



Employee Handbook

A guide to how we work, collaborate, and build together at , .

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1. Welcome to ,

exists to make the web collaborative. We're building the operating system for digital agencies and website professionals, a platform that connects teams, clients, and AI to turn feedback into action, reduce delivery delays, and make every web project run faster and more clearly. What started as a tool to fix client communication has evolved into something far bigger: an AI-powered agency model that helps professionals scale their work, automate the repetitive, and focus on what actually matters.

This handbook is your guide to how we work.

We're a remote-first team built on ownership, clear communication, and continuous improvement. We move fast, we trust each other to deliver, and we hold ourselves to high standards, not because we're told to, but because we care about the work and the people we do it with. This document covers what you need to know about working at : how we operate, what we expect, and what you can expect from us in return. It's not a rulebook, it's a reference point for doing your best work here.

How We Work

- We prioritize outcomes over activity
- We communicate clearly, proactively, and respectfully
- We move fast, stay adaptable, and continuously improve
- We take ownership and follow through on commitments
- We support one another and work collaboratively across teams

The following outlines the purpose and scope of this handbook:

About This Handbook

This handbook provides a clear overview of how we work at , n and what is expected of our team members. It is supported by detailed policies available in Confluence.

Scope

This handbook applies to all , n team members unless otherwise specified by local laws or employment agreements.

Important Note

This handbook is not a contract of employment. Policies and practices may be updated at any time to reflect business or legal requirements.

2. Employment Basics

Employment Types

At hire, individuals may work with the company as either:

- Employees (primarily UK-based)
- Independent Contractors (primarily based outside the UK)

Your classification determines your compensation structure, benefits (if applicable), and obligations.

Work Hours & Availability

Your working hours or engagement expectations are defined by your individual agreement. You are expected to be available and responsive in line with your role and team needs.

You are expected to:

- Be available during the working hours defined in your individual agreement
- Communicate your availability clearly
- Align with your team's schedule and time zone requirements

Probation

Probation periods apply to employees where required and are defined in the applicable agreement.

Related Policies (Confluence):

- [Probation Review Meeting Guidelines](#)
- [Background Check Policy](#)

3. Pay, Compensation & Benefits

Compensation

Your compensation may include:

- Base salary
- Bonuses or commissions (if applicable)

Payroll

Payroll is processed:

- Once per month
- On the 5th of the month

If a pay date falls on a non-working day, payment may be adjusted to the nearest working day.

Benefits

Benefits, including holidays, apply to employees where applicable and may differ for contractors based on their agreement.

Contractors are compensated according to their individual agreements and are not eligible for employee benefits unless specified.

Related Policies (Confluence):

- [Holiday Policy](#)
- [Reimbursements Policy](#)
- [Work Equipment Policy](#)

4. Time Off & Leave

Paid Time Off (PTO)

Time off and leave policies primarily apply to employees. Contractors should refer to their individual agreements for time off expectations.

We encourage a flexible and responsible approach to time off based on trust and accountability, within the limits of your applicable agreement and policy.

You are expected to:

- Request and receive manager approval before taking time off
- Plan ahead where possible
- Ensure your responsibilities are covered
- Avoid negatively impacting your team or projects

Extended or prolonged leave may require additional planning and approval.

Time off must be requested and approved through the company's designated system.

Sick Leave

If you are unable to work:

- Inform your manager as soon as possible, as outlined in the absence policy
- Provide updates if your absence continues

Other Leave

We provide additional leave (e.g., parental, medical, or legally required leave) in accordance with applicable laws and company policies.

Misuse of this policy may result in review or restriction.

Related Policies (Confluence):

- [Absence Policy](#)
- [Global Parental Leave Policy](#)

5. How We Work Together

We are a remote-first company. These expectations apply to all team members, including employees and contractors. Clear communication and accountability are essential.

Strong collaboration is central to how we operate as a distributed team.

