

RULES OF PROCEDURES AND CONTENT OF THE WORKING DOCUMENT

1. FORMS OF COMMUNICATION AND WORK

1.1. Direct communication - via electronic aids

- By phone and/or all other types of voice communications,
- Skype and all other types of IM communications,
- All other types of direct communications.

1.2. Indirect communications

- E-mail,
- Fax,
- All other types of indirect communications.

1.3. Direct communications

- Meeting at client location,
- Meeting at the Xiphias d.o.o.,
- Meeting with a client at 3rd location.

1.4. Work

- At the customer's location,
- At the Xiphias d.o.o.,
- Performing work for the client at other location.

2. RECORD OF DIRECT COMMUNICATION

2.1. Unit of measure

- The record of work is recorded in hours, exceptionally in unit of 15 minutes,
- **The minimum billing unit is 15 minutes.**

2.2. The principle of calculation

- One communication within a full hour, which last less than 15 minutes, is calculated and recorded as 15 minutes of work,
- If the communication last longer than 15 minutes, then work is calculated as full hour,
- If communication is repeated within 60 minutes, then work is calculated as full hour regardless of communication duration,

- Every beginning of the next hour counts as a new full (extra) hour,
- Communication out of working time (working time – Monday - Friday from 8:00 to 16:00h)
 - Beginning as a full hour,
 - Every next hour like two hours.

2.3. Contents of work records

- From - to (date and time),
- number of calculated minutes,
- means of communication,
- order number or issue number (if exists),
- description,
- participant(s).

3. RECORD OF WRITTEN COMMUNICATION

3.1. Unit of measure

- The record of work is recorded in hours, exceptionally in unit of 15 minutes,
- **The minimum billing unit is 15 minutes.**

3.2. The principle of calculation

- for received communications – minimum 15 minutes,
- for outgoing communications - according to the work performed, a minimum of 15 minutes.

3.3. Contents of work records

- from - to (date and time),
- number of calculated minutes,
- means of communication,
- order number or issue number (if exists),
- description,
- participant(s).

4. RECORD OF DIRECT COMMUNICATION

4.1. Unit of measure

- The record of work is recorded in hours, exceptionally in unit of 15 minutes,
- **The minimum billing unit is 15 minutes.**

4.2. The principle of calculation

- for every visit to client location, required by the client at least 1 business day prior to requested term, at least 1 hour,
- for every visit to client location, that is being requested by the client within the same day, at least 2 hours,
- for each client visit to Xiphias d.o.o location at least 1 hour,
- trip further than 10 km from Xiphias d.o.o., ordered by client, 0.40€ per kilometer (measured on official map of HAK (www.hak.hr) or similar).

4.3. Contents of work records

- from - to (date and time),
- number of calculation minutes,
- means of communication,
- order number or issue number (if exists),
- description,
- participant(s).

5. WORK RECORD

5.1. Unit of measure

- The record of work is recorded in hours, exceptionally in unit of 15 minutes,
- **The minimum billing unit is 15 minutes.**

5.2. Contents of work records

- from - to (date and time),
- order number or issue number (if exists),
- description.

6. OTHER

- Work record must be verified by both sides on monthly basis,
- This document is effective from 01.02.2015.