

Terms and Conditions for Field Support Engineers

1. General Conduct and Professionalism

1.1. Engineers must conduct themselves professionally at all times when representing the company. 1.2. Engineers must communicate respectfully and courteously with customers, colleagues, and company representatives. 1.3. Engineers must not engage in any form of harassment, discrimination, or inappropriate behavior while on duty. 1.4. Engineers must not request or accept any personal payments, gifts, or favors from customers. 1.5. Engineers must adhere to the company's dress code policy while on duty.

2. Customer Interaction and Service Delivery

2.1. Engineers must maintain transparency and honesty in all dealings with customers. 2.2. Engineers must not make false claims, provide misleading information, or overpromise service capabilities. 2.3. Engineers must ensure that the customer is fully informed about the installation process, estimated completion time, and post-installation support. 2.4. Engineers must obtain customer confirmation upon completion of each job and document the work done using photos and reports. 2.5. Engineers must not engage in any personal business dealings with customers outside the company's services.

3. Adherence to Safety Policies

3.1. Engineers must follow all safety guidelines while performing installations, repairs, or maintenance. 3.2. Engineers must wear appropriate personal protective equipment (PPE), including gloves, safety boots, and helmets where required. 3.3. Engineers must ensure all electrical connections and solar installations meet industry safety standards and company policies. 3.4. Engineers must conduct site inspections before beginning work to identify potential hazards. 3.5. Engineers must report any safety incidents, near misses, or hazards to the company immediately.

4. Equipment Handling and Accountability

4.1. Engineers must handle all company-provided tools and equipment with care and use them only for their intended purpose. 4.2. Engineers are responsible for ensuring all equipment is properly maintained and returned after use. 4.3. Engineers must not use company equipment for personal projects or non-company-related activities. 4.4. Engineers must report any lost, stolen, or damaged equipment immediately. 4.5. Engineers may be held financially responsible for any damage to company property caused by negligence or misuse.

5. Job Completion and Reporting

5.1. Engineers must follow the job completion checklist provided by the company. 5.2. Engineers must complete and submit a detailed job report for each project, including photos, test results, and customer feedback. 5.3. Engineers must update the company on the progress of installations, repairs, and maintenance jobs in real time where applicable. 5.4. Engineers must obtain the

customer's signature as proof of job completion before leaving the site. 5.5. Engineers must report any job-related issues or customer complaints immediately to management.

6. Internship Guidelines (For Unexperienced Engineers)

6.1. Interns must complete the required training period before being assigned to fieldwork. 6.2. Interns must work under the supervision of an experienced engineer until they demonstrate competence. 6.3. Interns must not perform any installation or repair work independently unless authorized by the company. 6.4. Interns must adhere to all company policies, safety guidelines, and professional conduct requirements. 6.5. Interns are required to complete all necessary training, assessments, and practical exercises as part of their internship program.

7. Compliance and Disciplinary Actions

7.1. Engineers found violating any terms and conditions may be subject to disciplinary action, including suspension or termination. 7.2. Serious violations, such as theft, fraud, endangerment, or misconduct, may lead to immediate termination and legal action where applicable. 7.3. The company reserves the right to revise these terms and conditions as necessary.

8. Confidentiality and Data Protection

8.1. Engineers must maintain the confidentiality of all customer and company information. 8.2. Engineers must not disclose any proprietary information, customer data, or company processes to unauthorized individuals. 8.3. Engineers must follow the company's data protection policies to ensure customer privacy and compliance with relevant laws.

9. Termination and Resignation

9.1. Engineers may resign by providing a written notice as per company policy. 9.2. The company reserves the right to terminate an engineer's engagement for breach of contract, misconduct, or non-performance. 9.3. Engineers must return all company property, including tools, documentation, and uniforms, upon resignation or termination.

10. Acknowledgment and Agreement

By submitting this form and agreeing to these terms and conditions, I acknowledge that I have read, understood, and accepted the terms governing my role as a Field Support Engineer/Intern. I agree to comply with all policies, procedures, and guidelines set forth by the company.

Engineer's Name: _____

Signature: _____

Date: _____