



# HANDBOOK

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FOR NEW CLIENTS





A guide in opening you and your business  
to the world with **AwayTeam™**

# Table of Contents

<b>04</b>	OVERVIEW	<b>25</b>	WORK ETIQUETTE
<b>05</b>	ABOUT US	<b>28</b>	TERMINATION OF ENGAGEMENT
<b>06</b>	OUR VALUES	<b>32</b>	GETTING HELP AND SUPPORT
<b>09</b>	YOUR AWAYTEAM WORKER		
<b>11</b>	HOW IT WORKS		
<b>14</b>	HOW TO ENGAGE YOUR WORKER		
<b>16</b>	COSTS AND INVOICING		
<b>20</b>	PHILIPPINE HOLIDAYS		
<b>23</b>	WORKING WITH FILIPINOS		

**AwayTeam** is an Australian brand who provides small to medium Australian businesses a convenient way to engage online workers by employing competent and loyal Filipino professionals on behalf of their business.

**AwayTeam** has established themselves as experts in online work and hiring virtual teams.

# About Us

## Our Vision

To become the leader in promoting, facilitating and legitimising Online Work within Australia, The Philippines and beyond.

## Our Mission

To provide as many opportunities for engagement of Filipino workers in long term, stable online positions within Australian business at the lowest price point possible while maintaining ethics and quality of work.

## Who We Are

We are an Australian company with a subsidiary based in the Philippines with a team of online workers from different parts of the archipelago.

We handle overseas worker needs for small to medium Australian businesses by engaging Filipino Professionals working online. We strive to connect them with overseas opportunities without needing to leave their families and homes in the Philippines.

## **What We Believe In**

Our services not only focus on the client needs, but on the worker's as well.

We aim to create an environment where growth and development are expected and achieved in both clients and online workers. To do so, we uphold these core values and beliefs and ensure that anyone who we work with do the same as well.

# Our Values



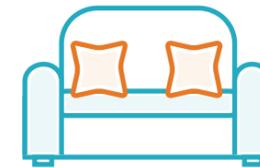
## Justice

We always act in accordance to the law, for the best interests of all parties involved, and with human decency. We aim to give all stakeholders a voice.



## Sustainability

We strive to create systems, environments, and engagements that are long lasting, resource effective, and self sufficient.



## Lifestyle

We believe in a holistic approach to work - that it should support our lives, our interests, and our family and friends, and not consume them.



## Disruption

We continue to make the uncomfortable moves in breaking new ground to seek out the most effective methods of getting things done utilising the latest in technology and discovery.

# Our Values



## Empowerment

We create an environment where our team, our workers, and our clients are all working towards self-actualisation.



## Growth

We always create systems and processes that will aid and encourage growth in our business, our team, our workers, and our clients.



## Value

We aim to provide our clients with the world's best value proposition for the outcome they receive, without compromising our other values and commitments.



## Collaboration

We believe that people working closely together, empowered by the best available means of communication, will always provide the best outcomes.

# Your AwayTeam Worker



## Who They Are

An AwayTeam™ worker is a remote Filipino worker that we have carefully selected, vetted and matched to meet your company needs. We have a pool of online workers who are experts in their given fields. They can be general administrative assistants, programmers, web developers, graphic designers, content creators, accountants, telemarketers and more.