Communication

You are expected to:

- Communicate clearly and professionally
- Respond within agreed team expectations and timelines
- Keep relevant stakeholders informed of progress, delays, or issues
- Raise concerns early

Ownership & Accountability

You are responsible for:

- Delivering your work on time and to a high standard
- Following through on commitments
- Taking initiative to resolve issues
- Asking for help when needed

Availability

You are expected to:

- Be reachable during agreed working hours as defined in your individual agreement
- Inform your team beforehand when you are unavailable

Related Policy (Confluence):

- [Remote Work Guidelines](#)

6. Workplace Conduct & Ethics

We value professionalism, trust, and constructive communication across all teams and interactions.

Expected Conduct

You are expected to:

- Act with integrity and professionalism
- Follow company policies
- Treat colleagues, clients, and partners with respect

Attendance & Reliability

You are expected to:

- Be reachable during the working hours defined in your individual agreement
- Communicate any delays, absences, or issues promptly

Conflict of Interest

You are expected to:

- Avoid situations where personal interests conflict with company interests
- Disclose any potential conflicts to management

Raising Concerns

If you experience or observe an issue:

1. Speak with your manager (if appropriate)
2. Contact HR
3. Escalate further if needed

All concerns are taken seriously. Retaliation is strictly prohibited.

Failure to meet these expectations may result in performance review or disciplinary action.

Related Policies (Confluence):

- [Code of Conduct](#)
- [Disciplinary and Grievance Policy](#)

7. Respect, Safety & Inclusion

These standards apply to all team members, including employees and contractors.

We are committed to maintaining a respectful, inclusive, and safe working environment.

We do not tolerate:

- Harassment
- Discrimination
- Retaliation

We are all responsible for maintaining a professional and respectful workplace.

If you experience or witness inappropriate behavior, report it promptly.

Related Policy (Confluence):

- [Sexual Harassment Policy](#)

8. IT, Security & Confidentiality

Protecting customer trust and company data is part of everyone's responsibility.

Use of Company Systems

Company systems and tools are provided for business use. You must use them responsibly and appropriately.

Data Protection

You are expected to:

- Protect company and client data
- Avoid unauthorized sharing or access
- Follow all security requirements

Confidentiality

All company and client information must be kept confidential during and after your engagement.

Monitoring

Company systems may be monitored. You should not expect privacy when using company tools.

Related Policy (Confluence):

- [Information Security Policy](#)

9. Engagement Changes & Transitions

This section primarily applies to employees. Contractors should refer to their individual agreements for engagement terms.

Personal Information

You must keep your personal and contact information accurate and up to date.

Resignation

If you resign, you are expected to:

- Provide notice in accordance with your individual agreement
- Complete a proper handover of your work
- Return all company property promptly

Offboarding

You may be required to complete an exit process, including knowledge transfer and equipment return.

Related Policy (Confluence):

- **Employee Offboarding**

10. Policy Governance

This handbook is supported by Confluence, which contains the full and most up-to-date versions of all policies.

- Confluence is the source of truth for detailed policies
- Policies may be updated at any time
- You are responsible for staying informed of policy updates

All policies are available in Confluence and can be accessed via the internal knowledge base.

Core Policies

- **Code of Conduct**
- **Information Security Policy**
- **Absence Policy**
- **Holiday Policy**
- **Global Parental Leave Policy**
- **Disciplinary and Grievance Policy**
- **Sexual Harassment Policy**
- **Remote Work Guidelines**

11. Acknowledgment

This acknowledgment is completed electronically via the company's compliance system.

By acknowledging this handbook, you confirm that:

- You have received and read the Employee Handbook
- You understand the expectations outlined in this handbook
- You agree to comply with all company policies and guidelines

You understand that:

- This handbook is a general guide and not a contract of employment
- Company policies may be updated at any time
- You are responsible for staying informed of updates, including those in Confluence

You also acknowledge that:

- You may have access to confidential company and client information
- You are required to protect this information and not disclose it without authorization

Failure to follow company policies may result in disciplinary action.