

DEK Technologies Vietnam On-call Support Service Policy

1 Purpose

This policy defines the responsibilities and compensation for On-call Support Service (OSS).

2 Effective Date

This version of the policy is effective from the 1st of January 2021.

3 Principles

OSS refers to the service that provides 24/7 support for customers. This means that members must be able to answer a call from the customer at any time during a 24-hour period. Once a call is received the member must respond according to the Service Level Agreement (SLA) defined by the customer.

Members are actively responsible and accountable for solving customer's problems in the fastest way.

There are two types of compensation provided to members who are on 24/7 support:

- On-call allowance
 - This allowance is to compensate for the 24/7 availability. This allowance is paid regardless if a call is received or not. The allowance is calculated on a daily basis and paid monthly.
- Actual support hours payment (outside normal working hours)
 - This payment is to compensate for any support hours worked outside normal working hours.

No members will be forced to work on OSS.

The members who participate in OSS must have:

- the required set of technical skills and competence that covers the customer competence areas (product knowledge), infrastructure and network.
- adequate English and communication skills to directly interact with the customer.

4 Policy

An on-call roster will be maintained to ensure an ongoing 24/7 service coverage.

Members must follow the SLA defined by the customer.

The members who are on-call

- must always carry the phone with them
- must always be able to safely reach the office within an hour. This in case something unexpected occurs, preventing the member from providing the required support from their home.
- must not provide support in a public place
- cannot join the company events and activities that are far away from the office
- cannot take vacation
- cannot consume excessive amounts of alcohol

A shared mobile phone is provided to members on-call.

DEK Technologies Vietnam will pay:

- an on-call allowance of:
 - 525.000VND per weekday
 - 787.500VND per weekend day or public holiday
- overtime for actual support hours worked outside of normal working hour [1]

Members cannot convert their overtime for actual support hours to Time Off in Lieu (TOIL).

Actual on-call hours during normal working hours are not subject to additional compensation.

Compensation is expressed in gross and paid to the bank account of the member receiving the payment. Applicable taxes will be deducted.

5 Responsibilities

Line Manager (LM) is responsible for drawing up and maintaining the on-call roster.

Members are responsible for following the on-call roster and communicating with team of any changes in advance.

LM is responsible for informing the customers of the on-call roster and any subsequent changes.

Members are responsible for being available to answer the phone and provide support 24/7.

Members are responsible for following the handover procedure to ensure the equipment is delivered to the next member in the roster accordingly.

LM is responsible for submitting the claim reports to the Human Resource (HR) department.

LM is responsible for monitoring the progress of ongoing on-call support cases and handling management escalations.

LM is responsible for organizing additional members to provide assistance as required.

LM is responsible for participating in follow up activities with customers when required.

6 Reference documents

[1] DEK Technologies Vietnam Overtime Policy