



# Engineer's Code of Conduct Document

Being an D2Global247 field engineer comes with certain responsibilities; please do not think

it all easy. Most important: **Communication is how people know you**

D2Global247 customers are people sitting in offices, they only know what they get in the email, and we need to keep them informed. If you perform required tasks but do not communicate effectively, they won't appreciate, in return D2Global247 won't appreciate.

Be professional: Your religion, race, color and cast have nothing to do with D2Global247 business. Keep your personal belongings to yourself only! Do not discuss & mix personal traits or preferences with business objectives.

Following points will help you maintain good communications:

- a. Use "Reply All" for emails, so everyone remains in the loop
- b. Do not change subject line, keep the same subject on all communication regarding one ticket
- c. If not already there, include others but only related people
- d. Include all relevant information
- e. Do not exclude critical information
- f. Identify and contact ONLY related person, do not storm operations, accounts and support all at once
  - i. Restrict your interaction with site contact and offshore engineers to minimum. Strictly adhere to approved communications with these people. **THEY ARE NOT PART OF D2Global, DO NOT DISCUSS OR NAME OUR COMPANY THERE.**
  - ii. All payments are handled by accounts; do not send **any** financial information to Support department.

### Around the task

#### 1. Preparation:

- 1.1. Make sure you have task details including site address & site contact etc.
- 1.2. Make sure you take a photo ID before you leave for the task
- 1.3. Obtain prints of necessary details/SOW forms
- 1.4. Make a **paper-based** note/print of D2Global247 support person contact details & information provided by customer
- 1.5. Make sure you understand the nature of task
- 1.6. Immediately contact support staff if in doubt about **anything**
- 1.7. **Make sure you know name of company you are representing on site**
- 1.8. Assess tool requirements with help of support staff; procure/obtain all the tools
- 1.9. Plan your journey well in advance & inform assigned support person
- 1.10. Take **complete** toolkit with you on the task day
- 1.11. **Make sure you fully understand any special instructions from client, always act EXACTLY according to these instructions. Do not follow usual practice if you have a contradicting special instruction.**

**2. Before you arrive:**

- 2.1. Dress professionally
- 2.2. Notify D2Global247 support when you begin your journey

**3. When you arrive:**

- 3.1. Inform assigned support person as you approach site (Do this BEFORE entering site)
- 3.2. Make yourself familiar with site staff (**Introduce yourself *\*only\** with the company name advised**)
- 3.3. Get connected (Wi-Fi, laptop charger etc.), notify support by phone in case of any connectivity Problems
- 3.4. Go outside and call support to discuss if there is **ANY** problem in phone/internet connection on site
- 3.5. If you are not able to use your phone, request reception desk/site contact to make a call and call your support engineer
- 3.6. **Remember: IT support person/helpdesk in the client organization is NOT your support engineer**
- 3.7. Make sure you note down required details (serial no, model, connections etc.) as advised, take pictures and email as instructed
- 3.8. If you find the issue requires work additional or altogether different work; to that stated previously by D2Global247 Support Team for this task preparation, you must immediately contact D2Global247 operations team.

**STRICTLY FOLLOW \*ALL\* INSTRUCTIONS EXACTLY**


- 3.9. **Do not get into unnecessary talks with site staff especially site contact**
- 3.10. If they try to get insider details, do not explain too much
- 3.11. **Do not discuss any personal or D2Global247 related issues**
- 3.12. Additional tasks can only be requested via official channel and you are not authorized to commit any additional work
- 3.13. **Stay in touch with support staff at all times, in case of connectivity problems, do not just keep working, first notify support and take instructions**
- 3.14. If circumstances change or you see anything unexpected, consult support and DONOT PANIC. **For anything & everything out of ordinary, you need to consult our Support Staff first.**
- 3.15. Always remember: support staff is there to help you if you get in trouble, do not show that you are confused or do not know what to do. Just contact support with confidence and get instructions on how to proceed

**4. Before you leave:**

- 4.1. Make sure you are finished with the assigned tasks
- 4.2. Make sure you get feedback form filled by the site contact and send it to respective Support Engineer with sign-off sheet as soon as possible
- 4.3. Obtain clearance from support staff **BEFORE** you leave
- 4.4. Remember that site contact relieving you is **NOT** time to go; it is only when D2Global247 official says so!
- 4.5. **"Work Log" is part of task, not an extra something which can be ignored or delayed. Task is not complete till we have got the logs, details, pictures etc.**

