

sense

Employee Handbook



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HOW (NOT) TO USE THIS BOOK

If you're reading this, then it's probably because you've just joined our team of dreamers and doers – in other words, you're now part of the Sense Den.

Congratulations! Welcome on-board. And more importantly, welcome to the employee handbook that makes Sense!

But before you go any further, we should probably warn you that this isn't your regular handbook. If you're looking for a bunch of dos and don'ts, then you won't find them here – and that's because at Sense, we're all about letting our people take the wheel and steer us to success. Yes, that includes you!

So instead of reading this handbook from top to bottom like a formal policy document, read it however you like. And if that means starting from the end and working your way back here? So be it!

(If you're just arriving from the back of the book – hi, how was it?)

The point is that there's no right or wrong way to read this handbook. Upload it to your Kindle and take it to bed. Print it out and turn it into a paper aeroplane. Email it to your local politician.

Actually, just do whatever you want with it – you're one of us, now. And that means you need to get used to calling some of the shots.

Welcome to Sense

Sense is a melting pot of talent, creativity, and diverse perspectives. We are a collective of individuals working towards a common goal: to deliver earth-shattering hardware and software that supports a more modern way of working. Think of it like a workplace technology revolution – **a revolution you are now a part of.**

OK, now the mushy bits are out the way, here's some stuff you might want to know.

A FEW QUICK FACTS THAT MATTER

- Sense is fully-owned and self-funded. All our investors are active members of the organisation. This means we answer to nobody but ourselves and our customers. Which is great, because it gives us the freedom to take risks, push boundaries, and create technology that actually makes a difference.
- This is not our first rodeo. The founding team behind Sense was the same team who pioneered one of Europe's leading HR systems back in 2013. And the same team who founded one of the UK's best HR systems back in 2005. Alright, we've got a few more grey hairs these days – but we still know our technology.
- We like to do yoga. It's probably the only thing that's keeping the grey hairs at bay – and in our opinion, it's the reason most of us are still feeling as energetic as we were 20 years ago. Look, you don't have to join us when we get our sweatpants on – but we'd love it if you did. Trust us when we say that it's the elixir of life.

WAIT, WHY IS THERE A BULLDOZER?

We thought you might ask about the bulldozer in the room. First up, don't worry, it isn't real – we won't be making you re-landscape our car park any time soon (unless you really want to.) The bulldozer is actually a metaphor that signifies our dedication to constant reinvention and innovation.

You see, **we're not a typical company with a rigid hierarchical structure.** Sure, some of us have "job titles". And, technically speaking, there are reporting lines... somewhere.

But in practice, we actually prefer to operate on what we call a "level playing field" – i.e. an environment where everyone is of equal importance, and where your ideas (yes, yours) are just as important as mine.

You are more than just a "worker" who we've hired to perform a function. **You are a decision-maker. A strategic partner. A driver of change!**

We hired you because we liked what we saw – not because we wanted to boss you around and micromanage your time.

In essence, our people run our organisation. And now, that includes you.

LET'S TALK ABOUT THE SENSE KITCHEN

You might be wondering how this non-hierarchical structure plays out in everyday work life. Or perhaps you're just wondering about lunch. Either way, let's talk about the Sense Kitchen.

Unlike the bulldozer, the Sense Kitchen isn't just a metaphor for a nurturing, collaborative workspace. It's an actual, tangible perk of working at Sense.

It's a fully-stocked, fully-funded and fully-staffed café area, open to all employees. In this creative hub, we serve hot breakfast and hot dinners, every day, free of charge – with plenty of snacks in between!

But the Sense Kitchen is more than just a place to fill your belly. ***It's a safe space for meeting colleagues, trading ideas, and breeding innovation.***

It stands as a testament to our belief in the power of good food and great conversation – two ingredients that really do foster a strong, dynamic community.

