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**[Insert your employee handbook title here]**

*The only impossible journey is the one you never begin.*

- Tony Robbins

Version 1.0

Published November 1, 2020

**[Insert your vision statement here]**

**We help businesses make better decisions**

Start the employee handbook with a welcome letter - or even better, a welcome video like [this one from Uber](https://www.youtube.com/watch?v=_RR5xtp4jg4&feature=emb_logo) - from the founder, CEO, or leadership team. This provides new team members with valuable insight into the company, why it’s in business, what part employees play in the organization’s success, and the purpose of the employee handbook itself.

***Welcome to FACT!***

Congratulations on your decision to be part of our incredible team!

There are some exciting adventures ahead of us as we help businesses make better decisions by bringing together their two most important assets, people and information. It’s important to us to do this in a fun, dynamic and challenging work environment that we are all proud to be a part of.

Over the next few years our market is in for some explosive growth. Getting the right information, to the right people, at the right time with the goal of improved responsiveness and competitive advantage is our mission. We have great products, a strong balance sheet, and loyal strategic partners, but our ultimate success depends on YOU!

You will decide the fate of FACT Technology with your dedication to the customer experience and your commitment to teamwork. I am confident that with your hard work and creativity we can become a much stronger, faster growing, more flexible organization.

This guide is intended as a tool to bring together you and the information you need to be successful here at FACT Technology.

So work hard, have fun, and carry on!

Sincerely,

Eleanor Stapleton

P.S. As usual, please feel free to send me e-mail directly or call me if you have any questions about this or about anything: chance@fatetechnology.com.

**Introduction**

We’ve designed this guide with the assumption that you’re: a) incredibly smart; and b) so time-constrained you’re already skipping this section to find what you’re looking for.

The information presented here covers everything from the business we’re in to the fantastic rewards you can expect from working here; and it’s all described in as straightforward a manner as possible.

We realize you probably don’t need to sit down and read the whole thing. Our only hope is that when you have a question about life at FACT, like “Is there a dress code?” (there’s not), that you know you can dip into this book and find either the information you want, or at least some help in pointing you in the right direction.

Much of this handbook is in a question and answerformat. If you can’t find the question or answer you want, or if the answer provided doesn’t help you, ring up your manager or any member of your friendly Human Resources team for additional information.

On behalf of everyone here at FACT, welcome!

An exciting and challenging adventure awaits you.

Sincerely,

Chance Harrington

Human Resources Person

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**Big Picture Stuff**

This section of your handbook is important in helping prospective or new employees understand more about your company’s mission, culture, and story. Your handbook should incorporate the following elements, and the order is up to you:

* **Vision statement**: what is the purpose of your company; [why do you exist](https://simonsinek.com/product/start-with-why/)?
* **History and timeline**: where did your company come from, and how has it evolved?
* **Mission statement**: how will your organization achieve its vision and goals?
* **Core values**: what organizational beliefs guide people’s behaviours and decisions?
* **Organization structure**: how are teams and employees organized?

Netflix does an excellent job of explaining the real essence of who they are in their [Employee Culture Guide](https://editor.airmason.com/books/template-32772).

***Where did we come from? (a little history…)***

[Insert a timeline, a brief history, etc]

[Include some fun facts e.g. 10 Weird Things You Never Knew About the CEO]

***Where are we going? (our vision and purpose)***

We help businesses make better decisions

[Insert background into what this actually means]

***How will we get there? (our mission)***

FACT’s mission is to get the right information, to the right people, at the right time, with the goal of improved responsiveness and competitive advantage through better informed business decisions.

[Insert background into what this actually means]

***What do we believe in? (our core values)***

In fact, the first step to getting into the “groove” here at FACT is to understand a little bit about our *culture and core values*.

* What do we stand for?
* What do we care about?
* How do we do business?
* How do we “behave” as an organization?

***Quality Results***

Whether you’re involved in developing the latest product version or hiring our newest employee, ensuring that it’s a quality product, or candidate, is crucial to our success. Don’t confuse quality results with *perfect* results; if we waited until everything we create was perfect we would still be working on Version 1.0! When we talk about Quality Results, we’re talking about creating something that does the job and does it well.

***Respect***

Working as a team, treating others with respect and dignity, and being conscientious of the needs and demands faced by our fellow team members is key to getting into the groove. Respect for people isn’t just limited to your peers, either. Take a 360-degree look around you and consider everyone you interact with: your manager, your direct reports, suppliers, customers, and competitors.

