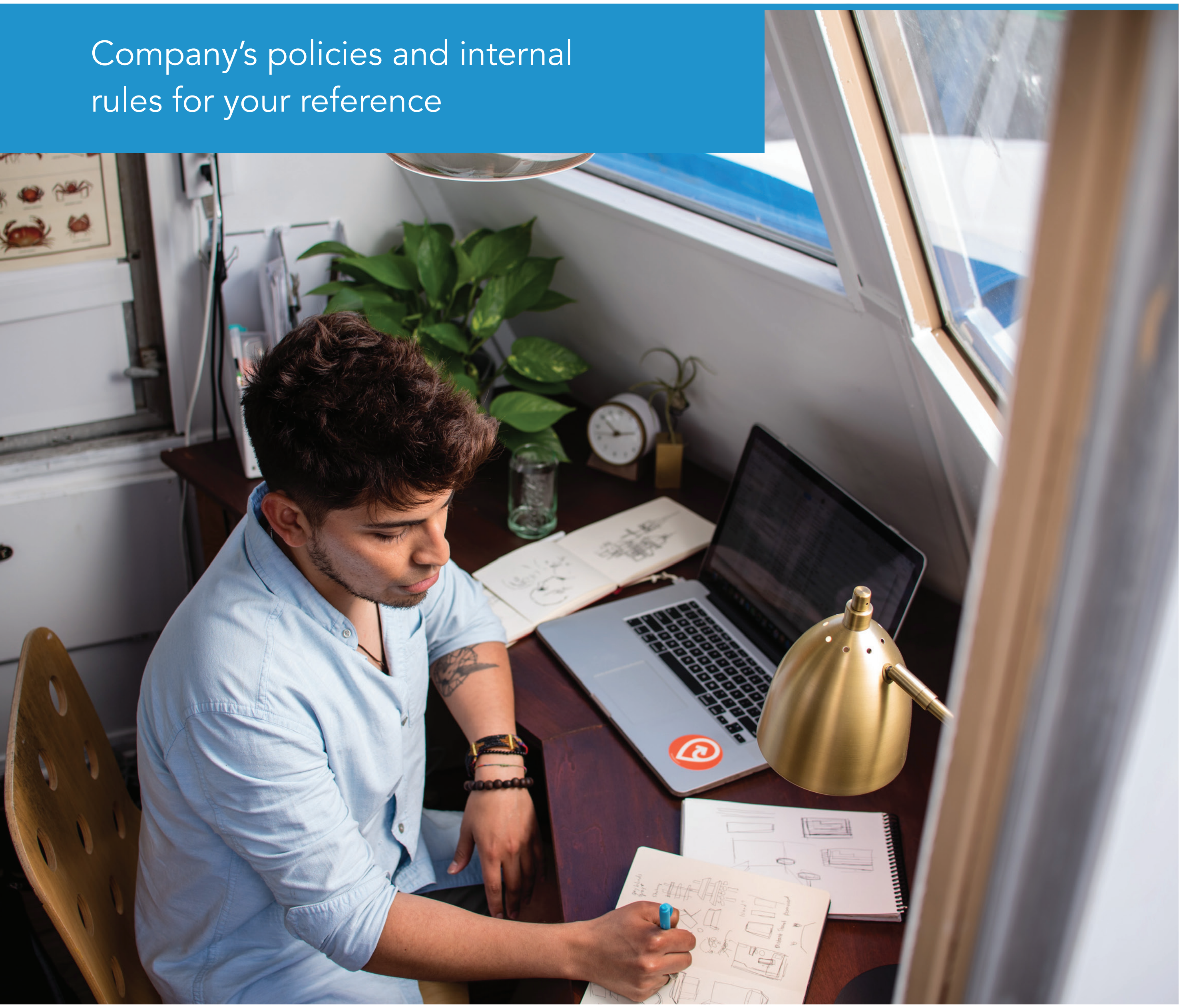
JUNE 2020

Remote Developer Onboarding Guidelines

Company's policies and internal rules for your reference



BLUE CODING

At Blue Coding, we've onboarded hundreds of software developers onto a variety of different types of teams over the years. From highly technical teams with in-house developers to one-man operations bringing on their first engineer, we've just about seen it all.

We've compiled some best practices and helpful guidelines that we use internally for bringing on new developers and making sure they integrate and get up to speed quickly, and we'd like to share them with you.

If your onboarding process could use a revamp or you need to build one from scratch you can find an editable version of these guidelines here to use with your own team. We hope this helps!