- 4.6. **Not sending Work Log can result in no payment, it is customer requirement.** Be sure to send all related data (pictures, BitLocker keys, feedback forms etc.) in time to your support engineer

## 5. Accounts & Finance:

- 5.1. Make sure you send all receipts & expenses to [Account@d2global247.com](mailto:Account@d2global247.com)  Invoice Template\_FE (D2Global).xlsx within 12 days of the completion of the task. **(Invoice template attached)**
- 5.2. Make sure you do not discuss your service charges and travelling expense with Support team.
- 5.3. Send account details if not already on record of accounts department

## 6. Expense Claim:

- 6.1. In case you are eligible to claim any expense (travelling, accommodation, toolkit etc.), you must communicate the expected expense before the start of each task. **You must get in writing the approval of Operations Team for any expense claim.**
- 6.2. In case you are eligible to claim any expense, after the completion of the task you must communicate the actual total expense incurred to D2Global247 accounts. Expense claim should include:
- Scanned copy of actual invoices
  - Approval email by D2Global247 Operations Teams

## 7. Payment Rate, Terms & Conditions:

- 7.1. D2Global247's HR, Half, Full day, and Monthly FTE rates are depending on the country and region, (OUR Project team will discuss the rate during the project or task booking time )
- 7.2. Once invoice is received by Accounts Department after all approvals, the payment of the first task with D2Global will be cleared in net 30 Working days after receipt of invoice
- 7.3. Payment of all other tasks will be made in net 30 business days after the receipt of invoice.
- 7.4. You will only discuss the payment matters with D2Global247 Operations and accounts and that you will not discuss any of the payment related information with any of the company involved in the work. Failing to do so will result in NO PAYMENT or Penalties.

**8. Undertaking:**

- 8.1. During the engagement with D2Global247, you will comply with all applicable country, local laws, regulations, codes, rules and any other legal mandates of any type in effect in the country from which and in which the Services are provided, including, but not limited to such Laws relating to export, import, re-export Laws, anti-corruption and/or anti-bribery Laws, data privacy and data security Laws.
- 8.2. You will fully cooperate with D2Global247, its clients and all governmental authorities in connection with any such actual or suspected violations.
- 8.3. You will comply with the confidentiality, privacy and security obligations with respect to Personal Data of D2Global247 and its client/s.
- 8.4. You will NOT use, possess, sell, transfer, purchase, smell of, or be under the influence of alcohol, illegal drugs, or other intoxicants as this is prohibited at all times.
- 8.5. You will NOT discuss any of the payment matters with End Customer or any of the company involved in field work with D2Global247 and that payment matters will only be discussed with D2Global247 relevant team person. Failing to do so or violating this may result in NO PAYMENT or penalties.
- 8.6. It is also clear that you have totally understood all clauses mentioned in the Non-Disclosure agreement and you will at your best all the time work according to that and failing to do so will result in legal actions.

**Note: By acknowledging this document you agree that the company has the right to cancel the payments in case you fail to act accordingly.**

..... IC/Passport No/Govt ID: ..... hereby have read and understood the Code of Conduct and I hereby agree to adhere the Code of Conduct.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

Please sign this document and send it back at [yumna@d2global247.com](mailto:yumna@d2global247.com) to confirm that you have understood all the details mentioned above.

D2Global247 Contact Matrix:

<b>Position / Job Title</b>	<b>Name</b>	<b>Direct Dial</b>	<b>Mobile/Cell</b>	<b>Email</b>
Director of Operations	Naleef Salam	2034322511	+971589629770	Naleef@d2global247.com
Resources / Project Coordinator	Yumna	2034322511	+44 1438 940708	<a href="mailto:Yumna@d2global247.com">Yumna@d2global247.com</a>
Field Operations /Resources Manager	Amrin Alex	2034322511	+971 54 746 0525	<a href="mailto:amrin@d2global247.com">amrin@d2global247.com</a>

**Thank You!**