A
smartsimple
ODYSSEY

YOUR JOURNEY BEGINS HERE

SmartSimple Employee Handbook

Contents

Introduction

Welcome to SmartSimple! We're so happy you're joining our family. Let's start out by getting you acquainted with who we are, our culture, and what makes us tick.

Our true north: the compass that guides us

"All software is autobiographical."

Mike Reid, Co-Founder and COO, SmartSimple Software

Every bright spark of an idea, every theory we test, every new feature we unveil has our unique insignia. Our software tells our story, from the first line of code to our latest product launch, we are what we create.

You've joined an elite team of especially creative people. Come with us on our journey, you'll be amazed by what we can accomplish together!
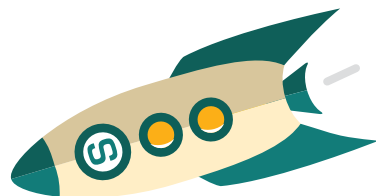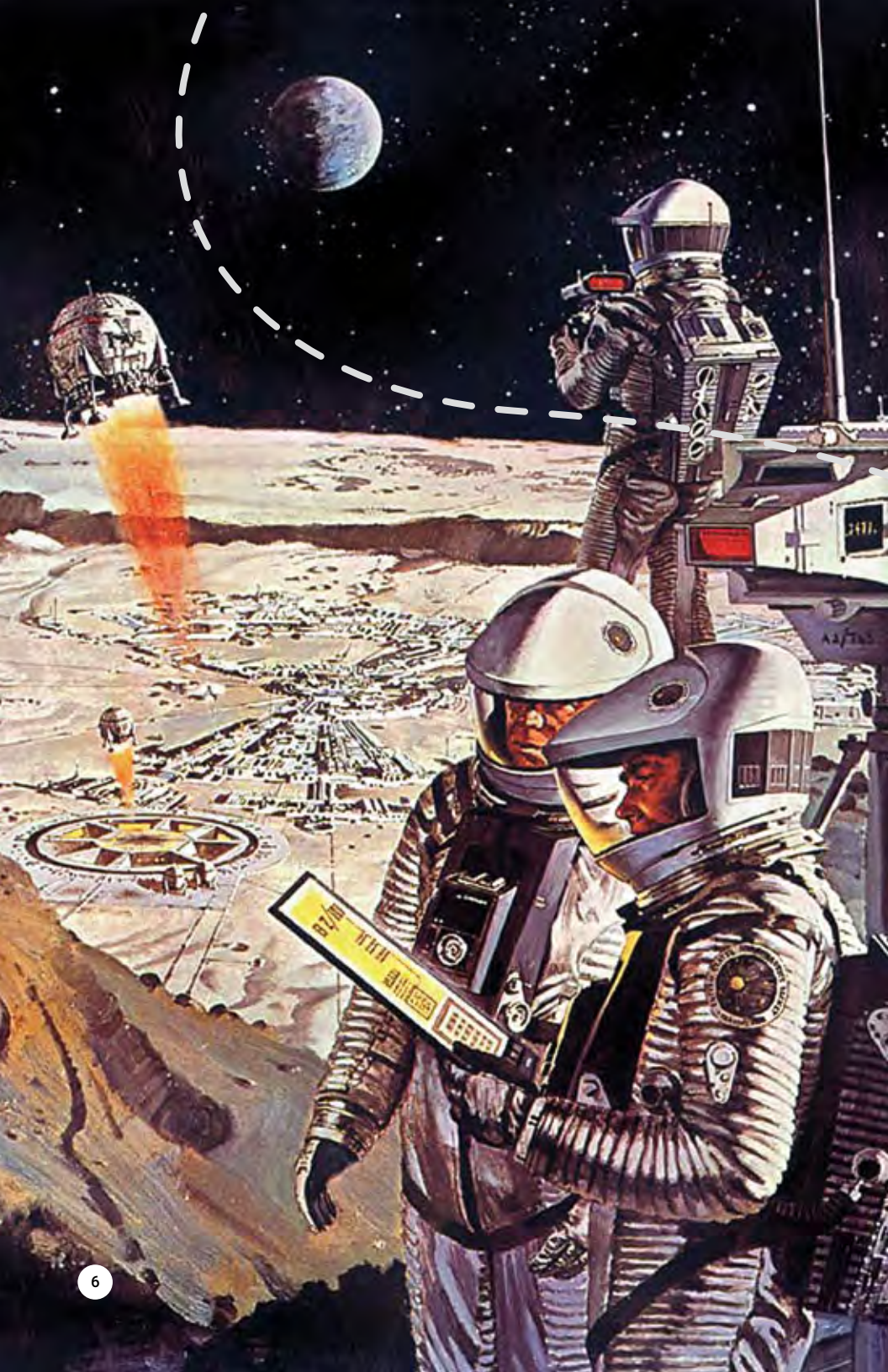
Our Mission, Vision, and Values

Our Mission
We provide the tools organizations need to empower their communities.

