STATEMENT OF WORK



Powered by

VANTECH
CONSULTING & OUTSOURCING GROUP

Virtual Emily

Welcome to the VIRTUAL CEO *Life*



Who is **Emily?**

Virtual Emily is the perfect Remote Executive Solution for your company.
We combine Professional Executives, tech and consulting to create the perfect Remote Teams.



Where is **Emily?**

Virtual Emily is basically everywhere; mobile, virtual and real at the same time.

The Virtual CEO Experience is the ultimate mobility experience!

"I literally run my entire company from my Smartphone."



Work and live in the cloud; through the power of **Virtual Assistants** and automatizations you can transform your life and business.

Emily's Statement of Work

Make sure everyone is on the same page and clear. The Teams goals and expectations have to be aligned with your outsourcing provider and your Virtual Assistants. It is unreasonable to determine if the project is not living up to your expectations if you never told them what your expectations were and if they were realistic at all to begin with. Write everything down and then pass the lists around so everyone in your company that will be involved knows where everything stands and has a chance to give input, this is called a Statement of Work.





COMMUNICATION

What are their work hours and the proper communication channels?

Make sure your VA talks to one person in the company, otherwise there may be communication issues.



REPORTS

How do i know what my VA is doing?

Make sure you give the proper template with variables and data you need, this will save time.



TRAINING

Make sure you dedicate time to your VA and train them on how you like the work.



FEEDBACK

Are you happy with the results your VA is giving you?

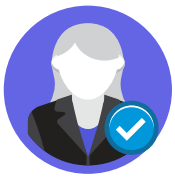
Continuous feedback is key to asure VA is always providing the best service.



MICROSOFT TEAMS

What Project Management tool do you use to monitor the work?

Through Microsoft Teams you can create To-Do lists, send files, receive reports and monitor your VA work's progress daily.



AVAILABILITY

What proper procedure should be followed in case of an emergency of work-related questions?

Virtual employees are like any other employees, they require training and availability. If you don't have time, make sure someone on your company does.



VCEO LIFE

Enjoy the VIRTUAL CEO LIFE Experience.

Vantech will try to find you a Virtual Emily that meets your needs. If within the first 30-days of working with your Virtual Emily you are not happy with our service, then you agree that Vantech had 7 days to find and train for you a replacement Virtual Emily.

Similarly, if at any time your Virtual Emily leaves the employee of Vantech, then you agree that Vantech has 7 days to find and train for you a replacement Virtual Emily in those 7 days, you will not be charged for training and hiring of your replacement Virtual Emily.

Virtual Emily

Let's get started with your **Emily**

- **Client:**
- **Account Manager:**
- **Emily's Name:**
- **Emily Type:**



Marketing Emily

Activities to be performed by the **Virtual Emily**

☐	Webmaster	☐	Content creation
☐	Community Management	☐	Social Media management
☐	Campaigns	☐	Website optimization
☐	Audiovisual	☐	E-mail marketing campaigns
☐	Graphic Design	☐	Paid Ads management

As the **Virtual Emily** is specifically chosen for your needs, the **Emily** commitments cannot be varied without **Vantech's** written consent and approval. You may be responsible for additional fees and costs for any additional duties or activities that the **Emily** performs at your request.

Overview

Is our commitement to provide you with a **Virtual Emily** who is proactive with all work related matters, always following instructions and performing assigned tasks, ensuring all information gathered is properly displayed in required platforms and completing tasks in a timely manner.

Schedule

☐ EST ☐ CST ☐ MST ☐ PST

FULL TIME

☐ 7:00 am - 5:00 pm
☐ 8:00 am - 6:00 pm
☐ 9:00 am - 7:00 pm



HALF TIME

☐ 8:00 am - 12:00 m
☐ 9:00 am - 1:00 pm
☐ 10:00 am - 2:00 pm

☐ 12:00 m - 4:00 pm
☐ 1:00 am - 5:00 pm
☐ 2:00 am - 6:00 pm

***** **Virtual Emily's** schedule may not be changed without Vantech's written consent and approval. Client will be responsible for any over time fee required under applicable law.

