phone (*Keyboard, Handset)* ▪ Clean PC Keyboard ▪ Clean PC Desktop ▪ Clean the desk and arrange all items on table

Technical Work Habits			
Daily check KPIs Report	N.A but QC		BD members must check daily call KPIs report, and raise their KPIs issue to QC before 11:00AM of the next working day. After 11:00 AM of the next working day, QC shall not be responsible to amend report. On date of call KPI report, BD member if on approved leave is allowed to raise his own call KPIs issue(s) before 11:00AM of the next working day counting from the day he resumes. If KPIs issue(s) are due to QC errors, QC are required to fix these before 11:00 AM of the next working day counting from day of report from BD members.
			▪
Call NCL wrong **job title**	50,000	Per error	*or deduct from QC if QC still accepts to put entries in Master NCL*
Call NCL wrong **company name**	50,000	Per error	*or deduct from QC if QC still accepts to put entries in Master NCL*
Call NCL lacks **full name; designation; contact number; email address; event code; country code; date of pitching**	10,000	Per error	*or deduct from QC if QC still accepts to put entries in Master NCL*
Witten NCL lacks **signature; extra blank space; taking 02 lines**	10,000	Per error	*or deduct from QC if QC still accepts to put entries in Master NCL*
Build rapport with clients "**How are you?**"	50,000	Per error	All sales are required to build rapport with everyone via phone, excluding gatekeepers (Operators, Receptionists, Secretary)
Customer complain about protecting their privacy due to "forget to use BCC function"	300,000	Per email complain	
Set up "on leave" email if being on leave more than 08h	10,000	Per error	
Not fulfil daily minimum call KPIs	Monthly salary is based on actual Call KPIs		

Note:

- ▪ QC shall randomly and regularly check list of called number in our phone system and call KPIs to validate Call KPIs

- ▪ QC shall randomly and regularly perform internet research and phone research to validate Call KPIs

- ▪ Actual KPIs = Standard daily Call KPIs x (**Total working days** *per month as 05 days per week* – **Vietnam official public holidays** – **Days** *continuous phone off more than 01 hour*)