Our Vision
We're the cool kids. Everyone wants to be like us.

Our Values

• **Curiosity**
Without curiosity, we're just another software product.

• **Hard-Work Ethic**
We always turn it up a notch, try something new, push the envelope.

• **Teamwork and Collaboration**
Everyone has something valuable to offer, take advantage of it.

• **Adaptability:**
Shifting direction in the blink of an eye.

In the beginning…

Back in 2002, Mike and Keith were working at the University of Toronto. The challenge they sought to provide a solution for, was something configurable, flexible, that would help organizations manage multiple processes from one central platform, living in the cloud.

So they built one. This is their story, and now it's yours.
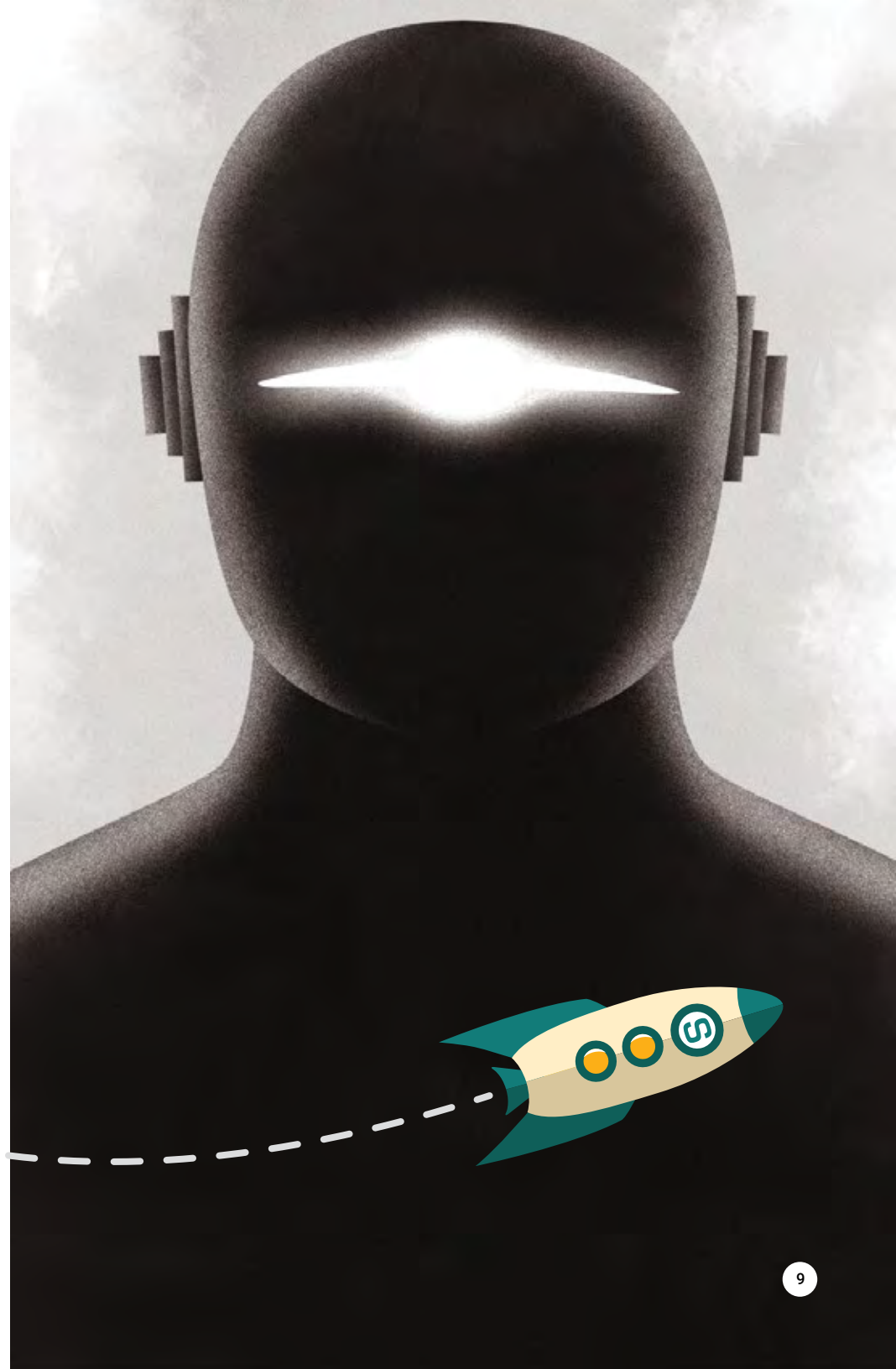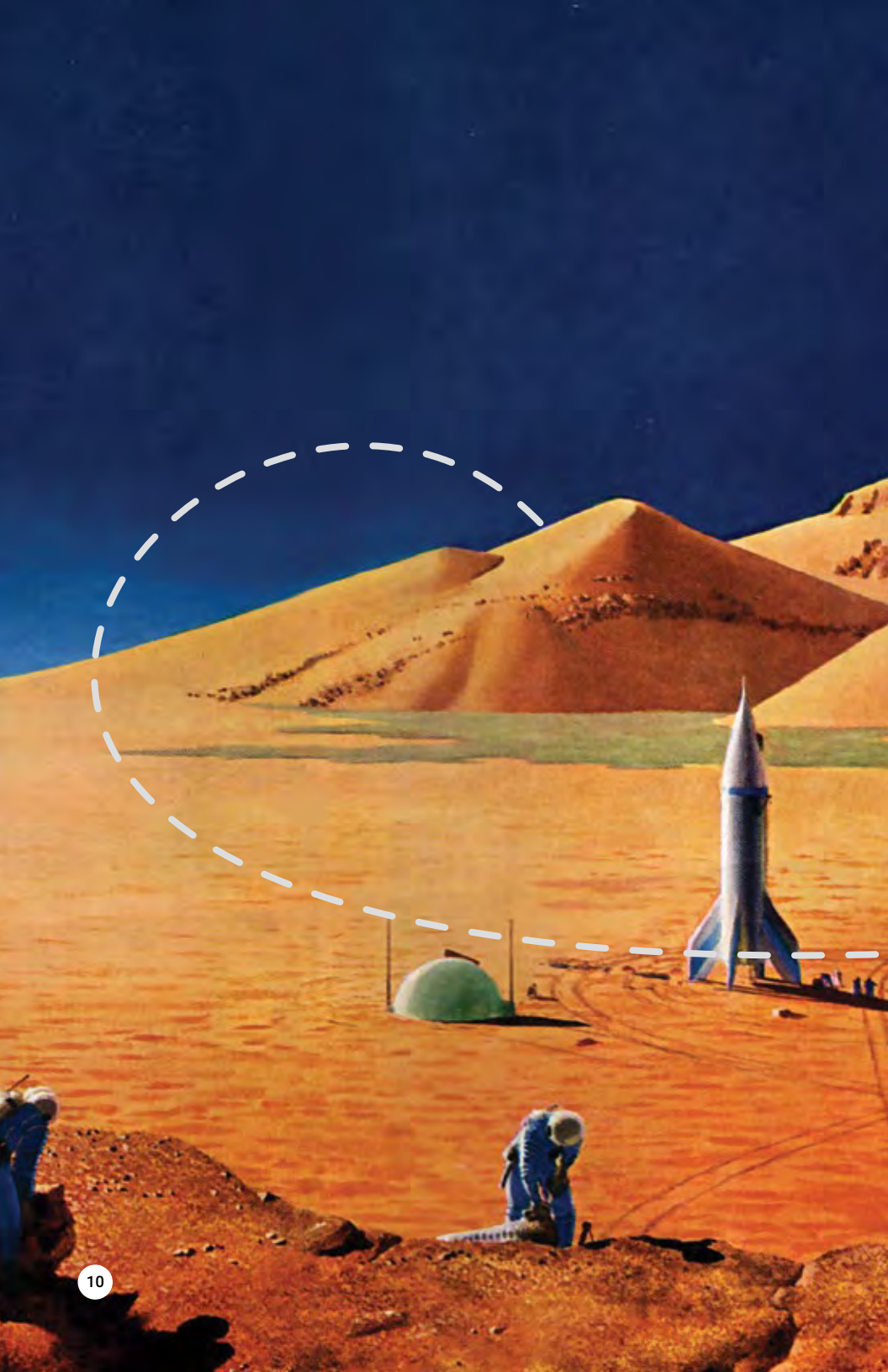
The Software Collaboration Continuum

