H-TECH SUPPORTS

Delivering with scale and agility

CODE OF CONDUCT

For Engineers & Vendor

Purpose

As you will be representing H-Tech Supports Limited (HTS), we expect you follow certain guidelines which have been set out to ensure that all activities being performed contribute towards Quality Service Delivery goal.

H-Tech Supports

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Sr.	Revisions	Date	Approved by
1	1st Issue	10th October 2020	Shehryar Umar
2	2nd Issue - Overall revision	1st January 2021	Saleh Kashif
3	3rd Issue - Overall revision	23rd March 2021	Shehryar Umar
4	4th Issue - Most Important Things to Follow	27th April 2021	Shehryar Umar

General Guidelines

First and Foremost: Communication is the key!

Users at our client sites follow a typical work routine. For the most part, their source of information is emails, and it is our responsibility to keep them informed about the work being done in their surroundings. A major part of your job is to ensure proper communication. Poor communication will contribute towards client dissatisfaction even if the job is well-done from objective point of view. So be sure to communicate properly.

Quality of Work

As our representative we expect you to deliver top class services to our clients. Be sure to conduct your work-related activities in a professional manner which is deemed to be as per industry standard. For example:

- Cables should be arranged in tidy manner.
- Proper cable ties should be used where required.
- Proper Labeling should be done with Labeling Machine where required.
- Do not work with any other irrelevant device onsite on which work is not required.
- Do not leave trash/debris in working area.
- Clean the area properly before leaving.

Dos and Don'ts

✅ Do	❌ Do Not
✅ **Perform work activities according to the highest professional standards.**	❌ Recklessly or maliciously damage or attempt to damage any asset.
✅ **Maintain respect for people and living organisms.**	❌ Behave in a way which may be considered inappropriate.
✅ **Ensure the objectivity and reliability of any professional advice given.**	❌ Improperly disclose any information related to HTS or any of its clients.
✅ **Abide by all the legal requirements relating to the work.**	❌ Unfairly discriminate, in the course of their professional activities.
✅ **Perform work activities in a way to safeguard the safety of yourselves and others**	❌ Get political or get overly personal with the end user.
✅ **Maintain and develop their professional competence.**	❌ Share passwords or include passwords in emails where not necessary.
✅ **Shall accept professional responsibility for all your work.**	❌ Leave your computer unlocked when you step away.
✅ **shall have regard to the reputation and good standing of the HTS.**	❌ Publish password list on 3rd party Public website.
✅ **Understand HTS and client company culture and values.**	❌ Discuss information about HTS or any of its clients to unrelated parties.
✅ **Maintain financial propriety in all their professional dealings with HTS.**	❌ Use your personal email ID to communicate anything while on site.

✅ Contact the HTS Operations Team if you require any additional information on task.	❌ Discuss your employment conditions with anyone on site.

✅ **Do**	❌ Do Not
✅ **Contact the HTS IT Team should you require additional information on Technical Processes.**	❌
✅ **Contact the end user to schedule the best time for a desk side visit.**	❌ Publish customer processes and documents on 3rd party public website.
✅ **Familiarize yourself with any manuals provided and have a copy for reference.**	❌ Share your opinion about the end customer's organization.
✅ **Go the extra mile to delight the customer.**	❌ Discuss political issues, religious issues, or beliefs.
✅ **Fact checks what you share with either HTS or the client.**	❌ Discuss any challenges you may have encountered with the end users.
✅ **Stick to business at work and focus on work objectives.**	❌ Ask the customer how to do carry out tasks. Contact your HTS representative.
✅ **Stay neutral and keep yourself far from any disputes.**	❌ Do not get involved in customer internal affairs.
✅ **Stay positive and remain confident on your ability to solve any problem that you may face.**	❌ Listen to music, play games while working at client site.
✅ **Go out of your way to assist and always check to make sure their problem has been resolved.**	❌ Report to customer premises under the influence of alcohol/drugs.
✅ **Try to be 10 to 15 min Earlier on site**	❌ Do Not arrive Late to site

Tools List

Below tool list is a generic list mentioning the basis set of tools required for the tasks. These are only for your reference.
Tools requirement may vary from task to task and FE may need to carry additional tools

