



Culture, Diversity, Inclusion, and Belonging Report



We are VBP:

A Culture of Openness and Inclusivity

About VBP

Vital Business Partners (VBP) is a Cebu-based, Philippine company that provides business growth, consulting, and developing capabilities to more than 200 financial service firms in Australia.

With over 1,100 Team Members as of writing, VBP has seen significant growth and improvement over the years in terms of its services, processes, culture, and most especially of its people.

With the passion to be a game-changer in the industry, VBP has provided countless opportunities to leverage the talents and capabilities of its Team Members to continuously serve its clients. With the purpose of delivering a human-centered approach and creating opportunities for Team Members, VBP has been establishing the careers of its Team Members as they represent the company's DNA.

For our second Culture, Diversity, Inclusion, and Belongingness (CDIB) Report, we want to highlight the culture of inclusivity, openness, and belongingness in the company that has become its identity over the years. One is welcome to be part and take part of the company's talented pool of Team Members regardless of our differences in age, gender, sexual preference, and life status, we are one as a family. Everyone is given fair and equal opportunities to learn and grow in VBP.

The data for the CDIB is from October 2022 - September 2023.

Core Values: Our Guiding Principles



Integrate
Work and Life

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



Release your
INNER CHILD

We have fun and **embrace inner child** in all of us and open ourselves to more possibilities.



One WORLD and
FAMILY SPIRIT

We **embrace diversity**, respect, and treat each other as family.



Be HUMBLE and
GRACIOUS

We strive to be the best **for the world**

No Big
WOW



We strive to create a little **WOW moment** to differentiate oneself.

Your Opinion
MATTERS



We contribute ideas and thoughts on how things can be better

Build Open and Honest
Relationships



We communicate and build genuine and emotional connection.

Find a BETTER way



We spark change to courage and resourcefulness to improve our service offering, our people and our place



A culture that is inclusive



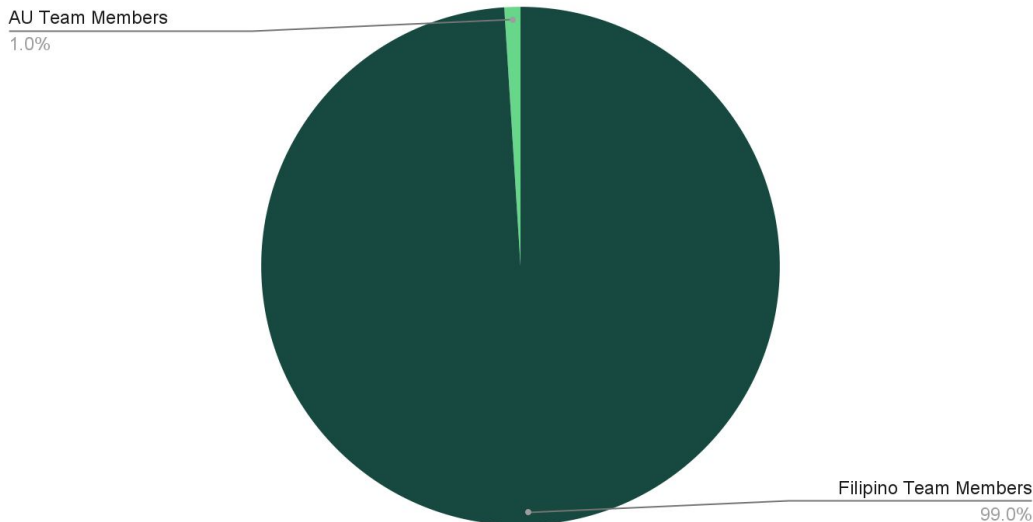
Team Member Representation



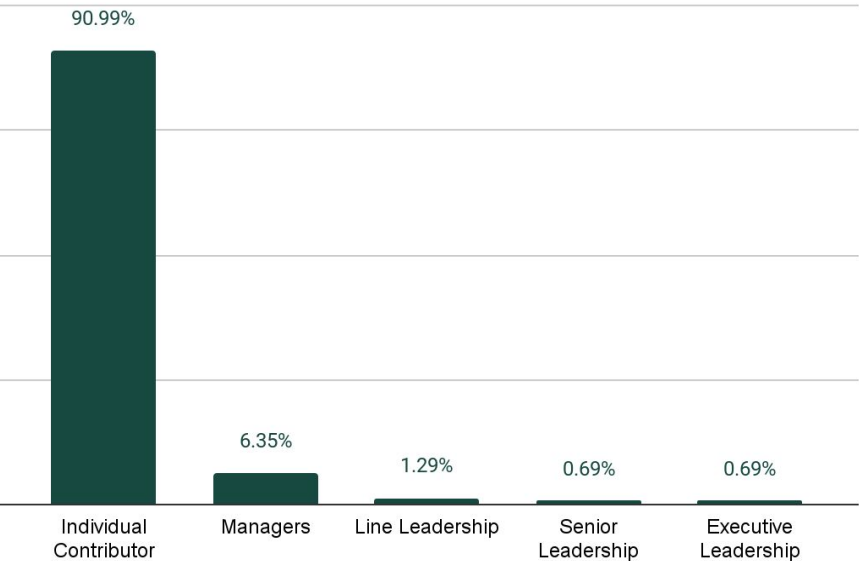
As of October 2022 - September 2023, we have **1,165 Team Members** in total. These include from our Executives to Individual Contributors.