The Software Collaboration Continuum is a model that Mike and Keith theorized that has been one of the driving forces behind how the SmartSimple platform was envisaged to work.

All software can be plotted on a continuum. On one end, there's software that's 100% prescriptive. That is, the software prescribes a set way that you must do things, and there's no deviating from that. Think of accounting software. It prescribes exactly how you should work based on hard and fast accounting rules. You must comply.

On the other, there is software that's 100% subscriptive where your participation is 100% your choice. That is, it's your choice to subscribe or opt-in to participate. Facebook and Twitter are perfect examples. For starters, it's you choice to sign up, and second, it's your choice whether you'd like to actively participate or just observe. There are no hard and fast rules that govern you.

Part of what makes SmartSimple so unique is that it slides back and forth on the continuum depending on how our clients would like to work. Perhaps they'd like to impose tighter controls and be more prescriptive, or perhaps their process allows for more flexibility and flow. In either case, SmartSimple has the flexibility to be both or anything in between. It's this unique characteristic of the platform that makes us the choice for such a diverse set of organizations.

We're a Creative Collaborative

This is the most important thing you need to understand about SmartSimple. No one works isolated in a windowless office by themselves. Every one of us has skin in the game. Every opinion and idea is openly shared and heard.

We're a hotbox of ideas where every success is shared, and every challenge to find a solution is tackled together. We collectively celebrate each new client brought onboard, each new service or platform upgrade.

All we do are shared successes.

A few words on hierarchy...

Like the Earth, our hierarchy is flat (depending on what conspiracy you believe, the earth could also be round).

We're all vital to the success of the company, you don't need permission from your manager to speak to any other manager, director, or senior leader.

It's just way more efficient and conducive to our growth if we leave the red tape at the door.

How we do meetings

No one hides behind closed doors. Anyone can attend any meeting, no catch! Well, okay, maybe one. If you attend a meeting be prepared to walk away with some work to do.

There are three rules to live by. First, there need to be clear takeaways from the meeting. Who's doing what next by when? Second, there should be no more people in a meeting than there are slices in a large pizza (we try to keep gatherings to a reasonable size).