Introduction

In order to get you integrated into our team and give you all the resources you need to be successful at Blue Coding, we've created this document outlining our company's policies and internal rules for your reference. We consider it a top priority for all of our team members to follow these policies to ensure we deliver the best possible service to our clients and implement an organized working methodology within Blue Coding.

Please read them carefully and feel free to contact Human Resources with any questions or concerns.

Be sure to store this document in a safe place and use it as a reference at any time.

Remember that this information is confidential and to be used only by our internal staff.

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01. Important contacts

This is the contact information for company management, HR, and Accounts Management. Please feel free to contact them as needed (via Slack or email is best, unless it's a very urgent matter).

Name	Title	Email
David Hemmat	CEO	dhemmat@bluecoding.com
Rebeca Ovalles	Human Resources Coordinator	rovalles@bluecoding.com
Shannon Towle	Accounts Manager	stowle@bluecoding.com

02. Email standards

Email access

You will be provided with an email account, which you can access by visiting: mail.google.com

Your Blue Coding email address should only be used for business purposes, and should be the only email address you use when handling internal company communications or client facing communications.

Font and formatting

To maintain a consistent brand image, we use a sans-serif font with standard size for our emails.

Signature

Please add your signature in the following format to your emails:

John Smith
Business Development Coordinator

T: +1 (123) 456 7890
E: name@bluecoding.com

BLUE CODING

SDQ 123456
1234 123rd Ave Ste 1a
Miami, FL 12345-6789
bluecoding.com

03. Chat standards

You may use Slack for internal communications as needed, but important information that requires a confirmation receipt or will be kept for historical reference should be sent via email.

You will most likely be interacting with our clients and partners via various chat applications. While we use Slack for most of our projects, some clients may prefer Skype or other tools. You may use whatever tool is most appropriate for the job as long as you adhere to the following chat standards for both internal and external use.

Your chat name

Given that we use chat applications to communicate with external partners and clients, it's very important that our display names are professional within chat applications, and that they use some form of our real name. You may use any combination of your real name that you prefer. Examples of acceptable names are:

- David Hemmat
- David H.
- David R. Hemmat
- David

A note on personal usernames and accounts:

While we recommend that you don't use personal accounts for business communications, we understand that certain services allow only a single user account, or that it may be difficult to handle more than one user account at the time. You may use your personal account under these circumstances as long as the ID is professional-sounding and you agree to follow the guidelines below. Otherwise, we recommend opening a new account with an ID that includes your first and last name.

Photos

Within client chats, please add a headshot photograph in professional dress (business casual) and a light background to your chat and email accounts. Your picture should make you look friendly and professional.

Availability and responsiveness

You should always consider the following things related to client and internal chat:

- Install Slack or other chat apps on your computer and phone. The web versions generally do not work well and may lead to issues in communication.
- During work hours, you must be available on the relevant chat tools.
- Responding quickly is key, please make your best effort to be responsive.
- Use the following technique for responding to clients: Answer, Schedule call (repeat as necessary), Solve – and ALWAYS give a specific date by which you expect to have a task finished.

Tone of voice and communication style

We expect you to keep your tone of voice and communication style polite and respectful, as would be expected for any type of communication inside the company or with clients and partners. You may be more or less formal depending on the situation. Avoid the use of slang or phrasing which could be misconstrued as offensive in any way.

04. Time tracking

One of the most important tools you will be using is a time tracker. Our current time tracker is Harvest. You can access our time tracker here: bluecoding.harvestapp.com

Here are the steps you will need to follow to start using Harvest:

1. You will receive an email to your company email to activate your Harvest account. If you don't, please contact rovalles@bluecodign.com as soon as possible so that we can set it up and you can start tracking your time.

2. You can use either the web interface or you can download the desktop or browser extension at http://www.getharvest.com/widget.

3. Harvest is easy to use, take a look around and contact us if you need any help. Once you are ready to start tracking time there are some considerations that you should take into account:

- **Track work in real time:** Click on the start button as soon as you start and take notes of your work while you are doing it. This way you will have a complete report once you are done working. If you forget to track your time, you must enter it before the end of the same day.

- **Describe your tasks:** Individual time tracking entries should not be more than 3 or 4 hours long, and should contain a detailed description of what you were working on. Our clients and managers will not be happy if they ever see something like: "8 hours – coding things."

- **Select the right project:** If you are working on more than one project at a time, make sure that you select the correct one while tracking time.