Team Member Representation by Nationality

Vital Business Partners (VBP) is a Cebu-based, Philippine company which offers opportunities to Filipinos in the country. This is reflected in the workforce representation by nationality wherein **99.00% are Filipinos** and **1.00% are with other nationalities such as Australian.**



Team Member Representation by Job Levels



In terms of Job Levels, individual contributors are well represented with **90.99% in VBP workforce.**

We have **6.35% managers.** Managers are those officers and leaders with individual contributors as direct reports.

Our line leadership is **1.29%.** whose direct reports are managers and who are directly reporting to senior leadership.

.69% is Senior Leadership who directly reports to our executive leadership.

Executive leadership in VBP is .69% of the entire workforce representation.

Job Levels Representation by Nationality

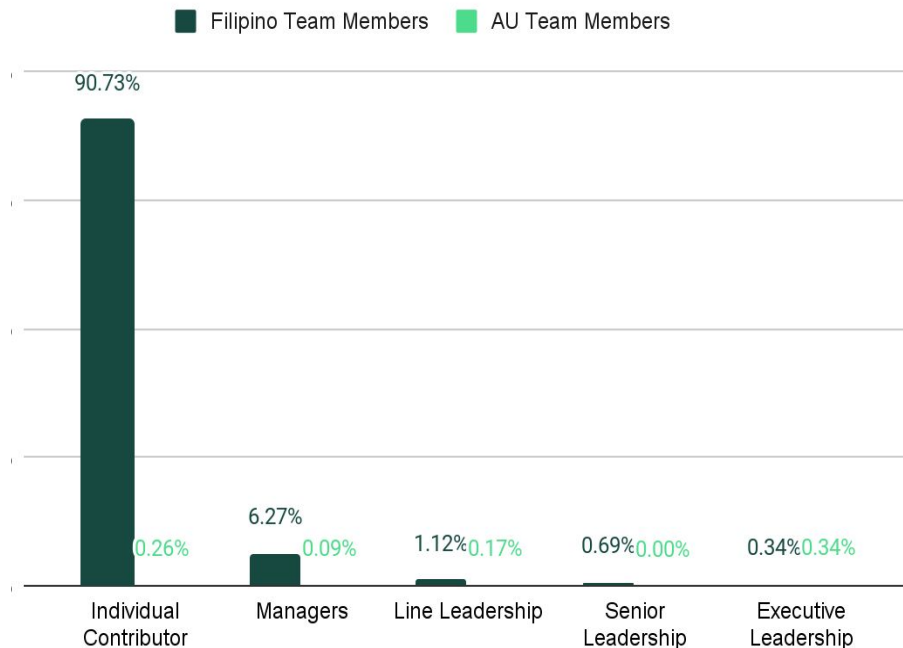
Based on our data from October 2022 - September 2023, individual contributors in VBP were Filipinos **(90.73% vs. .26%)**.

Similarly, we had more Filipino managers **(6.27% vs. .09%)** than Australians.

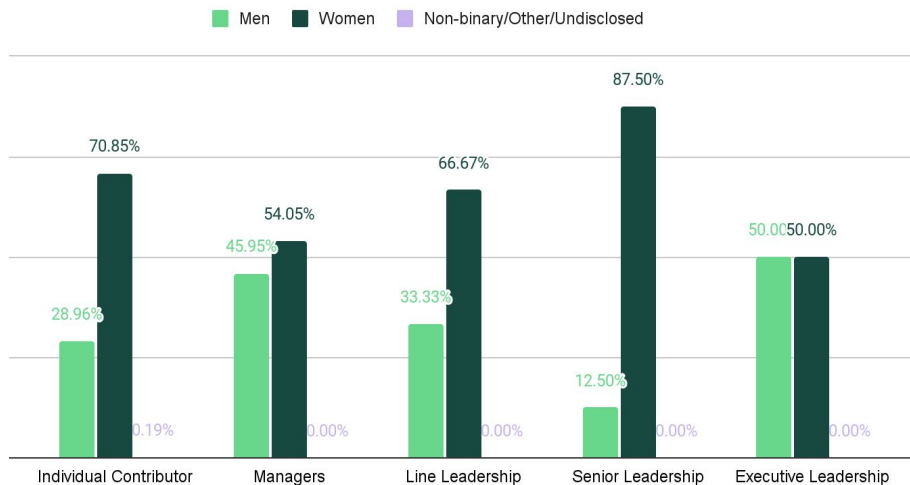
The same trend went by line leadership job level **(1.12% vs. .17%)**.

From October 2022 - September 2023 we only have Filipino Senior Leaders.

Furthermore, our Filipino and Australian Executives are the same in number.



Job Levels by Gender



Job Levels in VBP are mostly dominated by women except for Executive Leadership where we have equal number for both genders.

- **Senior Leadership** - women population is **75% higher** than men.
- **Line leadership** - women population is **33.34% higher** than men.
- **Managers** - there is a **close difference of 8.1%** between women and men.
- **Individual Contributor** - women population is **41.89% higher** than men.

