



# HOUSE

# RULES



## SHOW UP

Be at work – YOUR Presence is Our Power



## BE PUNCTUAL

On Time, Online : Powering Trade, Empowering Teams



## TAKE ALL CALLS

Connect & Commit:  
Dropped Calls Means Dropped Trust and Missed Solutions



## LOG ALL CALLS

Log It. Own It.  
Without the record, we can't track issues or learn from our interactions



## KEEP YOUR WORKSTATION AREA NEAT

Clear Desk, Clear Head, Clear Solutions



## NO FOOD & DRINK ZONE

Protect our Gear from Gunk & Gulp.  
Don't feed the pests, secure OUR TECH.



## DRESS FOR SUCCESS

Appropriate work attire with no peak caps, shorts, flip flops, track suites & revealing clothing



## FOCUS ON USER

Cellphones & Social Media Off-Limits during support



## BE A TEAM PLAYER

One Team, One Goal Together We solve more.



## UPDATE OPEN TICKETS

Your call updates drive faster resolution