For all Field Engineers	Networking Related Activities	Reimaging, POS Replacement, Printer Installation	Cabling	Wireless Surveys

•Laptop •Smart Phone /Internet connection (mobile phone hotspot or dongle) •Console Cable •Anti-static wrist band •RJ45 Ethernet cable Cat6 or above •Cable ties and Velcro •Cage nuts and bolts •Assorted Screwdriver and socket set Cage nuts and bolts •Anti-static wrist band •RJ45 Ethernet cable Cat6 or above	•Laptop •Cisco Console cable, i.e., RJ45-DB9 convertor, i.e., DB9USB (Drivers Must Be Installed) •Extra straight through patch cables (2m & 3m) •Cable Tester •Crimping Tool •Labelling Machine •Cutter •USB •Anti-static wrist band •Assorted Screwdriver and socket set •Cable ties and Velcro •Cage nuts and bolts •Cable ties and Velcro •Network Kit	•Empty USB •Laptop •Patch Cable •Anti-static wrist band •Assorted Screwdriver and socket set	•Crimping tool •Cutter •Cable Tester •Labelling achine •Anti-static wrist band •Assorted Screwdriver and socket set •Floor lifter •Cable rods •Cable ties and Velcro •Cable ties and Velcro •Cordless Combination Drill with drill bit set •Socket Set (as per requirement) Floor Tile Lifter	•Laptop with the respective software toolset (i.e., Ekahau or Airmagnet no less than 2 versions below the current release) •Laser measuring tool (minimum reach 30m) •Digital Camera (or mobile phone camera with suitable storage space) •Sidekick or required dongles (Wireless Survey) Chargers for battery replenishment, all devices All devices should be fully charged in readiness for the work ahead

Around the task

Please refer to below checklist for general approach towards work. All FE's are required to conform to below standards.

Step	Individuals / Team Involved	To Do List
Preparation	• Service Delivery • HTS IT Support Team • Field Engineer • HTS vendor If Involved.	✓ Make sure you have task details including site address & site contact etc. ✓ Make sure you take a photo ID before you leave for the task ✓ Make sure you understand the nature of task ✓ Immediately contact H-Tech Support Team if in doubt about anything related to task. ✓ Make sure you know name of company you are representing on site (ask support engineer) ✓ Assess tool requirements with help of support staff; procure/obtain all of the tools Required for the task. ✓ Plan your journey well in advance & inform assigned support person. ✓ Take complete toolkit with you on the task day. ✓ 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.
Before you arrive	• Field Engineer • HTS vendor If Involved.	✓ Be presentable (Shave, Brush, smell good & proper dress up etc) ✓ Notify support when you begin your journey. ✓ Make sure that you bring a copy of signoff sheet with you. Do not rely on site personnel to do so.
When you arrive	• Field Engineer • Client Remote Support. • On-site Support • HTS IT Support Team • HTS Service Delivery Team • HTS Vendor If Involved.	✓ Inform assigned support person as you approach site (Do this BEFORE entering site). ✓ If travelling overseas, make sure you have a local SIM/active Local Number (with enough internet package to communicate) & support person has your local contact number. ✓ Make yourself familiar with site staff (Introduce yourself *only* with the company name advised). ✓ Get connected (Wi-Fi, laptop charger etc.), notify support by phone in case of any connectivity problems. ✓ Call/ Text support to discuss if there is ANY problem in phone/internet connection on site.

