


✓ 2015 Culture Book

A sneak peek inside the VBP
Family....





We hope you enjoy the 2015 Culture Book

Please note that this book is intended to capture some individual VBP employees and clients' feelings about VBP. These personal feelings don't carry the legal effect of management policy or promises. Rather, they are intended to share the views of individuals about what their work with VBP mean to them. We appreciate them sharing..

The idea for this book came from Tony Hsieh, from Zappos.com and we acknowledge Zappos for their inspiration for running a culture-lead business and for the idea to create a Culture Book to capture the feels and event through the year, akin to a school year book. We hope you enjoy...

*If you'd like to learn more about our culture,
check out our facebook page:*

<https://www.facebook.com/vbpbackofficesolutions>

*You can also learn more about working at VBP
and the Zappos Family at:*

<http://www.zapposinsights.com/about/zappos/our-unique-culture>

More detailed testimonials from our clients

<http://virtualbusinesspartners.com.au/testimonials/>



One World and Family Spirit

treat each
other like FAMILY
Your Opinion
MATTERS
everyone is
VALUED

everyone matters
Release Your Inner Child

No Big WOW

be HUMBLE and
GRACIOUS

Build

Integrate

OPEN and

Find a Better Way

WORK and

LIFE

HONEST Relationships
reduce your
inhibitions
embrace diversity



Foreword

Welcome to this first edition of the VBP Family Culture Book. Culture is a huge deal at VBP. Our culture has been created from a commitment to living our core values. This year, we revisited our original values and made some changes, to better reflect the values important for our team as we grow.

For us, our no.1 priority is to build a safe (to be themselves) and harmonious working environment for our staff, so that everyday they feel inspired, proactive and engaging with our clients to deliver outstanding service. We strongly believe that a culture lead business is the vital ingredient in ensuring we attract talented people and give them an environment where they can flourish. We have been told that giving autonomy and flexibility in a work setting cannot be done in the Philippines and staff cannot be trusted to do the right thing. We are determined to break the stereotypes of business models run in the Philippines, together with the support of our team.

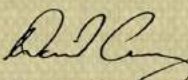
The book is intended to share the culture of VBP with current and future team members and capture a year in time that has really defined us as a business. I sent an email to all our employees asking them to write in few paragraphs answering the following questions; What is the VBP culture? What's different about it compared to other company cultures? What do you like about our culture?

We are passionate about becoming the No.1 place to work in the Philippines.

So what is the VBP culture? To me, the VBP culture embodies many different elements. It's about always looking for new ways to WOW everyone we come in contact with. It's about building relationships where we treat each other like family. It's about having fun and not taking ourselves too seriously. It's about openness, inclusiveness and building the confidence in our teammates and bring out the best in them. But most of all, for me it's about having faith that with the right guidance, people will do the right thing, and all VBP team members will take responsibility for creating and contributing a unique work culture that they can be proud to own.

Thanks to everyone at VBP for your contribution to this book and inspiring me everyday.

I would like to personally acknowledge the wonderful efforts of Perlyn Gumahen, Christy Limotan and Jezrelle Rasonabe for putting this book together. You are legends and a joy to work with.


David Carney
CEO and Director



Virtual Business Partners Purpose:

To become indispensable to our clients

To positively impact the lives of people we interact with by providing an environment for them to flourish



Office Construction



Launching of the
New Office
December 2014



“Family..

*like branches on a tree, we all grow in different
directions yet our roots remain as one.”*

*Unveiling the secrets of the
happy VBP employees . . .*

VBP practices the "Bayanihan" culture (Bayan means nation, town or community). It is a kind of Filipino culture which refers to the spirit of unity, work and cooperation to achieve a particular goal.

In VBP, everyone tries to help whenever they can and everyone cooperates to achieve a particular goal – to please the clients and make VBP a wonderful place to work at.

I came from a company where some employees have crab mentality – Some employees try to bring people down or anything of that sort so they'll be promoted or be the "best". They think that working is purely a competition and I think that is unhealthy. In VBP, I'm happy because I never experienced that here. As mentioned above, I like the "Bayanihan" culture that we have. I also like the fact that we treat each other as family and we can be ourselves. These factors/cultures make it fun to work in VBP.

--Johanna Montejo

For me, "It's our way of life. That everything we do reflects what we are, what we aim and what we are trying to achieve."