So whether you're the early bird who enjoys a quiet breakfast whilst mapping out your day, or someone who loves to unwind with colleagues over a piping hot plate of whatever the Chef's Special is today, the Sense Kitchen has you covered.



Welcome to Sense – where your contribution to our journey is always rewarded with a side dish of whatever you fancy. We look forward to sharing a meal with you, as we work together to cook up the future of workplace tech!

PSST... ARE YOU A FAMILIAR FACE?

If you've worked with our team before (under a different banner, naming no names) then welcome back! You'll remember the Sense Kitchen – and we hope you're happy to see it return!

Here are a few other things that have made a comeback, due to popular demand:

- Table tennis
- Pick 'n' mix
- Bathroom toiletries

You'll notice some new additions to our den, too – so look around, and make yourself at home. We've missed you!

It's an open space for everyone, from our newest recruits to our most seasoned veterans.

Finding Your Feet

It's not easy being new. But we've all been there at some point or another – some of us more than once! So we thought it might be nice to give you a few pointers, to help you find your feet.

Think of this section less as a set of on-boarding instructions, and more as a few handy things we learned when we were starting out ourselves. You might find them helpful, too!

WHAT WE EXPECT FROM EACH OTHER

There's one simple shared value that underpins our entire way of working. Without it, the level playing field becomes a war zone – and that one simple value is respect.

Or, to be more specific, you should expect each of your colleagues to treat each other member of Sense with dignity and respect, at all times – yes, even when tensions are running high!

Here are some other traits you can expect to find as you meet and greet your new workmates:

- **Confidence.** We admire the power of confidence in propelling us forward and reaching new heights. But don't confuse confidence for arrogance – confidence is the courage to step forward, whilst acknowledging that you don't always get things right.
- **Kindness.** In a world filled with endless choices, we like to choose to be kind. Kindness tends to be infectious – and we believe that small acts of kindness can have a huge butterfly effect that make our place of work a better place to be.
- **Curiosity.** At the heart of every successful organisation, are curious minds that crave to understand how the world works – and what that big red button does. (Go on, push it!) To a curious person, there is no such thing as dull – every situation is exciting.
- **Honesty.** We don't like to live in fear that our mistakes spell the end of the road – we prefer to own them, by owning up to them. Only then can we build transparency and trust, which are two huge enablers of collective growth.
- **Loyalty.** A strong working relationship is a partnership, driven by a shared commitment to mutual success. We value loyalty, and as an organisation we work hard to reward this loyalty by sharing the fruits of our growth.
- **Adaptability.** The ability to remain poised amidst chaos is remarkable. Adaptable individuals are equipped to handle whatever comes their way, reshaping obstacles into opportunities – which is how we thrive in an ever-evolving world of work.

YOUR FIRST WEEK

We hope you're not overwhelmed right now by our dynamic structure, our confidence in your abilities, or our expectation for you to take charge. But if you are, that's OK – we understand. After all, you've not even completed your first week yet – and we've already put the weight of the world onto your shoulders!

Sometimes, it helps to have a plan. So here are a few practical items that might help you get settled during your first week with us – print them off, grab a pen, and see how many you can tick off!

(Or see our earlier note about turning it into a paper aeroplane – it's your choice)

- Help yourself to a bag of pick 'n' mix from the Sense Kitchen.
- Introduce yourself to at least 3 other colleagues from a different department.

- Tell a joke to a customer (but it only counts if they laugh).



- Deliver five genuine compliments to five different members of Sense.
- Make a few mistakes.
- Learn how to do one thing you didn't know before.
- Teach somebody else to do one thing they didn't know before.
- Go for a walk and enjoy the scenery – forget about work for a few minutes.