Finally, meetings shouldn't be scheduled any later than two weeks out (if you're meeting about something three weeks from now, it's probably not that important).
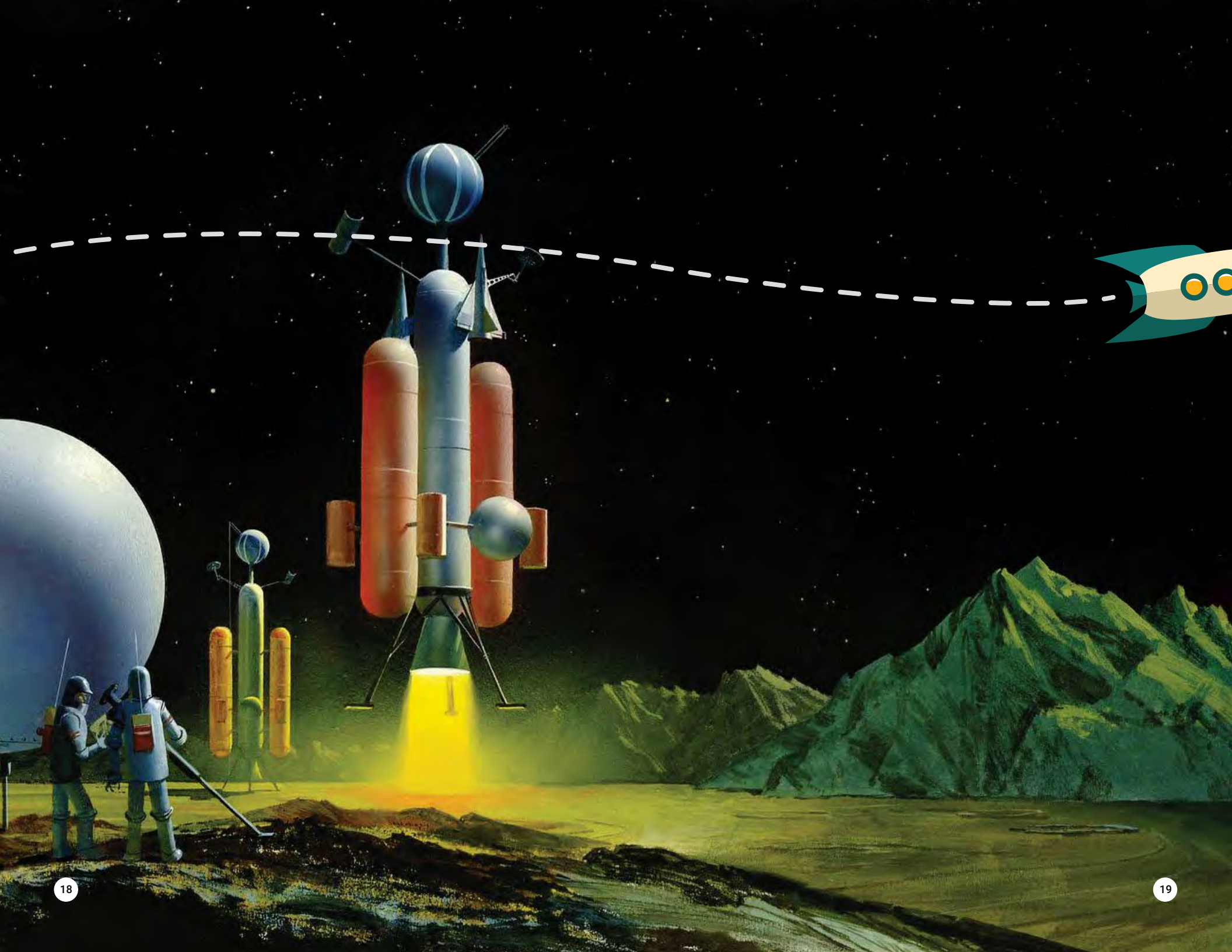
We don't plan to get sh** done, we just get sh** done

Technology moves at the speed of light, and moments of opportunity are fleeting. The new big thing today is old news by the end of the week.

We set individual and organizational goals quarterly, so we can alter our plans to keep current. We keep sh** moving by not overthinking or over-planning; we just do.

Once we've done, we improve and fine-tune iteratively.

It's all a learning experience

We don't believe in failure, we only believe in learning opportunities. Failure is not learning from something that didn't work. So try new things, experiment, and take it to the edge! If the result isn't what you planned, that's fine by us!

Heck, some of the coolest inventions (sticky notes, penicillin, microwave ovens, even corn flakes!) came from mistakes people made trying to solve an entirely different problem.

