**Teknowledge Shared Services Pvt Ltd  
  
OPR for Contacting CEO (Sam) & DIRECTOR (Varuni) via Phone Call / Messaging while they are in a different time zone**

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| **SUBJECT** | Contacting CEO (Sam) & DIRECTOR (Varuni) while they are in a different time zone |
| **DEPARTMENT** | ExecAdmin (EA) |
| **RECORDER (Name & Designation)** | Zuhara Careem – Project Coordinator |
| **APPROVED BY (Name & Designation)** |  |
| **CREATED DATE** | 29-May-2016 |
| **LAST UPDATED** | - |
| **PATH ON NETWORK FOLDER** | - |
| **NO. OF PAGES INCLUDING THIS PAGE** | 1 |

**Objective**:

1. Obtain feedback/approval from CEO & Director without interrupting them during their off hours.
2. Be aware of the time zone CEO & DIRECTOR are in.

**Introduction:**

1. ALWAYS contact ExecAdmin first before sending any **text** message to Sam or Varuni.
2. Currently the ExecAdmin (EA), consists of Zuhara & Nadira
3. This includes all platforms such Viber, Whatsapp, WECHAT etc..
4. If you think any project that is Critical and requires Sam/Varuni attention immediately and they must be contacted via a phone call/message immediately, please escalate it to ExecAdmin.
5. Contact Sam & Varuni between 0700hrs & 2200hrs ONLY unless contacted by them in any other hour.
6. Yet again, inform EA prior to messaging them.
7. Please be cautious of the country/timezone Sam & Varuni are in.

**Strictly adhere to:**

1. **Everything should be in number format.**
2. **You can NEVER write essays and paragraphs.**

**Eg;**

**1.Dominic has requested for Cash flow meetings with you and Varuni.**

**Agenda – i) Funds for current week , ii) Outstanding cheques**

**2.Any F/U action following the meeting at Bank?**

STRICTLY CONFIDENTIAL MATTERS CAN BE TEXTED DIRECTLY TO SAM & VARUNI.

* If you can think details are too sensitive or highly confidential, you send messages directly to Sam & Varuni
* If an urgent call is required with them, you can text first and ask for a time.
* If there is no response to the text message, you may call them directly via the extension numbers or Viber calls.