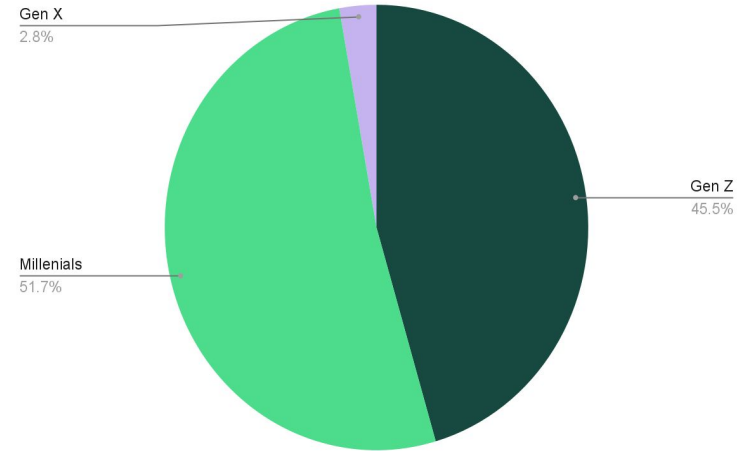
*All of the Non-binary/other/undisclosed gender are under **Individual Contributors**.*

Team Member Representation by Generation

VBP is multigenerational - it consists of **three (3) different generations**. The total workforce of VBP is composed of:

- **51.7% Millennials** with ages ranging from 26-41
- **45.5% Gen Z** with ages ranging from 18-25
- **2.80% Gen X** with ages ranging from 42-57.

Our Gen X and Millennials population decreased by 1.7% and 4.8% respectively as they were replaced by blooming Gen Z.

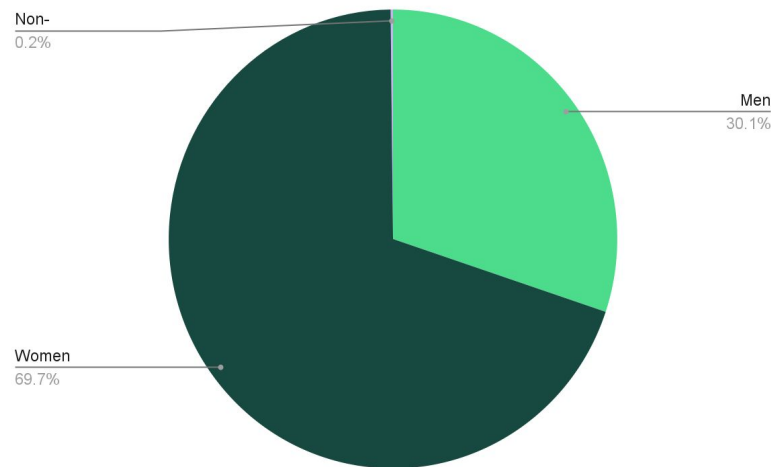


Team Member Representation by Gender

From October 2022 - September 2023, in terms of gender:

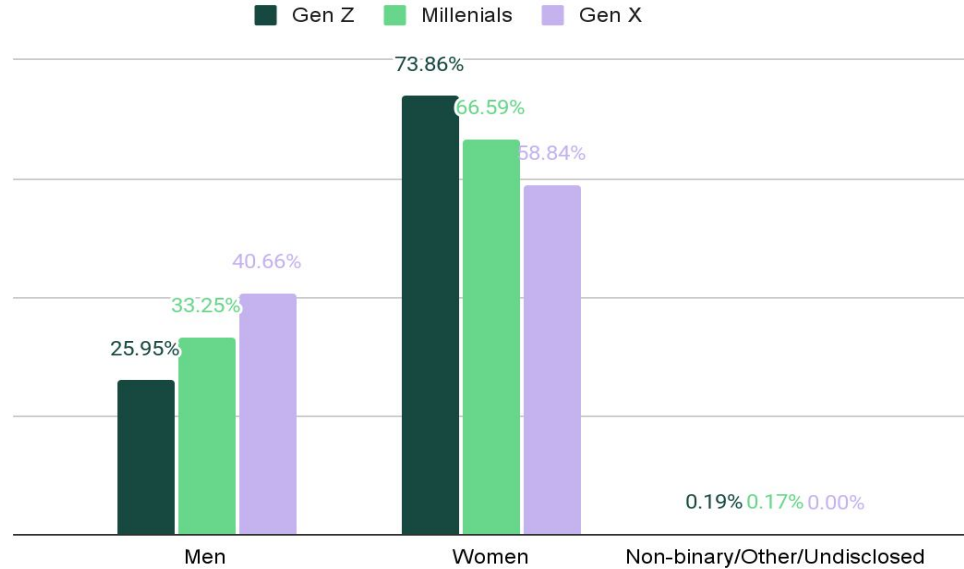
- **.20%** - non-binary/other/undisclosed
- **30.14%** - consists of men
- **69.69%** - consists of women.

These data is an opportunity for us to launch self-identify survey to have an in depth data of our gender representation.

