



Culture Guide

Welcome from the CEO

I would like to take this opportunity to welcome you to Direct Voice & Data. I want your employment with us to be a mutually rewarding experience. As a company, we believe in teamwork, a safe place to work, and a spirit of co-operation.

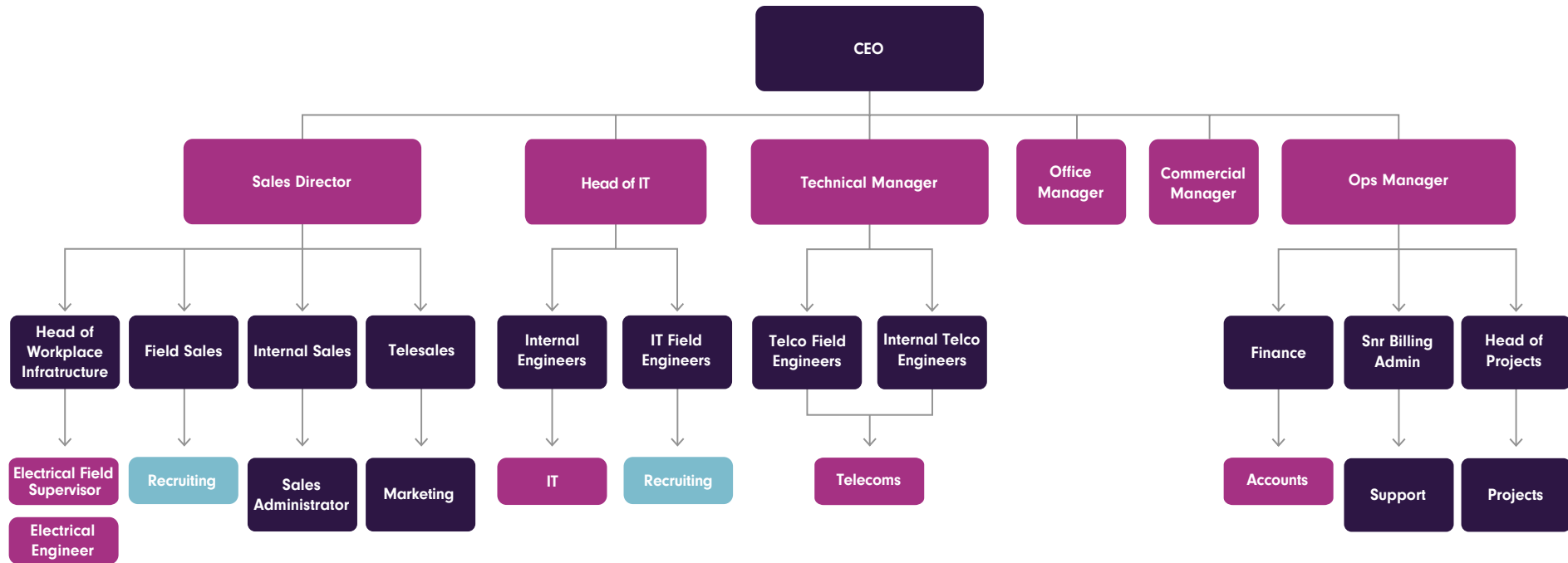
At DVAD our vision is:

“We each own the task and are proud to deliver the very best customer experience.”

To achieve this vision we are committed, as a company and individuals, to mutually understand our customer’s expectations while providing the highest value product and service possible among competing alternatives.



Welcome from the Team



Life at DVAD

Buddy up – When you first start at DVAD you'll have a buddy to help you get situated while you settle in, your manager will walk you through the expectations during your first 6 months with monthly reviews.

We have regular team meetings, where we share what we're working on, talk about any pressing issues, share ideas, celebrate successes.

Speak up – we pride ourselves on being open and friendly, feel free to ask a question.

Your development is important to us and we have 'Personal Development Reviews' 4 x a year where you and your line manager can discuss your goals and any training requirements.

We have an open seating plan, but don't worry we also have plenty of breakout areas if you need some solitude or to huddle up with your team.



Office Life at DVAD

When you first start at DVAD you will receive a 2 week induction, where you will get to know all your work colleagues.

On your first day your Line Manager will treat you to lunch!

Every 2 months we have a family meeting where the whole company gets together to share how the business is doing over a breakfast butty!

“Make their day” recognition programme - People are the backbone of our organisation and we’re always looking for ways to say ‘thank you’ for outstanding contributions to the team.

Enjoy your birthday off on us!

Let your hair down at our annual summer and Christmas socials!

Don't forget dress down Friday!

