

Guideline - CTA's Newcomer

Welcome to CTA's team

Welcome to you, we are happy to welcome you to the team!
This guide will give you all the information you need to get started.

- I. Company Structure in General**
- II. Company Identity**
- III. Communication**
- IV. Expenses & Expenditures**
- V. Production**

I. Company Structure in General

Aiming for a successful company

From Startup to a company that go public one day
Stages to go through:

- Fundraising for launching a product or service
- Growth
- Maturity
- go public

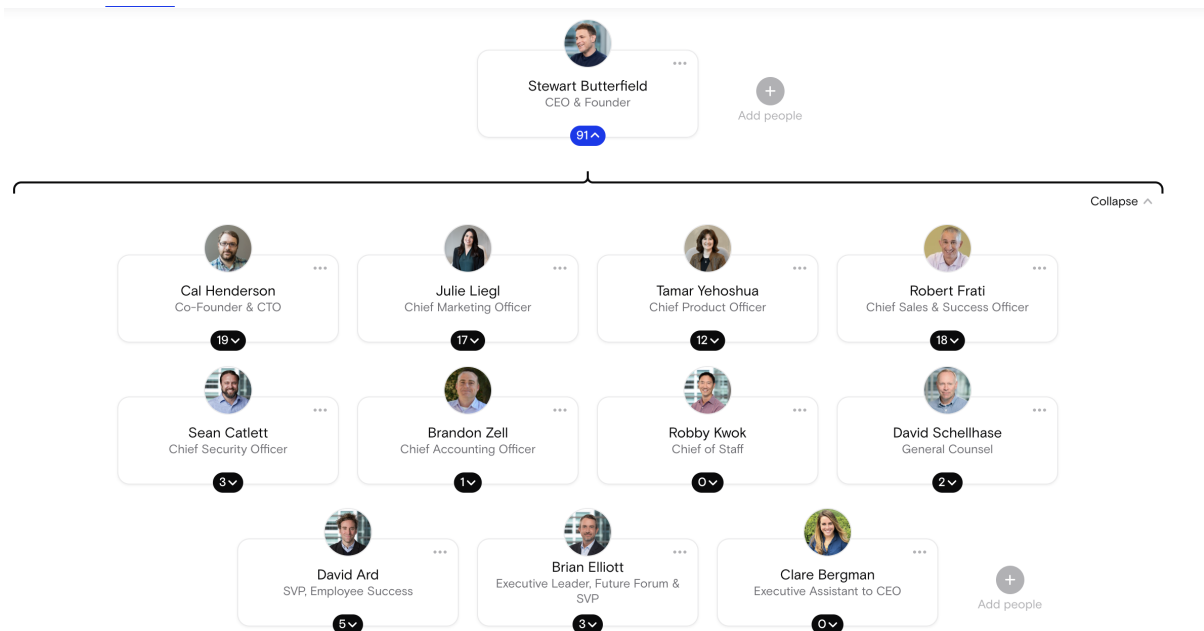
How do we get there?

Structure matters!

- Businesses require structure to grow and be profitable, otherwise we'd have people pulling in all sorts of different directions.
- Planning the structure ensures there are enough human resources with the right skills to accomplish the company's goals, and ensures that responsibilities are clearly defined.
- Each person has a job description that outlines duties, and each job occupies its own position on the company organization chart.

Successful Company organism example

Slack :



How do we define a good organization structure?

- **Structure Allows For Better Communication**

Since the flow of information is essential to an organization's success, the organizational structure should be designed with clear lines of communication in mind. For example, the financial planning and analysis department might report to the Chief Financial Officer and the Senior Vice President of Marketing, because both of these members of the top management team depend on information and reports provided by financial planning.

- **Clear Reporting Relationships**

Reporting relationships must be clear so all members of the organization understand what their responsibilities are and know to whom they are accountable; otherwise, responsibility for a task may fall through the cracks. These clear relationships make it easier for managers to supervise those in lower organization levels. Each employee benefits by knowing whom they can turn to for direction or help. In addition, managers are aware of who is outside the scope of their authority, so they do not overstep their bounds and interfere with another manager's responsibilities.

- **Growth And Expansion**

Companies that grow rapidly are those that make the best use of their resources, including management talent. A sound organization structure ensures that the company has the right people in the right positions. The structure may suggest weak spots or deficiencies in the company's current management team.

As the company grows, the organization structure must evolve with it. Many times more layers of management are created, when one department head has too many individuals reporting to him at one time to give each employee the attention and direction needed for the employee to succeed.

