

# Technician Declaration:

## 1. Serving:

- a. Clients:
  - i. You need to be dedicated to SERVING people. Value serving people!
  - ii. We are here for one purpose and one purpose only, to SERVE.
  - iii. You must remember that you are filling a need, that need might be a Network Point, CCTV camera or WIFI, but the fact remains you are providing a "Service" and this "Service" is to serve PEOPLE.
  - iv. **Client emotional response:**
    1. You must be aware of the fact that you cannot control what people do, what people say and what people think. You cannot control other people's actions. BUT you can control how YOU respond! How you respond is always within your control and will always remain your decision, no matter the circumstances.
    2. So the next time you get attitude from a client, **relax and respond in a kind and fair manner**.
    3. I will not tolerate any attitude from any team leaders or team members, no matter the circumstances.
  - v. **Time:** Always respect the client's time. Time is the most valuable resource we have and a limited resource, so always respect the clients time. Also respect your team member's time.
- b. Fellow Employees:
  - i. You are also to serve people that might not be a direct client for instance your fellow employees, suppliers and other workers on site.
  - ii. Always have the correct attitude towards other people, workers and clients.
- c. GeckoSoft:
  - i. You are investing your time and skill in return for a salary.
  - ii. We are both serving each other in the long run

## 2. Values:

- a. **Personal:**
  - i. Your personal values and the things you value most will be evident in your personal life as well as in your professional life. If you value being lazy and doing work half, you will do everything half.
  - ii. Make sure you have the right values in place and make sure these values are on the top of your value list.
  - iii. Sample: Integrity. If you value integrity then your integrity will overflow from your personal life to your professional life. You will be seen as a man of Integrity.

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- iv. Sample: Honesty. If you value honesty you will be honest even in small situations where you might think a small lie will benefit the situation. BUT being honest in any and every situation is the goal.
- v. More samples of good value systems: Integrity, Honesty, Trustworthy, Self Disciplined, In control of your emotions,
- vi. “When you do something that is not in line with your highest values and standards you will end up not being motivated. Negative self-talk and negative behaviors will be the result”

**b. Clients:**

- i. You can see how your value systems and these things you value the most will affect your personal life and professional life.
- ii. Your Service and Values should be aligned in such a way that the client will benefit all the way.
- iii. We know what the client needs, so it's just up to us to serve them according to our highest values.
- iv. If you serve clients but your values in relation to your standards is LOW you will give the client a service with low standards.
- v. Always think what my client's highest value is, what do they expect to get from the service I deliver

### 3. Standards

- a. Your standards go hand in hand with your VALUES. If you have LOW values then your standards will be low. You will do the work half, you will skip certain steps to save time, you will find shortcuts, and you will make mistakes that will cost more time to fix.
- b. Once you re-align your values your standards will go up.
- c. Sample: If you decide you VALUE your workmanship more than the time spent to do the task, the outcome will result in better workmanship, better decisions and a happier client.
- d. Your standards should be high in every area of your life. You should have high personal and professional standards at all times.

### 4. Etiquette:

- a. Etiquette is the set of conventional rules of personal behavior in polite society, usually in the form of an ethical code that delineates the expected and accepted social behaviors that accord with the conventions and norms observed by a society, a social class, or a social group.
  - i. You are representing GeckoSoft and Jan Coetzee. Keep this in mind.
- b. Personal Etiquette:**
  - i. I expect you to always practice personal etiquette meaning that you will look your BEST at all times

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- ii. Hair always in a nice short cut style
- iii. Beard in a nice short style
- iv. Ears and face clean
- v. Nails short and clean (Start of new day)
- vi. Hands cleaned when leaving site to next site or on site visits
- vii. Long pants with belt on
- viii. Shoes and pants should be in a fair condition
- ix. No cigarette nippies in pants
- x. I expect you to still smell decent at all times
- xi. No swearing on site in front of clients
- xii. No playing games on site
- xiii. Your attitude and body language goes a far way. There's a difference between a "Slapgat" body language and a motivated person's body language.
- xiv.