Being here at VBP, though this is only my 3rd company, is something special. This is the only company which its director, that's you Boss, shares his vision with the rest of the company. The best thing about it is that you are trying to emulate what you believe in and strive hard to pass that on to us, your employees. Meeting you for the first time was easy, I mean meeting everyone WAS easy. This is the only company that I feel that I am special, that I am a valuable asset of.

Je Ne Sais Quoi. It's a French term that means a pleasant quality that is hard to describe. There is just this "something" that only VBP can offer. It's that "something" that you can't see but you know is there. And that for me makes the difference working here in VBP rather than someplace else.

--Christian Roque Cesar

Having the right attitude towards work and having good relationship and TEAMWORK with co-workers.

THINKING OUT of the BOX is simply knowing what is needed of you to do beyond your task or training. This would make work faster & more effective and lessen stress.

I'm grateful with Blueprint Wealth. They gave me the chance to work with VBP. **Yes, I would stay here years and years to come. This will be the last company I'll work with.**

--Michael Mirasol

I describe it as one **BIG, HAPPY FAMILY** with **EXCELLENT TEAMWORK**. We have you, our father – the provider. We have Elissa, our mother – the one who looks after the children and manages our home. We have DD and Shi-an, our big brother and sister who are there to give guidance and remind their younger siblings on what or not to do.

Why do I describe this as a family with excellent teamwork? **Because the people here don't treat everyone as ordinary employees. Everyone is there ready with a helping hand. Each one of us are valued. All our efforts are recognised. Everyone gets the support.** For me, the atmosphere is close to perfect – this is what makes us **EXCEPTIONAL** from other company cultures. I wouldn't say working, but **LIVING** with this culture in our "second home" (not office) is truly a blessing for me.

--Perlyn Gumahen

VBP Culture, is an enabling environment that lets individuals expressed their own individuality. It makes people feel that they don't need to fit in, since there is nothing to fit into. **Our own personalities shape the atmosphere at work, and in such, letting us expand ourselves into our best capacities.** The environment is not asking us to support one another, but empowers us to be supportive and productive together. If the support is authentic and an initiative to the individual, it fosters sustainable development of our individual and team capacities.

We still have a long way to go, but I believe we are going the right way.

--Doore John Amodia

The VBP culture is about being a family. Each of us has own tasks assigned but in the end we have one goal and that is giving total customer satisfaction. We deserve to give the best for our clients, put the client's interest first-hand and in return the company provides employee empowerment. Respecting one another is prevalent in the company, one makes sure that everybody shares ideas and knowledge.

What's different in our company is that they see to it that there is employee empowerment. Not every company especially here in the Philippines provides that. VBP values their employees just like how they value their clients. They understand the importance of their employees in the business and see to it that every stakeholder of the company is taken care of.

What I like about our culture is that **VBP is not reluctant to change.** They see to it that there is organizational development and not just simply growth, and since they are just starting I believe that they are going there already if not yet achieved.

--Maryel Joy Dormis

VBP's culture for me is exceptional. This is the only company that made me feel important, that I'm not just some random employee they can easily get rid of any time. For me, that's what's important - making each of us feel our worth, treating each of us with respect and love- just like family. You can't just get rid of a family member despite the circumstances, right? We help our family develop and whatever direction they decide to take, we support them all the way. Through thick and thin as what they say.

To be honest, we may not have the highest salary to boast. Yes, there are temptations. Why did we choose to stay? Well, as for me, it just boils down to one word- LOVE. **I love this company as this is FAMILY. In here, I feel accepted, loved and cared for. Where else can I be myself without being ridiculed and looked down? Where else can I be loved and respected and have the best relationship with my bosses?** I guess I can never see it anywhere. I can never trade these for anything else. I can never trade family for money.

So on this Christmas season, let me personally thank DC and his family for making me feel like I count and I matter, that I am not just some random employee they only know by name. Thank you for personally knowing me, for your interest in my dreams and my goals and for making me supported whatever direction I want to take. Couldn't ask for more...

--Kristel Bacaltos

Culture is who we are and what we are made of. It is a tradition that we are accustomed to. Wherever we go, whatever we do and whoever we encounter, it naturally radiates and infects others.

For me, I don't classify VBP as an office but I consider it as a home. A place where I can be myself. I am recognized accordingly and I get to learn new things that makes me a better person. **In VBP, we are raised to put our best foot forward in everything we do, provide excellent service and exceeding what is expected, going above and beyond it.**

We are what we do. Here in VBP, we strive for excellence. We continuously improve ourselves. We set an open mind, making it sure that every single opportunity make a positive impact because we then consider it constructive. We don't settle for better innovations, we aim to hit the best.

