



Time Off (TO) SOP for Virtual Teammates (VT Placed)

This structured approach will help ensure that all virtual teammates understand their rights and responsibilities regarding time off, fostering a transparent and fair work environment.

1. Purpose

- This SOP establishes clear guidelines for requesting and coordinating Time Off (TO) for independent contractors operating as virtual teammates. It ensures professional courtesy and project continuity while respecting the independent nature of the contractor relationship.

2. Scope

- This SOP applies to all independent contractors engaged in virtual roles with the company, regardless of full-time or part-time engagement status.

3. Definitions

- TO (Time Off): Time off from contracted services, as mutually agreed upon with the client. Includes vacation, personal days, or sick leave—**only if explicitly approved by the client in advance.**

4. TO Eligibility

- **VT Placed - no paid time off eligibility. All decisions regarding TOs, leaves, holidays, and overtime are solely determined by the client.**

5. TO Request Process

- The teammate must send an email notification to their CSM, including any proof of client approval.

Required details:

- Exact dates of TO
- Notes or additional context (if applicable)
- Approval Process

Requests are reviewed and approved by the Client and/or Advocate Manager (AM) / Client Success Manager (CSM) within 1 business day.

Approval depends on:

- Client agreement
- Project deadlines and team capacity
- Operational requirements

Confirmation

- Contractors will be notified of the decision via email or platform message.
- If denied, alternative suggestions may be provided.

7. Handover Before TO

To ensure continuity:

- Update project statuses and key deliverables.
- Notify relevant team members of your absence.
- Ensure all essential files and systems access are made available.

8. During TO

- Contractors are not expected to provide services during the approved TO.
- Urgent matters should be redirected to a designated point of contact.
- Contractors should activate out-of-office messages across communication tools.

9. Returning from TO

Upon return:

- Review all missed messages, emails, and updates.
- Prioritize follow-ups and pending tasks.
- Notify your manager/client of your return and availability.

11. Exceptions

- Any deviations from this SOP must be pre-approved by the client or the relevant manager/department head.

12. Review and Updates

This SOP will be reviewed annually and revised as needed to reflect changes in contractual norms, client expectations, or platform requirements.

13. Approval Cycle

- Client facing - CSM (no work, no pay)