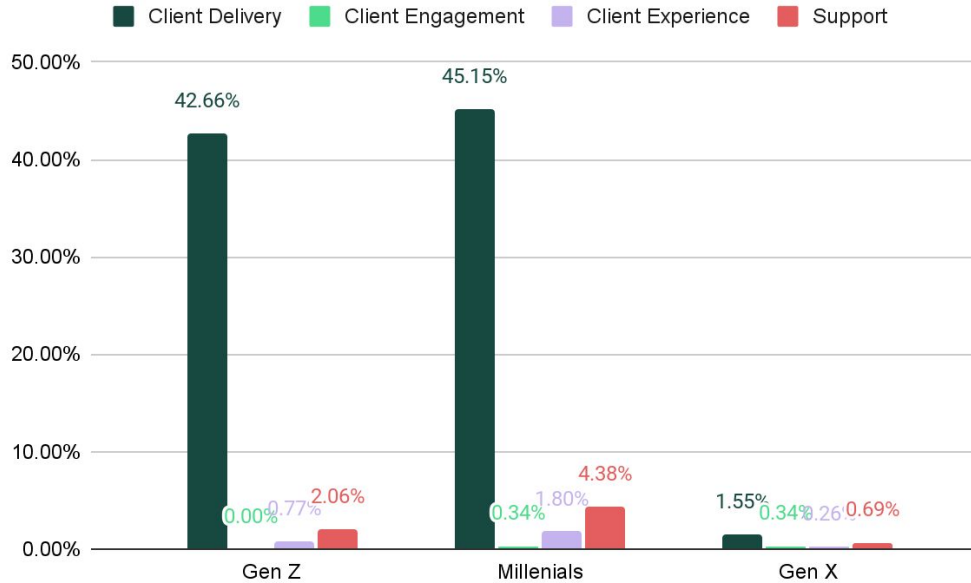


Generational Differences by Gender

- The men population in VBP are mostly **Gen X (40.66%)**, followed by **Millennials (33.25%)**, and Gen Z **(25.95%)**.
- Women population comprises more **Gen Z (73.86%)**, followed by **Millennials (66.95%)**, and **Gen X (58.84%)**.
- Non-binary/other/undisclosed gender comprises **Gen Z (19%)** and **Millennials (17%)**.



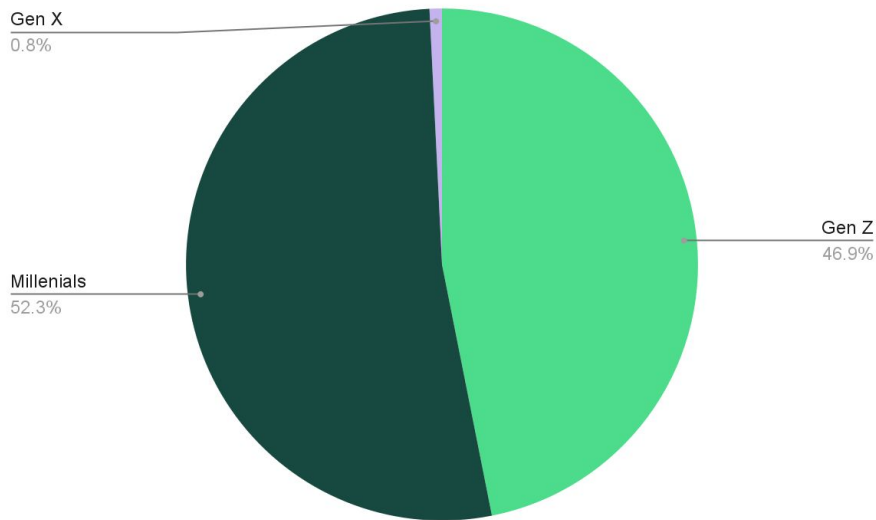
Generational Differences by Division



As of October 2022 - September 2023:

- **Client Delivery** have more **Millennials (45.15%)**, followed by **Gen Z (42.66%)**, and lastly **Gen X (1.55%)**.
- **Client Engagement** is composed **equally of Millennials and Gen X**, and the said division don't have Gen Z.
- **Client Experience** the **Millennials (1.80%)** in their division, followed by **Gen Z (.77%)**, and **Gen X (.26%)**.
- Support had more **Millennials (4.38%)**, followed by **Gen Z (2.06%)**, then **Gen X (.69%)**.

New Hire Team Member Generational Differences



Through the years, VBP continuously provides equal opportunities to all Team Members from different generations—regardless of one’s employment classification.

From October 2022 - September 2023, new hires were mostly **Millennials (52.3%)**, followed by **Gen Z (46.90%)**, and then **Gen X (.80%)**.

These data entails that VBP will curate programs and initiatives for the needs of the workforce.



A culture that builds Team Member to flourish

Culture, Diversity, Inclusion,
and Belonging Report





**We develop and
empower our
Team Members
for a diverse
workforce**



VBP values continuous learning and development to our Team Members. We provide various internal and external development programs, training courses, and resources to equip Team Members with the knowledge and skills they need professionally and personally; to aid them reach their full potential and to equip them with the right skills for the careers. VBP creates opportunities for our Team Members to grow and develop as self-leaders.

In our April 2023 Engagement Survey, **86% of our Team Members** believe that VBP is a great company that contributes to their development. **88% of our Team Members** agree that they have access to the learning and development they need to do their job well. **87%** believe that they are given the opportunities to develop their skills relevant to their interests.

Management and Leadership Development.

Learning and development programs are also given to our leaders to give them foundation about their roles and to help them develop. These programs were mixed of in-person delivery, virtual and hybrid.

Among others, trainings provided to our people leaders aimed to upskill; increase their awareness about VBPs culture; improve our leader's engagement; to foster more accountability in our performance reviews cycles to our Team Members. Moreover, our training initiatives supported new leaders to maximize their full potential as leaders and their effectiveness.

Reviews Cycles and 1:1 Conversations. Leaders are educated about conducting performance reviews and 1:1 Conversations. . They are also refreshed in delivering bias-free feedback to their Team Members.

Develop Resources. VBP fosters the culture of self-directed goal and learning. With this, VBP partnered with a third party provider which is used as our engagement, performance, development, and retention tool. The said platform offers different resources that all of our Team Members has access to which would help them to advance their careers

Human Skills Trainings. These are the internal trainings provided by our dynamic Learning and Development (L&D) Department. All of our Team Members regardless of tenurity have the opportunity to learn and hone their skills necessary for their roles.