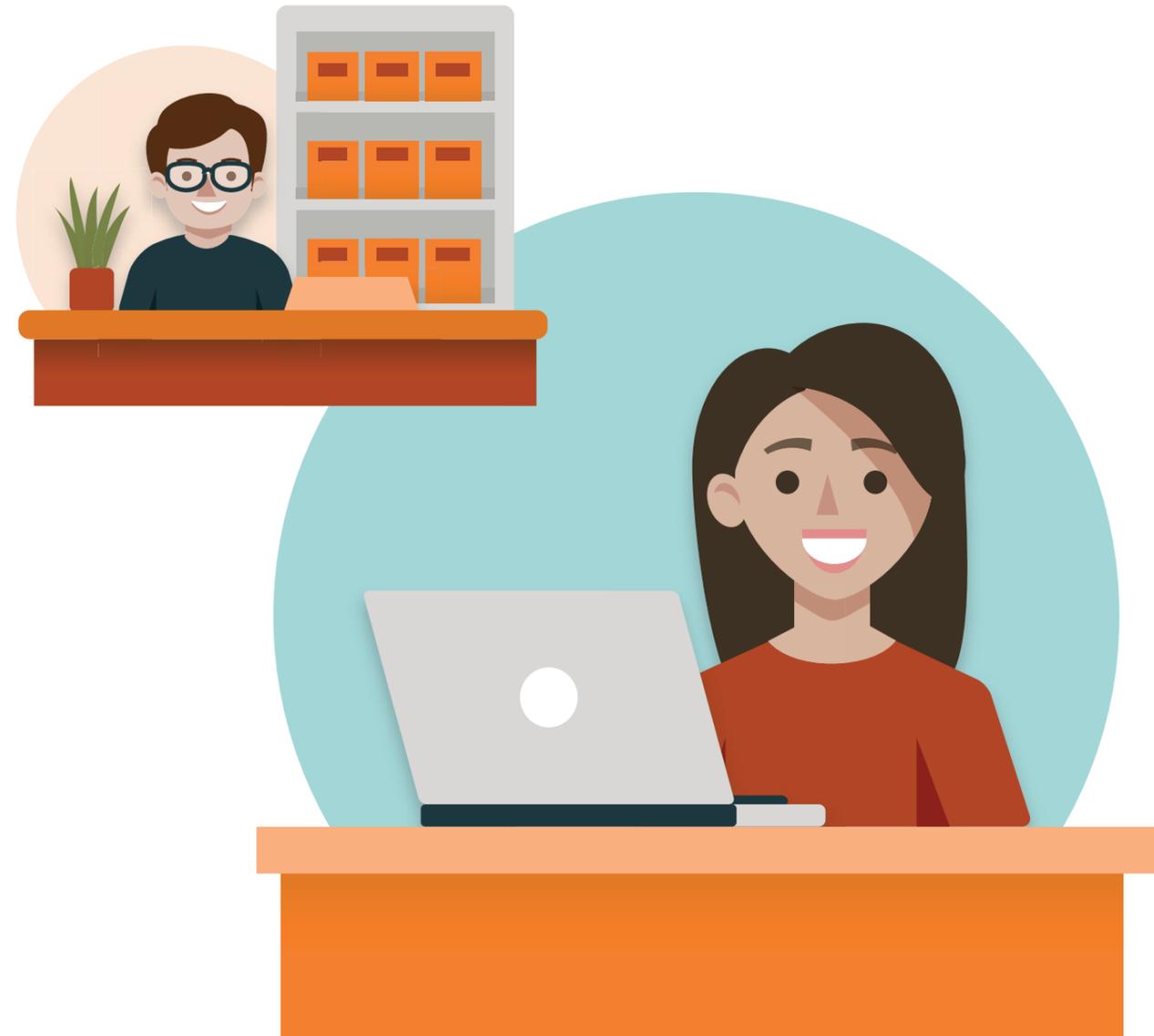
Besides proven expertise and skill set, we make sure that our candidates are proficient in English and can speak and write in the language fluently. The Philippines boasts of a high proficiency score in English, ranking 3<sup>rd</sup> out of 19 Asian countries, and 13<sup>th</sup> out of 72 countries worldwide. Most Filipinos have a neutral or slight American accent when speaking.

# Your AwayTeam Worker

AwayTeam™ workers all work remotely from their chosen location, usually from home.

Your online worker will be under your direct guidance and management and all work-related expectations and requirements should be set between you and your worker.

Additionally, we will ensure by contract that your AwayTeam™ worker will work during your agreed working hours.





## The Hiring Process

Searching, interviewing and hiring your AwayTeam™ worker will take about one to two weeks, depending on the criteria and qualifications you have provided us on the job requirement form.

Once the contracts have been agreed upon and signed, your AwayTeam™ worker will be under a **3-month probationary period**, with a standard review after two months.

In the duration of your contract, you are free to use third-party software to track and monitor your online worker's activity. You can ask any AwayTeam™ staff for recommendations, although we encourage affirming self-motivated productivity over literally counting the hours worked in a day.

If you find that the arrangement with your online worker is not sustainable anymore during the probationary period, then you have the option to terminate their employment with a **24-hour notice**.