In VBP, every single idea matters. Every Individual is important. Every opinion and point of view is respected because diversity is highly respected. That is how we give value to every employee. We bring out the best in each other. We help each other improving ourselves. Because In VBP, the success of one is the triumph of the company.

--Myth Anisa Tuñacao

Honest to goodness, VBP culture is amazing. Why? Because we have free breakfast, free training (lunch and learn), weekly team huddle and etc. These things makes us feel the warmth of being a family member. I'd been to different companies and I can say that we have the coolest culture so far. In here, we just don't work but we also play.

--Nessan Flores

First of all, my first impression about VBP is like a Family. And I was not wrong then when I finally get to know the company, the management, colleagues, the Environment.

For me, VBP has a culture of teamwork where everyone is motivated, not just because of a paycheck, but because the management and the colleagues create a support system for everyone to do best, succeed, keep continuous improvement at work through in-depth trainings, fun-filled activities for personal and career development and recognition of small and big things - Wows! **We feel a sense of freedom, but at the same time, we feel a sense of responsibility.**

--Michelle Taranza

VBP's culture is inspired by each of the team member's individuality. I see it every day as each of us, in our own unique way, completes our tasks and mingles with everyone. We value each other's differences and we use it to spice up the relationship that we have as a team.

Also, we build a long lasting relationship with our client. **We don't do this because we are told to do so, rather, we do this because we all love what we do.** We start with a transactional relationship with our client, but we build friendship, trust and respect along the way.

--Jezrelle Joy Rasonabe

It never fails to amaze me on a daily basis how we, as a company, are able to move together in the same direction. I'd say thanks to DC, DD and Shian for making this possible. You have made everyone in your boat rowing in the same direction.

Perhaps this may hold true with other companies but what sets us apart is how we treat one another-- a family. It gives me an assurance that no matter how big a task/project is, I know someone will always be there to back me up and I'm sure it's not only me who feels that way. What's great about working with a 'family' is that you can be yourself, and when you come to work not pretending to be someone you're not, makes things a lot easier.

Nothing can be more fulfilling than knowing you are part of something bigger and that you're doing something that matters.

--Elissa Yntig

I am so blessed to be part of the VBP Family. The culture in VBP is very pleasant and heart - warming. This is the first time I felt going to work without dragging myself to get into the office. Our culture here is so homely. I can truly say that we are a family here in VBP. Although we have misunderstandings we patch things up right away and this is one of the strongest reason why I choose to stay here in VBP although salary is not as competitive as others. **I can never find another company that will always treat you a family.**

I hope as we grow bigger our family spirit will still stay the same. I never regret choosing VBP. This is the first company were I love going to work. Excited to see my co-workers and love the challenges handed to me.

--Teena Aguilar

Family Spirit is always present in VBP culture. **Sense of unity, importance, respect and love are few of the requirements in a family and can find that in VBP.** This is like a second home to me. I just hope that we will remain like this forever. I hope that each and every one of us will understand deeply as to where we are coming from and avoid judging each other.

The camaraderie is way too much different from the other company culture especially every Friday during our weekly meeting. I've been to different companies but this is the only company that makes me feel welcome and be myself.

What I love most about VBP culture is, we are treated fairly and no one is above the law. The bosses may be strict in implementing the policies but they are doing it without compromising the spirit of a family. Just like parents, they are just guiding their children to the right path to make sure that no one goes astray.

--Maria Saerry Mongaya

VBP culture is about the family spirit, the friendship and family bond that was developed inside the office, and I really love the enjoyable atmosphere while at work.

I can say that VBP is really different to other company cultures because **VBP considers its employees as the biggest asset in this company and committed to excellence.**

What I like most about our culture is that VBP will always listen to any feedback and concerns because opinions really matter.

--Journey Arrabis

I had a zero Financial Planning background but I need not fret as the tenured CSRs were very willing to help me understand what I had to do. They even gave me a tip that DD brings Tim Tams when he arrives from Australia, haha! Never did I experience a director of a company to give me stuff from his home country.

I really appreciate the concept of family. No one here gets left behind since we work together to finish our tasks. I think this is what sets VBP apart from any other BPO company.