- **Efficient Task Completion**

A well-designed organization structure facilitates the completion of projects. Project managers can better identify the human resources available to them if the scope of each department's responsibility – and each team member's capabilities – are clear. A project to develop a new product would require market research, for instance. The project manager needs to know who in the organization can provide this research, and whose permission must be obtained for the research to be done.

What could go wrong

Poorly structured organizations find that critical deadlines are not met because there were not sufficient human resources in each department to accomplish all parts of a given task, or because it was not clear whose ultimate responsibility the project was. If individuals are not sure whom they report to, they may find they are given conflicting assignments by two or more managers above them.

Types of company structures:

- Hierarchical structure
- Functional
- Horizontal or flat
- Division (market-based, product-based, geographic)

- Matrix
- Team-based

The structure that suits CTA:

Functional Structure

A functional org structure starts with positions with the highest levels of responsibility at the top and goes down from there. Primarily, though, employees are organized according to their specific skills and their corresponding function in the company. Each separate department is managed independently.

Benefits:

- Allows employees to focus on their role
- Encourages specialization
- Help teams and departments feel self-determined
- Is easily scalable in any sized company

II. Company Identity

Introduction

Your company identity cannot be personally or externally controlled, everything has to be manageable by the company.

As such we choose Google Workspace as our Federation Identity Service Provider.

This means that every employee of the company has a dedicated account on Google Workspace opening up the access to Google Products that we use but also other tools through SSO.

Usage

Your company identity profile and access are provided to you on the day you start working in the company. It uses your first name and the first letter of your last name, like this: sami.c@crosstheages.com.

Some people can be contacted by mail with their first name (such as sami@crosstheages.com , this is possible for legacy reason).

It gives you access to all the productivity tools we use and can only be used by yours for work.

You can sync it on devices not owned by the company as long as you comply with the policies set up (it will automatically tell you what you need to add once you log in).

2-FA authentication is required, whether you use Device Prompt / Message / Security Keys.

Whenever you have to use a service that offers Google Sign-in, do use it instead of your email address.

III. Communication

Mail

Mail is the core tool we use to send messages to people outside of the organization or any important/official information within the company.

In general you will use it whenever you want to let track of your message for archive purposes.

The solution we use is Google Mail, you can access your mails using this link: <https://mail.google.com/>

Chatting

To exchange quick updates with other people. It is to get instant feedback but not here to act on things for the long term, it has to be put back into documentation.

The solution we use is Google Chat, you can access from your mail inbox or using this link for dedicated interface: <https://mail.google.com/chat/>

For external chatting (such as with our business partners), we use the tool they would like us to use.

Meeting

Everyone in the Google Workspace has a calendar, which means that you can setup meeting where you invite them and see if they are all available before sending it.

It generates a Google Meet link so people can join from remote and you can also record the meeting if needed. You can share your screen this way too.

If you need a quick meeting, either you make a new calendar event and invite people or from Google Chat you can instantly start a meeting and share the link manually / send a notification.

Calendar link: <https://calendar.google.com/>

Documentation

Anytime an information has to be anchored and used as source, it has to be written in a document that follows a data hierarchy in order to be easily findable, a bit like a wiki.

For this, we use the "Document" from ClickUp. It acts as both specific documentation for tasks but also processes for the company.

You can access to ClickUp using this link: <https://app.clickup.com/>

If you need to define a document that acts as a template to send (such as contract document) or make a presentation / sheets, then you use Google Drive (in a shared drive if it's related to a task, on your own drive if it's related to you only).

Google Drive link: <https://drive.google.com/>

Expense & Expenditures

Summary of the policy takeout:

1. Check with your manager for business related traveling to get approval
2. Check with HR/ Executive assistant and find out how to claim your reimbursement if your expense falls into the claiming after the expending category
3. Please be aware of your expense limits for work and business traveling and refer to the details in the expense policy document.
4. For expenditure assets for business, please fill a report first to your manager to get approval.

Policy brief & purpose

This Employee Expense company policy outlines how we'll reimburse employees for work-related expenses. We'll define "work-related expenses" and set a procedure to authorize expenditure.

Scope

This policy applies to all our employees that need to spend money for work-related activities.

Policy elements

Employee expenses fall under two categories:

- Expenses that are paid directly by our company on behalf of employees.
- Expenses that are paid by our employees and are reimbursable.

We'll reimburse all reasonable business expenses, after they are approved, in part or in full as the case may be.

Travel Expenses

Travel expenses include any kind of transportation and accommodation expenses that you incur when going on a business trip. Expenses related to this category that may be fully or partly reimbursable include:

- Accommodation
- Legal document expenses (e.g. Visa)
- Air, train, ship or other transportation fares
- Necessary medical expenses (e.g. vaccinations)
- Local transportation during trips (taxi fares, rental cars etc.)
- Other minor or per diem expenses that have been approved by an employee's manager (e.g. meals, business material)

Medical care fees after travel-related accidents may be covered by workers compensation insurance. If not, we may reimburse you for your medical expenses, if appropriate.