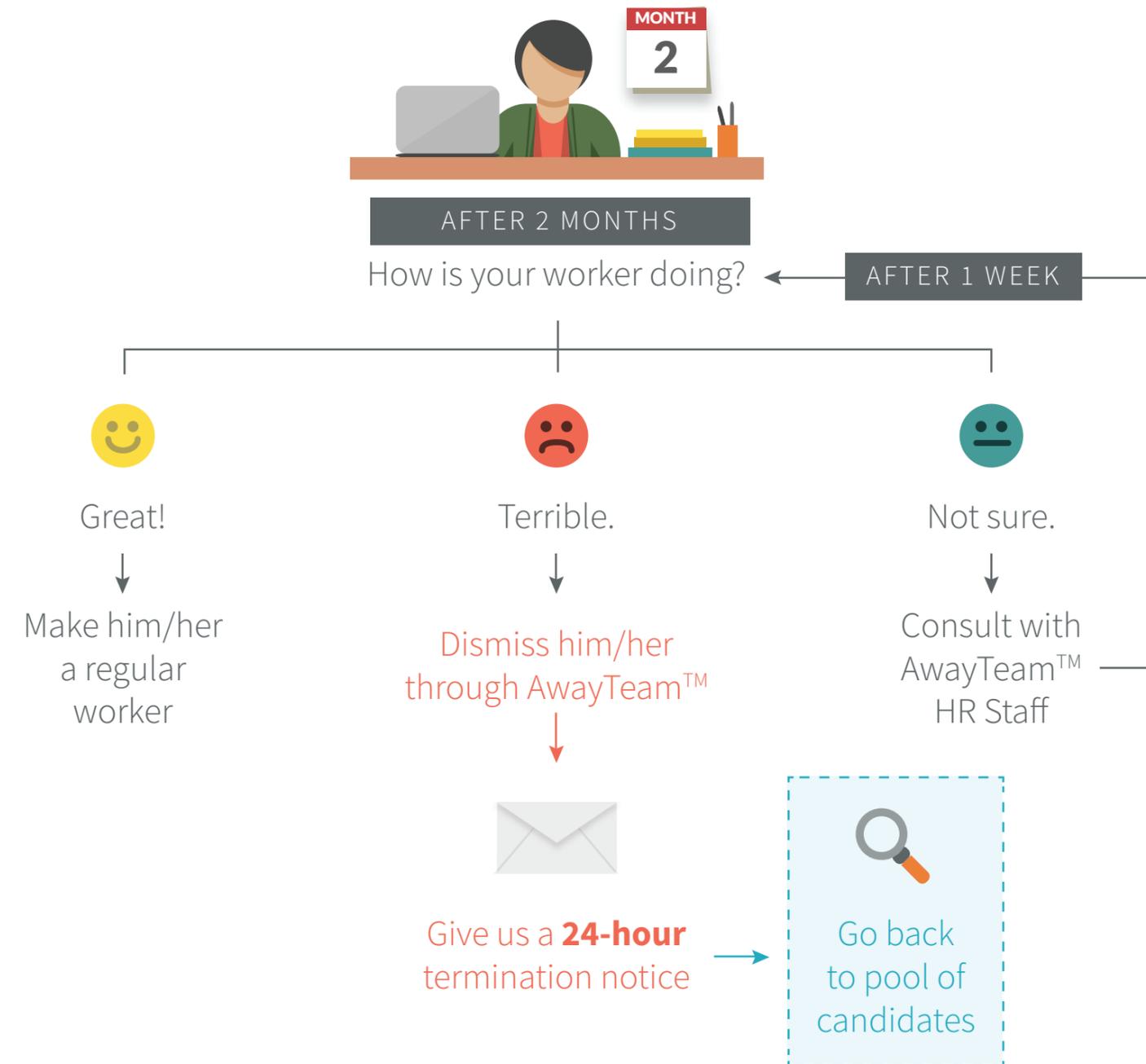
Afterwards, we'll go back to our pool of candidates to look for your replacement, including the others that were not chosen.

# How It Works

## Probationary Period

All AwayTeam™ workers will be under a 3-month probationary period with review after the second month. During this period, you may terminate the worker with only a 24-hour notice.

We'll go back to the other top 2 candidates for your replacement. Choose one of them or ask us to look for others with no additional charge.



# How It Works

## Worker Regularization

If your AwayTeam™ worker performs well, meets your standards for the first 3 months and you would like for them to continue and stay at your company, then they become your regular worker. You get to secure their services and they earn a stable job.