- **Submit your timesheet:** This is of the utmost importance. At the beginning of every week, you must submit your timesheet for work done the previous week before Monday at 12:00PM EST. To submit a timesheet, follow these steps:

  1. Login to the web application.
  2. Go to the Timesheets view.
  3. Set the timesheet view to "week" mode.
  4. Go to the correct date range using the arrows.
  5. Confirm that the number of hours is correct for each project that you are working on. You can review the hours in more detail by switching to "day" mode.
  6. Once you confirm everything is in order, click on "Submit Timesheet for Approval".

05. Schedules and availability

Communication

Always stay logged into Slack while you are working and make sure to update your status accordingly if you are taking a break.

Make sure to set up your email in a way where you will quickly know if you received a new message. Respond as soon as you can to any emails from your clients and team.

Keep your client informed of your progress, and whether there are any changes in the work you are doing. Make sure to always give specific deadlines for work you are doing.

Changes in schedule should be very infrequent and reserved for unavoidable circumstances (illness, family deaths, accidents, etc.). Make sure to communicate with your client immediately in any of these circumstances.

Schedules

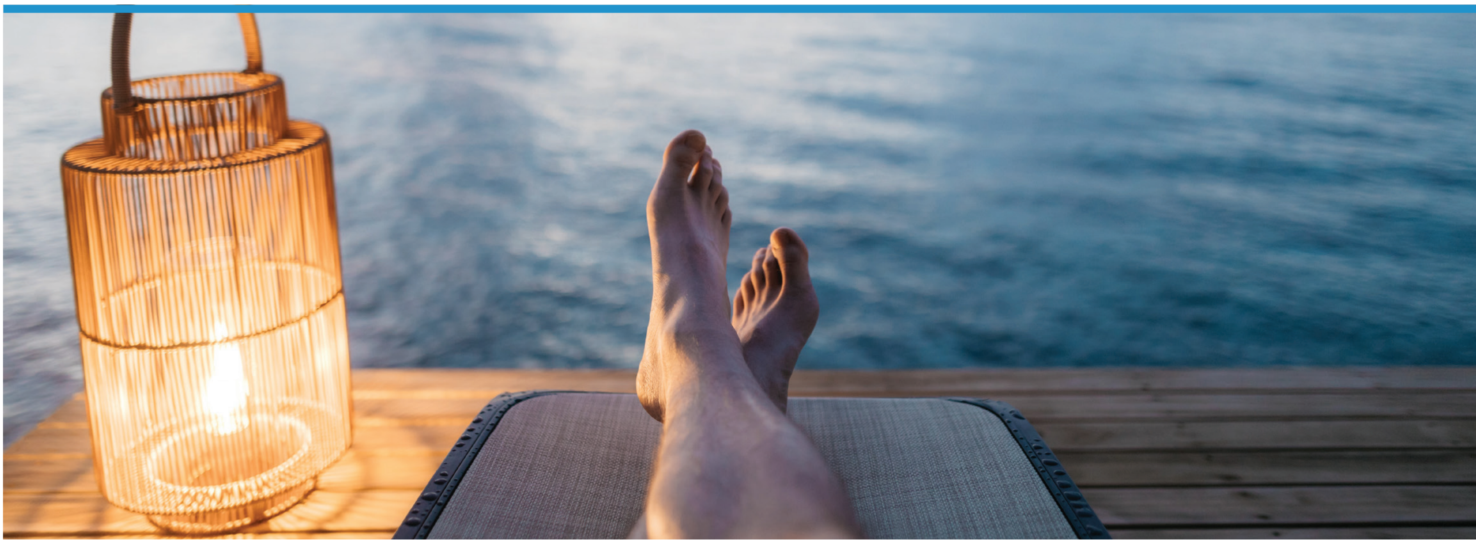
In general, you will be expected to be available during business hours Eastern Time (9 am to 5 pm ET). If you need to arrange a special schedule with your team, please reach out to your supervisor or team lead and let them know what your schedule preferences are. If approved, you may then adopt a new schedule. Schedules must be respected, and although there may be some freedom regarding hours worked, remember that this is not flex schedule work and you must be available during the hours agreed on for your project. You must also make sure to work the number of hours per week agreed on with your team.

Frequently asked questions:

What if my project requires me to work extra hours?
Reach out to your project manager or team lead and inform them of the situation. With your team lead or project manager's approval you may continue work.

