



CHANGING WAYS
TOGETHER



| HI **VILTIAN!**

| WHAT IS THE **BUDDY PROGRAM?**

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HI VILTIAN!

If you are reading these words it's because you are having your **first days** at VILT.

¡Welcome aboard!

If you are already a VILTian and you are about to become a Buddy, here is all the information that you need to know about the **Buddy Program**.

At VILT we have a **strongly** marked culture and personality. We are different and we like it!

To be a VILTian it's not only to sign a contract or go to work every day, it's much more than that... it's to share, it's to **work** as a **team**, it's to learn, it's to improve, it's to achieve the goals, it's to cooperate and for sure, have **FUN!**

CAN WE COUNT ON YOU?

LET´S SHARE, BE A VILTIAN.

Human Capital



WHAT IS THE BUDDY **PROGRAM?**

One of the **keys** to VILT's **success** it's our people!! Everyone makes it easy to share the VILTian knowledge and culture.

VILT is continuously growing and one of our goals is develop our spirit and values as well. That's why we want to go ahead with the Buddy Program.

The main purpose of The Buddy Program is to **welcome** the new VILTians that are joining the team.

With the help of those who are already members of the company, the new VILTians can learn with our experience, our culture, our values, our spirit and, of course, our **5 commandments**.

But not everything is that serious.

It must also be learned how we like to take breakfast together every day, how to use the coffee machine, when we go out together to have lunch, to try new restaurants and typical or exotic food, how we are concerned about the environment and how we are proud to be a **Green IT Company!!!**

Besides all that, we organize football matches, Full Duplex, in the Christmas Dinner there are always surprises and gifts... and most important of all, that we are a team!!!

To be a VILTian it's challenging, but with the Buddy support, everything will be much **easier** since the first day

**THE SUCCESS OF THE PROGRAM DEPENDS OF
THE PARTICIPATION OF EVERYBODY.**

SO, LET'S SHARE AND COLLABORATE!!

EACH
TEAM MEMBER
ALWAYS
GIVES HIS
BEST





WHAT IS EXPECTED FROM THE NEW VILTIAN?

It's our expectation that the new VILTian embrace the VILT values & attitude since the first moments. In summary, that he/she develops herself/himself, as a person and as a professional, enjoying each day.... according with the **5 Commandments**:

- » Customer's interests are always **first!**
- » Each team member always gives his/her **best!**
- » We are a **team** and work always as a team!
- » We are always part of the **solution**, never part of the problem!
- »

Last but not least:

- » Good **HUMOR** is Mandatory!



WHY IT IS SO COOL TO HAVE A BUDDY?

When you arrived for the first time to a new job, certainly someone **received you**, taught you the formal and informal details of the company and guide you through your first days, isn't it right? So, for sure that the **Buddy** will make more sense to you.

The Buddy receives the **new VILTian** in his/her first moments in VILT. Guides, helps and informs about any activity, doubts, customs or needs that might occur in each day in our Company.

The Buddy is a resource for technical questions the new joiner might have, but also for social questions, such as "Where do I hang my coat?", "Where can I place my lunch?" and "Do most part of the colleagues eat here or go out?", questions regarding the **informal culture** and **unwritten rules** of the organization.

A Buddy will make the arrival of a new VILTian more **comfortable** and easier to adapt to the new workplace, and why not maybe the responsible for the first joke the new joiner receives.

GOOD
HUMOUR
IS MANDATORY



WHAT A BUDDY REALLY DOES

The Buddy should be sure to convey a sense of openness. A new hire should know that the **lines of communication** are open and feels respected and comfortable to go to his/her Buddy without feeling intimidated.

The Buddy should check with the new VILTian daily for a while to answer questions and offer **guidance**.

As minimum and to just some examples, The Buddy should:

- » Show the new Joiner around and **introduce** him/her to the others;
- » Show him/her where get **equipment** and supplies (ex. Printer, phones desk, coffee machine; toilettes, etc)
- » Show our **tools**: Zeus, Minder, Athena, Cybele and in each one give a briefing how it works and the main functionalities;
- » In **Zeus**, please ensure that him/her complete his/her personal details, competencies and put a photo in profile;
- » Introduce him/her in VILT **groups**: Fun, birthays, enrollments, etc.
- » Show VILT site and **Social Networks** sharing the last events;
- » Eat **lunch** with him/her during the first few days;
- » Ensure that on the end of 2 weeks he/she completes the **Welcome Guide**.

In resume:

MAKE FEEL THE NEW JOINER AS A VILTIAN FROM THE 1ST DAY AND SUPPORT HIM/HER ALWAYS THAT HE/SHE NEEDS. A BUDDY IS A GODFATHER FOR ALL VILTIAN LIFE!

WE ARE A
TEAM
AND WORK
ALWAYS
AS A TEAM



WHAT TO EXPECT FROM **A BUDDY?**

WE ARE
ALWAYS
PART OF THE
SOLUTION
NEVER
PART OF THE
PROBLEM

A Buddy needs to be someone who is **proud** of the **organization**, so he or she can communicate this enthusiasm to the new joiner.

By sharing with the new VILTian, the Buddy is also reminded of these same company policies, goals, and vision that he or she is imparting to the new colleague.

Ideally, a Buddy should be someone in the same department as the new hire who recently joined the organization or department.

This is so that he or she feels that the Buddy understands the feelings related to beginning a new job and can relay information that the new hire may need.

Of course, the Buddy must be familiar enough with the **organizational structures**, both formal and informal, to be a reliable source of information.

It's **important** to ensure that Buddy:

- » Have **availability** to develop this role;
- » Be well-regarded and accepted by other VILTians;
- » Be a **positive** role model;
- » Have a good performance history;
- » Have **patience** and good **communication** and interpersonal skills.

EVERYBODY CAN BE A BUDDY

According with the criteria's above, the choice will be done by responsible's for departments (PS; Sales, Support, Engineer; Admin) or by HC.



VILT



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