What would your **Emily** have access to?

☐ Email account ☐ Website credentials Other: _____

☐ Social Media Accounts ☐ CRM platforms

Vantech and Client shall hold all Confidential Information of the other Party in the strictest confidence and shall not, during or subsequent to the term of this Agreement, use the other Party's Confidential Information for any purpose whatsoever other than the performance on behalf of Client of the Services, or disclose the other Party's Confidential Information to the other Party's employees except on a need to know bases or to third Parties, who are under no less than the same confidentiality obligations to which the Parties are committed hereunder, and it is understood that such Confidential Information shall remain the sole property of the disclosing Party.

Do you have a Brand identity manual?

- [ ] YES
- [ ] NO

If you don't, please help us understand your Brand Identity by sharing with us the following items

- [ ] Editable Logo
- [ ] Primary and complementary fonts
- [ ] Color palette
- [ ] Communication tone samples
- [ ] Corporate brochure
- [ ] Graphic line samples

Communication

- [ ] E-mail
- [ ] SMS
- [ ] Whatsapp
- [ ] Slack
- [ ] Local Telephone Line US based
- [ ] iMessage
- [ ] Microsoft Teams
- [ ] Skype
- [ ] Other(s)

_____

In order to have a single communication channel with your **Virtual Emily, Vantech** suggest using Whatsapp Business as the only communication channel. In this way all the information will be centralized and the monitoring of the tasks will be much easier for both parties.

***** Please remember your **Virtual Emily's** schedule, and avoid contacting her personally and/or on hours different to her work schedule previously agreed in this document.

Something to add?

If there is something else your **Emily** may know, please let as know

Reports

How frequently do you wish to receive your progress report from your Virtual Emily?

- [ ] Daily
- [ ] Weekly
- [ ] Monthly

Virtual Emily will always say hello in the morning and say goodbye at the end of the day sending the report of the day's tasks with a copy to the Account Manager.

Where do you want to receive your Emily's report?

- [ ] Whatsapp Business
- [ ] E-mail
- [ ] Whatsapp
- [ ] SMS
- [ ] Slack
- [ ] iMessage
- [ ] Microsoft Teams
- [ ] Skype
- [ ] Other(s)

Feedback





How frequently do you wish to receive your progress report from your Virtual Emily?

- [ ] YES
- [ ] NO

Execute

Continuous improvement until you reach the desire goal

Things will never be as easy as we believe them to be. There has to be constant communication and evolution of the project scope. The only way to success is constant project measurement and improvement.

Things change throughout the course of the project and you have to be willing to be flexible when necessary so as not to stand in the way of success.

On the other hand, know on which points you can't budge and which requirements have to be met without question. That's why you developed your Statement of Work to begin with.

***** If you fail to comply with any of your commitments, then Vantech may terminate this SOW and the Agreement immediately and you will be responsible for any unpaid fees.



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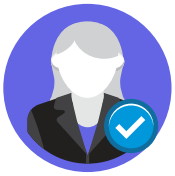
CONTINUOUS FEEDBACK

Let them know what they do well, what they are doing wrong and some business strategies to improve.



REPORTING

Working as a **Virtual CEO** can be a challenge. Daily report and weekly feedback to improve the quality and expectations are a must.



AVAILABILITY

Even though **Virtual Assistants** are very independent, make sure you have time for them. VA's are like any employee and they require direction and constant communication.

Working with your **Virtual Emily:**

A feature overview

CONVERSATIONS

Slack brings your team and their conversations together in one place. Discussions are organized into channels, so there's a place for every project, team or department. Create a channel for service alerts, one for on-boarding, or one for planning the next offsite and when you need to stop typing and start talking you can hop on a voice or video call, all available right from Slack.

OUTLOOK 365

We primarily recommend Outlook 365 for clients that are needing email hosting for their business. However, Outlook 365 is much more than just email. It also includes a variety of apps and features that can come in quite handy. In fact, you're probably already using or are familiar with some of them.

