

CCD Buddies Policies



Objective

The CCD Referral Program is designed to reward employees for recommending candidates who are hired to work at CCD. All CCD employees, including full-time, part-time, and temporary staff, are eligible to participate, with the exception of those in direct contact with the hiring process.



Eligibility Requirements

1. Employee Eligibility:

All CCD employees, including full-time, part-time, and temporary, are eligible to participate.

Exclusions: Employees working directly in the recruitment process, such as those in Human Resources or Recruitment, are not eligible to refer.

2. Referrer Requirements:

OPS interviewers are allowed to refer as long as they do not have direct contact with the hiring process of their own referral.

3. Referral Requirements:

- **Active Status:** Both the employee referring and the referred candidate must be in active status at the time of bonus payout.
- **No Active Applications:** The referred individual must not have an active application with CCD within the past 3 months.
- **Rehire Clause:** If the referred individual has worked at CCD before, they must have been inactive for at least one year.

Referral Process

1. How It Works:

- Employees must indicate the name of their referral on the relevant application.
- If a referral is referred by more than one employee, the bonus will be given to the employee listed as the referrer on the referral's application.

2. Tracking and Payments:

- Referral bonuses are paid on the 15th of every month.
- **Bonus Eligibility:** Both the referring employee and the referred candidate must be in active status on the bonus payout date.
- Employees with active disciplinary actions (e.g., write-ups) will lose their referral bonus payment for the month in which the write-up occurs.

Conclusion: This program aims to encourage internal recruitment through employee referrals, rewarding staff for their active participation in the hiring process. Make sure to follow all the policies and conditions outlined in this manual to qualify for the referral bonus.

Terms and Conditions

1. Referral Applications:

- The referral bonus will only be paid if the referred individual is hired and meets all the requirements mentioned in this manual.

2. Exclusion Due to Disciplinary Action:

- If an employee receives a disciplinary action (e.g., write-up) during the month, they will forfeit their referral bonus for that month.

3. Bonus Payment:

- Referral bonuses are paid on the 15th of each month.

Referral Bonus Payment

Employees who refer a candidate that is successfully hired will receive a referral bonus as follows:

1. For Onsite Hires:

A total bonus of **20,000 pesos** will be paid in two installments:

- **10,000 pesos** after the referred individual completes their first 60 days with the company.
- **10,000 pesos** after the referred individual completes their first 90 days with the company.

2. For Work-from-Home Hires:

A total bonus of **10,000 pesos** will be paid in two installments:

- **5,000 pesos** after the referred individual completes their first 60 days with the company.
- **5,000 pesos** after the referred individual completes their first 90 days with the company.



Referral Tracking

To validate the status of referred candidates, we have created a platform that includes a tracker. You can easily track the progress of your referrals by visiting the following link:

<https://ccdcare.com/specialist-portal/ambassadors-program/>

This portal allows employees to track their referrals and access all related information about the program.

In this program, you don't only earn by referring someone who gets hired. You also have the opportunity to win instant prizes by referring individuals who meet the required criteria, whether they are hired or not. For every 5 people you refer who are contacted, you will have the chance to spin a wheel that contains various prizes.

CCD Buddies – Do's & Don'ts Guide

As a CCD Buddies team , you represent the program and our brand. This guide outlines the appropriate and inappropriate ways to promote job openings and refer candidates through social media and other channels.

Do's (What Referral **should** do):

- Share active job openings including schedules, modality (remote/on-site), city, and other verified information provided by the referrals team.
- Use professional and positive language that reflects CCD's culture and values.
- Respect the official brand identity — use only approved visuals, colors, and templates provided by the referrals or marketing team.
- Answer basic candidate questions and redirect them to the official application form or contact channel.
- Use proper tags or mentions when necessary (e.g., hashtags, official CCD pages).
- Promote the program in appropriate spaces, such as job groups, professional communities, or personal social media (outside of working hours).
- Clarify that you're part of the referral program, but not a recruiter or hiring manager.
- Use official materials provided by CCD such as flyers, message templates, or banners.

CCD Buddies – Do's & Don'ts Guide

As a CCD Buddies team , you represent the program and our brand. This guide outlines the appropriate and inappropriate ways to promote job openings and refer candidates through social media and other channels.