Join in ‘Friday Cheers’ for a drink and a natter every Friday at 4:30pm

Direct Voice & Data at a Glance

TELECOMS / IT / WORKPLACE INFRASTRUCTURE

Employee Growth 2005 - 2021



Founded in
1984



74%
Significant growth
since 2015



Profit share linked
**bonus
scheme**

What is Direct Voice & Data?

Mission

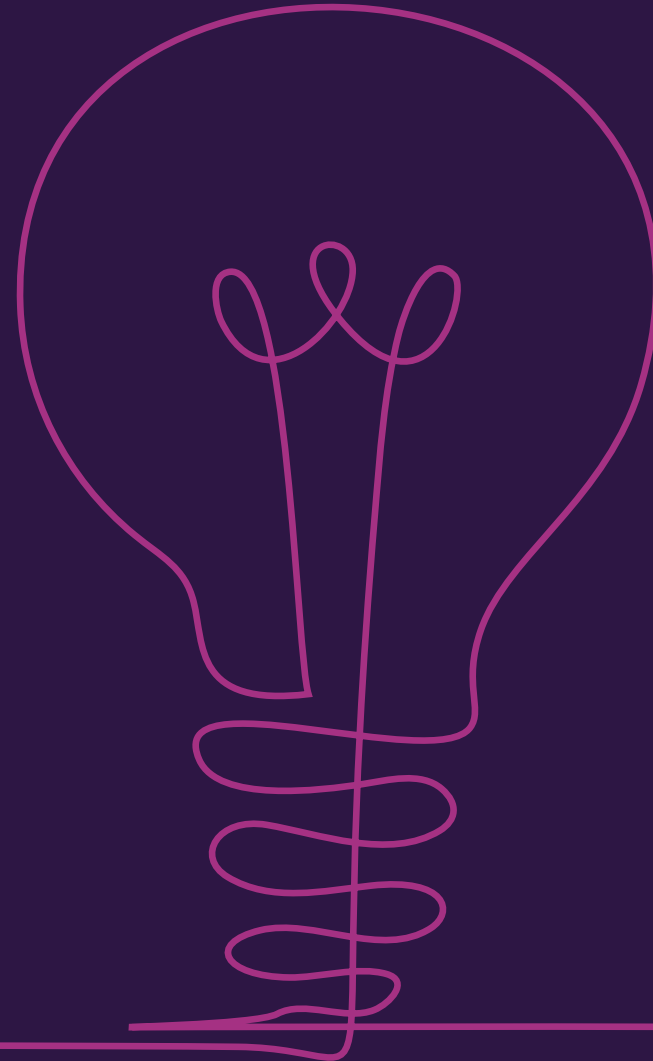
We strive to provide the complete solution for our customers with total dedication to quality and providing them with the very best service experience.

Vision

We each own the task and are proud to deliver the very best customer experience.

Strategy & Workplace Infrastructure

With convergence between Telephone Systems and IT Networks, Direct Voice & Data can now bring you a full end to end solution to your ICT office needs irrespective of budget or requirement. We design and implement unique IT and Telecoms strategies by either utilising your existing workplace infrastructure or recommending a new system that will serve your business needs now and in the future.



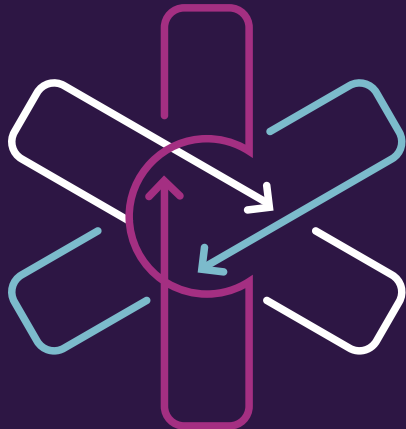


Connexus™

Because yesterday's thinking
won't work for tomorrow

Connexus™ is the Direct Voice & Data way of working, a specially formulated model and more than just a process. It allows us to assess customers' unique business needs, present bespoke solutions and provide dedicated support at all times.

As experts in the field of connectivity, we have designed Connexus™ to truly understand and cater to industry requirements, meaning we can provide customers with the voice, data and workplace infrastructure that businesses need to evolve in an unpredictable world.