TASK MANAGER

We will use Slack and Outlook 365 to manage tasks and communication across the board with the team.

CALENDAR

One of the great things about using Google Calendar in G Suite is the ability to create multiple calendars that are accesible to everyone in your company (or even a subset of users). For example, you might want a group calendar for events like team holidays and regular meetings.
Having all your employees attached to the same organization makes tasks like these even easier when compared to the free version.

INFORMATION MANAGEMENT

The **Vantech** team will be using Google Drive and Slack or any other cloud based system approved by the client to share and store information, messages and communications.

Working with your **Virtual Emily** and Microsoft Teams

A feature overview

Microsoft Teams is the hub for Teamwork in **Virtual Emily.** It's a complete chat and online meetings solution. It allows you to host audio, video, and web conferences, delegate tasks and chat with anyone inside or outside your organization. You can also coauthor and share files with popular office 365 apps such as Word, Excel, PowerPoint, OneNote, SharePoint, and Power Bi by default we feature the following tabs, though more can be added by request.

CONVERSATIONS

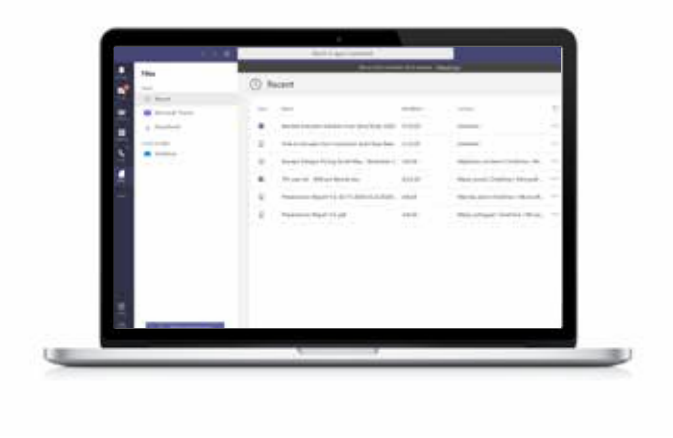
The Conversation tab in Microsoft Teams appears in the General channel, as well as any additional channels you create. All class members can view and add to conversations in the General channel. In other channels, use Mention to invite certain staff to participate in a conversation.

Conversations are different from chats because they are visible to everyone in a channel. Documents shared in a conversation automatically become part of the Files tab in that file.



FILES

As your team works together, you'll undoubtedly have files that you'll want to share and collaborate on Microsoft Teams makes it easy share files within channels. If the files are Word, Excel, Power Point or Visio files your colleagues can even view, edit and collaborate on the files right within Teams (editing in Visio Online requires a license). You can also add your favorite cloud storage such as SharePoint, Dropbox, Box, ShareFile and Google Drive.



Non-Solicitation & Non-Circumvention

Client's Non-Solicitation, and Non-Circumvention of **Vantech's** Workers. During this Agreement and for a period of one (1) year following expiration or termination of this Agreement, Client agrees that it will not hire, contract with, employee, or solicit for hire, or advise or assist others with the opportunity to do the same, any Workers or agents of **Vantech** who have been involved in any discussion, activities, or Services that are the subject of this Agreement. Should Client contract directly or indirectly with any Vantech Worker or agent for services similar to the services supplied under this Agreement. Client shall pay to Vantech an amount equal to twenty-five percent (25%) of the annual salary and any bonuses of said Worker or agent. The "annual salary" shall be the amount that such person is paid as salaried employee of Client or as an independent contractor if not an employee of Client. If such person will be providing services to Client either as an hourly employee or on an hourly basis as an independent contractor, then the "annual salary" shall be determined by multiplying the hourly rate paid to such person by 40 hours per weel by 52 weeks per year.

