

## **GUIDELINES FOR EMPLOYEES AT CLIENT LOCATION**

### **NIMAP INFOTECH LLP**

#### **DO'S - WORKING CLIENT SIDE**

1. Be punctual and regular at client location. If you are going to be late for any reason, then you need to inform via EMAIL/CALL to your reporting officer at your onsite organization.
2. Strict adherence to the company's manual of policies should be maintained throughout at the client location.
3. Refrain from sending client data to your personal email ids.
4. Address your clients by their first name instead of Sir as far as suitable.
5. Include clients over Skype and welcome them over Skype while logging in for the day and also contact them 15-20 mins before leaving for the day, depending on the client. Welcome client as "Mr. /Mrs. Miss/Dear Sir" the moment you login and inform client that you would log out inside 15 mins of your offline email being sent.
6. In case you have any questions , quickly ping client on email or over skype as well. Try not to wait for client to come online. Inform sales person or person concerned additionally that you need assistance from client.
7. Leave notices to be given two weeks prior.
8. **The following points should be kept in mind:**
  - Close correspondence/Availability must be maintained throughout. If client is away and not answering on Skype, at that point promptly without squandering any time email client keeping deals in CC and TL in BCC.
  - Fix the everyday advance survey talk/call time and meet. Moreover, consistently fix 1 day and time for Weekly status meet to complete approvals of the work each week.
  - Be prompt in giving and accepting feedback.
  - Keep consulting and reminding TL about your assignments. On the off chance that you are stuck don't spend more than an hour on R&D. Promptly approach TL then.
  - Lay your desires with free personality and offer references if conceivable.
  - Test the work along the improvement lines normally to and from development to avoid last minute build-up of bugs.
  - Ask client to give testing subtleties like: Postal Address, email ids, and so forth if client is slanted towards privacy approach. Or on the other hand pick from beneath rundown of email ids to test in the wake of taking authorization from client and TL.
  - For telephone number you can utilize client's telephone number or our organization's telephone number. Or on the other hand can use sales individual's business number to test SMS include and so on.

· Take endorsements of each module, after you have yourself done the Unit testing, from client on email.

9. For testing needs ask client which subtleties to utilize like Email-id, contact information, area, names and so on.
10. Do not indulge in promoting your own business at your onsite location.
11. If you want to take any type of earned or any leaves you should inform the required representative in Nimap Infotech, TL in Nimap Infotech and reporting person in your onsite organization.
12. In case of any problem or misunderstanding arising at the client location one should timely email the situation to the assigned supervisor and CEO as well.
13. If one is working on weekly day-offs at client location, then one should regularly communicate that to the HR and accounts department.
14. Maintain some distance from your fellow employees till you get to know everyone. Don't gossip or spread rumours about your fellow employees. Always remember you are a representative of Nimap so your actions affect your company's reputation.
15. Make sure you are dressed in formal or decent attire regardless of whether onsite organizations follow any dress code or not.
16. Never disrespect or get into an argument with your reporting officer at onsite location. If there is any problem inform your TL offshore. Always be patient and tolerant when you are under stressful environment. Practice good negotiation. Onsite assignments generally demand high quality products under tight deadlines so always maintain a list of quality guidelines for HTML/CSS/JAVASCRIPT or any server side scripting language you may use / track checklist for deploying projects of different frameworks.
17. Be in touch with your TL offshore and always provide update on projects you do onsite.
18. Always keep your TL offshore updated about the projects you are carrying out at onsite.
19. In case of a strict deadline if the client asks you to work extra hours maintain an excel sheet with extra hours spent so that the person concerned can bill those hours to client.
20. Exhibit a helpful and optimistic outlook. Be proactive in your dealings and willing to offer support. In case if the client wants you to work on some technology that you don't have expertise in then instead of directly saying no to them , ask them to hold for a while and then consult your TL for appropriate solution.
21. Whenever you have a meeting with your reporting personal make sure you send Minutes of Meeting immediately and capture all points that you are going to work on so that everything which you work will be on mail.
22. Always put all your tasks in detail in appropriate repository as it is the only thing via which Nimap can understand what you are working on.