What if I don't have any activities to work on?
Reach out to your project manager and let them know about the situation. They will assign you new work.

06. Absences, holidays and time off



You must inform your supervisor or manager as well as any client(s) with whom you are working of any time you expect to take off for vacation. In general, try to give at least 2 weeks of notice before the date(s) you'll be taking off. Make sure to confirm with your team and clients that work will not be interrupted by your absence, and complete any tasks lined up before taking your time off. If necessary, ensure that alternative arrangements are made if there will be an interruption in your project. Remember that time off is subject to your supervisor or line manager's approval.

If you have a local holiday coming up and want to take the day off, make sure to follow the same process as you would for any other absence. Remember that holidays may or may not be work days depending on your client's location.

In case of emergency: Make sure to call or email your supervisor or line manager and/or clients and explain what's happening and how long you will be away. Leaving without notice will compromise your professionalism.

07. Setting up your home work space

In order to successfully work from home, it's crucial to set up your home office space effectively.

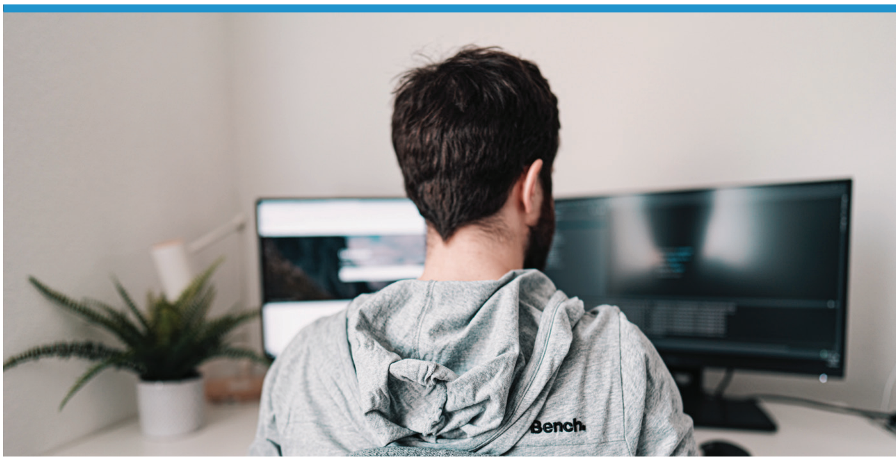
Suggestions for home office

Space
If possible, it's best to set up your home office in a spare room or space that you don't use for other activities. This may be a spare bedroom or a quiet corner of your home that you can keep relatively free from distractions. Set up a desk with your equipment and make sure to let any family members or housemates know that that is your work area, and ask for it to be kept distraction-free while you are working.

Equipment
Make sure you have a comfortable desk that is large enough to hold all of your equipment, and that you have space to move around. Consider getting an office chair with wheels or another type of ergonomic chair, which will allow you to sit comfortably during working hours without back pain. If possible, take a break once every hour or so to get up and move around for a few minutes to give your body a rest from sitting.

Here is a list of equipment you should consider:

- A large desk and comfortable chair
- An extra monitor
- A decent webcam



- A proper mouse and mousepad if you have a laptop
- A lamp if you don't have good lighting
- A headset with a microphone to minimize external noise (important for video calls)
- A notepad or small whiteboard
- A pack of Post-Its
- A good internet connection

Troubleshooting from home

If you are having technical difficulties (such as slow internet or issues with your equipment), or if you are unable to source equipment that you need to effectively work from your home office, please let your supervisor or Human Resources know as soon as possible to find a solution. We want to ensure you are set up for success.

08. Internet outages and power failures

The Internet is our most important work tool. It is very important for you to make sure you have Internet access through a reliable ISP and prepare a backup connection (one option is a mobile phone that can function as a hotspot).

Prepare a backup plan for when something goes wrong: identify a few options, such as using your phone as a hotspot or going to a public library or coffee shop with wifi to get back online as soon as possible. Although we're not able to control internet outages, it's important to have a contingency plan to ensure we don't fall behind on work due to a faulty or dropped connection.

If you live in a location prone to power failures or outages, make sure to have a backup (an inverter, generator or similar arrangement is ideal).

If at any point you lose your ability to communicate with your client, partner, or team during work hours, reach out to your supervisor or line manager and explain the situation so they can contact them on your behalf, and be sure to get back in contact as soon as you are able.

09. Onboarding forms

As you are getting started, please coordinate with Human Resources to fill out all required onboarding forms as soon as possible.

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