--Christy Mae Limotan

Being one of the staff who started with VBP, I'm proud to say that I've seen the kind of culture that has evolved. **VBP culture for me means that we are given the sense of responsibility as employees to look after each other's welfare inside the office premises.** That we become aware of other person's limitations and differences and yet we are willing to extend our help and knowledge to that person.

I also like being able to be updated with how our company is doing in terms of the business side of things. The transparency that comes with it will provide me the assurance that I'm doing what is expected of me and I'm doing it right. Our Family Spirit is one of the best cultures that I have seen around VBP, in all forms and sizes. I hope that one will be maintained no matter how big this company will become.

--Jinky Ann Lopez

I think the one word that best sums up the VBP culture is Freedom. There's freedom to do the tasks which results to an employee working independently and thus, teaching himself how to manage his time well. Then, there's freedom to express your opinion/suggestion and to wear comfortable clothes.

Moreover, I felt I belong to the group and I was welcomed by a team of supportive individuals. **I like that our culture helps one excel and understands one's needs, in terms of training and support and committing honest mistakes.** I like that I can approach everyone for help or even for normal conversations. More importantly, I like that I don't get tired of going to the workplace everyday.

--Jayvee Bluza

What I like about VBP culture is the **One-Family Spirit.** This is one of the reasons why I came back to VBP because of this culture which is all around the corner and made it different with other company cultures.

--Shellamae Malinao

Our Core Values

*A*s our company grows, it has become important to review our original core values and explicitly define the VBP Family core values from which we develop our culture and our business strategies.

*W*ith so many new employees joining VBP, we want to make sure that everyone is on the same page and acting consistently with what we want our business to be all about.





Integrate Work and Life

We don't think as work as **work**
and play as **play**, it's all living.

No Big WOW

"At VBP, anything worth doing
is worth doing with **WOW**."



Release your INNER CHILD

At VBP, we encourage you to have
fun and **reduce your inhibitions**.

Your Opinion MATTERS



Build Open and Honest
Relationships



One **WORLD** and
FAMILY SPIRIT

Find a **BETTER** way



Be **HUMBLE** and
GRACIOUS

Culture for me is having the same principle. I honestly haven't heard of a company treating an errand boy like family. **I thought my past company was where I was going to settle in but VBP just wowed me! VBP takes care of the staff in such a way that we just trust each other so much.**

I could eat on my desk, go to the comfort room even on working hours (opposite to the BPO life) yet we still do our jobs! We just don't want to disappoint and break the trust VBP has given.

Also, I know it's not just the small office space that made DD and DC's desk adjacent to everyone else's. It's the respect and culture the CEOs want to establish. I have never shook hand with a CEO before! Nor will a CEO make an effort to get to know everyone and know what they do or just simply getting to know them! Yes, we are all different in so many ways, but if we practice the same culture, this core value, then it is never impossible that we will be best not just in the world, but for the world!

--Pat Muertegui

Respect and family spirit which are part of VBP's culture are what I like best. In this company, it seems like I am not in the office but at home. **The atmosphere of cheerfulness, understanding, care and respect are easily felt as all employees treat each other like brothers and sisters.**

Also, the management is so approachable and you would not hesitate to talk or reach out to them. Indeed a bright and shining example of a culture-driven company. Let's keep it this way...

--Jeffrey Sereño

VBP culture is family centred. **We are working not just a team but as one family promoting company's growth and success.** I find the VBP culture very unique and different because the people here are working hand in hand to boost each other's strength and overcome our weaknesses and fears especially in our day to day client tasks.

What I really like about our culture is the happy attitude that most people here possess. No matter how hard or difficult a task is, we always manage to end our day positively because each one of us is ready to lend a helping hand with our colleagues, share our thoughts, ideas, and opinions freely which includes constructive feedback and criticisms.

--Mary Agnes Encia

VBP Culture for me is being able to do your job and at the same time being able to be yourself. I just find it amazing that people in the workforce are still delivering exceptional work despite all the pressure and stuff. I really never knew, not until I experienced it myself.

As part of my experience, I have been through several companies which has at some point, lived with the same culture that VBP has. However, it is only in here that I found the true meaning of living the 'culture'. I believe that the most essential part of being an employee is the feeling of acceptance and belongingness.

VBP Culture has never failed to let me feel that I am accepted, and that I am part of the family. And nothing would ever compare to the gratitude it would offer. And when I feel good about myself and my surroundings, it is where I can deliver my job best. It is where I could go an extra mile to make my clients satisfied with my job. After all, it pays off to be great!

