Work & Life Code: Corporate Team & Interns

A startup is not a workplace; it's a lifestyle. We solve complex problems by immersing ourselves in them; we set ambitious, audacious goals and we work as hard as we possibly can. And then we work some more. If you were on the lookout for a chilled-out, relaxed, '9 to 5' workplace, this is NOT it.

If you sign up for this lifestyle, your parents' and loved ones' support through this emotionally and intellectually challenging journey is extremely critical. We recommend that you get their buy-in before committing to this journey with us. We want you to be fully focused on solving challenging problems and it will happen only with their support.

- **Guiding Principles of working at SpaceBoat:**
  - Respect time. Yours. And others'. Time is the only resource that one cannot earn back. Don't waste it.
  - We respect an individual's personal commitments as much as we expect them to respect their work commitments.
  - Workspace is accessible all 7 days of the week. We get in by 9:15 am. You can leave early or stay as late as is required to complete your work commitments and balance your non-work commitments.
  - If you are done with your daily work commitments, please go home and spend time with family/friends; you are not being judged on how many hours you spend at the workplace, but purely on meeting your daily, weekly, monthly and quarterly commitments.

- **Work Timings:** A startup requires immersion and setting aggressive timelines to complete work. If you are enjoying the work you are doing, you won't be looking at the clock. That being said:
  - Start time - Most people come in between 9:00 to 9:15 am. Many come in earlier to beat the traffic
  - End time - A startup does NOT have the luxury of having an end-time. It is really difficult to predict when the workday ends. We are continuously striving to "Do More, Now". There have been days where we are done with our day's priorities between 8:00-8.30pm. There have been days where it has taken longer.
  - WorkDay is ≠ Office Time:
    - You could have sat the entire day in office, and yet not gotten much done.
    - You could have left office at a time you deem fit and completed the day's priorities from home.

- **Workdays:**
  - **Tuesdays to Saturdays** *plus* **Sunday First Half is working**
    - Sundays are the peak time for when Curio runs its classes. You will need to be at the different Curio centers that you are assigned to ensure that the customer experience is great, to build relationships with our customers, to address their problems and to spread the word among attendees.
    - Sundays are also Team Sync-Up days, where we come together as a team to remove the operational roadblocks. Workspace is usually empty and is ideal to take on problem-solving sprints.
  - **Mondays *Sunday Second Half* are off, subject to the following**
    - except if you have to go for SpaceManagement or an absolutely unavoidable client meeting.
    - If you haven't completed your week's priorities.
    - We try not to call people on an off-day. But, it might just be required under unavoidable circumstances. If it does, we'll buy you a free chai at our neighborhood chai-stall to compensate. You can take a compensatory day / half-day off in case you are called for work on an off day.
  - **'Work-from-home':** Each member is allowed to have up to 2 planned WFH days a month, subject to the following guidelines:
    - Barring Tuesdays and working Sundays which are compulsorily WFO
    - Get confirmation at your level, if any other team member requires you on field/office. Then be available.
    - If there is an external party meet up - assume a full day WFO. Field executions are never WFH.
    - All the priorities and executions are well communicated with respective project managers & team members a day before.
    - Deadlines of the projects at hand are pre-set and on way of completion.
    - For productive execution, ensure the availability of the second screen at home.
    - Be proactive in seeking further responsibilities/tasks if the current execution is done.
  - **'Work-from-anywhere':** You are allowed to work from anywhere in the world for 2 weeks in a year. You will still need to be available for any meetings, but can manage your own time outside of meetings, depending on the time zone you are in
  - **"Earn your right to work from home / anywhere. Don't feel entitled"**: we believe that self-driven people need not be monitored where they work from. They set aggressive execution goals for themselves on a daily / weekly basis and get them done.

- **Managing your time:** Life happens. Stuff comes up. You are an adult. (We hope!) We trust you to manage your time between Work & Life. As long as you remain true to your work commitments, manage your time as you wish.
  - Friends making a movie plan on a working day? Go ahead, join them. (Try not to tell us what happens when Thanos snaps his fingers.)
  - A close one is ill? Visit them. You have a volunteering commitment over the weekends. Great. Go do some good.
  - Need to take clothes for dry-cleaning? Go shopping for a friend's wedding? Want to visit the dentist because your wisdom tooth is finally making an appearance? Oh well, you get it.

SpaceBoat - Work & Life Code - Part 2

The following section is optional to read at the time of recruitment. It is relevant once you join SpaceBoat.

➔ **SpaceManagement - This is the core of our existence. We have to strive to make our customer experience kick-ass.**
- Depending on your profile, you'll be assigned a few SpacePartners to function as their SpaceManager:
- Most Spaces are in use between 3 pm to 8 pm (weekdays) and 8 am to 8 pm (weekends).
- You have to arrive 15 minutes before SpaceManagement time begins and stay up to 30 minutes after SpaceManagement time begins to help everyone settle down and to troubleshoot any situations.
- Carry your laptop and get work done while at the space. Carry your data card / recharge your mobile data plan or log in to the SpacePartner's internet service. (if available)

➔ **Work deliverables:**
- All meeting notes and CRM, etc have to be updated by EOD.
- All client proposals, MOUs, and agreements need to be sent by the date committed to the client. Promise your clients a deliverable timeline that you can meet. Once promised, meet it.
- We'll enable you with all the templates, tools and such to succeed in this endeavor.
- Send deliverables well in time so that your teammates have time to review and can provide quality feedback.
- If you foresee that you will not be able to send a deliverable in time, for whatever unexpected reason, please communicate to the client/teammate as soon as possible. Informing the last moment, keeping a person waiting, submitting shoddy, incomplete, rushed work is disrespectful. And it reflects poorly on SpaceBoat as a company when it's outward facing.

➔ **Customer meetings and recce:**
- Being on time for a client meeting is being late. You should be 15 minutes early to a client meeting.
- If you are late for the meeting, stay outside. Do not enter if your colleague has already started the meeting.

➔ **Team meetings and internal work review:**
- Most team discussions happen between 9:30 am to 11 am or after 5:30 pm.
- Keeping your teammates waiting is disrespectful. You should be ready 5 minutes before the scheduled team meeting.
- Tuesday mornings are work reviews. You cannot miss/reschedule your weekly work review.

➔ **Leave - travel / personal:**
- As far as possible, avoid taking holidays on working Sundays and on the last week of quarter
- Outside of that, take as many holidays as you want. There is no restriction on the holidays. Travel gives us time to step back and clear our minds.
- In fact, we strongly recommend that you take a *minimum* of 15 days off every year and a *minimum* of 3 days off every quarter. (Yes, a minimum. Not maximum.)
- No team member will call you when you are on leave.
- If a client calls you, we expect you to be accessible. We trust you to manage your client relationships/expectations such that they don't disturb you during your leaves.
- Before you go on leave, make sure you assign your responsibilities to a team-member and manage client expectations.
- Informing/seeking permission for personal / travel leaves:
  - Please *inform* 15 days in advance, so that team members can plan the workload accordingly. (Inform. You don't need to 'take permission'.)
  - Permission is required only if you need a leave within 15 days. Most times, it will be approved, but please be prepared in case we are not able to approve the request.

➔ **Sick leave** - no need to show us doctor's certificates and such. We trust you. Get well soon and get to work when you can.

➔ **Quarterly Paid / Unpaid leave** - Up to 4 working days quarterly will be part of 'paid leave'. There are also 10 additional days in the annual holiday calendar of the company around festivals. Beyond that, any additional days will be 'unpaid leave'. You can carry forward the unutilized portion on to the next quarter and take the leaves in bulk.