Your AwayTeam™ worker is now entitled to vacation and sick leaves as incentives on top of all the mandatory benefits of a probie.



# How To Engage Your Worker

## Getting Started Working with Your AwayTeam™ Worker

As an AwayTeam™ client, we make sure that you are in control and have the final say in every part of our hiring and recruiting process. Think of us as your co-pilot, the second-in-command in the journey to finding the best online worker for your business.

Once we find and match you with the candidate that your business needs, we turn over the steering wheel and give you full control. You are solely in-charge of any obligations agreed upon between you and your AwayTeam™ worker.

We here at AwayTeam™ will be behind you every step of the way, offering guidance, advice and help whenever you need it. We are just one call or email away!



# How To Engage Your Worker

## Tools you can use

Use cloud-based services to monitor your AwayTeam™ worker and get things done. Here are some of our most trusted ones:

**Google Apps** for communication, planning, and collaboration

**Skype** for video calls and screen sharing

**TeamViewer** for transparency and hands-on assistance

**TimeDoctor** for tracking work hours

**InVision** for presenting and prototyping designs

**UXPin** for wireframing website or mobile app designs

**Trello** for organization and monitoring tasks

**Basecamp** for project management

**Slack** for constant updates and team chat

Google Apps for Work





## Search Fee

Once we begin the process of recruiting your AwayTeam™ worker, we will charge a non-refundable search fee of **AU\$200**.

## Bond

When we have found the suitably qualified online worker for you and you decide to push through with their employment, then we will ask for a **one-month bond** that will be paid in weekly installments during the first 3 months. This is to ensure the worker's final entitlements upon termination of their contract.

The final **AU\$200** of the bond is paid for by your search fee. This means that if you engage your worker for the full 180-day probationary period, then your search fee is free.

The bond will be returned once a worker is disengaged and the notice period is covered, and the required redundancy pay has been settled.

