73bit's Culture Charter {FIRST DRAFT}

"If you want to go fast, go alone. If you want to go far, go together" – African proverb

Team First

• Why Team First? We believe that clients love working with teams that work well together.
• Help your colleagues - Ask for help without the fear of judgement
• Team over Individual - Always work like a team
• Progress over Perfection - Small progress is a time for celebration
• Collaboration over Competition - Our growth depends on teams outcome.
• Shared Learning is our Super Power
• Clear Communication

Conduct

• Have more empathy towards others
• Say what you will do & do whatever you said
• Respect timelines
• Write all important things before you start
• Treat all our clients as best friends
• Clients are the reason we earn. so take care of their needs.
• Guard your time with a massively huge focus
• No sharing any of the company's secrets with others.
• You becoming right will not get you the results - become successful
• Work towards getting results for our clients to become successful

Conflict of interest with your current work

• No sharing of any database with anyone
• Be open to feedback / constructive criticism
• Call back / email back / skype / SMS back people if you miss their calls or if that's what you have promised.
• Do the work you promised that too on time, in case of delay inform all concerned people in advance & not wait till one asks you.
{Vikram - In case your work is getting delayed inform it at earliest to all the concerned people & don't wait till someone asks you}

Work

• The Process is just as important as the Result
• Plan your day in the morning - share with your team.
• Organize your task by writing down your to-do list.
• When you say "I forgot or I got busy" have a backup plan to fix it.
• Take care of your responsibilities.
• I think we are in the creative thinking business, Don't beat yourself up for one bad day make sure you leave no unfinished work for the week.
• You are responsible for the entire outcome of your task not just getting it done and ticking the box
• Record everything on the ticketing system.
• Once you accept a given work, it is your responsibility. Don't put the monkey on someone else's shoulder. Taking help is perfectly acceptable.
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• 2-hour checkpoint: every 2 hours in a day, you should have accomplished certain small tasks, make this a habit.
• Detailed reporting of daily outcomes is an essential activity
• Take initiatives.

Appearance (When on a call with clients)

• Dress well
• Be well-groomed
• Keep your video on

Timeliness

• Send message of coming late/leave as soon as you get the slightest hint of it so that the team can prepare themselves with your absence.

Unacceptable behaviour

BE REALLY CAREFUL. YOU WILL BE ASKED TO LEAVE WITHOUT ANY NOTICE IF THERE IS A CASE OF
• Sexual harassment
• Money misappropriation
• Dereliction of duty
• Breaking any law of the land
• Corruption

Promotions / Increments

• Are not given because of vintage or relationship with anyone but only on
• How many initiatives do you take?
• Completion of your key result areas