



TQS – Engineer’s Code of Conduct

Being a TQS field engineer comes with certain responsibilities; please do not think it all easy.

Most important: **Communication:**

- How people know you

TQS 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 acknowledge, in turn TQS won't appreciate.

Be professional:

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

Following points will help you maintain good communication:

Use "Reply All" for emails, so everyone remains in the loop

- a) Do not change subject line, keep the same subject on all communication regarding one ticket.
- b) If not already there, include others but only related people.
- c) Include all relevant information.
- d) Do not exclude critical information.

e) 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 TQS, DO NOT DISCUSS OR NAME OUR COMPANY THERE.**

ii. All payments are handled by accounts; do not send **any** financial information to Support Department.

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 TQS support engineer 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 the company you are representing on site (ask support engineer or team leader).

1.8. Assess tool requirements with the help of support staff; procure/obtain all of the tools.

1.9. Plan your journey well in advance & inform assigned support engineer.

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.**

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Around the task

Preparation:

2. Before you arrive:

2.1. Dress professionally – Ask Support Engineer if dress code is not known.

2.2. Be presentable (Shave, Brush, smell good etc.).

2.3. Notify support engineer when you begin your journey.

2.4. WhatsApp groups are made for live updates and guide and support the field engineers, Never ignore them and update in the group in every 45-60 mins.

2.5. Email is always the most Authentic and formal way of communications. It can be asked anytime from the team to send emails so they can communicate with the end client accordingly

3. **When you arrive:** 3.1. Inform assigned support engineer as you approach site (Do this BEFORE entering site).

3.2. If travelling overseas, make sure you have a local SIM & support engineer has your local contact number.

3.3. Make yourself familiar with site staff (Introduce yourself ***only*** with the company name advised).

3.4. Get connected (WIFI, laptop charger etc.), notify support by phone in case of any connectivity problems.

3.5. Go outside and call support to discuss if there is **any** problem in phone/internet connection on site.

3.6. If you are not able to use your phone, request reception desk/site contact to make a call and call your support engineer.

3.7. Remember, IT support engineer/helpdesk in the client organization is NOT your support engineer.

3.8. Make sure you note down required details (serial no., model, connections etc.) as advised, take pictures and email as instructed, take permission from local contact before taking pictures. If photography is not allowed on site, notify the support engineer in advance.

3.9. **STRICTLY FOLLOW *ALL* INSTRUCTIONS EXACTLY**

3.10. Do not get into unnecessary talks with site staff esp. site contact.

3.11. If they try to get inside details, do not explain too much.

3.12. **Do not discuss any personal or TQS related issues.**

3.13. Additional tasks can only be requested via official channel and you are not authorized to commit any additional work. Never say "I don't know", "I cannot" and "I will not". Go to support team of TQS to guide, help and support you where you are in doubt or not sure.

3.14. Stay in touch with support staff at all the time, in case of connectivity problems, do not just keep working, first notify support engineer and take instructions.

3.15. If circumstances change or you see anything unexpected, consult support engineer and DO NOT PANIC.

For anything & everything out of ordinary, you need to consult our Support Engineer first.

3.16. Always Remember: Support Engineer 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.

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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, if required.
- 4.3. Obtain clearance from support engineer **before** you leave.
- 4.4. Remember that site contact relieving you is **not** time to go; it is only when TQS 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's requirement. Make sure you send all related data (pictures, BitLocker keys, feedback forms etc.) in time to your support engineer.
- 5.1. Make sure you send all receipts & expenses within 7 days of the completion of the task.
- 5.2. Make sure you do not discuss your service charges and travelling expense with support engineer.

5. Accounts & Finance:

5.3. Send account details if not already on record.

Travelling Expense:

- 1. If you are eligible to claim travelling expense, you must communicate the expected travelling expense before the start of each task.
- 2. If you are eligible to claim traveling expense, you must communicate the actual total travelling expense incurred after the completion of the task.
- 3. Do **not** contact operations team OR support engineer or anyone else for payments, it is responsibility of Accounts Department.

Note:

By signing this document, you agree that the company has the right to cancel the payments in case if you fail to act accordingly.

(Engineer Signature)

Engineer 's Name:

Date:

Thank You!

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