# Costs And Invoicing



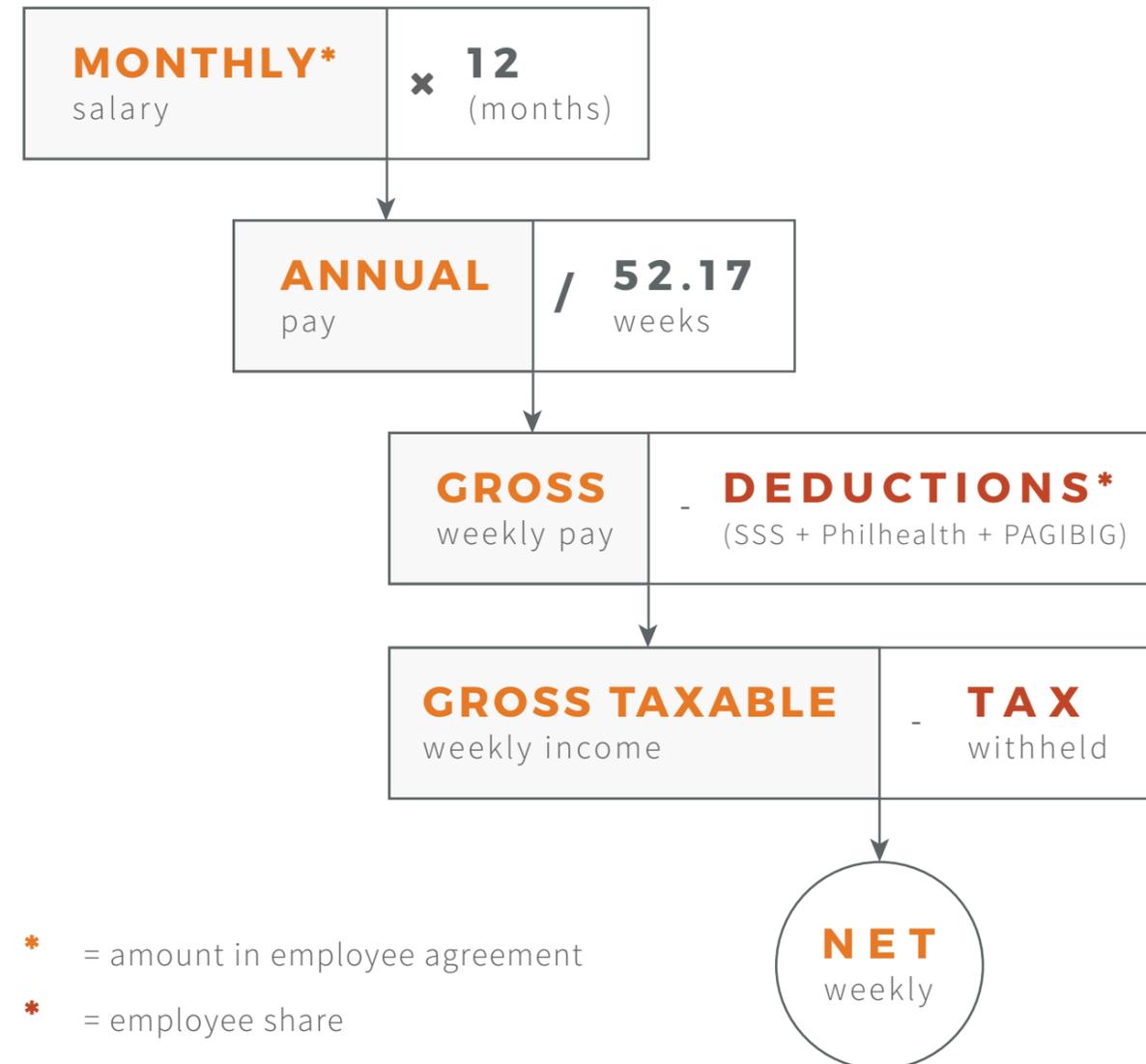
## Salary

AwayTeam™ does not have any suggested or fixed salary for different types of roles engaged. This is agreed upon by the client and the worker before signing the employment agreement, just as you would with an employee in Australia. We'll be there to help you negotiate.

Salary refers to the gross monthly pay. This is what they see in their employment agreement. Weekly pay is the net pay out received by the worker.

You don't need to worry how to pay your AwayTeam worker though since we will take care of the payroll for you.

How the weekly pay is computed:



# Costs And Invoicing

Here are the rates of contributions and tax withheld:

- SSS** <https://www.sss.gov.ph/sss/appmanager/pages.jsp?page=scheduleofcontribution>
- Philhealth** <https://www.boklit.com/2016/01/new-philhealth-contribution-table.html>
- PAGIBIG** Php 100 per month (employee share) or roughly Php 23 per week
- Tax** [https://www.bir.gov.ph/images/bir\\_files/old\\_files/pdf/42126AnnexC.pdf](https://www.bir.gov.ph/images/bir_files/old_files/pdf/42126AnnexC.pdf)