23. If you don't have any projects or deliverables then always communicate to the person concerned at offshore at the earliest.
24. Please return client access card or ID card on the last day of the contract if they have given you.
25. Keep the client provided systems or credentials in safe custody and ensure their proper handling.
26. Before leaving for the day from office employees should provide a complete list of all tasks done in that day to their respective supervisors or managers as a form of daily status.
27. Maintain utmost confidentiality in dealing with client data as it is very sensitive.

DO's AND DON'Ts – WORKING CLIENT SIDE

Version 1.0

**MUST DO'S - WORKING CLIENT SIDE**

1. Update Project Management software every day, if any like Basecamp, Assembla, Jira, Mantis etc
2. For **SVN Repo or similar tools** check the client's preference? Or check with your TL or supervisor for best options.
3. **Daily code commits** are necessity. After committing, test run your work before logging out. Last 30 mins of contract must be given to code commits and self-testing. Don't commit broken code and logoff. Discuss with client and keep them informed at every stage of project life-cycle.
4. Have a **standard** file **naming convention**, folder naming conventions, Code commenting format has to be same and standardized. Make a handy document to refer this.
5. **Communication** needs to happen very closely.
6. Avoid casual leaves for 1st month of the contract.
7. **Contract start timings** should be pre-decided and fixed.
8. If there is any major change in project which nullifies the efforts of entire team spent over the period, then keep concerned people involved. It's alright to first inform on a soft note.
9. In Addressing any focuses notice the setting Heading/Module name/Page number if any unmistakably.
10. Always have an Agenda & MOM pre and post meetings / calls. Share it with everyone in the team.
11. If there is any major change in project which nullifies the efforts of entire team spent over the period, then keep concerned people involved. It's alright to first inform on a soft note.
12. In Addressing any points mention the context Heading / Module name / Page number if any clearly. E.g: 1. WAP Portal "User" Login: Module Query: Do we need auto email.
13. Entire Project "SVN Commit versioning Tool & Version" needs to be finalized.

## **DONT'S - WORKING CLIENT SIDE**

1. Be calm while interacting with your reporting person and never get too aggressive with anyone.
2. Onsite assignments involve lot of constraints and complexities. Whenever there is a lot of strife or tense situation speak to your TL or authority at offshore and take some tips on handling situation.
3. Don't keep important files on your computer desktop but arrange them in appropriate drives and folders.
4. Don't write passwords or any such secret information on notepads or cubicles where anyone can access them.
5. Don't leave client sensitive documents unattended and dispose them properly when not needed.
6. You are responsible for your actions and proper care must be taken to ensure that a negative impression is not created among clients regarding us.
7. Never do something which will cause email chain reaction nor respond to any email which will cause a chain reaction. Be tactful and diplomatic in dealing with different personalities of your onsite organization.
8. **Do not disclose your salary at client place specially to their staff, reporting manager, working colleagues & Company boss, if they ask or force you to tell your salary then please immediately inform us & at the same time tell them straight away it's confidential & it's against company policy to discuss salary.**
9. **Don't ask client staff salary, it's a confidential matter & it's against company policy to discuss salary of employees.**
10. **It can happen that the onsite company make you sign an NDA which prohibits an employee from leaking information confidential to the company. In such cases please don't copy or move source code / database to cloud , pen drive or any sort of external device like mobile phones or HDD. Nimap won't take responsibility of this situation.**
11. **It can happen that the onsite company might lure you with lucrative offers to join their organization or you might be tempted to place such an offer. At the onset of such eventuality you will be liable for further course of action from Nimap.**
12. **Don't try to convince or force the client's programmers/employees & other staff to join our company personally, As a loyal employee always gloat about our companies policies and achievements in the last 10 years but don't make onsite employees take evasive action against their own organization**
13. Stay focused and don't adhere to unfair practices by spending time on YouTube / FM – Music websites / Facebook / Twitter / Amazon / Jabong until and unless client approves this.

14. No extra break during office hours especially for any reason and stick to proper working schedules and be flexible to demands.
15. Don't be unethical and dishonest in your day to day work at onsite location.
16. If you are going for an interview at a client location then refrain from disclosing salary & compensation information with anyone, like colleagues. Even if you are selected in the interview then don't disclose this information.