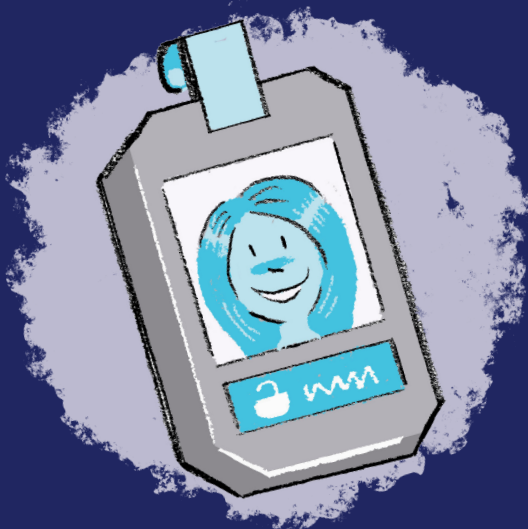
YOUR VERY OWN SENSE BADGE

If you didn't bother printing that checklist off from the last page, then don't worry – because from the moment you first walk through our doors, we'll be equipping you with your very own Sense Badge. And that means your New Starter Checklist will be pre-loaded and ready to roll!

Of course, your Sense Badge is more than just a dynamic task list. It's your wearable at-work companion, and it's going to keep you safe – and save you time – wherever in the world you need to go.

Your Sense Badge delivers your own personal safety system to protect you at work, in the form of SOS alerts, hard fall detection, and even advanced environmental sensors that warn you when danger is in the air. But it is also packed with tools to help you through your day, such as timesheet clocking, task management, and instant messaging with your colleagues.

We're proud of the technology we produce, and we're confident you'll love it too!



YOUR WORKING STYLE

We've been huge supporters of hybrid working since long before the pandemic struck.

In 2013, we launched one of Europe's leading HR systems, whilst sat around a dining table chain-drinking coffee – some of us were even wearing our pyjamas. So believe us when we say that we know there's no "one size fits all" solution.

At Sense, ***we believe that your productivity soars when you're comfortable.*** And you know what makes you comfortable!

- **Maybe you're a fidgeter** who can't sit still for 5 minutes – or maybe once you're settled at your workstation, you may as well be glued to your chair!
- **Maybe you're an early riser** with a penchant for sunlit brainstorming sessions, or a night owl with a knack for late-night productivity bursts.
- **Maybe you like formal meetings at fancy tables**, or maybe you prefer a chat about work whilst taking a brisk walk in the local countryside.

Look, if it works for you, then it probably works for us. But just remember to balance your work with rest, OK? It's not a crime to take a breather if you're feeling overwhelmed.



Making Some ~~mistakes~~ Mistakes

We've hinted a few times so far about making mistakes – and that's because they form a big part of our belief system here at Sense.

We believe that making mistakes is not only a great learning opportunity – but it's **a great sign that you're reaching beyond your comfort zone** and trying to move the needle.

THAT'S COOL. CAN I TRY?

You'll make the most mistakes when you're trying something new. And **we believe that trying something new is an important part of any career** – even if it seems like it has nothing to do with the role we hired you for.

In other words, don't let your job title restrict you from exploring other areas of our company.

Regardless of whether you're in software development, legal, sales or something else entirely, there's always something exciting going on in other departments – and we believe that **when you broaden your horizons, your career experience becomes much richer as a result.**

So if you see one of our teams getting up to something that looks fun, don't be afraid to step up and say "that's cool, can I try?".

You'll find that in most cases, people are eager to give you a tour, show you how something works, or even let you have a go yourself.

And of course, that means you're going to make a few mistakes – but that's to be expected, as it's how we learn.

So **don't be afraid to dip your toes into slightly muddy water** – after all, we define our job roles, and not the other way round.



WELL, THAT WASN'T SUPPOSED TO HAPPEN...

Part of trying new things – and sometimes even repeating old things – is making mistakes. Things can go wrong. Things will go wrong. Things should go wrong!

When we try something, and it doesn't go quite how we expected, we haven't failed – we've simply discovered one more thing that didn't work.

Which means we're closer to cracking the nut. ***The important part, is making sure we learn from our experiences*** – and if we do it right, those learnings can stay with us for not just the rest of a project, but for the rest of our lives!