		✓ If you are not able to use your phone, request reception desk/site contact to make a call and call your support engineer.
		✓ Remember: IT support person/helpdesk in the client organization is NOT your support engineer. Your Support team is HTS Support team, so follow their instructions.
		✓ Always note the complete name of the IT support person/helpdesk in the client organization You talk with.
		✓ Make sure you note down required details (e.g., serial no, model, connections etc.) as advised, take pictures and email as instructed
		✓ Do not get into unnecessary talks with site staff especially site contact
		✓ If they try to get insider details, do not explain too much
		✓ Additional tasks can only be requested via official channel and you are not authorized to commit any additional work
		✓ Always stay in touch with support staff.
		✓ If circumstances change or you see anything unexpected, consult support and do not panic. For anything & everything out of ordinary, you need to consult our Support Staff first.
		✓ Always Remember: support staff is there to help you if you get in trouble, do not show at site that you are confused or do not know what to do. Be confident at site and just contact support and get instructions on how to proceed
		✓ STRICTLY FOLLOW *ALL* INSTRUCTIONS PRECISELY
Before you leave	☐ Field Engineer ☐ Client Remote Support. ☐ On-site Support ☐ HTS IT Support Team. ☐ HTS Service Delivery Team	✓ Make sure you are finished with the assigned tasks ✓ Make sure you get Signoff form filled by the site contact and send it to respective Support Engineer with sign-off sheet before you leave ✓ In case sign off sheet is not properly filled, or FE has failed to share before leaving the site, they visit will not be paid ✓ In case there are some additional documents which need to be filled and submitted, do so within 6-12 hours of completion of task ✓ Obtain clearance from support staff BEFORE you leave ✓ Remember that site contact releasing you is NOT time to go; it is only when HTS official says so! ✓ "Work Log" is part of task, not an extra something which can be ignored or delayed. Task will not be considered as complete until we have got the logs, details, pictures etc. ✓ Failure in sending Work Log can result in no payment, it is customer requirement. Be sure to send all related data (pictures, feedback forms etc.) in time to your support engineer ✓ If you came to know about any overtime required to complete the activity, be sure to inform HTS Team at least 30 minutes prior to get approval from client for OT and any OT work done without prior information to HTS then it will not result in payment.

Dress Code (For Men's)

Dress Code (For Women's)

Most Important Things to Follow

1. All FE's are required to attend briefing call prior to attending the tasks. There are no exceptions in this, all FE's must make themselves available for these calls.
2. Make sure that you report to site 10-15 minutes prior to the scheduled time, so that you have a chance to setup your equipment and start working right away.
3. Make sure that all the required documents, tools and any other requirements are met beforehand, before reporting to site. In case any purchases are to make, please do so in advance by coordinating with Service Delivery Team.
4. Deductions will be done in Case on Non-Conformance and Escalations on any task.
5. H-Tech will not pay for the task which is escalated by the customer.
6. Any document shared related to the work should not be shared with any third party or over the internet without prior approval from H-Tech.
7. Once the tech/techs are done with the work onsite, make sure to not to communication with the site persons or any other party involved related to the job until unless prior agreement with H-Tech.

Email Basics

a) Always use "**Reply All**" for emails, so everyone remains in the loop
b) Do not change subject line in any way, keep the same subject on all communication for any given task/ticket
c) If you feel the need to add any individual (s) which are not part of the ongoing email chain. please only related people
d) Include all relevant information
e) Do not exclude critical information
f) Identify and contact only related person, do not storm multiple email group/addressees all at once
   - Try to keep your interaction with site contact and offshore engineers to minimum. Strictly adhere to approved communication guidelines with these contacts.
   - You should not discuss Payments, Job Status, Legal contract etc. at site with anyone without prior approval from HTS.

COVID-19 Related Precautions

Please ensure when onsite at client premises to take the necessary safety precautions

   - Ensure you have hand sanitizer gel
   - Ensure you have a face mask
   - Ensure you have a Protective Eye wear
   - Ensure you have protective surgical gloves
   - Ensure you adhere to social distancing guidelines 'where indicated'

Please refer to below matrix as overall guideline for COVID related emergencies.

Actions	Steps to Follow	Additional Steps Required
Preventive Measures	The following safety arrangements should apply to staff health or staffing levels: • FE who are considered extremely vulnerable or high-risk are not expected to attend site • FE who are sick or self-isolating should inform the HTS Service Delivery Team – on no account should they attend for work • HTS Service Delivery Team will consider operational adjustments if staffing is reduced to unsafe levels • FE who has symptoms must "self-isolate" at for 7 days from the start of symptoms to prevent them from passing the infection on. • Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the house became ill. • Those who are considered extremely vulnerable are advised to "shield" themselves at home	Self-Observation Use of face masks, Protective Eye wear and gloves Social distancing
Engineer showing symptoms while on site	• Immediately notify the POC along HTS Support Team and leave the site • Notify all the parties who were in direct proximity prior to appearance of symptoms • Highlighted all the physical areas in contact • Isolate immediately • Notify the support team about any pending / incomplete work & handover all the relevant information over email • Handover all responsibilities / information as specified by HTS Support Team	In case FE had tested positive for COVID-19 virus, he/she will be allowed to attend site again only upon furnishing the test report proving the eradication of the virus

Vendor Questionnaire

In case of vendors, kindly go through the brief questionnaire and provide your response.