Minimizing expenses

We want to avoid overspending or unnecessary costs. We may contract with hotels and agencies to get the best possible prices. We'll also aim for the cheapest option when we can. For example, we prefer booking plane tickets in economy class, unless there is a reason for upgraded travel.

Budgets

Please keep your reimbursement claim within the budget below. Any expenses outside of this range, employees would need to contribute themselves.

- Hotels expenses limits: Euro 70 per night
- Food expenses limits: 20 Euro per meal (lunch & dinner)

Reimbursement cases:

Case 1: If the company is sending you to travel for business. The company pays the travel expenses 100%

Case 2: If the company is asking a remote employee to come and work in the headquarter office, please check with your manager and find out how much you can apply for your traveling total budget.

Note: Un-authorized or traveling to the headquarters by your own will, the company reserve the rights not to pay any of your expenses.

Non-reimbursable expenses

We won't reimburse the following:

- [*Expenses incurred by spouses or other non-employees who accompany our employees on their travels*]
- [*Un-authorized service upgrade (e.g. business class or hotel rooms)*]
- [*Personal services (massages, beauty treatments etc.)*]
- [*Personal purchases (gifts, clothes etc.)*]
- [*Lost personal property (e.g. luggage)*]

This list is not exhaustive. Please ask [*Human Resources (HR)/ Compensations manager*] about reimbursable expenses before you go on a business trip.

What are work-related expenses?

This category includes expenses that are related to an employee either in the form of a benefit (e.g. business phone) or entertainment expenses that may occur in a business setting (e.g. professional dinners with clients or colleagues.)

These expenses may be capped and [*HR/ employee's manager*] should approve them. If you spend more than the approved amount, you must cover the extra cost yourself.

We won't reimburse the following work expenses:

- [*Unauthorized or unscheduled business meetings with clients, partners or job candidates*]
- [*Fines incurred while driving a company vehicle*]
- [*Non-business subscriptions/ training*]
- [*Personal trips*]

This list is not exhaustive. Please ask [*Human Resources (HR)/ Compensations manager*] about reimbursable expenses before you submit a claim.

Procedure

When you plan to go on work-related trips, [*Office managers/ personal assistants/ HR*] will typically arrange for most of your accommodation and transportation costs and document these expenses. You need to:

- Document any expenses that our company hasn't directly arranged for (e.g. taxi fares.) Please ask for bills and receipts whenever you can. You might also receive a per diem sum to cover other necessary travel expenses.
- Submit your reimbursement claim and submit an expense report with all necessary documentation. Please submit your claim/report within [*Two months*] after your trip.

Your manager or HR are responsible for approving reimbursement claims. If your manager approves your expenses, you will receive your reimbursement within [*two*] pay periods [*by check*].

When you incur work-related expenses, you should:

- Ask for your manager's approval.
- Submit a reimbursement claim. Please submit receipts and bills for business dinners and transportation within [*one month*].

We'll investigate any excessive expenses. In cases of consistent falsified or exaggerated claims, we may take disciplinary action.

Hardware (computer, monitor, peripherals, ...)

...

Software (licenses, ...)

...

General Equipment (small furnitures, ...)

...

Travelling

...

Expense Reports (including Receipts)

...

Production

Production (General)

Tasks

Everyone that is working on something should have indications as what we expect from him. This is synthesized by a task where we also specify how it fits with the other workers but also in a more global roadmap.

As we are working on products with iteration cycles, we are using Agile project management.

It means that every tasks being worked on are inside a sprint that lasts one week.

Sprint starts and end on Tuesday morning.

Team leaders has to make sure everyone is synced on daily basis with 15mins meeting.

Solution: **ClickUp**

Files

Every files that you work on has to be saved on the company's server. We choose to use the Cloud for that thanks to our Google Workspace subscription we have 2 TB of shared data per person, it means that we can fit all our work in our shared space.

The advantage of using cloud solution is to let people working remotely from anywhere on the planet without risking our security by exposing local server but also leveraging advanced sync technology from Google that let us work without even thinking about uploading our work.

Each files has to follow a strict tree structure and you do not modify the same files as other except if it's supporting collaborative work (such as Sheets).

If you need advanced version control of the files, you then u

General: **Google Drive**

Specific: Git through **Github**

Production (Specific)

2D

Adobe Suite (Photoshop, Illustrator, Premiere, ...)

UI

Adobe XD + Zeplin

3D

Maya + ?