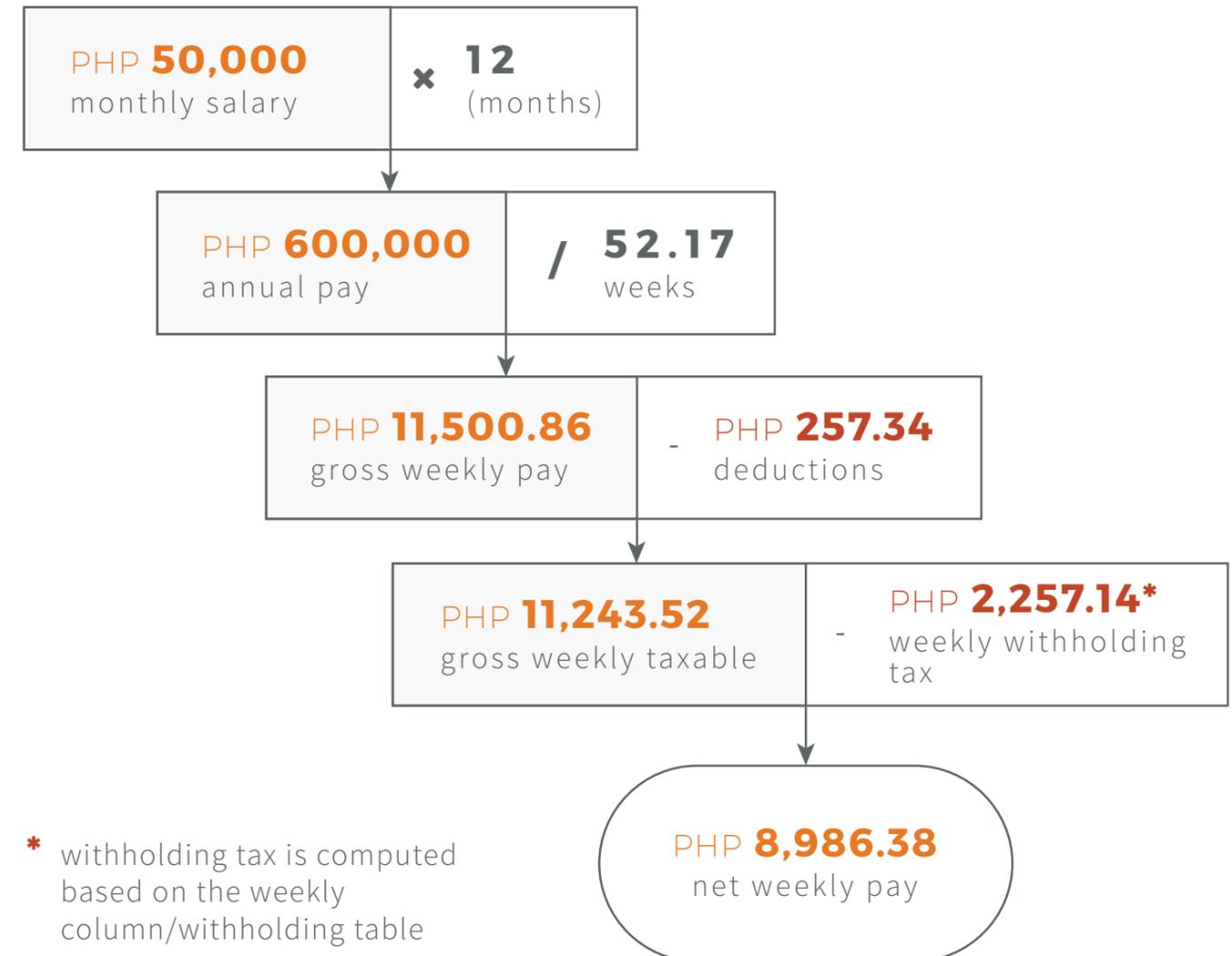
Weekly deductions are computed the same way as the gross weekly pay (monthly \* 12 then divided by 52.17 weeks).

Sample computation of deductions for a Php 50,000 monthly salary:

PHP <b>581.30</b> SSS	+	PHP <b>437.50</b> Philhealth	+	PHP <b>100</b> PAGIBIG	=	PHP <b>1,118.80</b> monthly
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$$(\text{PHP } 1,118.80 * 12) / 52.17 = \text{PHP } 257.34 \text{ weekly deductions}$$

Sample computation of Net Weekly Pay for a single worker (no dependent) on a Php 50,000 gross monthly salary:



\* withholding tax is computed based on the weekly column/withholding table

# Costs And Invoicing



## Benefits

AwayTeam™ workers are regularly employed in the Philippines and are therefore entitled to legally mandated benefits. These include social security (SSS), medical benefits (PhilHealth), housing programs (HDMF) and an annual bonus, known as the 13<sup>th</sup> Month Pay.

The 13<sup>th</sup> month pay is a government mandated bonus that is typically given during December on a pro rata basis. We collect this amount as part of your weekly invoice and pay it in December on your behalf.

The employer-contributed benefits are about 15% on top of the agreed salary. Keep this in mind as you go through the salary negotiation process with your online worker.

In summary, the total weekly cost of hiring an AwayTeam™ worker is as follows:

UP FRONT

**AU\$200 search fee**

FIRST THREE MONTHS



PROCEEDING MONTHS



# Philippine Holidays



## Regular Holiday

Regular Holidays in the Philippines are **paid** holidays.

AwayTeam™ workers are **not** expected to work, but if they do, they will be paid **200%** of their daily rate.

REGULAR HOLIDAY  
**NO WORK\* = WITH PAY**

\* Mandatory day off.



## Special Holiday

Special Holidays in the Philippines are **unpaid** holidays.

AwayTeam™ workers are expected to work and must be paid **130%** of their daily rate.

SPECIAL HOLIDAY  
**WORK\* = EXTRA PAY**

\* Work day is upon discretion of client. Client may or may not give this day off.