***Creativity***

If we aren’t continually producing cooler, sleeker, more innovative products to meet the ever-increasing and constantly changing market demand, WE WILL LOSE. The market is synonymous with change, and if want to be the leader, we have to ready to meet that change, take it by the horns, and bend it to our will.

***Risk***

Sooner or later you’ll make a mistake; it’s what you do with that mistake that matters. We encourage you to take challenges and calculated risks; at the end of the day, if all else fails, you will still have ***learned*** something.

***Commitment***

It’s a competitive world out there, and putting in a good day’s work is necessary in our fight to be the leader. The decision as to how much time you put in is yours; we don’t expect you to work 16 hours a day, 365 days a year, but we do expect that the goals that have been mutually agreed upon by you and your manager be met.

***Family***

As we grow we work to maintain the family feeling and small company roots that are part of our history. We keep our organizational structure as flat as possible, and we make sure we all understand how we impact the bottom line. Of course, the other part is having some fun, playing hard and going for a beer with the team after a long hard week.

***How do we all fit together?***

[Insert description of organization structure, organization chart, key leader bios, etc.]

FACT has many assets, but our most important asset of all is **OUR PEOPLE**. You play an important part in the big picture, but we understand that it’s sometimes easy to lose sight of where you fit in our rapidly growing organization.

**Working at FACT**

Include information you feel is important to share with new, existing, and potential employees that will educate them on the workplace culture and get excited about working for you, such as:

* First day of work
* Office and facilities
* Work environment e.g. cubicles, offices, lunch rooms, shared spaces
* Recreation facilities e.g. ping pong tables
* Bringing pets to work

The [Valve Employee Handbook](https://steamcdn-a.akamaihd.net/apps/valve/Valve_NewEmployeeHandbook.pdf) is a great example of giving people a strong understanding of what it’s like to work there.

***Your first day at work***

This part of your employee handbook will cover [what a new team member can expect](https://peoplemanagingpeople.com/topics/new-hire-checklist/) on their first day and in their first week(s) of work, such as:

* Office / facility tour
* Team introductions
* Dress code (if applicable)
* Training schedules
* Tools and resources
* Key contacts

For example, HR software company [People](https://www.peoplehr.com/) includes an overview [in their great employee handbook](https://www.peoplehr.com/files/PeopleHandbook.pdf) of what new team members can expect on their first day and in their first month.

If you’re new, the first training you’re likely to receive is in our Orientation Program. Orientation takes place over a course of six days (not necessarily all consecutively), and covers a number of different topics which are important for you to understand in your first few days:

|  |  |
| --- | --- |
| **Day One** | [Insert orientation agenda items] |
| **Day Two** |  |
| **Day Three** |  |
| **Day Four** |  |
| **Day Five** |  |
| **Day Six** |  |

Use your Employee Handbook in conjunction with Orientation, but with one caveat; where information presented in here is different from information presented in Orientation, *the information given in Orientation is correct*; it’s far easier to continually update Orientation training than it is to update this guidebook!

***Offices and facilities***

***Security***

We have thousands of dollars worth of expensive equipment in our offices, which we obviously want to protect against pilfering. To help with this, you will receive (if you haven’t already) a Security Badge with your name and picture on it. Please wear the Security Badges and have it visible at all times while in the office.

***Kitchens***

The kitchen is well stocked with free coffee, tea, soup, and hot chocolate, as well as our most popular benefit, 25-cent pop! Help yourself, but if you take the last cup of coffee, please start another pot.

It’s everyone’s responsibility to keep the kitchens clean, so put your dirty dishes in the dishwasher, or empty a dishwasher full of clean dishes, or well, you get the picture.

***Parking***

Unfortunately, there is no parking in this building. However, there are several lots in the area that have both daily and monthly parking available.

***Building Access***

Our building is open to you 7 days a week, 24 hours a day.

***How do I?***

“I need more pens – where do I get them?”

“Where can I recycle my empty pop cans?”

“I’ve been cut and am bleeding to death – what do I do?”

These are common questions that pop up day after day, and are often asked by both rookie and veteran team members. It often takes a lot of “little” things to get one big thing done. However, because there are so many little things that you need to know to get your job done, to include them here would require a separate handbook in itself.