Human Skills Academy Program. To help our Team Members build the skills that are supplementary to their roles, L&D offers Human Skills Academy Program which trains Team Members - regardless of their tenure - different significant knowledge and skills, such as but not limited to **Effective Communication Skills, What Success Looks Like, and Attention to Details.** These trainings are still on-going.

Training Requests. At VBP, we empower Team Members to be accountable with their continuous learning. L&D caters different training requests from our Team Members to aid them in building their skills, to support them with their development, and to prepare them for future career endeavours. Training requested includes **coaching and feedback, team communication, work pride, verbal and written communication, and personality development.**

Structured and Technical Trainings. Specialised trainings in a job-related field (some with certifications) are provided to our Team Members to ensure that they are equipped with the right skills to do their job well and to give them the strong foundation they can use throughout their career in VBP.

These structured and technical trainings are provided during the onboarding of our newly hired Team Members. Refresher trainings are also given to our existing frontline Team Members.

Trainings during onboarding. VBP also offers different training courses during the onboarding session of the Team Members on **Internal Policies, Goal Setting, Anti-Money Laundering, Mental Health and Wellbeing,** and other corporate policies, and human skills and technical trainings.

External Trainings. VBP invests external trainings to Team Members which focuses on competency development that are useful for their current roles and future career paths.

VBPeepz Say



“Being a new leader in VBP is such a wonderful and humbling experience. I have been a leader for 9 years now with 3 different companies and by far, VBP is the best in terms of onboarding new leaders. We as new leaders, internal and external hires were taught well so we can succeed in our role as new CSMs. The culture here in VBP is also the best and the people are very humble, friendly and accommodating when you need help. VBP is definitely the Company where I can see myself working for a longtime, probably until I retire.”

Jed Enfectana, Client Service Manager
4-month leader in VBP



“During my transition, I've received incredible support from my previous CSM who has helped me all throughout the IJP process, to our Facilitator during the 1st phase, and to our Mentor and Coach who played an invaluable part in leading and teaching us the ropes of the Leadership role.

We are truly blessed to have been hand-held by different support system as we navigate through our journey here in VBP.”

Faith Maglante, Client Service Manager
3 years in VBP
4-month leader in VBP

Careers not jobs—at VBP, we do not view jobs as mere work wherein one gets paid for performing and accomplishing tasks in a certain period of time. Rather, we see it as an opportunity for Team Members to develop skills and attain progress through extensive trainings and productive day-to-day experiences. Each Team Member, regardless of age, race, sexual preference, employment status and job position, is given an equal opportunity to build and grow their careers in VBP.

Development Plans. In VBP, we recognise that development plans aid our Team Members to be empowered and accountable with their own skills and competencies. It equips themselves for future career trajectories. For this year, we have established our Develop Program through an external platform that encourages our Team Members to build on their strengths and to take actions on their areas of opportunity. Internal trainings are provided to achieve the objective of the development plans of our Team Members, and the platform we are using also provides different resources such as playbooks, skills coach and other resources that are vital for our Team Members' growth.



We support our Team Members for a diverse workforce

Culture, Diversity, Inclusion,
and Belonging Report



Pay Equity. VBP believes that compensation and remuneration strategies should be based on human-centered approach and not on gender, age, or race. Team Members with substantially similar work are paid equally. This practice aims to attract, retain and advance diverse Team Members in the organization.

Compensation practices of VBP are made in consideration of the Salary Band Model—taking into account the previous significant experiences (for new hires), various levels of responsibility of Team Members, performance reviews, and market analysis; hence, it goes without saying that neither gender or age should be a factor.

Moreover, the compensation of Team Members is annually reviewed by the Compensation Project Team with members from different teams: Executive, People and Culture, Risk, Compliance and Regulatory Affairs, Marketing. Additionally, adjustments are warranted for promoted Team Members.

These practices would ensure pay equity and ward biases across VBP.

Flexibility. At VBP, among its generous list of Team Member benefits is the Flexible Work Setup or also known as the “Hybrid Work Setup”, wherein Team Members are given the opportunity to work from home or work in the office for a certain period of time.

In this setup, Team Members, especially those residing in the nearby towns and provinces, no longer have to endure the hassle and struggles in commuting to work, which saves them time and money.

Also, this allows them to enjoy Work-Life Integration, a core principle of VBP that encourages Team Members to integrate passions and interests into their day without sacrificing responsibilities at work.

By embracing this hybrid work setup, VBP becomes a more diverse and culture-rich community as it continues to welcome aspiring applicants and Team Members not only from Cebu but also from nearby regions and provinces especially in the Visayas and Mindanao regions.

Share in the Gain. Apart from career development, Team Members are also given fair and equal opportunity to additional incentives and bonuses such as: **Great Game of Business (GGOB)**.

In 2021 VBP adopted the Great Game of Business model, an open book management system that teaches Team Members to think and act as business owners.

'Share in the Gain' bonus. VBP rewards all Team Members with what is called the 'Share in the Gain' bonus. This is a quarterly bonus that is received by the team when key operating profit targets are achieved.

Mini Game Rewards. Teams, and cross functional groups can run what is called as Mini Game. This is an activity designed to address a challenge or pursue an opportunity. Each team sets their goal for their Mini Game and decides the rewards they will receive once these goals are achieved.

