



HOLIDAYS

Unleash

YOUR

Mojo

A woman is floating on her back in clear, light blue water. She has a serene expression with her eyes closed. Her hair is pulled back, and she is wearing a vibrant lei made of large, colorful paper flowers in shades of pink, yellow, and blue. Her hands are resting on her chest, and her fingernails are painted a clean, bright white. The overall atmosphere is peaceful and vacation-like.

VISION

The best holidays
IN THE
WHOLE WIDE WORLD.

A woman in a red polka-dot swimsuit and a colorful lei is floating on a white inflatable ring in a blue swimming pool. The background is a bright blue sky.

MISSION

TO GROW A PROFITABLE COMPANY THAT PEOPLE
love to travel with
AND WHERE PEOPLE LOVE TO WORK.

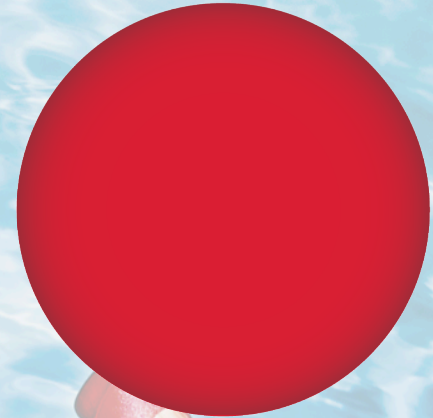
VALUES



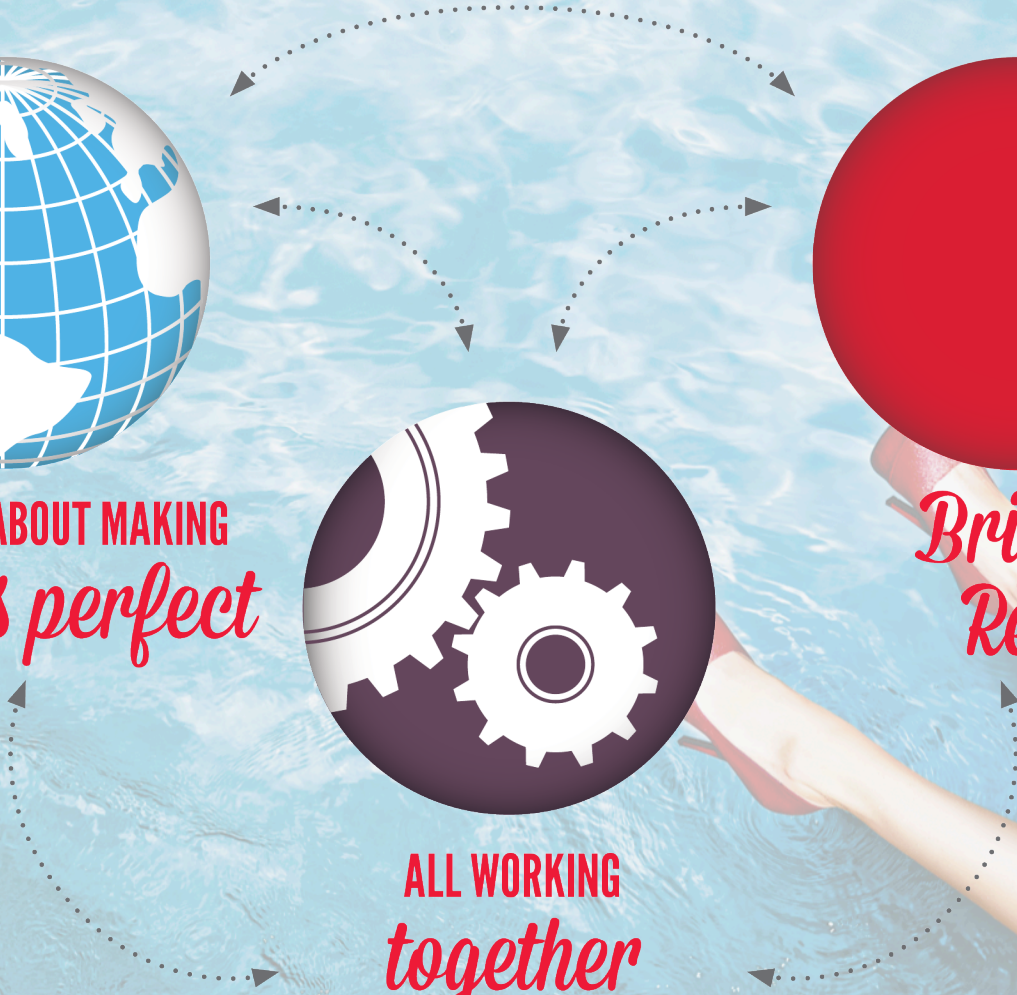
PASSIONATE ABOUT MAKING
holidays perfect