--Jenette Talledo

I have learned that a company's culture is exciting and welcoming at the beginning, but time comes (and it does) that it eventually becomes stifling.

What I like about VBP is that although, it is a corporation, it strives to emulate the spirit of family, providing a nurturing environment. I want VBP to take care of me, the way that they want me to take care of our clients. I want to be in the company of people with a culture driven by excellence. Where everyone thrives with the support, tolerance and understanding by the people throughout the organization. Where leadership is not just a title and it does not become a pedestal. **A fun culture where transparency and open-communication is advocated. Where everyone is accountable to and with each other.**

--Jon Patrick Beja

I believe VBP's culture is all about having an environment where people can learn, grow, enjoy and build a strong 'family' relationships at the same time - kind of like Google and Virgin. Working in the Finance industry is tough, yet, from what I see, **VBP manages to keep an environment where people feel like work is 'not work at all'.**

I do believe this is what makes VBP different from other companies especially in the competitive BPO/KPO industry. VBP invests in its people and keeps the working environment 'right'. As a result, people enjoy working here and build long-lasting relationships with their clients and co-workers, enhancing their learnings, and the occasional activities and 'free meals and cakes' the company provides. I believe this is the reason why people stay and grow in this company and the reason why I do too.

--Giovanni Hermoso

VBP Culture is a collective culture, we are a family - oriented culture that prioritises family values, we see each other as equals and we respect each other like siblings. We support each other through thick and thin. We are working individually in the means of having different clients but we share our ideas and thoughts to those who need help. Not just knowledge wise but also in the emotional aspect.

The moral support that my co-workers gave, helped me fit in. I see the value of family where people not only respect each other but in a sense, share a bond that is like brotherhood. Whatever beliefs and Ideologies we have, we co-exist and treat each other like family. Family means no one gets left behind. In some companies, I feel that we are just objects - once broken, it could easily be replaced.

Here in VBP, you are an important asset and they really value your worth. Being supported and appreciated is what I love about VBP Culture.

--Kevin Patrick Dorio

VBP's culture mean to me a lot. It's what makes me drive to work each day. Everyone is very friendly and approachable and team work is actively encouraged with plenty of cooperation from each individual. **What I like about our culture is that it is giving importance on encouraging constructive feedback to each individual, and showing empathy in personal situations.**

Also, the office setup is an open-plan, this would mean I may be sitting next to a manager or someone who could help me out. I find this to be really valuable because it makes it easier to form relationship with all employees. It's also very nice to be able to hear phone conversations or any work related matters from your colleagues which would help in the learning process.

--Ralph Englis

One thing I can think of when we say VBP culture, is family. I like the idea that unlike other BPOs where it is a competition for every employee, here in VBP, is exactly the opposite.

We consider our colleagues as buddies who can help us and who we can help with in return. **We encourage each other whenever we have client issues. We can share not just knowledge from our work training, but also stories from our everyday life. We're not just colleagues, we are friends.**

By the way, I thank VBP for this experience.

--Lailani Santos

VBP Culture for me is having a fun working atmosphere. Employees are also empowered to showcase their skills and knowledge. Although diverse employees are aiming on one common goal or mission which is to build long-term relationship with our clients, employees are valued, treated not as staff but as business partners.

What makes VBP a lot difference amongst the previous companies I've been with is the people who possess the culture and people who run the business. **What I love the most is that employees are valued and empowered. With this culture, it feels like you are excited to work every day, you would not think of it like "a day in the office is not work, but as life."**

--Philip Brillo

Before I became a part of VBP Family, I have worked and have been connected to BPO companies and each company has its own culture, policies and ways on how to make their employees stay and be comfortable.

Not being biased but **what I love about VBP is the culture, how each individual respect and help each other - may it be personal or work-related.** When I first stepped into this office, I didn't feel I was new at all. With the companies I have worked with before, never have I been remembered by the management for my birthday. In VBP, with the thoughtfulness they show on our birthday, everyone feel special. Everyone is treated equally.

--Kaye Zyra Rodriguez

VBP culture is a culture wherein everybody is working in a harmonious way with a freedom to express oneself but with a sense of responsibility. Everyone may be raised in different manners and nurtured in different ways but team work and a spirit of camaraderie is being embraced in building a better relationship and respectable environment so that all may be benefited and be happy.

At VBP, it's a home away from home because everybody is treated as family.