Subject	Questions: Please confirm:	Your response
Work Permit	All engineers have a valid national identity document or passport and have the right to work in the country concerned and you have a copy of the relevant documents.	
Background Verification (previous employment & criminal record check)	All the FE's working under the contract with HTS have passed a background verification check (within the restrictions applied by law locally) and you have a copy of the relevant documents.	
Employee permission to share documents	You have written permission (which might be in your letter of employment) given by the employee authorizing you to hold the information listed above and to share the information with us and our Clients if we need to do so.	
Information Security	You have controls in place to protect physical and digital information from unauthorized access and you have controls to protect digital data from malware or loss.	
Training	You have training programs for your employees, and you update and upgrade the skill of employees.	

Payments

- Make sure you send all receipts & expenses to operations@htechsupports.com and finance@htechsupports.com maximum by 5th of following month with complete details as well to justify all expenses. Failure to share such information in a timely manner will result in delay of payments.
- In case FE is required to travel for task related duties, all such plans shall be communicated in advance. Travel expenses may only be claimed if these have been approved by HTS in advance. FE must follow the laid-out communication channel to seek such approvals
- If you are required to make any purchases for a task, please be sure to share the receipts as soon as purchase is made. Payment claims for any purchases without such receipts/backup documents will not be entertained. Moreover, FE must strive to ensure that he/she has received prior approval from HTS for such purchases. Payment will only be processed as per agreed terms and are subject to timely receipt of all the pre-requisites.

Timesheets for FTEs

- Timesheets for FTEs must be filled and shared at the end of each month. FE must seek approval of these timesheets from end-client wherever required.
- Timesheets shall be shared to Resources@htechsupports.com with due approvals.
- Any Overtime (OT) hours, if applicable, shall be approved by client. Moreover, FE shall ensure that all such OT requests are forwarded to HTS for approval. Any payment request for work done without prior approval of HTS will not be entertained. HTS may consider only client approval to be sufficient for OT payment purely on case-to-case basis.

Contact Persons

Below is a list of HTS personnel you can contact prior to, during and post execution of a task. FE must only contact the relevant person for a specific issue. Please be sure to follow the priority matrix and only contact the backup contacts in case you are unable to solicit a response from other team members.

Service Delivery Team				
Service Desk H-Tech <operations@htechsupports.com> Support Desk H-Tech <itsupport@htechsupports.com> Procurement H-Tech <resources@htechsupports.com>				
Sr.	Name	Designation	Email	Contact
1	Haroon Rasheed	Director	Haroonr@htechsupports.com	+ 33 (0)6 50 30 67 19
2	Saleh Kashif	Chief Operating Officer	saleh.kashif@htechsupports.com	+92 310 888 0540
3	Shehryar Umar	Service Delivery Manager	Shery.U@htechsupports.com	+92 308 585 35 85
4	Taimoor Sultan	Service Delivery Executive	Taimoor.s@htechsupports.com	+92 310 888 03 95
5	Waleed Afzal	Service Desk Lead	Waleed.a@htechsupports.com	+92 310 888 0542
6	Abubakar Mustafa	Support Desk Lead	A.mustafa@htechsupports.com	+92 310 888 04 98
7	Shajar Ali	Procurement Executive	Shajar.A@htechsupports.com	+92 310 888 05 38
For Invoicing & Payment				
Finance H-Tech <Finance@htechsupports.com>				
Sr.	Name	Designation	Email	Contact
1	Haroon Rasheed	Director	Haroonr@htechsupports.com	+ 33 (0)6 50 30 67 19
2	Saleh Kashif	Chief Operating Officer	saleh.kashif@htechsupports.com	+92 310 888 05 40
3	Mujahid Nadeem	Finance Manager	Mujahid.N@htechsupports.com	+92 300 508 93 89