BHAG. This is VBP's **Big Hairy Audacious Goal Bonus** given to all regularised Team Members once company's long term goals are achieved. Bonuses varies according to tenurity of our Team Members. The BHAG 2.0 aims to achieve **3x increase in value of the business by the end of December 2025.**

Once achieved, Team Members who have been with us for 5 years will receive a bonus worth **100% of their annual salary.**



A culture that celebrates



**We celebrate
and live our
core values**



In VBP, we have wide range of activities that celebrate our culture of belongingness highlighting VBPs Core Values.

Halloween Trick or Treat

To improve team member morale, engagement, and promote creativity.

Core Values: Release your Inner Child, Find a Better Way, Integrate Work & Life

CDO Office Opening (second office of VBP located in Mindanao)

To celebrate a milestone and create brand awareness to attract new talents to the business.

Core Value: No Big Wow

Trivia Night

To promote collaboration among Team Members in a fun virtual setting.

Core Values: Release your Inner Child, Your Opinion Matters, One World Family Spirit, Be Humble and Gracious

Valorant 5v5 Tournament

To help develop skills such as: communication, teamwork, and leadership amongst Team Members.

Core Values: Release your inner child, Your Opinion Matters, One World Family Spirit, Be Humble and Gracious, Integrate work & life

Year End Party

To celebrate the year's accomplishments, boost positivity and focus on the good things that happened throughout the year.

Core Values: No Big Wow, One World Family Spirit, Find a better way, Build Open & Honest Relationships

Dream On Project Winner

To ignite Team Member engagement and to give back to the people who help bring VBP to success.

Core Values: One World Family Spirit, Find a Better Way, Build Open & Honest Relationships, Be Humble & Gracious

Design your Sinulog Headdress

To create a positive work environment and culture that promotes Team Member satisfaction and productivity to kick off the year on a positive note.

Core Values: Release your Inner Child, Your Opinion Matters, No Big Wow

Chinese New Year

To encourage diversity and inclusion within the workplace.

Core Value: One World & Family Spirit

Optical Caravan

To provide Team Members accessibility to optical solutions at an affordable payment scheme via salary deductions.

Core Values: Build Open and Honest Relationships, No Big Wow

Valentine's Day Balloon-gram

To show appreciation and care for Team Members, which in turn can encourage engagement by making Team Members feel valued. To raise funds for the Caring Kangaroos to benefit a community project.

Core Values: One World & Family Spirit, Release your Inner Child, Be Humble and Gracious

Pamper Me Day

To motivate and reward Team Members while raising funds for the Caring Kangaroos which will benefit the blind masseurs.

Core Values: One World & Family Spirit, Be Humble and Gracious

Culture Camp

To increase belonging, collaboration, empathy, and inspiration among Team Members

Core Values: One World Family Spirit, Release your inner child, Be humble and gracious, Your Opinion Matters, No Big Wow, Find a Better Way, Build Open and Honest Relationships

Mother's Day

To engage Team Members, while recognising the talented working mothers who help make VBP successful.

Core Values: No Big Wow, One World & Family Spirit, Be humble and gracious

JEG Tower Opening (third office located in Cebu)

To celebrate a milestone and create brand awareness to attract new talents to the business.

Core Values: No Big Wow, One world & Family Spirit

GPTW Celebration

To increase Team Member retention, engagement and perceptions of fairness in the workplace.

Core Values: Your Opinion Matters, One World & Family Spirit, No Big Wow

Dream On Project

To ignite Team Member engagement and to give back to the people who help bring VBP to success.

Core Values: One World Family Spirit, Find a Better Way, Build Open & Honest Relationships, Be Humble & Gracious

Pet Week

To provide more social support for Team Members. To keep workplace spirits high and add some comic relief, which can be critical for the overall work environment.

Core values: One World & Family Spirit, Release your Inner Child

Nutrition Month

To discuss and implement lifestyle improvements with Team Members.

Core values: No Big Wows, Find a Better Way

Higalaay Festival Street Parade in CDO

To increase Team Member engagement and brand awareness in CDO by showcasing our cultural diversity

Core Values: One World Family Spirit, Release your Inner Child, Integrate Work & Life

EJM Crazy Hat/Hair Day

To increase Team Member and client engagement by showcasing the creativity of our Team Members and at the same time raising funds for a chosen charitable foundation.

Core Values: Release your Inner Child, One World Family Spirit, Be Humble and Gracious, Integrate work & Life





Every June each year, VBP joins the global community in celebrating and honoring the LGBTQIA+ community through Pride month.

As a company who champions in inclusivity and diversity, VBP has organised campaigns and activities, both virtual and personal, that showcase their appreciation for their LGBTQIA+ Team Members over the past years.

To show how VBP embraces equality, diversity, and inclusivity in the workplace, and celebrates two (2) of our core values - **One World Family Spirit** and **Release your inner child** we celebrated pride month through **VBP Queen**.



The Queen Says

As a gay man, I am conscious of how I act in public places due to the scrutinizing eyes that surround me. I was scared to be criticised just because I don't conform to the standards that society has established. But when VBP opened its door to me two years ago, I found myself enjoying the environment that I was once afraid of. I have never felt out of place or judged by my colleagues, whom I now consider family. And because of the love and acceptance I received, it gave me confidence to fully spread my wings by competing in the Pride Month pageant, and luckily bagged the crown as VBP Queen of all Queens 2023. Who would have thought that a conscious gay man is now a pageant queen and has given a platform to represent the rainbow community.

Truly, VBP has succeeded in building a very inclusive environment where everyone is allowed to be their fullest, truest selves at work. Where diversity becomes a norm and where everyone is valued and celebrated.