The Connexus Approach



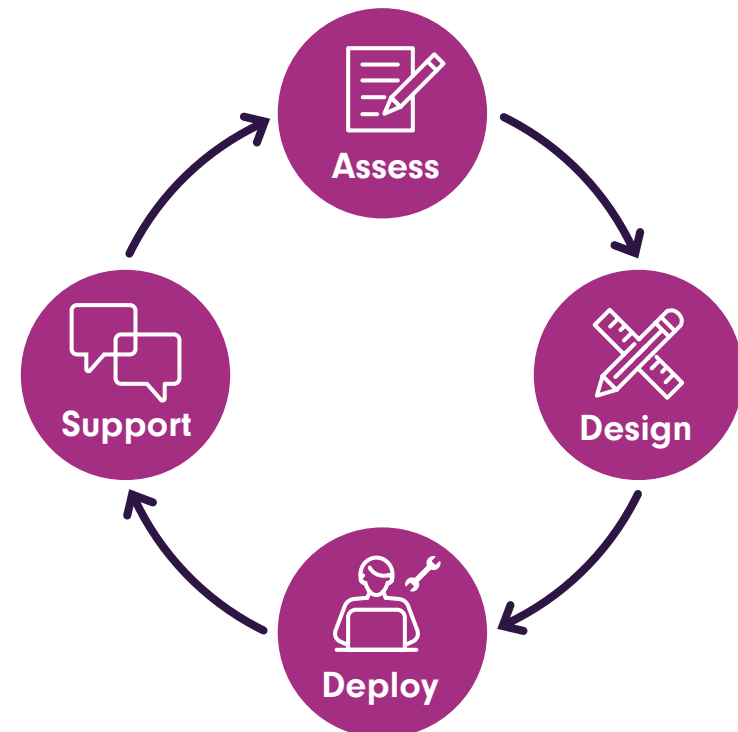
Telecoms
Solutions



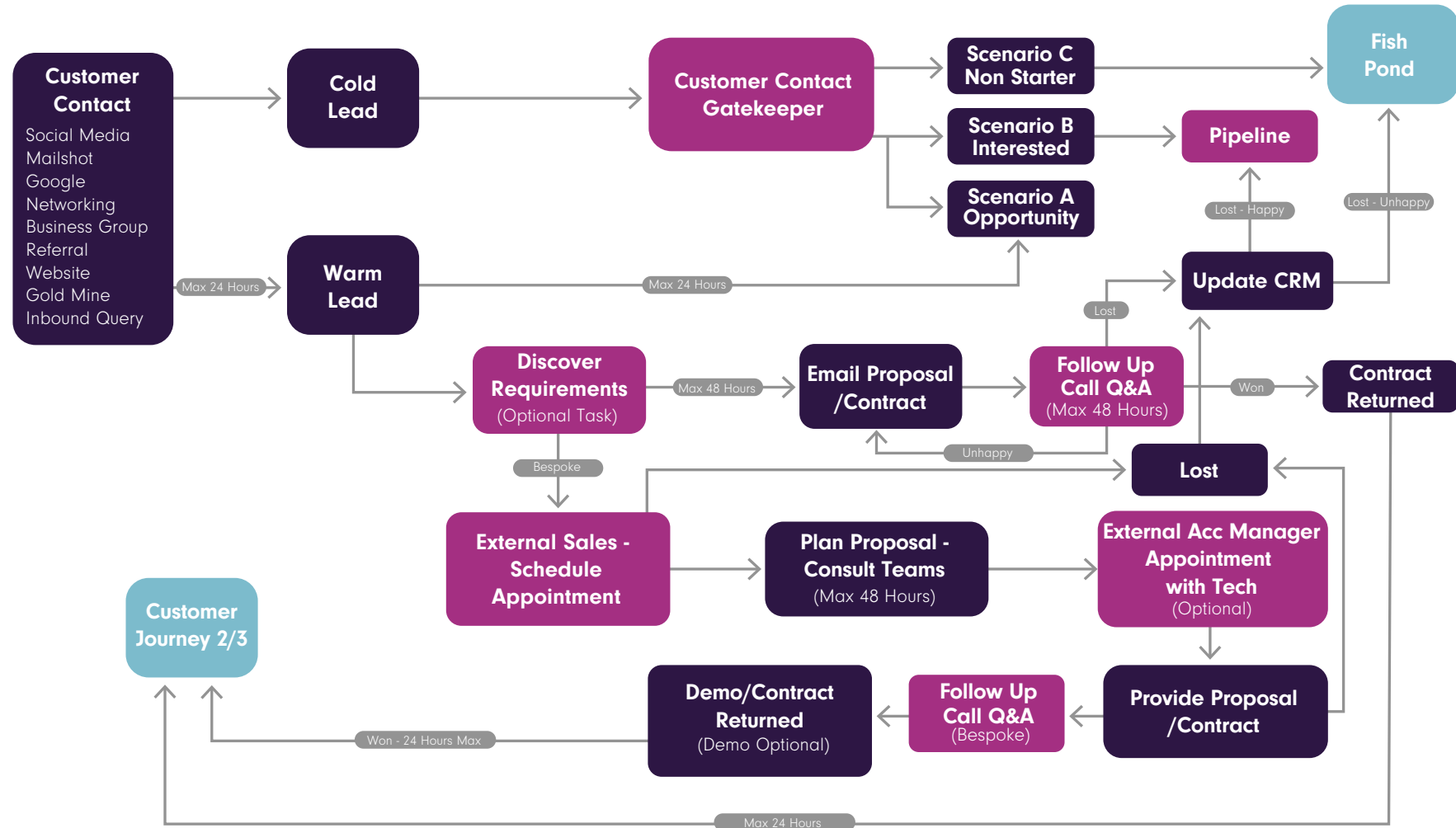
IT Solutions



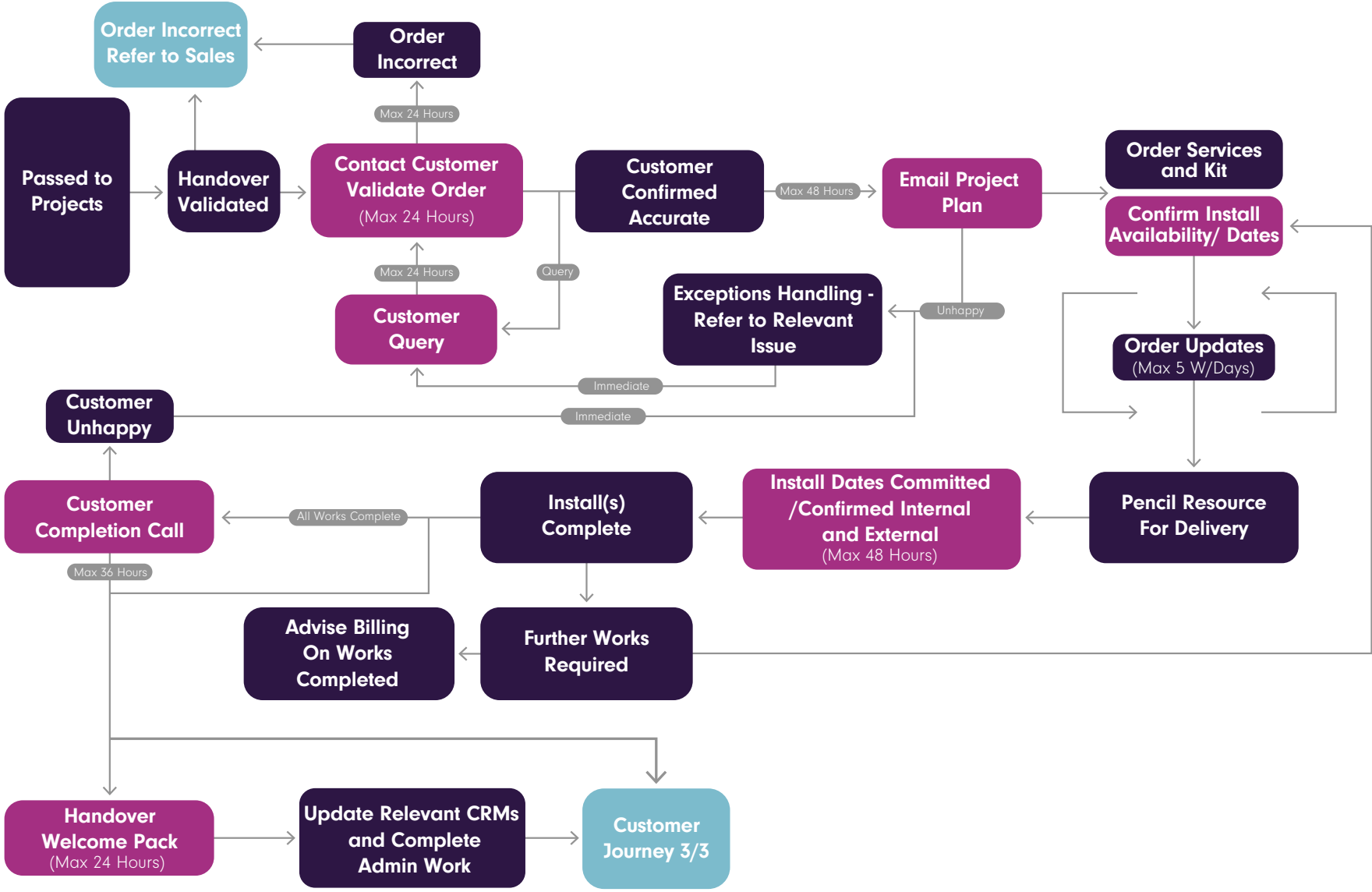
Workplace
