Maytech

REFRESHER SESSION

Insight into roles and responsibilities and best practices when working with clients.

MAYTECH & AKQA PARTNERSHIP

Maytech serves as AKQA's local partner in Sri Lanka, supporting its vision to establish and expand a Center of Excellence in the country.

Maytech plays a crucial role in talent acquisition and onboarding, sourcing and screening qualified candidates, conducting initial interviews and assessments, and facilitating onboarding process for new hires. Maytech also ensures a conducive work environment by providing necessary infrastructure and fostering a supportive work culture, including the setting of various policies and frameworks.

AKQA is responsible for project management and delivery, defining project scope, timelines, and deliverables. They provide technical guidance and mentorship to the Sri Lankan team, ensuring quality control and project success. AKQA focuses on technical skill development and training, developing and delivering training programs to upskill the Sri Lankan team and providing opportunities for professional development and career growth.

ANSWERS TO COMMON QUESTIONS

Salary & Payments

Payroll is processed between 6th and 9th of each month.
Funds are credited into your nominated dollar account in AUD. We will
provide you with a recipient created tax invoice (RCTI) to meet your
compliance requirements.

What if I have a HR related question?

For any HR-related inquiries, including benefits, leave entitlements, and
policies, please reach out to the Maytech HR Manager, who will be your
primary point of contact.

Do I need to check in and out daily of BetterHR?
Yes, regardless whether you are in the office of remote, you are required
to check in/out via the BetterHR application.

What is the leave request process?

1. You need to gain approval from your AKQA direct report before
applying for leave.
2. Once granted, please apply via BetterHR and state that you have prior
approval from your line manager.

Whom should I contact regarding general work-related matters?

Your primary point of contact for work-related queries, concerns, and
suggestions is the Director of Engineering and Technology. They will serve
as your main resource for addressing or escalating any issues related to
your tasks. If the outcome is unsatisfactory, you may escalate the matter
to James Freeman, the Managing Partner of Maytech Holdings

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POLICIES & PROCEDURES

It's important to understand the policies and procedures that guide our operations. They ensure a fair and consistent work environment for everyone.

POLICIES

- CODE OF CONDUCT
- DRESS CODE
- ATTENDANCE AND PUNCTUALITY
- HYBRID WORK POLICIES

COMPENSATION & BENEFITS

- PAYROLL INFORMATION
- BENEFITS OVERVIEW
- LEAVE POLICIES
- FEEDBACK AND REVIEWS

WORKPLACE INFORMATION

- IT AND EQUIPMENT
- SAFETY AND SECURITY
- INCIDENT AND ISSUE MANAGEMENT

GENERAL POLICIES

- SOCIAL MEDIA POLICY
- PRIVACY AND CONFIDENTIALITY
- INTELLECTUAL PROPERTY

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HYBRID WORK POLICY

WHAT ARE THE REQUIREMENTS?

- 2 X DAYS A WEEK IN THE OFFICE

- 1 X DAY ENCOURAGED IN THE OFFICE

- REMAINDER EMPLOYEE'S DISCRETION

WHAT ARE THE REQUIRED OFFICE DAYS

- TUESDAY

- THURSDAY

- WEDNESDAY – ENCOURAGED DAY

NOTES

- MAYTECH SETS THE POLICY

- REQUIREMENT OF EMPLOYMENT IS 2 X DAYS A WEEK IN THE OFFICE

- REVISED POLICY WILL NEED TO BE ACKNOWLEDGED BY TEAM MEMBERS IN BETTERHR

WHO DOES WHAT

Core Responsibilities

Function	Responsibility
Setting and managing KRA and KPI	AKQA
Project & task assignment and guidance	AKQA
Job specific software procurement and setup	AKQA
Role based policies and mandates	MAYTECH & AKQA
Performance reviews	AKQA
Learning & Development	MAYTECH & AKQA
Culture and Engagement	MAYTECH

General Responsibilities

Function	Responsibility
Physical hardware and peripherals	Maytech
Office 365 and HRM Applications	Maytech
VPN setup & workbench setup	AKQA
IT Support	MAYTECH & AKQA
Payroll	MAYTECH
Incident Management	MAYTECH
HR	MAYTECH

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EMPLOYEE SUPPORT & WELLBEING

"At Maytech we prioritize the health and wellbeing of our employees because we understand that their success is integral to our collective success. By fostering a supportive environment that values physical, mental, and emotional wellness, we not only enhance productivity but also cultivate a culture where everyone can thrive.

We embrace and promote employee wellbeing through carefully curated programs that cater to diverse needs and interests. Whether it's wellness workshops, mindfulness sessions, fitness classes, or comprehensive health benefits, we aim to provide resources that empower our team to lead balanced and fulfilling lives.

Investing in our employees' health isn't just a commitment; it's a cornerstone of our organizational philosophy. Together, we build a stronger, happier, and more resilient workforce, driving us toward shared success and a brighter future."