✘ Don'ts (What Referral ***should not*** do):

- Do not share internal content, like screenshots of emails, internal reports, Slack messages, or databases.
- Do not post outdated or unverified information — always confirm with the referrals team first.
- Do not share unauthorized links or personal forms that are not part of the official program.
- Do not use altered logos or visuals that could damage CCD's corporate image.
- Live Streaming may only be done in authorized areas of the company, if performed at CCD locations.
- Employees shall not LiveStream while working at their workstation, regardless of being WFH.
- Do not make false promises about hiring guarantees, salaries, or process details.
- Do not express negative opinions publicly about recruitment processes, job offers, or previous experiences.
- Do not post in inappropriate groups (e.g., meme pages, entertainment groups, etc.) that are not job- or career-related.
- Do not disclose artwork or images with customer's logos.

Frequently Asked Questions (FAQ)

1. Who is eligible to participate in the Referral Program?

All CCD employees, including full-time, part-time, and temporary staff, are eligible to participate in the referral program. However, employees in positions with direct contact with the recruitment process (such as HR or Recruitment) are not eligible to refer.

2. How do I refer someone? To refer someone, you must submit their information through the referral platform. If the referral is successfully hired, you will be eligible for a referral bonus based on the employee's contract type (Onsite or Work-from-Home).

3. What is the referral bonus?

- **For Onsite hires:** You will receive a total of 20,000 pesos, paid in two installments of 10,000 pesos each. The first payment is made after the referred individual completes their first 60 days, and the second payment is made after 90 days with the company.
- **For Work-from-Home hires:** You will receive a total of 10,000 pesos, paid in two installments of 5,000 pesos each, after the referred individual completes their first 60 and 90 days with the company.

4. Can I track the status of my referral? Yes, you can track the status of your referred candidates through the CCD Referral Program portal. You can access the platform here: [Referral Tracker](#).

5. How do I earn additional prizes? In addition to the referral bonus, you can win instant prizes by referring individuals who meet the required criteria, even if they are not hired. For every 5 people you refer who are contacted, you will have the opportunity to spin a prize wheel containing various rewards.

6. When are referral bonus payments made? Referral bonus payments are made on the 15th of each month. The employee and referred candidate must be in active status on the payout date to qualify.

7. What happens if the referred candidate has worked with CCD before? If your referral has worked at CCD before, they must have been inactive for at least one year to qualify for the referral program.

8. What if I receive a disciplinary action? Employees with active disciplinary actions (such as write-ups) will lose their referral bonus for the month in which the write-up occurs.

Frequently Asked Questions (FAQ)

9. Where can I request personalized information about the program, bonus payments, or any other inquiries?

For personalized information, you can reach out through our dedicated Slack channel: #recruitment-ccdbuddies. Yennifer Nunez, the Junior Lead Generation Analyst, will assist you with any questions or concerns you may have.

10. How can I receive help in attracting better referrals?

For guidance on how to attract better referrals, you can participate in our monthly Q&A sessions. These sessions are a great opportunity to ask questions and get tips on improving your referral strategy.

11. What are the requirements for remote work?

For remote work, the individual must have a reliable internet connection and uninterrupted power supply 24/7. It's also essential to have an inverter or a backup power system in place to ensure continuous power during any power outages.

12. Can a person work remotely from anywhere in the country with CCD?

No, there are **certain locations not allowed for WFH:**

- Bahoruco
- Bayaguana
- María Trinidad Sánchez
- Peravia (except for the center of Bani)
- Valverde (except for Mao)
- Yamasa
- San Juan
- Outskirts of Puerto Plata (except for Sosúa)
- Barahona - Pedernales
- San Rafael del Yuma
- Azua

CCD
BUDDIES

The image features the text "CCD BUDDIES" in a bold, bubbly, 3D-style font. The letters are a light blue color with a darker blue shadow underneath, giving them a sense of depth. The text is surrounded by a scattering of small, colorful confetti pieces in shades of red, yellow, and light blue, which are scattered around the letters, particularly on the left and right sides. The background is plain white.