Our company intranet (<http://intranet>) contains information on a lot of these little things, including:

|  |  |  |
| --- | --- | --- |
| * Security
* Mailing address
* Appointments / visitors
 | * Package shipping
* Photocopying
* Recycling
 | * Corporate stationery
* Marketing materials
 |

**Some rules of the road**

Many companies have their detailed HR policies and procedures in a separate manual, and only touch on some of the most important ones in their employee handbook. This makes sense particularly if the purpose of your employee handbook is to promote your company culture, rather than list out a bunch of rules.

If you’re not sure which HR policies to include in your handbook, [check out this article](https://peoplemanagingpeople.com/topics/list-hr-policies-procedures/) and start with these ones:

* Diversity, equity, and inclusion
* Workplace safety and health
* Harassment and sexual harassment
* Remote work and telecommuting
* Social media

### ****Learning and growing****

This part of your employee handbook should cover things like:

* Performance management
* Applying for internal job postings
* Internal training programs
* Education and tuition assistance

**If you didn’t want to be successful, you wouldn’t have joined FACT.**

**As such, we try to give our employees every opportunity to advance and move around in their careers here. FACT is an equal opportunity employer, extending employment opportunities to all employees and applicants without regard to race, colour, sex, religion, national origin, age, physical or mental disability, sexual orientation, or marital status.**

**In other words, if you’ve got a brain (and something to keep it in) and want to advance your career, or just take it in a different direction, talk it over with your manager and start planning!**

**Resting, relaxing, and having fun**

Work hard. Play harder. It sounds like a bad Nike commercial, but the fact of the matter is, we’re a team of driven and committed individuals, and everyone once in a while we just need to take a break, crack a beer (or a Coke), and have some fun.

***Taking time off***

This part of your employee handbook should cover things like:

* Paid time off (PTO)
* Vacation time
* Leave eligibility e.g. sick leave, jury duty

Whether it’s a little R&R after the latest launch, spending time with family at Christmas, recuperating after the latest mutated flu bug, or sitting on the jury for the trial of the century, taking time off work is often necessary.

***Health and wellness***

We recognize the importance of personal balance between work and play, so we’ve developed a series of health and wellness initiatives to help you in your quest for that balance.

***Team events and par-tays***

A wise and eloquent team member once said, “FACT parties rock!”

We strive to maintain a fun, energetic, small-company atmosphere, and we try to provide everyone with an opportunity to let loose, relax and have some laughs (not to mention some beers). To do this, we have organized functions throughout the year where all employees are invited to attend, such as our annual holiday party and summer BBQ.

It’s also not uncommon to see a large group of walking toward the local bar on a Friday evening…

**Rewards, benefits, and perks**

This is your opportunity to promote the compensation and rewards your organization offers to employees you want to hire, and get new employees educated and excited. This section can include information such as:

* **Rewards philosophy**: for example, do you pay at the top of the market?
* **Compensation elements**: salary, bonuses, stock options, hourly overtime, etc.
* **Compensation reviews**: how often, what’s the process, and impact on compensation
* **Benefits programs**: health insurance, wellness programs, RRSP / 401(k), etc.
* **Perks**: car allowance, expense account, technology benefits, etc.

**Glossary of Terms**

**Computer geek** - In computers and the Internet, a geek is a person who is inordinately dedicated to and involved with technology to the point of sometimes not appearing to be normal. Being a geek also implies a capability with the technology. The term seems to be used by many in the general populace for anyone who spends a lot of or too much time at a computer.

**FAQ (Frequently Asked Question)** – An FAQ is a question that is frequently asked.

**Fiscal Year** – The fiscal year is used primarily for accounting purposes. FACT’s fiscal year runs from July 1 to June 31.

**FUBAR** – When something is FUBAR (pronounced FOO-bar), it is damaged beyond hope of repair

**Nerd** - Although the term's origin is obscure, one theory is that it derives from a children's book by Dr. Suess, *If I Ran the Zoo*, in which this passage is found:

“And then, just to show them,
I'll sail to Ka-Troo
And bring back an it-kutch,
A preep, and a proo,
A nerkle, a nerd,
And a seersucker, too!"

**SMART Goals** - Specific, measurable, achievable, relevant, and timely goals.

**SOB** – Someone who is not very nice. Clint Eastwood was a mean SOB in many of his earlier films.

**Whitepaper** - A whitepaper is a not-too-detailed technical explanation of an architecture, framework, or product technology.

**Y2K (Year 2000)** – Day of Reckoning for all mankind. Happened before many of you were born.