



welcome to  **craftworks**

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Welcome to craftworks

You have gone through the interview process, signed the contract and are finally here @ craftworks :) Congratulations and welcome!

This paper was written by people who have been where you are now, and who want to make your first few weeks here as smooth as possible.

We live team spirit

A warm welcome to our amazing team!

Here are some details of who is responsible for what:

- Simon Grabher - CEO
- Jakob Lahmer - CTO
- Michael Hettegger - Sales & Marketing
- Kathrin Teigl Machado - HR & Accounting
- Christopher Glantschnig - Software Engineering (Full Stack)
- Boian Velitchkov - Software Engineering (Full Stack)
- Lukas Haselsteiner - Software Engineering (Backend)
- Bernhard Redl - Software Engineering (Backend)
- Alexander Zulechner - Software Engineering (Frontend)
- Philipp Spindler - Software Engineering (Frontend)
- Simon Stiebellehner - Data Scientist
- Daniel Ressi - Data Scientist
- Yuri Lifanov - Data Scientist

Attitude

We are positive thinking people, searching for easy and direct communication channels.

Internal

- Mutual trust
- Friendly, helpful, companionate, big-picture (success of the company is also my success)
- Punctuality - letting others wait doesn't show respect for the waiting person
- Questions before interpretation - if I don't understand a reaction of a team member, just ask
- Everybody takes responsibility

External

- We are selling a brand: positive communication related to the company, team members, projects, ideas and clients
- Punctuality

- Clients need to be informed of what we are doing. It is our responsibility to keep the communication in a constructive manner (what do they need, what is essential?)
- We are software engineers & data scientists in the first place

Our Vision

We invest time and energy to grow and therefore be able to guarantee that every motivated person can choose his or her job and have the optimal work environment to achieve their maximum potential for the benefit of themselves and the organisation.

Our Mission

We use software engineering best practices and artificial intelligence to drive innovation and create value for our clients. We do this by leveraging our diverse knowledge to deliver the best possible result.

Our Values



INNOVATION
ACTING WITH COURAGE, CHALLENGING THE STATUS QUO

LIFELONG LEARNING
PROGRESS, TRY NEW THINGS

TEAM SPIRIT & RESPECT
WE WORK TOGETHER AS ONE TEAM

OPEN
STRAIGHTFORWARD AND OPEN-MINDED

FOCUS
STRIVE FOR PERFECTION WITH A CLEAR GOAL IN MIND

QUALITY
WE PROVIDE HIGH VALUE PRODUCTS AND SERVICES THAT WE STAND BEHIND

 **craftworks** | values

Communication

As we are working in a fast moving business, we are searching for people like you: innovators and people who want to make a difference. This is why we are working with a flat hierarchy as processes go faster this way. A flat structure removes every organizational barrier between your work and the customer enjoying that work.

Open door policy

Our doors are always open - don't hesitate to ask or mention your ideas. Go directly to the person you think is the best fit for your cause.

Internal communication

Nonverbal - internal Chat

Guidelines

- Be online during core working time
- If you cannot be online, please make sure to inform the team before
- For every project there is a separate room
- Noise in public rooms should be held low in order not to distract people from work
- Use the "off topic"-channel and direct messaging

Nonverbal - Mail

- Always be polite and put people involved in CC

Meetings

- No meeting without a reason
- Every meeting has an agenda which fulfills the following criteria:
 - Agenda to be sent 24 hours before the meeting
 - Includes a short summary of all topics & references
 - Includes an estimated time for all topics
 - Describes the goal of the meeting
- No unnecessary devices
- Our goal is to go to our meetings as well prepared as possible and make the meeting as efficient as possible

Regular internal meetings

- **Orga** (bi-weekly)
 - 09:00 team breakfast
 - 10:00 meeting start with:
 - Orga Stuff (presences, vacations, events...)
 - Project progress

- Review of last two weeks
 - Outlook upcoming two weeks
- **DevOrga** (weekly)
 - Status of projects
 - Impediments
 - Technical questions
- **Goals Meeting (every half year)**
 - goal poker of the next half year goals for everyone

Project Meetings

Each Project Team has regular meetings to plan, estimate and review their work.

- **Estimation** (once before each sprint)
 - User Stories are explained and estimated
- **Planning** (once before each sprint)
 - Sprint Goal is defined
 - Sprint is planned and User Stories are assigned
- **Review** (once after each sprint)
 - What should we start / continue / stop doing?
- **Standup** (daily, max.10 minutes)
 - What did we achieve - what stayed open - where do we have problems?
 - What do we want to reach today?

External communication

Every project has its project owner, who is responsible for the following:

- Overview of the project
- External communication
- Distribution of tasks
- Reporting (working hours of the team...)
- Keep noise for other project members as low as possible
- Email: TO/CC/BCC
 - Always “cc” colleagues who are involved in the conversation
- Review “tricky” emails or talk to Jakob, Simon or Michael

Working time and time tracking

Core time / Quiet time

Core time

Monday to Friday 10:00-15:00

If one is not able to be here during this core time, please let the team know as soon as possible (for example the week before).

Quiet time

Core time is also quiet time - please keep the noise in our office as low as possible as your team members have to concentrate.

For talking and meetings please use our meeting rooms, kitchen, terrace or the internal chat.

Time tracking

Through our own internal time tracking system YATT

Rules and guidelines to working time

- Make a break after 6 hours of work that lasts about half an hour (between 11:00 and 14:00)
- 10 hours is the maximum of working hours per day (including your break)
- Try to finish your work before 20:00 and only work after this time if told so by your team manager
- Make sure to make a night break of 11 hours
- Try not to work before 06:00 - if so, only when being told so by your team manager
- Don't work on weekends after Saturday 13:00 - weekend break must last 36 hours!

Vacation / Absences

Vacation

Every employee has 25 working days of vacation per year depending your start date.

If you are planning your vacations please keep in mind to inform your team as early as possible in order to make the planning effort as little as necessary.

- 1 day - until one week before
- Up to 7 days - one month before
- More than 7 days - 2 months before
- Registration in the vacations calendar

- Put your vacation date in our time tracking system with the absence reason “vacation”

Sick leave

- Notice immediately to team leader
- On the 3rd day of sick leave - medical confirmation
- Put your sick leave date in our time tracking system with the absence reason “sick leave”

Information flow within craftworks

Knowledge Base

In our internal knowledge base you can find lots of information about different topics and projects as well as how to's for the most common tasks and events.

The Knowledge Base can and should be edited and extended by everybody to be up to date. If it is not clear where to put documentation or how to structure it, ask your team manager.

Task Management

In JIRA you can find all information about the projects we are working on - tasks, responsibilities, tracking of project hours and so on.

Your first day could look like this

- 09:00 Start & Coffee
- 10:00 Infrastructure / short introduction to our tools with Kathrin
- 12:00 Dev Orga with all devs
- 13:00 Lunch with the team
- 14:00 Meeting with Jakob

We are happy to have you in our team :)