



OFFSHORE TEAM SUPPORT GUIDE



MAKING WORK + LIFE BETTER

INTRODUCTION

Welcome to the Offshore Team Support Guide. As businesses continuously evolve to meet the challenges of increasing wage costs and the demands of a global workforce, discovering efficient ways to leverage talent across borders has become essential. First Focus strategically positioned its operations in Manila, aiming to provide high-quality offshore services without compromising on excellence. By hiring top talent, offering competitive compensation, and creating an engaging work environment, First Focus distinguishes itself from typical offshore providers.

In this guide, you'll find essential information on managing offshore teams effectively. From understanding local holidays to fostering collaboration and productivity among Filipino teams, our comprehensive support strategies ensure seamless integration and optimal performance. This guide is designed to equip you with the insights necessary to enhance your cooperation with offshore teams, highlighting key differences in culture and operational practices.

Let this guide serve as your handbook for navigating the complexities and embracing the opportunities of working with global talent.

PUBLIC HOLIDAYS

REGULAR HOLIDAY VS SPECIAL NON-WORKING DAY

In the Philippines, public holidays are divided into two types: **regular** and **special non-working**. Here's the difference between them:

REGULAR HOLIDAYS

Employees are paid 100% of their daily rate even though they don't report to work. If the employee works on a public holiday they are entitled to an additional 100% of their daily rate.

Regular Holidays Fix Dates	
January 1	New Year's Day
April 9	Araw ng Kagitingan
May 1	Labor Day
June 12	Independence Day
August 30	National Heroes' Day
November 30	Bonifacio Day
December 25	Christmas Day
December 30	Rizal Day

Regular Holidays No Fix Dates	
Maundy Thursday	
Good Friday	
Eid'l Fitr	

SPECIAL NON-WORKING DAYS

On these days, the "no work, no pay" principle applies. Employees who do not work are not entitled to any pay. However, if they do work, they receive an additional 30% of their regular pay for the hours worked.

Special Non-working Holidays Fix Dates	
February 25	EDSA Revolution Anniversary
August 21	Ninoy Aquino Day
November 1	All Saints' Day
December 8	Immaculate Conception
December 31	Last Day of the Year

Special Non-working Holidays No Fix Dates	
Maundy Thursday	
Good Friday	
Eid'l Fitr	

REMEMBER

- ✓ Regular Holiday if worked, daily rate x 100% x 2.
- ✓ Special Non-working Holiday if worked, daily rate x 30%

ENTITLEMENTS

MANDATORY ENTITLEMENTS

13th Month Salary

Additional compensation given to employees, mandated by Presidential Decree No. 851, this is equivalent to one-twelfth of their total basic salary.

Medical HMO including 1 Dependant (Insurance)

A Health Maintenance Organisation plan provides comprehensive medical services for a fixed fee, covering consultations, hospitalisations, and emergency care.

PhilHealth (Government Health Care)

PhilHealth is a government-owned corporation providing health insurance to Filipinos, ensuring access to affordable healthcare through member contributions and coverage for medical expenses.

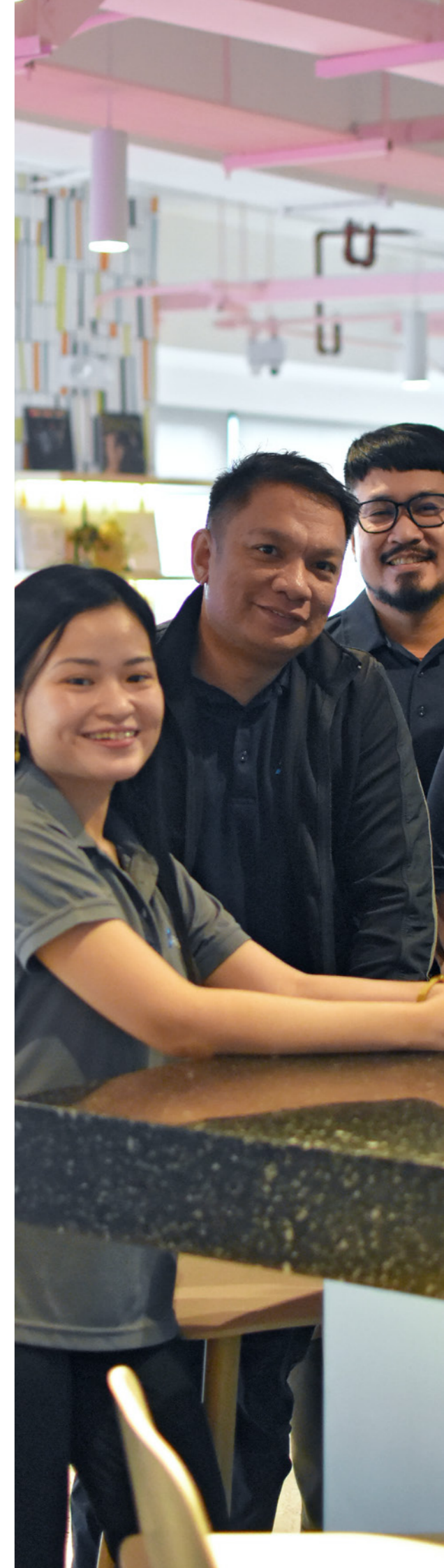
Pag-Ibig (Employee Loan Scheme)

