



Resignations - they happen!

For Australian real estate businesses with offshore workers in the Philippines, handling resignations requires a nuanced approach tailored to the industry's specific needs and workflow.

Firstly, you need to understand that it does happen - for a multitude of reasons! Most of the time it is due to family or life changes that require the Remote Professional to relocate or refocus their time (they will put their family duties above a stable income).

Do they need to give notice?

Yes - Wingman requires 30 days notice from the Remote Professional

What happens if they don't honour the 30 days notice?

Wingman has its own process to handle this and will automatically freeze your payments while we find a replacement. If possible, we will try to connect with the Remote Professional to understand if there is any way they would consider staying and what that would look like.

Can I offer them more money?

Yes - Offering more money is one solution but it is a solution we recommend navigating cautiously as you do not want to feel like you are required to meet any of their demands just to prevent impact to your day to day operations.



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How to prepare for it:

Much like an Australian staff member leaving, you need to ensure that your current staff (onshore and offshore) can handle the workload while you seek a replacement. In anticipation of potential resignations among offshore workers in the Philippines, Australian real estate businesses should proactively mitigate the impact on day-to-day operations. Alongside clear resignation protocols, consider implementing strategies to streamline knowledge transfer and minimize the burden of training new offshore workers. Record video tutorials and create standard operating procedures (SOPs) documenting key processes and workflows. These resources serve as valuable assets for onboarding new hires, providing comprehensive guidance and reducing the time and effort required for training.

Wingman process at a glance:

- RP sends resignation & 30-days notice
- Wingman CSM will engage RP to understand reasoning
- Wingman will pause your payments and notify recruitment of replacement
- CSM will send you all of the information to be as transparent as possible and let you make any decisions around the RP staying (if there is a possibility of them staying)
- RP remains with you or replacement requested
- Accounts will remain frozen until replacement starts