Data Protection

Use of Confidential Information. **Vantech** and Client shall hold all Confidential information of the other Party in the strictest confidence and shall not, during or subsequent to the term of this Agreement, use the other Party's Confidential Information for any purpose whatsoever other than the performance on behalf of Client of the Services, or disclose the other Party's Confidential Information to the other Party's employees except on a need to know basis or to third parties, who are under no less than the same confidentiality obligations to which the Parties are committed hereunder, and it is understood that such Confidential Information shall remain the sole property of the disclosing Party. The Parties further formally agree to take all reasonable precautions to prevent any unauthorized disclosure of such Confidential Information including, but not limited to, executing a mutual nondisclosure agreement containing provisions in the disclosing Party's favor substantially similar to Section 3.4 ("Confidentially") of this Agreement. Confidential Information does not include information which (i) is independently known to a Party at the time of disclosure to the other Party as evidenced by written records of the receiving Party, (ii) has become publicly known and made generally available through no wrongful act of a Party or a third party having the obligation to mantain the confidentiality of the same, or (iii) has been rightfully received by a Party from a third party who is authorized to make such disclosure.

Billing Policy

General Billing

Usage of **Virtual Emily** services constitutes Client's acceptance of the **Vantech Group LLC** billing policy. Client agrees to pay **Vantech Group LLC** the rates set forth in this SOW and in accordance with the selected payment method and terms set out in Exhibit B attached to the Services Agreement. Unless otherwise agreed in writing, all services are set up on a prepaid basis, and payment must be received by **Vantech Group LLC** before any billable service is provided.

The Client agrees and understand that taxes, including VAT and any other governmental levies, will be billable by **Vantech Group LLC** and included on the applicable invoice and that Client is responsible for payment of the same. For the avoidance of doubt, Client acknowledges that **Vantech Group LLC** has advised Client to seek its own professional or legal advice regarding the contract and as to whether it potentially creates a taxable presence for the Client or its affiliates under the jurisdiction of any taxation authority.

Vantech Group LLC will invoice Client in United State Dollars. Clients are required to keep a valid credit/debit card on file to charge for recurring monthly invoices. Clients are responsible for keeping all credit/debit card detaild and contact information current. This can be done requesting to the administrative team from **Vantech Group LLC** the Direct Debit from.

Billing Cycle

The payment will be invoiced on or before the 25th of every month. Invoices are payable within five (5) days of the invoice date.

In the event Client fails to timely pay, then **Vantech Group LLC** shall be entitled to suspend the services it provides to Client until all outstanding amounts are paid in full. **Vantech Group LLC** shall be entitled to use any deposit or reserve funds provided by Client to pay for such amounts owing.

Client is responsible for any fees associated with the Client's selected payment method, deductions, or currency exchange shortages that may be removed from payments before they are received by **Vantech Group LLC.**

Payment Methods

Vantech Group LLC accepts payments via Bank transfer, credit card or ACH. The Client authorizes regularly scheduled charges to his checking/savings account or credit card. The Client will be charged the amount indicated in the invoice each billing period. A receipt or each payment will be emailed and the charge will appear on the bank statement as an "ACH Debit". The Client agreed that no prior notification will be provided unless the date or amount changes, in which case you will receive notice from us at least 10 days prior to the payment being collected.

Refunds

An approved refund may be initiated by our office the next billing period after the refund request being submitted.

Absence Policy

Punctually requirements. Virtual Assistants are expected to be at their work stations on time. Tardiness is defined as being at your work station at least 15 minutes past your scheduled starting time.
The Virtual Assistant should also notify to the Team Leader and Operations Manager when the Virtual Assistant knows that may be late for work.

Counting absences. Here are the rules for how absences will be counted.

- An unscheduled absence for at least one-half the workday will be counted as one occurrence.
- Tardiness of 1 hour with a valid notice will be counted as 0.5 occurrence.
- Tardiness of 1 hour without a valid notice will be counted as one occurrence.

The occurrences will roll out in 90 days not 30.