ALL WORKING
together



*Bright
Red*



7 STRATEGIC OBJECTIVES



PEOPLE

STRATEGY

Learning & Development

Loving Our People



WINNING TACTICS

BRINGING IN
the best

ENGAGEMENT &
wellbeing

NURTURING
talent

RECOGNISE,
REWARD &
RETAIN

OBJECTIVE

ENCOURAGE AN ENVIRONMENT WHERE PEOPLE

love to work

AND DELIVER THE HIGHEST PERFORMANCE

in the industry.

Our Expertise

- Fully qualified L&D professionals
- Business Partners and Specialist roles
- Experts in the field of Learning & Development
- Instructional Design
- Technical verses developmental needs



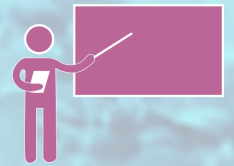
EFFE learning



70% On-the-job
Experience



20%
Informal
Learning

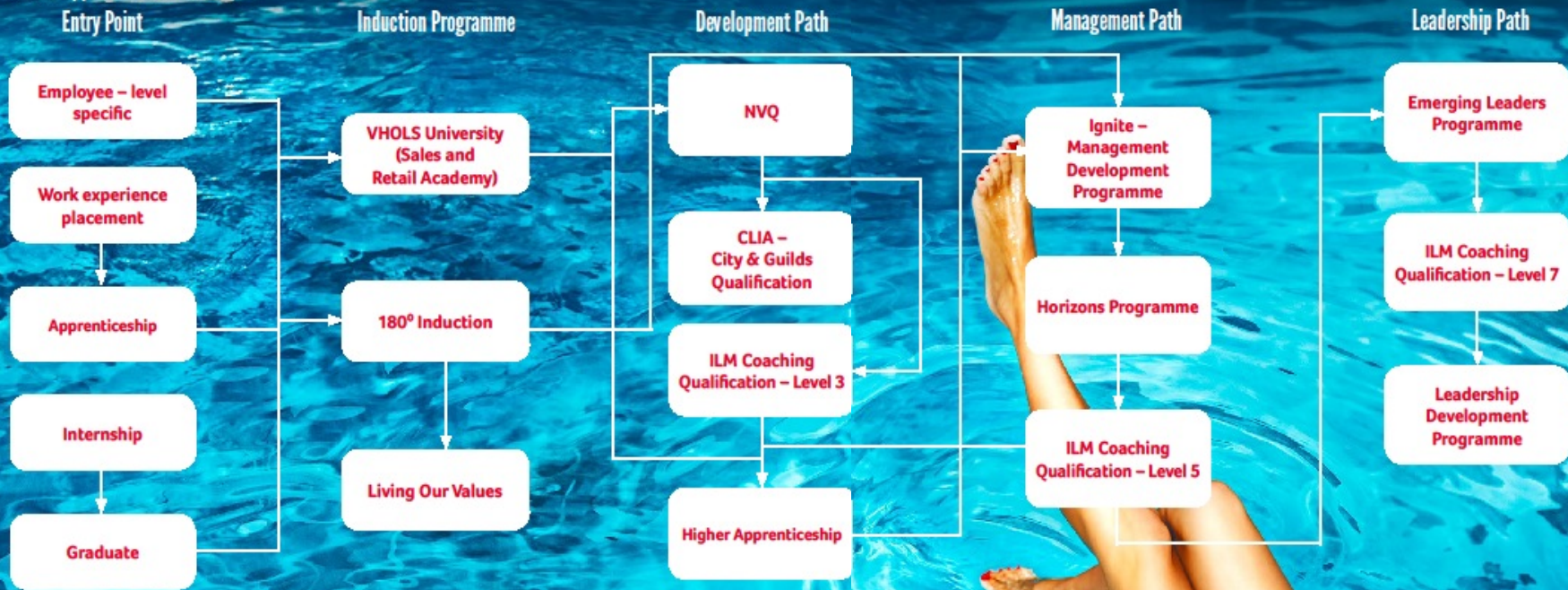


10%
Formal
Learning

WHAT DO LTD & DAY'S WORLD do in today's world

- Career development
- Succession pathways
- Our Winning Tactic... Nurturing Talent

Career Opportunities Flowchart



Career Opportunities Journeys

Example journey 1:

Work experience through to senior manager

- Experience the culture of Virgin Holidays through a work experience placement.
- Love it so much you come back as an apprentice studying towards and level 2 or 3 qualification.
- Experience the 180° induction programme to fully on-board you in to the Virgin Holidays way of life.
- Attend the Living Our Values gathering.
- After year one opt to either move on to a higher apprenticeship programme, and ILM level 3 qualification in coaching or a role specific National Vocational Qualification.
- Move on to work towards a management role by joining the Ignite Management Development programme.
- Also have the option to study toward the level 5 ILM Qualification in coaching. Work towards joining the Horizons talent programme to help you move into a more senior role.
- Move on to work towards a leadership role by progressing from the Horizons talent programme to the Emerging Leaders programme.
- Take the option to study towards the ILM level 7 qualification in coaching. Move on the Leadership development programme.

Example journey 2:

Internship through to senior manager

- Experience the culture of Virgin Holidays through a 1 year internship placement
- Love it so much you come back as a graduate studying towards a degree level qualification
- Experience the 180° induction programme to fully on-board you in to the Virgin Holidays way of life