--Randel Limas

When you say VBP culture it's making the employees feel at home. Bosses are cool and the shift is great and the management listens to their employees. With regard to what employees' need, I know VBP can compensate. Eventhough we just started as a business but continuous improvement is always present, I know soon we'll get close to perfection.

The difference between VBP and other companies is the management itself (from the big boss to the staff), **the culture of them being so humble and approachable is what employees are mostly after for.** According to survey on today's work ethics, Boss(head of the company) is one of the main factors why employees retain. What I like about VBP culture is the culture of family spirit.

--Niño Rey Bermoy

I have been with VBP for more than one year now and it excites me to know that the family is getting bigger and bigger. The time I spent here allowed me to experience the culture of this organization which in my perspective revolves around Trust, Accountability and Results.

Trust, is something employees will always want to have from their employers and it is so great that I have felt such trust coming from top management to TL Shian, to Mommy Lissa, down to my co-members of the team. This trust is evident in this organization as we are not micromanaged here.

With trust comes accountability, which is the responsibility of those persons being trusted upon to sincerely perform their respective roles in this organisation. We should not only view it as a privilege but also as a responsibility to produce positive RESULTS.

These three: Trust, Accountability and Results; for me should be the culture of VBP.

The main difference of this company culture from others is the level of trust, the fact that we are not being micromanaged here. Another is the openness of the management to their employees.

--Nathaniél Jore

The VBP culture I can say that really made me stay and want to go to work everyday is the culture of being able to express myself. With VBP I can be me - no pretensions. This is the thing I greatly admire here, the thing I could say I never found from my previous employers. I wake up everyday without a second thought of not going to work. I always wake up with motivation that I have a great job, a job I love and one that I can say I belong to.

With VBP there are lots of amazing people willing to help - always ready to give a hand no matter how busy they are and it's one culture I can say I greatly looked up to.

--Mary Anthonette Macawile

I am thankful that the culture that we have here in VBP is that we are FAMILY. I was so grateful for the time off that you gave me when my mom got sick because if it were any other company, I would have been forced to resign just so I can take care of my mom.

I can't thank you enough for allowing me to take care of my mom and at the same time still have a job. Thank you very much.

--Jasmine T. Fermin

VBP for me has a 360-degree difference to the previous company I was connected with. Few of the things that I like about VBP are **having level-headed bosses, putting their employees first and listening to their thoughts and opinions.** The company is very employee - focused and I like their idea of nurturing and treating their employees like they are very priceless.

Most companies here in the Philippines are practicing a "Client First" policy to the extent that even the employees' welfare will be at stake just to be able to please the client. Little appreciations like pats on the back were not practiced. I realized that it is very important to treasure the little accomplishments that we do because that will encourage us to do more and be inspired to do better.

A happy employee is a reflection of a good company and a happy employee will serve her clients genuinely. A genuine "client first" service is far more different than a fake "client first" service. The clients can feel the authenticity of our service to them and they will feel that we value them to the bottom of our hearts.

--Shirley Carao

As for me VBP culture is something enjoyed and shared by everybody leading to achieve the same goals. It has the synergy works all throughout the management, staff and clients as well. Work must go along with fun that working is fun itself wherein the staff work with passion because they are happy doing it. With the current core values that we have, they are really great and that the challenge is to really living it well.

So far, the difference with us from other company cultures is we are more a family to one another, **here and there is always appreciation to employees' contribution making the employees feel being valued and these make the job for keeps as well.**

I like our culture because the management, staff and clients are super cool, approachable and eager to collaborate each other for the common good to achieve greater heights. Say for example, you can easily ask for help on task be it on Skype or personal approach and everybody's up for company's activities be it trainings or non-work related activities. Looking forward to better culture onwards...

--Frenze Joyce Balila

What I like about the VBP culture is that **everyone works together towards excellence by pursuing growth and learning.** They help each other achieve their goals and there is no crab mentality present in the company.

Everyone respects each other's work and capabilities and feel genuinely happy for each other when recognized or if one has accomplished something.

--Kay Jongko

1 SoA
Per
Day



Established in
2014



1 Year of
EXCELLENCE



Started with

4

Paraplanners



3

Months
Training



10 Amazing
Paraplanners



2015.10
date when
AMP approval
was obtained

2 Team Outings



250
SoAs produced



Everyday Paraplanners
A simple affordable approach to outsourcing

What Our Clients Have To Say

"I was speaking to a guy from vetting this week and he told me that he thinks the quality of EDPP SoAs is far above every other offshore provider they are seeing. He said that it is really easy to pick when one of our SOAs come through because of the incredible quality we are achieving. I was honestly so proud to hear that and it is because of the hard work that you all put in (including you Mam Wea- thank you!!!!) Thanks again team, keep up the great work!"