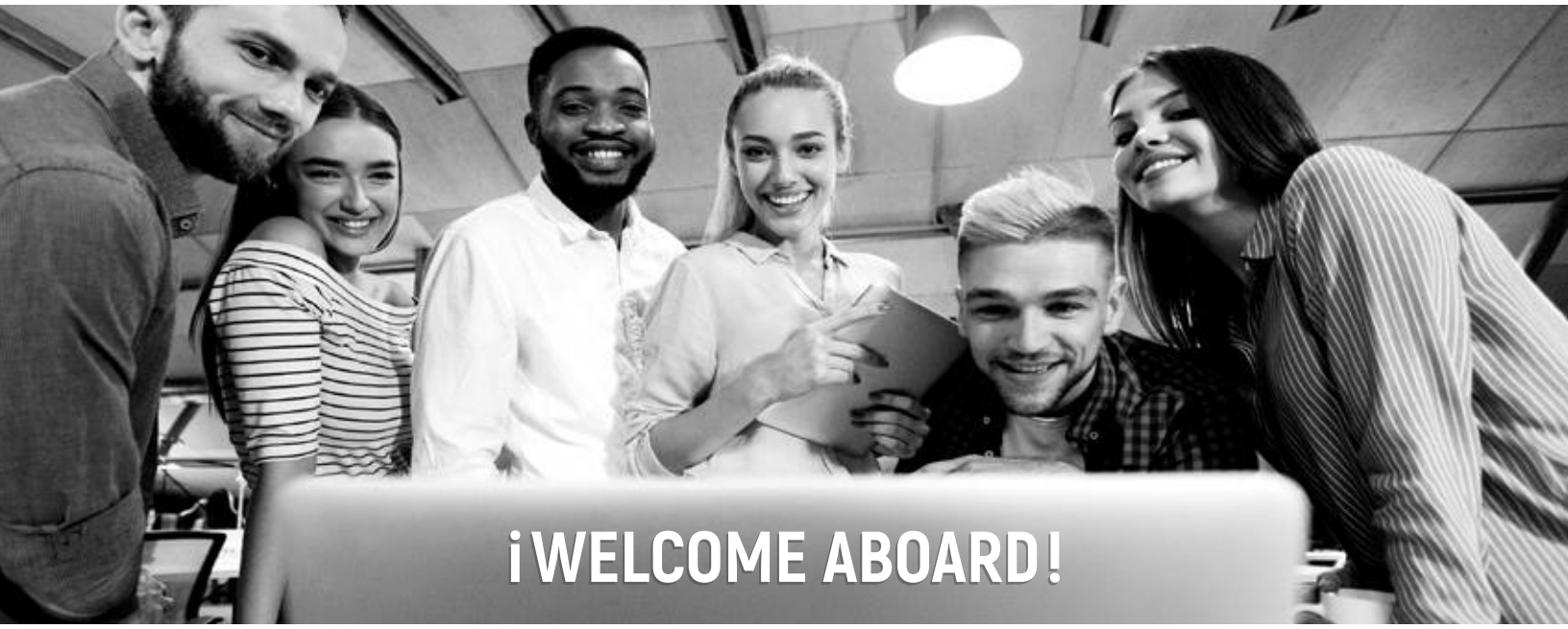
- 2 Occurrences = Warning
- 3 Occurrences = Termination of contract if needed. To be determined by management.

Procedure

In the event that the **Virtual Assistant** is unable to come to work, should be sure to call in and let the appropriate person know, in advance where possible, but no later than the regular starting time, so that arrangements for other help can be made.

Employees may be granted excused ansences for sickness/illness when the appropriate person is notified prior to the start of work. Pre-scheduled medical/professional appointments (lawyers, clergy, counselors, etc) or other compelling reasons, with prior supervisory approval, may also be considered as excused absences.

Abesence of three or more consecutive scheduled working days without notifying the appropriate person will be as a voluntary termination, and you will be removed from the payroll.
Authorized absence documentation. We may require documentarion of authorized reasons for absence, such as sick leave or jury duty, and may also verify the documentation where appropriate.



Enjoy your new
VIRTUAL CEO *Life*