



Company Culture Handbook



Who we are drives what we do.



This slide deck is our current best thinking about maximizing our likelihood of continuous success.





Values are our bedrock.

We are a team first, and a company second.

Every year we try to refine our culture further as we learn more.

We don't mean to suggest that our culture is the only culture that can be successful. It is, however, the foundation of how we choose to run our business.

Our culture is a work in progress, and we aren't for everyone, but we hope to attract people who share our approach to work and community!



Unlike the nice-sounding values, the fundamental company values are shown by who gets rewarded, promoted, and let go. We encourage and reward leaders who live the culture with consistent actions.



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Expectations

Cultural Fit is a competency. It's not an extra.

Our team members understand, above all else, that they must know what is expected of them. Our team members don't look the other way when they see behavior that isn't consistent with our values as an organization. They address concerns directly and swiftly, with the right people, even though it's often easier to ignore. Doing nothing is not acceptable.



Responsibilities

Own Your Mistakes

Our team members understand that they do not have “jobs” – they have responsibilities – and they grasp the distinction between just doing assigned tasks and taking full responsibility for the results of their efforts.

Everyone makes mistakes. Our team members don’t make excuses; they OWN their mistakes. They learn from their mistakes and grow.

It takes time to build/earn a positive reputation. Our team understands this. Our team members also know that they will be measured by their cumulative resume, not just on what they’ve done lately.

Our model is to increase employee freedom as we grow, rather than limit it, to continue attracting and nourishing innovative people to have a better chance of long-term success.



ORG Core Values

Integral to our way of life

✓ Integrity

✓ Inclusion

✓ Ingenuity

✓ Inter-team Collaboration

✓ Internal motivation





People who have been stars for us, and hit a bad patch, get a neater term pass because we think they are likely to become stars again. We want the same: if ORG hits a temporary bad patch, we want people to stick with us. But complete loyalty to an ineffective employee is not what we are about.

Those who repeatedly breach our cultural values will not last long, regardless of their work performance. For us, teamwork is too essential to tolerate 'Brilliant Jerks.' Diverse personalities are always welcome— as long as the person embodies our values

We seek to build and maintain a workplace filled with a community of positivity and productivity radiators that take work and life to the next level.

Our Ways of Working

✓ Human-centered

Emotionally healthy people are attracted to other emotionally healthy people. We make it a point to hire & keep “Healthy People” with “Healthy Attitudes” and keep drama and gossip out of our workplace. Our team members address concerns with their immediate supervisor or others directly when needed. Regardless of tenure, position, or pay grade, each team member treats one another with respect.

✓ Innovation-driven

In times of rapid growth, challenges, or unexpected obstacles, our team searches for and finds a way to get the job done rather than coming up with reasons why they can't. We embrace growth and everything that comes with it—the opportunities, challenges, and changes. We want people who go the extra mile, not occasionally or for selfish reasons, but because it's the only way they know how to be.

✓ Results-oriented

We measure people on how accurately and how quickly they get their work done. We are in a deadlinebased business. Some people are accurate but so slow it doesn't get done in time. Others are very fast, but their work is not accurate, and therefore of little use. So we look for speed and accuracy. Greatness is never measured by how many hours it took. It's measured by the finished result.





Support You Can Count On

Discrimination

Sexual Discrimination, Gender Discrimination, Racial Discrimination, Religious Discrimination or Discrimination of any kind will not be tolerated whatsoever at ORG.

Entitlement

Entitlement is unhealthy and destructive, and it will not exist within ORG. We enjoy our work because we work with friends, and have fun doing it. We know we can count on our team members to be there for us not just at work but in life.

The Customer is NOT Always Right

We will not sacrifice the most important relationships we have, those with our people, to support “bad” customers. We’ll fire a lousy customer before firing an employee for an honest mistake. We pick our people.

Preserve the Core & Stimulate Progress

We will keep clear the distinction between “what we stand for” (which will NEVER change) and “how we do things” (which should never stop changing).



Now let's get to work.

Thanks for being here!