Jo Hall, Everyday Paraplanners

"Mary is doing an absolutely fantastic job! She is picking everything up quickly and completing tasks to a very high standard."

Based on the short time that she has been assisting us, she has picked up a huge amount including workflow efficiency and what to look for to ensure tasks are completed correctly."

Mel Duff, Bravien Financial

"Thank you for helping her meet deadlines by completing all 8 SOA forms on time. Good job John!"

Carol Herrmann, Navigate Financial Group

"Kaye has only been working with us for a short time. Her work so far has been of a high standard and she responded efficiently to an adhoc task I sent her. The handover from Tessa to Kaye has been seamless so well done to both of them."

Narelle Leenaars, Provident Financial Services

Christy and I have formed a very good working relationship. I sometimes forget that she is in another country. We talk regularly via Skype and help each other out when we are stuck."

Kerry Richardson, Midpoint Wealth Management

"I have received very positive feedback from my staff on how Johanna has been managing her tasks. She has demonstrated initiative on following up on tasks when due and gets instructions right away. We feel she's ready to be trained and delegated with new tasks..."

Bree Stevens, Blueprint Wealth

"Hi, Everyone at Arrow is very Happy with Chy's work."

Mathew Ashton of Arrow Wealth Management

"Journey has been progressing nicely over the last few weeks, I can see that his productivity is picking up and his turn around on tasks are improving. He is doing a great job."

Rob Sandover, Inspired Money

"I have nothing but positive feedback for Jasmine. She always completes tasks well within expected time frames, asks valid questions."

Kym Paterson, Community Financial

"Thanks Ralph – awesome job!!"

Dave Stephen, Invest Blue

"I have to say I am very impressed with Kevin. His work is very good, and he always completes his task in a very timely manner. Kevin is a very enthusiastic young man and we are lucky to have him as part of our team."

Joanne O'Driscoll, MoneyHQ

I think what makes the VBP culture different from others is the main core value - Family. We're far from perfect but we are getting there. I think if the family grows bigger and bigger, something needs to be done to keep us together.

We are happy with what you are doing. We feel that you care for us. DC is right in saying:

"Our #1 priority is company culture. My belief is that if we get the culture right, most of the other stuff like delivering great experience to our clients, staff attrition, career development or building a long-term enduring brand and business -- will happen naturally on its own."

--John Restauero

What I liked most about VBP culture is that I can be myself at all times. In the sense, that I can do my thing, adjust to my client's needs, at the same time delivering great experience to them.

I am very much proud to share our culture to my friends as this company is one of the greatest growing company. I hope that we can maintain this kind of culture as we are growing. I hope that there will be no major changes with the company's rules and regulations as we grow bigger. Let's maintain the family spirit and stay cool!

What's different about our company from the others is that we can have fun at work. Most companies here are just focused with work. They can have fun during team buildings, but inside the workplace, Employees are employees and Bosses are bosses. **Here, we can have fun, be a family, motivate each other, and grow as the company gets bigger.**

--Carla Angelica Lim

"One Family" is what best describes VBP Culture. What's different about it is the sense of belongingness that you feel within the family. What I like about our culture is that our Directors themselves are the ones who inspire us to live up to our cultures. They are like a father to us and they value everyone.

We are more than just a company, we are a family. Joining VBP Family was the best decision I made in my career life. It feels sooo good to be home.

--Jasmine Clarissa Palma

VBP Culture, for me, means family. This is the first job I had and I was told a lot of times that I was so lucky with my first job. Indeed, it is absolutely true.

VBP culture gives us a sense of freedom yet it teaches us how to be responsible and initiative as well. I was so impress on how VBP cares for and value its employees. **I also like how VBP trust its employees in the tasks and responsibilities they have to carry out and acknowledge employees with their work. VBP is my second family and I am happy to belong.**

--Angelica Devera

VBP culture is a mixture of the oriental and the occidental cultures. Oriental in a sense that most of us working in VBP are Filipinos so we share a strong value of camaraderie and family spirit. We are welcoming new family members and treating them as our own siblings.