It's easy to look back at successful projects, and admire the people responsible for them. But let's never forget that behind each success, there were at least a dozen failures that made it possible.

HEY - I'VE GOT A BETTER IDEA

As we make mistakes, we learn. And ***as we learn, we get better at avoiding mistakes***. And as we get better at avoiding mistakes, we get better at helping other people avoid those same mistakes – so that they can go out there and discover fresh new ones.

And that's why, at Sense, we believe in sticking our noses into other people's business. Not in a nasty, disrespectful way – not to poke fun at them, not to feel smug about ourselves, and certainly not to try and get them in trouble.

Rather, we believe that if we have an experience that could help somebody do something in a better way, then we should speak up.

So when you spot something that could be done differently, ***don't hesitate to share your perspective***. Your fresh set of experienced eyes might be exactly what we need to improve a process or project!

And you know what? You shouldn't even be afraid to offer your input if something feels like it's outside your area of expertise, either.

Your input is always valuable – and at times, we can get so wrapped up in our own business, that it takes an outsider to help us see where we're going wrong.

Pushing Your Potential 4

As you find your feet, grow in confidence and learn new skills, you'll no doubt have questions like:

- How do I get a promotion?
- When is my next performance review?
- (...and what about that pay rise..?)

GROWING YOUR CAREER

There are no glass ceilings here. In fact, there are no ceilings at all. And that's because we don't actually believe in "climbing the ladder" – remember that bulldozer we talked about in Part 1?

At Sense, ***we believe in career growth.*** Which in our opinion, is a far more powerful form of career progression.

You see, career growth is not limited by hierarchical positions or job titles. It spans in as many directions as you can imagine – and is driven entirely by your willingness to venture into new territories and broaden your skillset.

Naturally, you'll have a job title. And this title will be particularly helpful for external interactions, such as communicating with customers or professional connections.

It will also help bring structure to your working day. But it should never stop you taking the opportunity to learn new skills, and develop your career.

And ***you won't find us stopping you from taking your career in a new or more exciting direction.*** Who are we to get in the way of your calling?

Besides, each time you grow your own career, it pushes the rest of us to great new heights.



IMPROVING YOUR PERFORMANCE

Regardless of whether or not you want to actually expand your career, you'll no doubt be eager to keep getting better and better at whatever it is you do.

We don't believe in forcing you through regimented monthly performance appraisals with your line manager – that's a pretty outdated way of doing things.

Instead, our performance review system is more like an on-going jury of your peers, where we use continuous 360-degree feedback from the people you're working with, in order to build a bigger – and more accurate – picture of how you're doing.

Don't worry, this information isn't collected to try and point the finger of blame or shame at anybody. Quite the opposite!

It's designed to help you understand what you're great at, where you might want to focus your efforts next, and what sort of impact you're making on the growth of our organisation.

INCREASING YOUR PAY GRADE

At Sense, we like to make sure all our people are paid fairly – and, dare we say, generously?

To keep things that way, ***we like to review salaries at least once a year***. This helps us ensure that even as the world around us changes, everybody still gets compensated properly for their contribution.