# Philippine Holidays

 **Regular** Holiday

 **Special** Non-Working Holiday

 Additional **Special** Holiday



**NEW YEAR'S DAY**  
January 1



**POST-NEW YEAR'S DAY**  
January 2



**CHINESE NEW YEAR \***  
between Jan 21 and Feb 20



**PEOPLE POWER  
REVOLUTION**  
February 25



**DAY OF VALOR**  
April 9



**MAUNDY THURSDAY**  
after Palm Sunday  
(usually late March to April)



**GOOD FRIDAY**  
after Maundy Thursday



**BLACK SATURDAY**  
after Good Friday



**LABOR DAY**  
May 1



**INDEPENDENCE DAY**  
June 12

# Philippine Holidays

 **Regular** Holiday

 **Special** Non-Working Holiday

 Additional **Special** Holiday



**EID AL-FITR**  
date varies



**NINOY AQUINO DAY**  
August 21



**NATIONAL HEROES DAY**  
August 29



**PRE ALL SAINTS' DAY**  
October 31



**ALL SAINTS' DAY**  
November 1



**BONIFACIO DAY**  
November 30



**CHRISTMAS EVE**  
December 24



**CHRISTMAS DAY**  
December 25



**RIZAL DAY**  
December 30



**NEW YEAR'S EVE**  
December 31

# Working with Filipinos



## Why choose Filipinos?

### Language

Filipinos have a very good grasp of the English language and can speak it as if it was their native tongue. All academic subjects (except for Filipino of course) are taught in English. This makes it easier to communicate with them because you are assured that your instructions are understood and there is little to no language barrier.

### Time Difference

The time difference between Australia and the Philippines is only 2 or 3 hours in the eastern states (depending on Daylight Savings) and is the same time zone in Western Australia. Your worker can work Australian business hours without doing any night-shifts.

### Cost Effective

There are plenty of highly skilled and competitive workers who are willing and able to work for you at very affordable rates compared to their Australian counterparts. This is because the cost of living in the Philippines is cheaper.



**Filipinos are very friendly, happy, loyal, and committed to their work.**

# Work Etiquette



For many first-time clients, dealing with online workers could be an overwhelming and sometimes confusing experience. But once you get over the initial hurdles, then you can fully understand why people are switching to online work.

AwayTeam™ is committed to help out with the transition process, every step of the way. In the following pages, we share with you some few tips to help you get started.

# Work Etiquette



## **Build rapport and integrate with team.**

The most basic idea that you should keep in mind is that your online worker is similar to your office-based staff. The biggest difference is that you only get to talk to them virtually and not in person. As such, this shouldn't be a hindrance in building rapport like you would if you were in the same office. Get to know your worker and what they're like beyond work too. This can help you build an even stronger relationship that can span years.



## **Communicate regularly.**

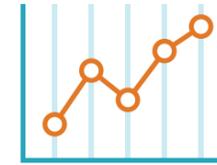
An open line of communication is a major key to success in terms of online worker. You should keep in mind as you have a different set-up compared to office-based staff. Technology has made it much easier for you to talk to anyone in the world and get real-time responses. Take advantage of software and apps to talk to your online worker on a regular basis. Let them know that you can be easily approached. Provide prompt feedback as well to keep things moving forward in the right direction.

# Work Etiquette



## Have a clear job description.

Be specific in your expectations with your online worker. Be as detailed and clear as possible to avoid misunderstandings, especially when you're in the middle of projects and tasks. You both need to be on the same page, so that you don't waste time with redoing work. Let them ask you questions, and at the same time clarify when things are confusing too.



