



Things happen.

Wingman works to ensure that all our staff have effective backup plans and processes when things don't go to plan. Unfortunately we can't solve everything so we like to be upfront about some things that can occur when hiring in the Philippines.

- **Power outages** - While infrequent, power interruptions can occur in the Philippines. Sometimes they are planned by local councils to prevent overload while sometimes they are unexpected. While all staff will have a backup location to work from, know that sometimes getting to this location can take some time as they will likely take public transport and be impacted by severe traffic. Wingman tries to encourage all staff to have a backup generator.
- **Weather events** - Typhoons and Heavy rain can impact the Philippines a few times throughout the year. While the benefit of working from home prevents many disadvantages that come with these events, it can sometimes impact Internet stability. Wingman will advise all clients of any possible weather events prior to occurrence .
- **Emergencies** - Visiting a hospital in the Philippines is often more feasible over a doctor's visit due to the priority service and minimal expenses.
- **Lunch time** - Family time in the PH is important and a cultural aspect a little different to Australia. So when they go to lunch expect them to be unavailable as they cook and eat with their family. It is important to set expectations with your RP and agree on a lunch period.

