

EXPECTATIONS FOR CONDUCTING BUSINESS

1. It is the expectation and responsibility of each partner to present themselves in an appropriate and professional manner while conducting business. The saying “You only get one chance to make a first impression” couldn’t be truer.
2. Before arriving on site check the Client’s rules and regulations. All partners are expected to strictly adhere to the Client’s requests.
3. D2Global Managed services is third party/Sub contractor and working onsite on behalf of our client, so you have to be very professional in terms of execution and presentable in terms of physical appearance to provide best onsite services as it will result in more and more business and opportunity for all.
4. DONT represent D2Global onsite and always ask your onsite representation
5. Always ask dress Code if there is any special instructions
6. Check all tools and paper work before leaving for site
7. Once you reach the site, represent yourself as instructed. If you are not sure of your representation, enquire in the D2Global WhatsApp group
8. DO NOT ask customer for any tools or any advice on what you should be doing onsite. In case of any queries, consult the D2Global team
9. DO NOT tell anyone if you do not have expertise relating to the SOW, handle smartly and inform D2Global team for help and advice
10. Please read and follow the instructions in the work order unless told otherwise by the REMOTE ENGINEER. If you have any questions specific to the work or have an emergency situation onsite, contact D2Global team

11. Be polite and cooperative with everyone and especially with the REMOTE ENGINEER. This will have a direct impact for future business
12. DO NOT leave the site without D2Global Project in charge's approval
13. DO NOT socialize with support staff/customer
14. Today, security systems are commonplace. You must assume that video surveillance is active at every client location you attend. This includes but is not limited to parking lots, business entrances and manager offices. Please ensure you act accordingly.
15. DO NOT take away anything from site not belonging to you unless advised
16. Maintain a productive work environment – One that is free from harassing or disruptive activity. No form of harassment will be tolerated including harassment for the following reasons: race, national origin, religion, disability, pregnancy, age, military status or sex.

Instructions for Task Deliverables:

We will be needing all task deliverables "work summary, Pictures and documentations/signoff sheet right after completion of task, or approximately within 15mins after completion of the task, therefore during the task if you will get some free time then please prepare portion of task deliverables during that period, it will ease your work at the end.

In case of part replacements: provide part number of all parts especially for future requirements as we need to ship and without part number it is impossible to ship required part, if unable to retrieve than explain reason for that, also do confirm us about old faulty part " need to dispose of, leave onsite or take away"