- Attend the Living Our Values gathering
- Move on to work towards a management role by joining the Ignite Management Development programme.
- Also have the option to study toward the level 5 ILM Qualification in coaching. Work towards joining the Horizons talent programme
- Move on to work towards a leadership role by progressing from the Horizons talent programme to the Emerging Leaders programme.
- Take the option to study towards the ILM level 7 qualification in coaching. Move on the Leadership development programme.

Example journey 3:

Sales & Retail University through to senior manager

- Join Virgin Holidays in our Sales and Retail environment
- Experience the Virgin Holidays University induction programme to fully on-board you in to the Virgin Holidays way of life. You will either join the Sales Academy or the Retail Academy
- Attend the Living Our Values gathering
- After year one opt to either move on to join the Trainers Academy programme which is still part of the Virgin Holidays University, alternatively study towards a higher apprenticeship qualification.
- Opt to build your skills further by enrolling on the ILM level 3 qualification in coaching or a role specific National Vocational Qualification.
- Move on to work towards a management role by joining the Ignite Management Development programme.
- Also have the option to study toward the level 5 ILM Qualification in coaching. Work towards joining the Horizons talent programme
- Move on to work towards a leadership role by progressing from the Horizons talent programme to the Emerging Leaders programme.
- Take the option to study towards the ILM level 7 qualification in coaching. Move on the Leadership development programme.

HOW DO communicate? WE



- Catalogue of Learning
- Internal Communications
- L&D in-box
- Open office policy (phone and F2F)
- Dedicated Business Partners
- Do you need more from us?

STAFF *Survey*



Pride

95%

Endeavour and Enjoyment almost

90%

Satisfaction nearly

80%

Advocacy close to

85%

Source: 2012 Staff Survey

HOW DO

Know we are getting it right?
WE

- 89% Employee Engagement
- 86% Retention of AE+ Performers



What does the FUTURE

Our three year plan **HOLD?**

- Coaching at Level 5 & 7 as well as external cohorts to generate revenue
- Graduates
- Higher Apprenticeships to grow