## Monitor performance

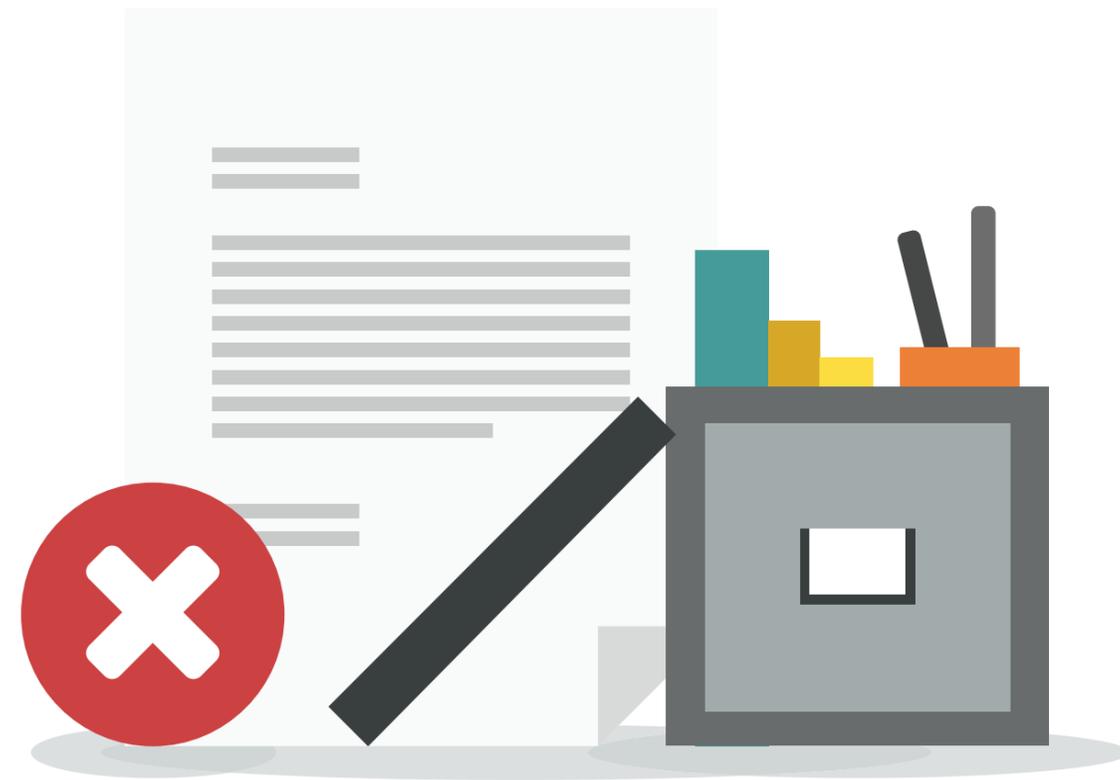
Implementing a feedback system has proven to be effective in making online work, and any type of employment for that matter, be successful. Be generous in providing feedback, both good and bad. Always give praise where it is due, and be constructive when needed. And with feedback, also include action steps for improvement, and incorporate suggestions from the workers as well.

# Termination of Engagement

## Termination

In the case of terminating your engagement with us and your worker, we aim to maintain a balance of fairness between you and your worker, as well as ensuring all legal and ethical obligations are met.

If you wish to end your engagement, the following options are available.



# Termination of Engagement



## Failure To Meet Probationary Standards

Your engagement is probationary for the first three months. If at any time during this period (but not after) you feel that the worker is not suitable for the advertised position, we can end the engagement with a 24-hour notice.



# Termination of Engagement



## Just Cause Termination

A worker who behaves unacceptably can constitute as grounds to terminate the engagement as quickly as possible. The following are all valid reasons for do so;

- serious misconduct;
- willful disobedience;
- gross and habitual neglect of duty;
- fraud or breach of trust;
- commission of a crime or offense against you, your family, or representative;

- other similar causes

If you believe your worker is guilty of one or more of those, then we can terminate the engagement quickly without further charges. To do so, however, you must agree to work with us to ensure the termination is fair, and to give the worker an opportunity to defend themselves.

# Termination of Engagement



## End-of-lifetime Termination

You may terminate your engagement with us and your worker for any other reason, and at any time through our end-of-lifetime termination process.

Such terminations must be requested in writing, and must be done with a prior 30-day notice. On receiving your notice of termination, we will;

- issue an invoice for the remaining notice period;
- issue you an invoice equalling one month's charges for every year of the lifetime of the engagement, or part thereof, in order to cover our obligations to the worker;
- give notice to the worker that the engagement is ending.

# Getting Help And Support

## Contact Us

We are committed to guiding you throughout the whole process, from searching to hiring, and even as you do amazing things with your new online worker.

If you have any questions or concerns, you can reach us through phone at **1300-132-697** and email, at **[support@awayteam.com.au](mailto:support@awayteam.com.au)**.

Thank you and welcome to  
**AwayTeam™**

