

Vietnam Network Local Staff Charter

This document explains what the principles of the Local Staff Charter mean for Vietnam Network. The Hanoi Embassy and Ho Chi Minh City Consulate General actively promote a welcoming work environment where everyone's contributions are respected, value and appreciated, and where staff are encouraged to take responsibility for their own professional development.



Professional Opportunities

The British Embassy Hanoi and British Consulate General Ho Chi Minh promote family-friendly flexible working opportunities where operational and security needs allow. We do not discriminate and welcome people of all back-grounds.

- >> We offer challenging and interesting work ;
- >> We provide opportunities for staff to change jobs and apply for promotion through internal recruitment process.
- >> We support Local Staff in developing for future careers within and outside of the Vietnam network by providing them wide range of learning and development opportunities to develop their skills and knowledge.



Learning and Development (L&D)

We provide a variety of L&D opportunities for all staff to improve their skills and capabilities.

- >> We offer time and encourage all staff to use their entitlement of a minimum of five L&D days per year; We give award to those have excellent L&D achievements.
- >> We offer the Diplomatic Academy and the Skills Framework to identify professional strengths, levels of capability and areas for development.
- >> We allocate budget and delegate Sections to implement their L&D plan on job specific expertise.
- >> We organise many internal sharing sessions and provide a wide range of soft skill courses at Post with trainers from the Regional Team, reputable local trainers and from experienced officers within the Vietnam Network.



Performance Management, Reward and Recognition

We assess performance on the basis of 'what' is achieved and 'how', with all staff clear what standards and expectations apply to them.

- >> Local Staff will have a clear job description and annual objectives. We operate a robust annual appraisal process.
- >> Exceptional performance will be recognised, and poor or under performance addressed constructively;
- >> We give annual performance bonus of between £500 to £800 to staff having good and exceptional appraisal performance.
- >> We aim to have our Local Staff Pay at the middle of local markets where financial situation allows. Additionally, we provide a competitive non pay benefit package i.e. medical insurance to staff and dependants, annual leave and holidays above Global Minimum Standard, potential discount British Council English classes for staff and their dependants.



Global Minimum Standards (GMS)

Types of leave	Global Minimum Standard	Vietnam Network
Annual leave (incl. public holidays)	30 days	39-44 days (14 public holidays)
Maternity leave	3 months paid	6 months paid
Paternity leave	10 days paid	10 days paid
Annual sick leave	No provision	30 working days paid
Volunteering activity leave	No provision	2 days paid
Adoption leave	3 months paid	3-6 months paid
Compassionate leave	5 days paid	5 days paid
Development days	Min 5 days paid	Min 5 days paid
Other special leave	No provision	Details in the TACOs



Terms and Conditions of Service (TACOS)

The Vietnam Network Terms and Conditions of Service (TACOs) cover all aspects of working in the British Embassy Hanoi and British Consulate General Ho Chi Minh. New staff receive an electronic copy along with their letter of offer, prior to starting.



Voice and Visibility

We encourage all staff to engage, make their contribution and make their voices heard. Staff can do this via:

- >>Local Staff Association (LSA) represented by both local colleagues in Hanoi and Ho Chi Minh city.
- >>Local staff Advisory Group represents local staff on FCDO platform. These groups commit to representing the views of staff and contributing to central policies that affect them, as well as to acting as multipliers for senior management messages and policies.



Flexible Working

Where business needs and local conditions allow we support flexible working for ALL staff. This can include:

- >> flexi-time as long as it is approved by the Section Head and meets the conditioned hours (8 gross hours incl. 1 hour lunch) and opening and closing office hours (8.30 am – 5.30 pm)
- >> working from home on a particular day(s) as long as it is agreed with the line manager and work can be completed away from the office.



Further information

If you have any questions in regards to this Local Staff Charter please contact:

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