

## TCS CALOR GAS ON SITE VISIT INSTRUCTIONS

Report to site contact for a briefing on what is required before commencing work. Site contact name/number should be in the site contact field on PODFATHER

### If this site has never been visited before:

Complete the site checklist on the Google Drive.

| Name   | Owner       | Date modified | File size |
|--|-------------|---------------|-----------|
| Old Docs                                     | RicoScripts | Feb 27        | —         |
| TCS CALOR GAS ON SITE VISIT INSTRUCTIONS.pdf | RicoScripts | Feb 27        | 137 KB    |
| TCS CalorGas_Initial Visit Checklist.docx    | RicoScripts | Feb 27        | 27 KB     |

See below an example of tasks to complete, but tasks may vary from visit to visit-

- Record all asset numbers for all laptops and mini desktops at the site
- Take pictures of the network rack in comms rooms
- Check meetings rooms if all equipment's are set properly and share pictures of the status of the room. Make sure the rooms are safe and secure to be used e.g. if any HDMI/power cables are lying disconnected on the table/take a picture of the room confirming it's good to be use. This is just to make sure the rooms are compliant from 5S perspective

Put notes and photos into PODFather wherever possible.

## Guidelines for Follow-Up Site Visits

If the initial visit has already taken place, follow these steps on all subsequent visits:

### Purpose of Site Visits

- These visits are scheduled and proactive to represent the Calor IT Service.
- With 45 sites across the country, the service desk cannot visit all sites frequently.
- Since visits are proactive, there may not always be a specific job or issue to resolve, but you should be available to assist with any ongoing concerns.

### On-Site Engagement

- Introduce yourself to key contacts and help where needed.
- Reach out to the Site Lead, Customer Experience Team Lead, or Workshop Manager.
- Record visit details and photographs in PODFather wherever possible.

### Asset and Network Documentation

- Record all asset numbers for laptops and mini desktops at the site/Take pictures of the network rack in comms rooms **only if this information was not gathered during a previous visit.**

### Meeting Room Check

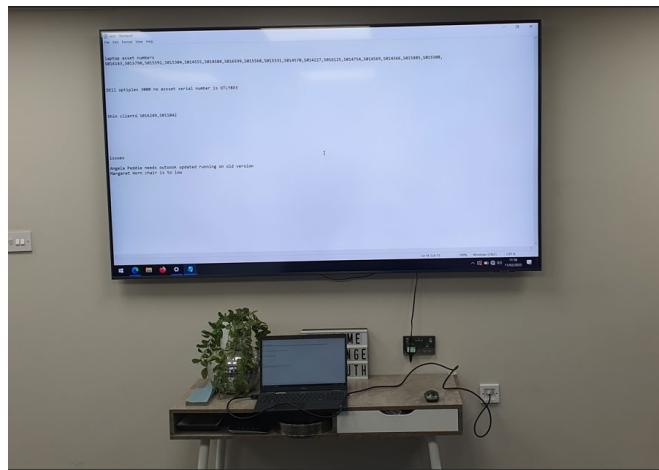
- Inspect meeting rooms to ensure all equipment is set up correctly.
- Share pictures showing the status of each room

- Ensure rooms are safe and secure for use (e.g., check that HDMI/power cables are not left disconnected on tables).
- These checks help maintain compliance with 5S standards.

**This should be checked regularly, as the condition of meeting rooms can change depending on customer usage.**

## Issue Handling

- If you encounter any issues, **PLEASE DO NOT tell the customer that you are unsure why you are there or what you need to do.**
- Instead, contact your depot first, and if needed, escalate to Tech Support.
- If Depot/Tech Support are not available, please contact Pranjul at Calor Gas on 07466768477
- If photos cannot be uploaded on PODFather please email any photos and text to Pranjul [Pjaiswal@calor.co.uk](mailto:Pjaiswal@calor.co.uk) and [CalorITSiteVisit@calor.co.uk](mailto:CalorITSiteVisit@calor.co.uk)
- If you are asked to complete tasks which you feel are out of scope e.g. To assess a desk and chair set up for a disabled person/to enter rooms which contain gas canisters etc please contact your Depot/Depot Manager for advice



Example of photos which may be required - example of working meeting room/ storage area with multiple screens ↴