We are also generally accommodating, helping out people whenever we can and in any way possible. Occidental in a sense that since we are working for Australians, we come to think that we are all equal, not separated by authority but just by position in its most basic sense. There is less formality without downgrading respect. Most of all, we can work together without being intimidated by thinking that one is above than the others. Since it is a mixture of two cultures, it only means it brings out the best of both worlds.

Basically, what makes VBP stand out from the rest of the companies is its way of handling relationship. **It sees employees as humans, not machines nor money. It sees work as a team effort not as individual performances waiting to be evaluated at the end of the project.** The family-orientation is what I like most about our culture. As the cliché saying goes, "This place is like home away from home," I have to agree with it. You know you have a great circle of support system and that makes you love your job even more.

--Jul Pauline Montañez

The VBP Culture is unique. It's one of a kind. When I stepped into this office, this was the least that I was expecting. I saw the job ad online and the free breakfast took my attention. The ad says about free breakfast and "we are working like a family". Well, I bought it. I was hesitant at first because it's very, very far from where I live but I told myself, it's worth a try, so I did.

VBP has this family spirit. It's been known to all that most companies would also take time to celebrate a special week for their employees to which we call "Employee Appreciation Week", but **in VBP, recognition and appreciation doesn't have a specific week or month. If you deserve it, you get it anytime.** Everyone is working very harmoniously and everyone is willing to help when someone is struggling whether emotionally or financially.

We share one feeling. We share our sadness and happiness altogether. VBP doesn't have a world of its own. It creates and follows a path where everyone else can follow. It creates a world where everyone can work happily and be who we are. It helps us bring out the best in us. And in return, we are the best in front of our clients. VBP Culture is diverse and it creates ways to link us with everyone. It creates ways to connect with the differences of everyone and yet still become the best.

--Venus Pagobo



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With VBP, I was treated like family since day one. I'm sure everyone would agree on this. Plus the bosses, DC and DD, have been very hands-on with the business and to the employees. You guys are like the father or the head of the family. You listen to our thoughts and ask for our opinions before making a decision and make sure that it would benefit both the company and the employees. And like most fathers, whenever someone makes a mistake, you are given the chance to explain yourself and be given another chance.

I've read a quote which says, **"Treat you employees like they make a difference and they will"** - I felt this is what DC and DD are doing. You guys value us and in return each and every one of us are doing our best to provide our clients with the best service that we promised.

--Sarah Christine Almeda

VBP has a culture which is true to its core values. Compared to other companies, VBP's culture is somewhat comparable to a house with an extended family living in it. Challenges or troubles may arise but people are always ready to help each other to overcome them. Which makes VBP not only a workplace, but a second home.

I have seen the genuineness and the uniqueness of VBP's culture. VBP also helps you maintain the balance between life and work and I can definitely say that VBP is a family oriented company.

--Jabber Ludag

I believe our culture is about relating to each other as family, work and life integration, and having a "go above and beyond what's expected" attitude and working routine with clients.

It hasn't been easy as I had an entirely different rhythm and environment in my previous work but it brought me out of my comfort zone and got me into a better one. What's great about being part of VBP is that:

1. No pretensions - everyone accepts you for who you are and supports you to be the best you can be
2. You're important - no one is lower or above you, all have an equally important part to play for the success of the business.
3. Asking help is widely encouraged from the start - there's no stupid question.
4. Learning is part of the daily routine
5. You are given the trust, the support and the freedom on how to go about meeting your goals.
6. The bosses are open, honest and fair.

--Sherry Anne Llanto

For me, VBP Culture is a Family Business Culture because of the established relationships among colleagues. The advantage of this is, there is constant monitoring of one's performance which involves an extensive coaching if needed. Another plus is, the management/leaders are known to cultivate the career growth of their employees in the long run.

The difference between VBP Culture to other companies, is the sympathetic treatment to employees.

The thing I like most about VBP Culture is the family-like environment where everyone can be themselves when dealing with colleagues. And since it's family, you can expect a lot of cooperation among employees. Relationships extend to even outside office hours.

--Mafeth Espulgar

VBP culture for me is like "from the minute people walk in the office, they know that VBP is a different place with a unique culture". **We have an open working environment with lots of transparency and employee freedom which made VBP very different from other companies.**

Employees here always look forward to coming to the office because we enjoy the challenges, our co-workers and the atmosphere.

In VBP, it is important to have a culture that creates a better mood and happy employees because better moods mean better performance and happiness means more productivity.

--Ma. Gazini Cris Velez



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