-Queen Reynold



A group of seven men in formal attire (suits and tuxedos) are standing on a stage, holding hands and raising their arms in celebration. The stage is lit with blue and purple spotlights, and a large screen in the background displays the word "CHAMPIONS".

A culture that recognises

Culture, Diversity, Inclusion,
and Belonging Report





We recognise
diversity in
interests

VBP is committed to heightening inclusivity and respect among all Team Members. We have been cultivating the integration of one's professional and personal passion. In the pursuit of this integration, we have acknowledged and recognised the established interest groups in VBP.

Initiated and led by Team Members, our interest groups are open to all those who would like to share their hobbies and passion, building camaraderie even outside of work.

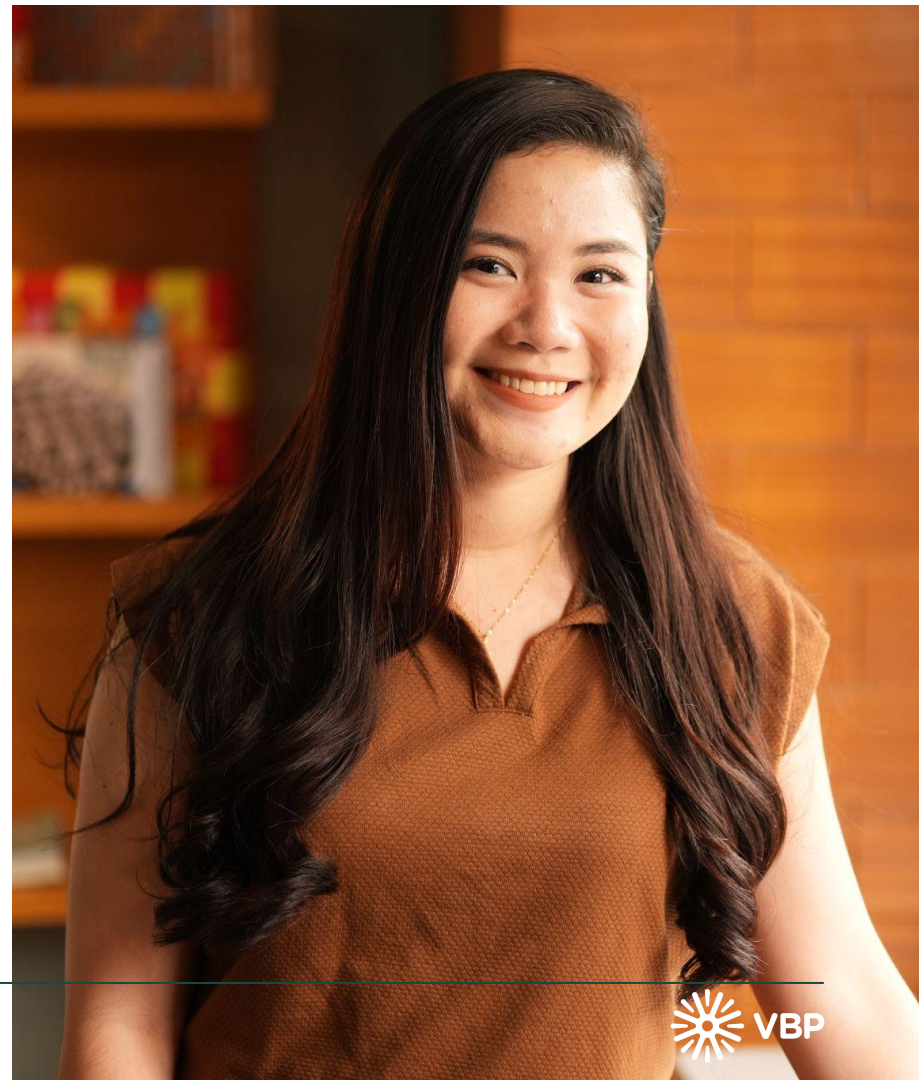
Here are the active interest groups in VBP.

- Shooting Kangaroos
- Smashing Kangaroos
- Spiking Kangaroos
- Grooving Kangaroos
- Gaming Kangaroos
- Caring Kangaroos
- Selling Kangaroos
- Striding Kangaroos
- Trekking Kangaroos
- Furry Pals Kangaroos

New interests groups

- Diving Kangaroos
- Skating Kangaroos
- Kang Pangs

We recognise diversity in religion



VBP recognises that Philippines has rich culture with diverse beliefs and religions. In VBP, we embrace diversity, we respect each other and treat each other as family. We embrace that we live in a world without borders or constraints.

Our One World and Family Spirit Core Value is being manifested not just in our Team Members' behaviors and relationships, but also reflects in our policies and processes.

Our People and Culture - Talent Acquisition Team ensures that our applicant pool is diverse in terms of generation, gender, sexual identity, and religion. The Team also ensures that our hiring pool is diverse.



“Working in an organisation that cherishes diversity and mutual respect has been a truly enriching experience for me. At VBP, I've encountered the joy of interacting with colleagues from different backgrounds, fostering a culture of curiosity and understanding. Despite the challenges of navigating differences in culture and religion, I've found comfort in being able to share my experiences as a Muslim and highlight the beautiful life we have in Islam. I'm forever grateful for the opportunity to contribute to VBP's inclusive atmosphere.”

-Nadj Noor, Financial Planning Assistant



We recognise
achievement and
talents



At VBP, we encourage everyone to be the best authentic version of themselves through self-expression.

Each year, we celebrate our VBP Talents and Awards Night to recognise the achievements of our Team Members, to celebrate team's excellence, and to showcase their talents through various performances and creativity through dressing up to the nines.