We're no different!
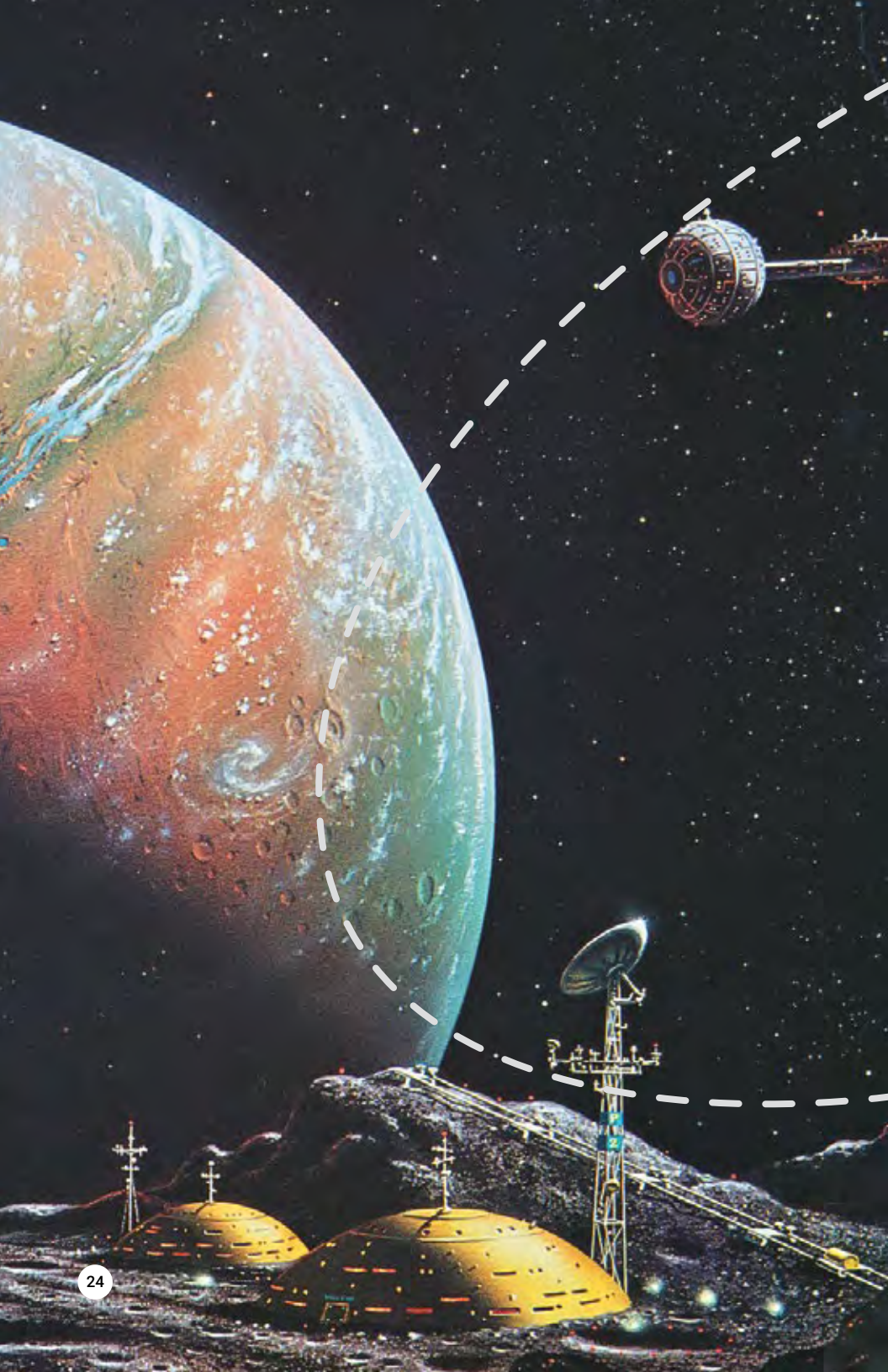
If you're going to be a big company, act like one

No small town thinking allowed! To be a big company, we need to think and act like a big company.

Our platform is multilingual for global audiences, we're SOC 2 certified, proving our privacy and security match those required by government agencies and multinational companies.

Go ahead, check out the range of clients we serve; you'll see we draw a pretty impressive crowd.

"Exploration is wired into our brains. If we can see the horizon, we want to know what's beyond." - Buzz Aldrin

Asking questions and having an inquisitive mind are prerequisites for working at SmartSimple.

There's no such thing as a dumb question at SmartSimple. Find the expert on that topic and pick their brains.

Firsts

Nothing revolutionary ever came from being conventional. That's how SmartSimple continually creates firsts in our field.

Our Dev team invents new things almost daily. We are always looking for the next thing, and we live to strut our stuff when the next big thing is us!

Don't EVER say, "that's the way we've always done it"

Never accept the status quo, never follow convention, never believe there's only one way to do something. If we stop exploring, stop questioning, we stop discovering and become stagnant.

Imagine, how different would the world be if Johannes Gutenberg hadn't invented the printing press, or if Dr. Martin Cooper hadn't built the first mobile phone?

Leave the politics to the politicians

Save the drama for your community theater production. Nuff said.

Other stuff you might want to know

Dress Code
Whatever you're most comfortable working in, wear that (well, maybe forego the robe and pjs. Slippers are cool though).

Expenses
Expense forms are completed through your portal in the SmartSimple Instance. Find all the details in the official employee handbook. If you need help, check with HR, the accounting team, or your manager.

Working from Home
A great advantage of a cloud-based business is being able to work remotely. Talk to your manager about scheduling these days.

Lieu Days
If you work extra hours outside of your regular workday, you are entitled to lieu time. Talk to your manager to arrange days and times.

smartsimple