The Pag-IBIG Fund is a government-run savings and housing financing scheme offering affordable housing loans and short-term loans for various purposes to members contributing a portion of their salary.

FIRST FOCUS ENTITLEMENTS

Internet or Electricity Contribution

This ensures that employees have a backup internet or electricity connection, allowing them to continue working without interruptions.



CULTURE

HOW FILIPINOS WORK

WHAT WE EXHIBIT IN THE WORKPLACE

HARMONY

Agreeing with group decisions to maintain unity.



GRATITUDE

Loyalty after employer support during personal crisis.



TEAM SPIRIT

Helping teammates without being asked.



ADAPTABLE AND SERVICE-ORIENTED

Adjusting to different time zones cheerfully.



WORKING EFFECTIVELY WITH FILIPINO TEAMS

HOW TO FOSTER COLLABORATION AND PRODUCTIVITY

Build Personal Connections

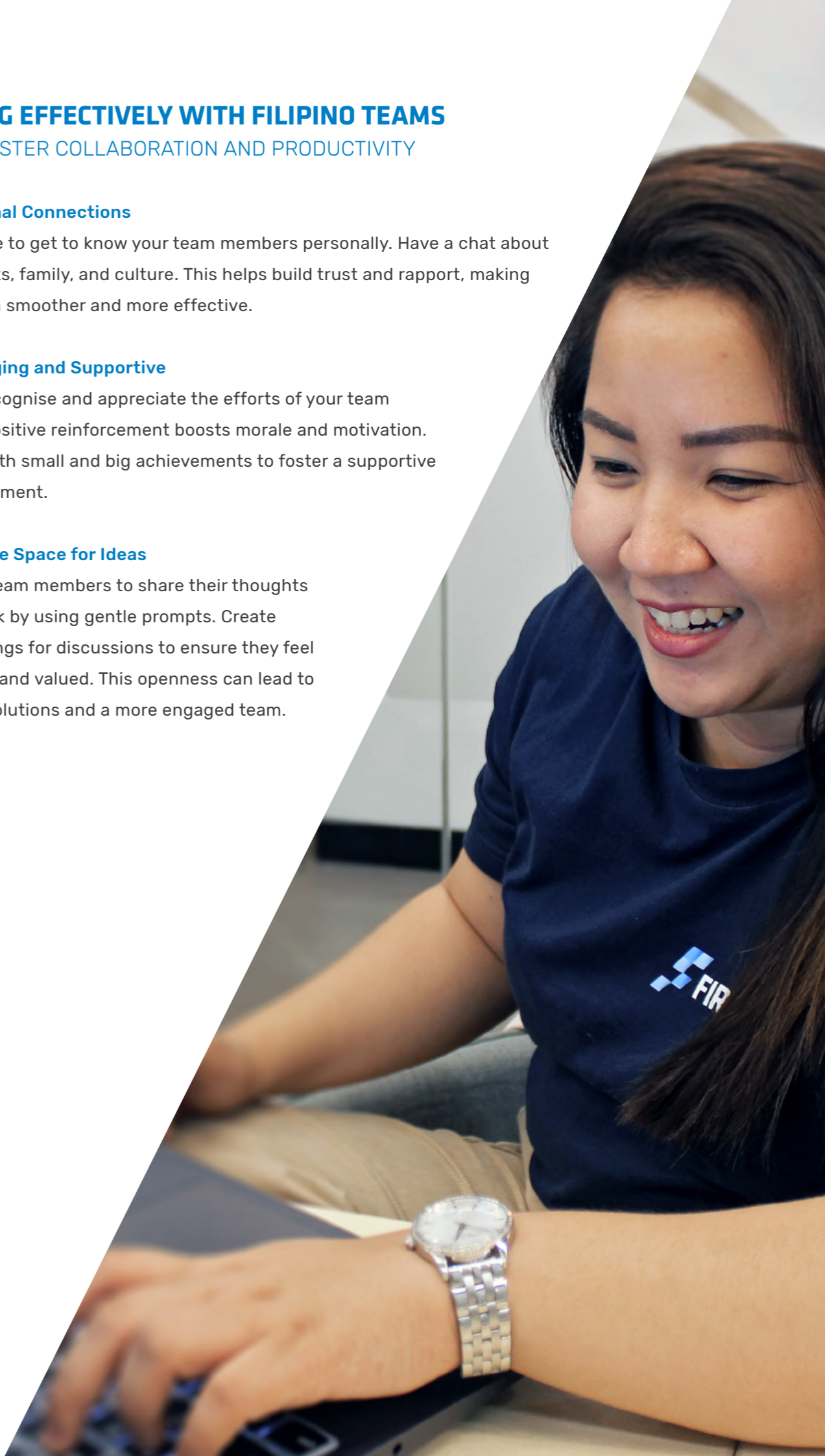
Take the time to get to know your team members personally. Have a chat about their interests, family, and culture. This helps build trust and rapport, making collaboration smoother and more effective.