Infrastructure



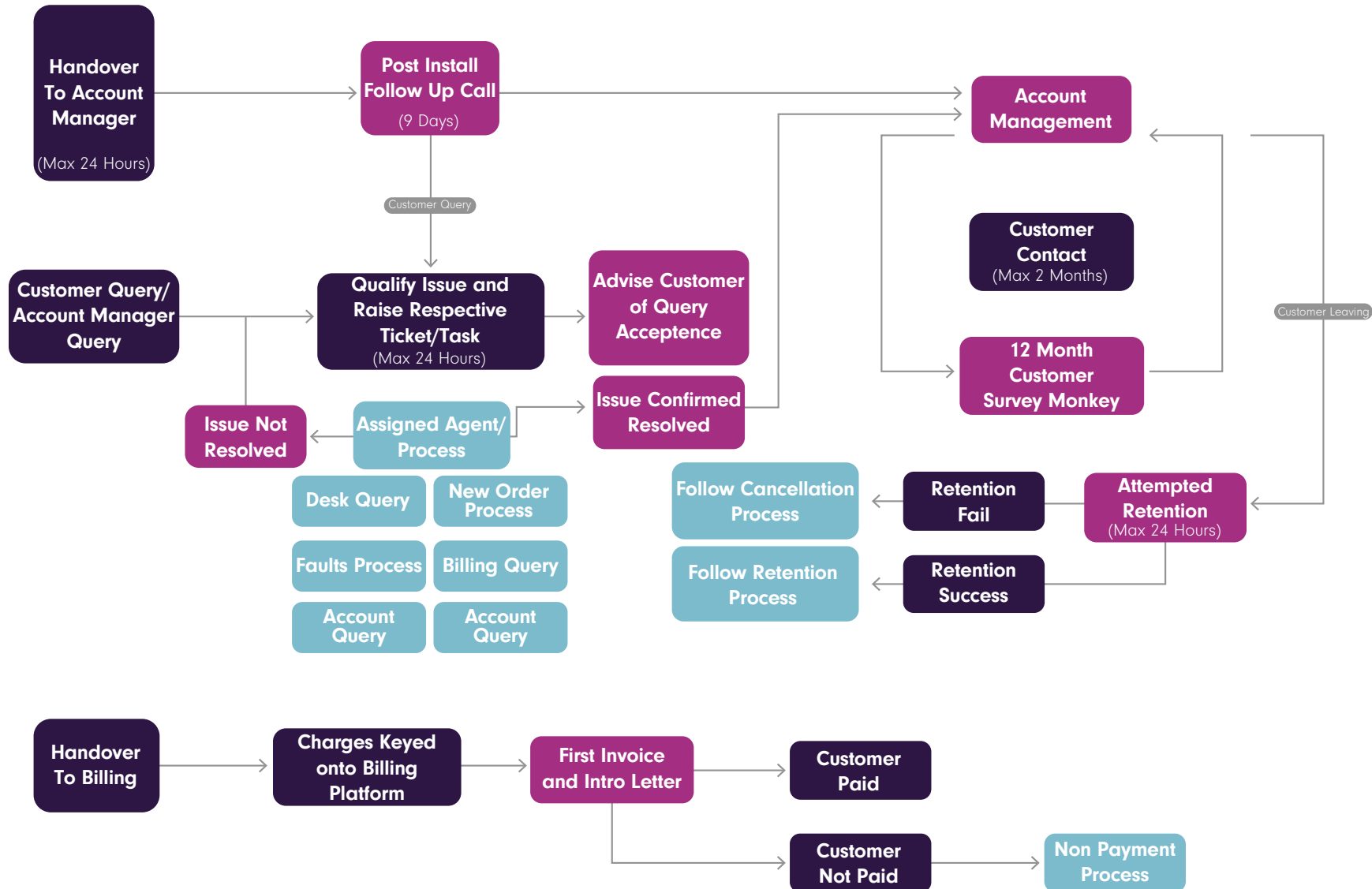
Customer Journey 1/3: Lead To Sale



Customer Journey 2/3: Project to In-life



Customer Journey 3/3: In-life





Health & Safety

Brief reminders;

- ✓ Fire exits
- ✓ Evacuation procedure
- ✓ Assembly area
- ✓ Action on discovering fire
- ✓ Manual alarms and weekly testing
- ✓ Accident reporting
- ✓ Location of nearest first aider