Different Awards

- Support Person of the Year
- Servant Leader of the Year
- Operations - Team of the Year
- Support - Team of the Year
- Beyond the Call of Duty
- Su Cardino Core Value Award
- CEO Award
- Admin of the Year
- Rookie Admin of the Year
- PP of the Year
- Rookie PP of the Year



We recognise series of little wows



In VBP, Team Members are encouraged to create little WOW moments, inspiring them to go over and beyond what is expected. VBP recognizes these series of remarkable WOW moments

Recognize. It is a social Team Member recognition platform which promotes the power of positivity and cultivates VBP culture through empowerment and motivation. We continue to find ways to celebrate wins and provide recognition for their works.

Team Members can receive different recognition badges from their leaders, colleagues, and clients. The badges can be used for redeeming different vouchers and rewards.





A culture that cares and enables



**We enable our
differently abled
Team Members**



"I joined VBP in April 2019 and it was a fresh and new start for me. I was just 15 days old in the company when I was entrusted to lead a group! I loved the All Hands Meeting moment when we were tasked for an intermission number. I was honored and privileged to work with members who were leaders, managers, and tenured Team Members. My first AHM, T&A Night and YEP experiences were all stunning! I deeply admired how open and diverse VBP is in terms of upholding its culture and giving due recognition to its team members' individual talents.

In October 2019, I was diagnosed with Profound Hearing Loss in my right ear. To become profoundly deaf is something abrupt and undeniably unanticipated. I was worried about my physical & mental health as well as losing my job in an instant, but VBP is truly a hero to me, despite being with VBP for six months they shouldered 77% of the cost of my Hearing Aid and granted me a loan for the rest of the cost at no interest and that was accomplished in just less than a week from the time I was diagnosed. I was so amazed and grateful for VBP. I don't know if there was any other company that would do the same.

In July 2023, I started a new role in VBP. I joined the leadership team and now one of the Client Services Managers in the company. I am humbled and amazed how VBP has enabled me to achieve such milestones within the company. With VBP, I've never felt different from the rest of the Team. I am loved and accepted, and still feel completely normal despite my disability. Thank you so much VBP!

This is Biboi Purtado - a uniquely-abled Client Services Manager."



We care for the wellness of our Team Members

Culture, Diversity, Inclusion,
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Mental Health Services in VBP. VBP acknowledges the importance of psychologically safe workplace. To ascertain that our Team Members are flourishing, VBP provides Team Members with the access to psychological aid through an external provider.

- **Sessions with third party licensed psychologists for all Team Members.** The psychotherapy sessions serves as an avenue for our Team Members to open up about their personal or professional lives, may it be positive thoughts or struggles. From October 2022 - September 2023, we have 447 booked sessions, and 54% of them were completed.
- **Wellness Communications.** Continuous awareness on mental health and wellbeing are being practiced in VBP through internal communications and Wellness Wednesday of the third party. Such communications tackled different wellness topics such as but not limited to stress, emotions regulations, and mental health. We also release internal communications encouraging our Team Members to book a session with our external wellness provider regardless if they are in struggle or not.
- **Wellness Webinars.** Our external wellness provider also gives webinars which are open to all of our Team Members. Our Team Members strongly agree that the webinars provided are informative and their knowledge and understanding about mental health are improved.
- **Wellness Trainings.** VBP also provides management and leadership training to our leaders. This training is conducted by an external provider educating our leaders about their roles on the mental health of their Team Members.
- **Pharmacological Intervention.** Flagged as High-risk Team Member by our external psychologists are given pharmacological intervention by VBP. VBP funds the psychiatric evaluation of our team members amounting to **15,000.00 per person**. VBP also helps Team Members with their expenses in buying prescribed medications to those clinically diagnosed Team Members.
- **Extended Mental Health Services to Team Member's Dependents.** Here in VBP, we believe that we extend our services to not only our Team Members but also to their kin. Since family is important to us, we want our Team Members to look out for each other by allowing **2 dependents per Team Member to avail the Mind You Services**. This is a session held with psychologists to discuss about anything.

Mental Health Assessment. An annual mental health assessment conducted by our third party partner. The goal of this assessment is to evaluate the work health, level of presenteeism, and assess the stressors of our Team Members. The Mental Health Assessment is a proactive program of VBP since the results of the assessment are our baseline in initiating programs.

World Mental Health Month Celebration 2022. We celebrated last year's Mental Health month with series of free webinars for our Team Members. We also added the Mental Health Wall where Team Members shared their positive thoughts. We revamped our Safe Space group to welcome and nurture more Mental Health advocates.

Mental Health Officers. In VBP, we certified selected Team Members as Mental Health Officers (MHOs). Our MHOs champion wellness programs for our Team Members, collaborate with our stakeholders to identify who need professional help, communicate for psychoeducation, and provide psychological first aid when necessary. As of September 2023, we have four (4) certified Mental Health Officers, and an additional one (1) is currently in training.

Psychological First Aid Training. Psychological first aid training was given to our Mental Health Advocates, 10 members of our KangPanions (*an interest group advocating wellness and mental health*).

Leadership and Management Training. A training provided to leaders in the organisation which aims to equip them with knowledge on mental health and mental healthcare. This training also furnishes the leaders with skills in providing support to their Team Members that will aid their team members in maintaining positive mental well-being. This training also zooms in on cultivating the skills of the leaders in crisis management and in flourishing their skills in moulding Team Members' professional and personal growth.