Be Encouraging and Supportive

Regularly recognise and appreciate the efforts of your team members. Positive reinforcement boosts morale and motivation. Celebrate both small and big achievements to foster a supportive work environment.

Create a Safe Space for Ideas

Encourage team members to share their thoughts and feedback by using gentle prompts. Create private settings for discussions to ensure they feel comfortable and valued. This openness can lead to innovative solutions and a more engaged team.



PERFORMANCE MANAGEMENT

A continuous process that involves setting clear expectations, providing regular feedback, and evaluating employee performance to ensure alignment with organisational goals. It aims to enhance individual and team productivity by identifying strengths and areas for improvement. Through regular reviews and constructive feedback, employees are encouraged to develop their skills and address any performance gaps.

What we need for effective Performance Management:

- Communicating concerns early, clearly and in writing.
- Inform the Branch Manager to monitor the employee.
- Inform the Account Manager to assist with commercials.
- Specify actions needed to rectify the problem.
- If required or requested, a face-to-face meeting with the employee and the branch manager will be arranged.

MANAGING PERFORMANCE ISSUES & MISCONDUCT

1. COACHING

For the first offense and non-grave cases:

- Unsatisfactory Performance
- Misconduct
- Negligence
- Attendance

2. NOTICE TO EXPLAIN (NTE)

- When the offense has progressed for more than a single instance and for more serious offenses (1.11 Serious Misconduct)
- When a decision needs to be made or disciplinary action needs to be imposed
- Always followed by a Disciplinary Action

3. PERFORMANCE IMPROVEMENT

PLAN (P.I.P.)

- For documenting agreed improvement plans
- Cleansing period is 6 months for regular employees
- Always followed by a communicated decision and/or Disciplinary Action

4. DISCIPLINARY ACTION

Based on the decision following the PIP or NTE

IMPORTANT

Include HR in the NTE discussion and disciplinary sanction meetings leading to Final Written Warning and Termination.

PROBATION

Probation is a trial period at the start of new employment where the requirements for terminating an employee are lower.

- By the end of the fifth month, a decision must be made on whether the employee passes their probation.
- Within the first five months, employees should have opportunities to address performance issues through regular meetings and coaching.
- A probationary employee can be terminated if they fail to meet the expectations set at the start of their employment.

TERMINATION AFTER PROBATION

Termination after probation occurs when an employee fails to meet the required standards or expectations set during their probationary period, resulting in the end of their employment.

Here are some examples of termination reasons:

- Misrepresentation or omission of information regarding qualifications, skills, experience, health, or any matter affecting your role.
- Violation or failure to meet responsibilities or obligations.
- Lack of physical, psychological, or medical fitness for the job.
- Conviction of a crime.
- Cancellation or abolition of the position requiring your skills, with separation pay as per legislation.
- Termination for just or valid causes, following due process in accordance with the law, including serious misconduct, habitual neglect, insubordination, breach of confidentiality, failure to follow policies, or not meeting performance standards.



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