EMPLOYEE SUPPORT

- EMPLOYEE ASSISTANCE PROGRAMS
- GRIEVANCE MANAGEMENT
- HARASSMENT AND BULLYING

EMPLOYEE WELLBEING
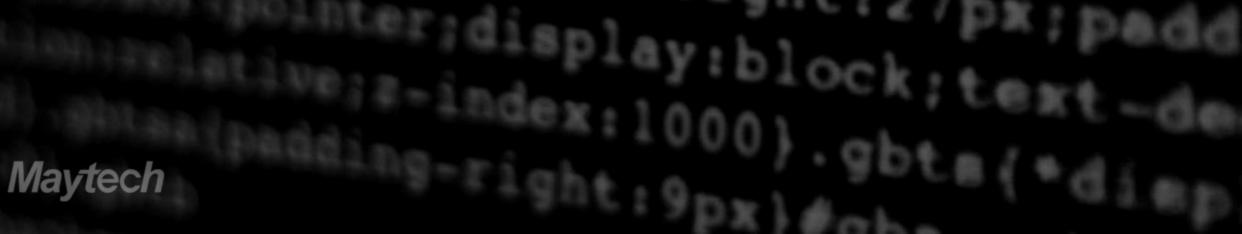
- HEALTH INSURANCE
- TEAM BONDING EVENTS
- REWARD PROGRAMS

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INTEREACTING & IN THE WORKPLACE

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CLIENT CONFIDENTIALITY - FOUNDATIONS

Information Sensitivity

- All client information, regardless of format (documents, emails, conversations), is considered confidential unless explicitly designated otherwise.

- Examples include: client financial data, strategic plans, customer lists, internal client communications, personal matters, intellectual property, codebase repositories.

Data Security

- Handle all client data, both physical and electronic, with the utmost care and security.

- Utilise company-issued devices and adhere to all data security protocols.

As you've all signed Non-Disclosure Agreements (NDAs) with Maytech, it's crucial to remember that these agreements extend to all client interactions.

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CONFIDENTIALITY IN PRACTICE

Communication Channels

- Use appropriate communication channels for client interactions, such as company-approved email and secure messaging platforms (Slack)

- Avoid discussing confidential information in public areas or on personal devices

- Be Mindful of the information shared on client internal communication platforms (e.g. Slack, Teams)

Meetings

- Maintain confidentiality during all client meetings, both in-person and virtual.

- Avoid discussing sensitive information in hallways or break rooms.

- Be mindful who is present in meetings rooms, or common office areas.

Data Storage

- Store all client data securely on company servers or designation secure locations.

- Do not store sensitive information on personal devices or cloud storage accounts

- Follow proper file-naming and storage conventions to ensure data organisation and security

Simply: Let's keep client confidences between us

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MAINTAINING NEUTRALITY AND PROFESSIONALISM

LET'S DO A U-TURN FROM THESE:

- Avoid getting drawn into office gossip, rumours, or internal debates that don't directly impact your work.

- Stay out of arguments or disagreements between client and colleagues

- Avoid taking sides in internal conflicts or expressing strong public opinions on internal matters

- Do not participate in internal client surveys, petitions or other internal processes unless specifically directed by Sri Lankan Human Resources or the Director of Technology & Engineering.

We're here to navigate the workplace with you!

- Maintain confidentiality during all client meetings, both in-person and virtual.

- Avoid discussing sensitive information in hallways or break rooms.

- Be mindful who is present in meetings rooms, or common office areas.

LET'S FOCUS ON THESE:

- Maintaining a neutral and professional stance, even when faces with challenging situations.

- If you observe any conflicts, focus on de-escalation and maintaining a professional environment

- Always communicate with colleagues respectfully and professionally, regardless of your personal opinions

- Remember that your actions and words reflect on both you an Maytech. Let's always maintain the highest level of professionalism.

Deliver excellence, avoid distractions!

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MAINTAINING A CONFIDENT & SUCCESSFUL CAREER

What's the upside?

- **Stronger Client Relationships:** Demonstrating professionalism and confidentiality strengthens our relationships with clients, leading to increased business opportunities and long-term success.

- **Enhanced Professional Reputation:** Adhering to these guidelines enhances your professional reputation within the company and within the industry.

- **Increased Career Opportunities:** A strong track record of professionalism and ethical conduct opens doors to career advancement and new opportunities.

- **Reduced Risk:** By following these guidelines, you minimise the risk of disciplinary action, legal issues, and damage to your professional reputation

We are linked!

We understand that navigating client engagements can sometimes present challenges. By adhering to these guidelines, you not only protect our clients and our company's reputation, but you also safeguard your own career. Maintaining the highest levels of professionalism and confidentiality demonstrates your integrity and builds trust with both clients and colleagues. This enhances your reputation within our company and opens doors to future opportunities for growth and advancement.

What's the otherside of the coin?

- While we prioritise a positive and supportive work environment, it's important to remember that your actions have consequences. These can include disciplinary action, up to and including termination of employment.

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QUESTIONS?