**c. Vehicle Etiquette:**

- i. I expect the vehicle to be kept cleaned on regular bases, there are always dustbins everywhere.
- ii. I expect the vehicle to be washed at least 1 to 2 times per month
- iii. I expect the tools and stock to be re-packed twice a month

## 5. Communication:

**a. Client:**

- i. I expect that there is always clear communication between the technicians and the client or contact person on the specific site.
- ii. I expect that any questions that might arise during an installation can be resolved by commutating with the client and relay the communication through to me.

**b. Team:**

- i. I expect clear communication between the team leader and team members
- ii. I expect the team leader to make the team members aware of his plans and vision. I also expect the team leader to set the standard and be the desired example at all times.
- iii. I expect the team to make use of the radio when testing points, when pulling cables and when working separately in the roof. I will not tolerate any screaming between team members
- iv. The team leader must make sure all battery operating equipment stays charged.

## 6. Workmanship:

- a. We are in the business of SERVING people. So I expect your level of service combined with your value systems to be one level where you produce only high quality workmanship at all times.

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- b. "It's easier to keep an existing client than it is to make a new one"
- c. I expect top notch workmanship from each team member at all times. I expect that the team leader will set the standard for other team members to follow.
- d. I expect the team leaders to root out all known weak points within each member in the team so that we can offer a higher level of workmanship.
- e. I expect the team leader to be hard on team members that is not delivering at this level of high standards and guide them to make the necessary adjustments.
- f. I expect that each team member are aware of the basic cable installation standards and know how to handle the cable (Not forcing the cable or allow it to kink)
- g. Tools on site: I expect the team to have a plan for the tools being used on site. I expect the tools to be at a save location out of the way at all times whilst on site.
  - i. I expect the tools to be neatly packed away and for each member to make sure they have all their own tools and assist with collecting group tools (Drill etc.)
  - ii. Do a site sweep when cleaning to make sure no tools are left behind.
- h. Cleaning Site: I expect the team to clean the site where they have worked. Roof tiles to be cleaned and positioned back and any moved furniture to be positioned back.
- i. Please be conscious of your surroundings. If you see anything out of place on site or you see a scratched wall or broken roof tile please take a photo so we are not blamed for damages not caused by us.
- j. The client is the priority. Make sure to leave the site with perfect workmanship, cleaned and a happy client. Go the extra mile. There's no competition in the extra mile.
- k. Samples of BAD workmanship:
  - i. Incorrect measurement of trunking
  - ii. Label skew or upside down
  - iii. Wall box or Face Palate skew (The level is your friend)
  - iv. Cabinet skew (The level is your friend)
  - v. Trunking Skew (The level is your friend)
  - vi. Glued wall box. We need to fasten them with fisher plugs
  - vii. Glued Trunking. We need to fasten them with fisher plugs
  - viii. Missing Labels/Incorrect labeling
  - ix. Faulty points after handover
  - x. Leaving Dirty Walls, Roof Tiles, Ceiling, Carpets and floors
  - xi. Leaving the Wireless Access Point dirty (Hand Prints)
  - xii. Skew Power pole
  - xiii. Incorrectly closed power skirting covers

## 7. Company Assets:

- a. Tools

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- i. I expect the tools and stock to be packed in a fashioned manner so everyone knows where everything is.
- ii. I expect the tools and stock to be packed twice a month
- iii. I expect each member to have their own bag with the necessary tools
  - 1. These tools should be marked and signed for. These bags will be checked when the tools are re-packed twice a month.
- iv. All other tools (Power tools etc.) should be in 1 or 2 tool boxes that can be taken out and on to site.
  - 1. We must eliminate walking up and down too much.
- v. Each team member will take responsibility for their own bag and the team leader will take responsibility for the rest of the tools and stock.
- vi. Missing or lost tools will be replaced by the responsible relevant person.

**b. Vehicles**

- i. The team leader takes responsibility for the vehicles safety and care
- ii. It is the responsibility of the Team Leader to make sure the team members knows to respect the vehicles at all time.

**Date:** \_\_\_\_\_

**Technician Full Names:** \_\_\_\_\_

I declare that I have read, understood and agree to all the information on this declaration.

**Signature:**

\_\_\_\_\_

Initial: \_\_\_\_\_