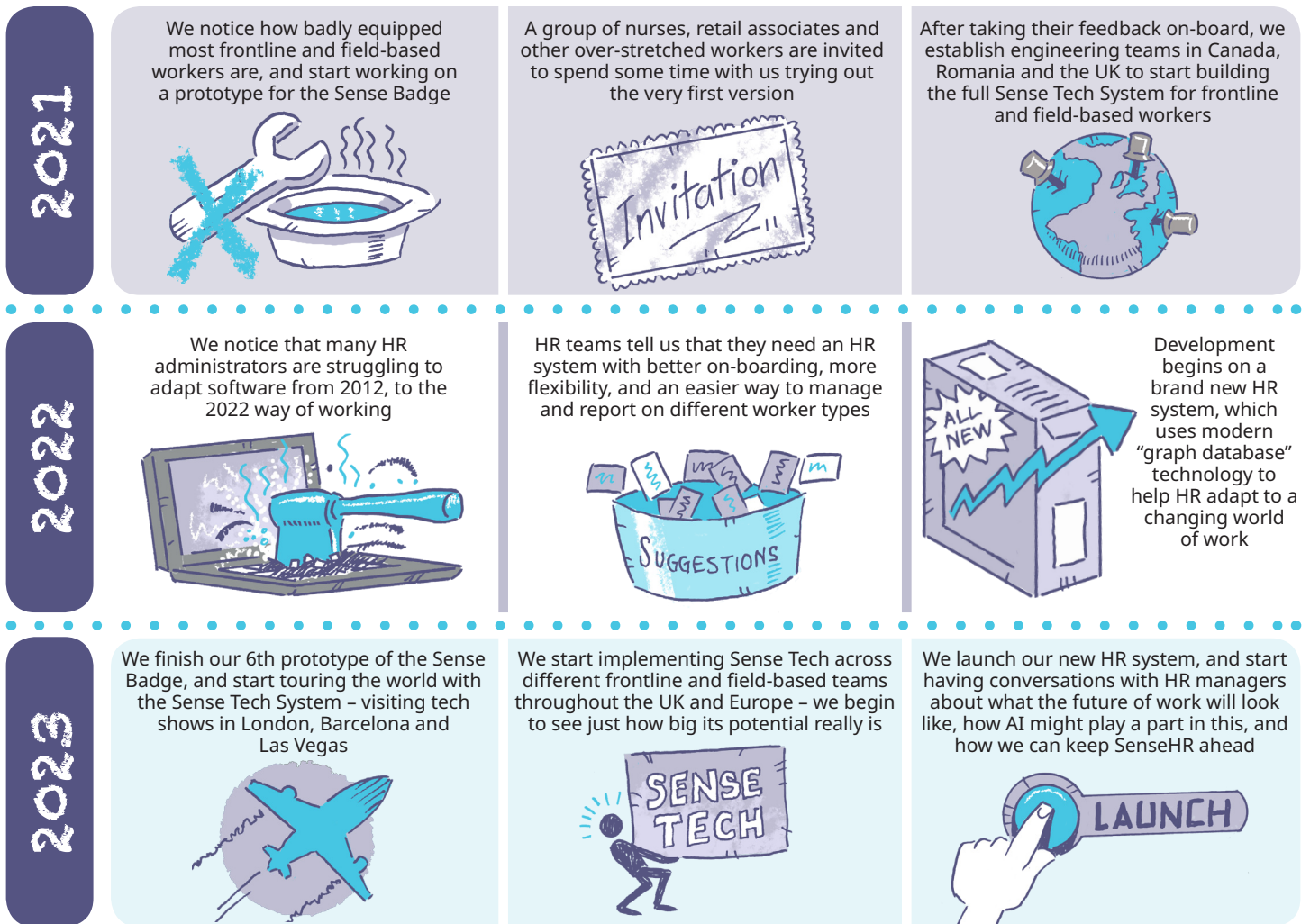
Of course, this doesn't mean that the only way to get a pay rise is to sit and wait for the annual review.

After all, things change at a rapid rate – and if you ever feel like your salary no longer reflects the impact you're making for our organisation?

Then ***speak up!*** We'll always be happy to discuss your compensation, and we never want anybody to feel underpaid for the value they deliver.

5 Writing Our Story

Now that you're here with us, you're going to be helping us to continue writing the story of Sense. So let's take a look at where we came from, where we want to go next, and most importantly, **where you're going to take us!**



WHERE WE'RE GOING

As you can see, the first few years of our journey was a real roller-coaster. But really, we were just laying the foundations for what was yet to come – and that's where our journey gets the most exciting.

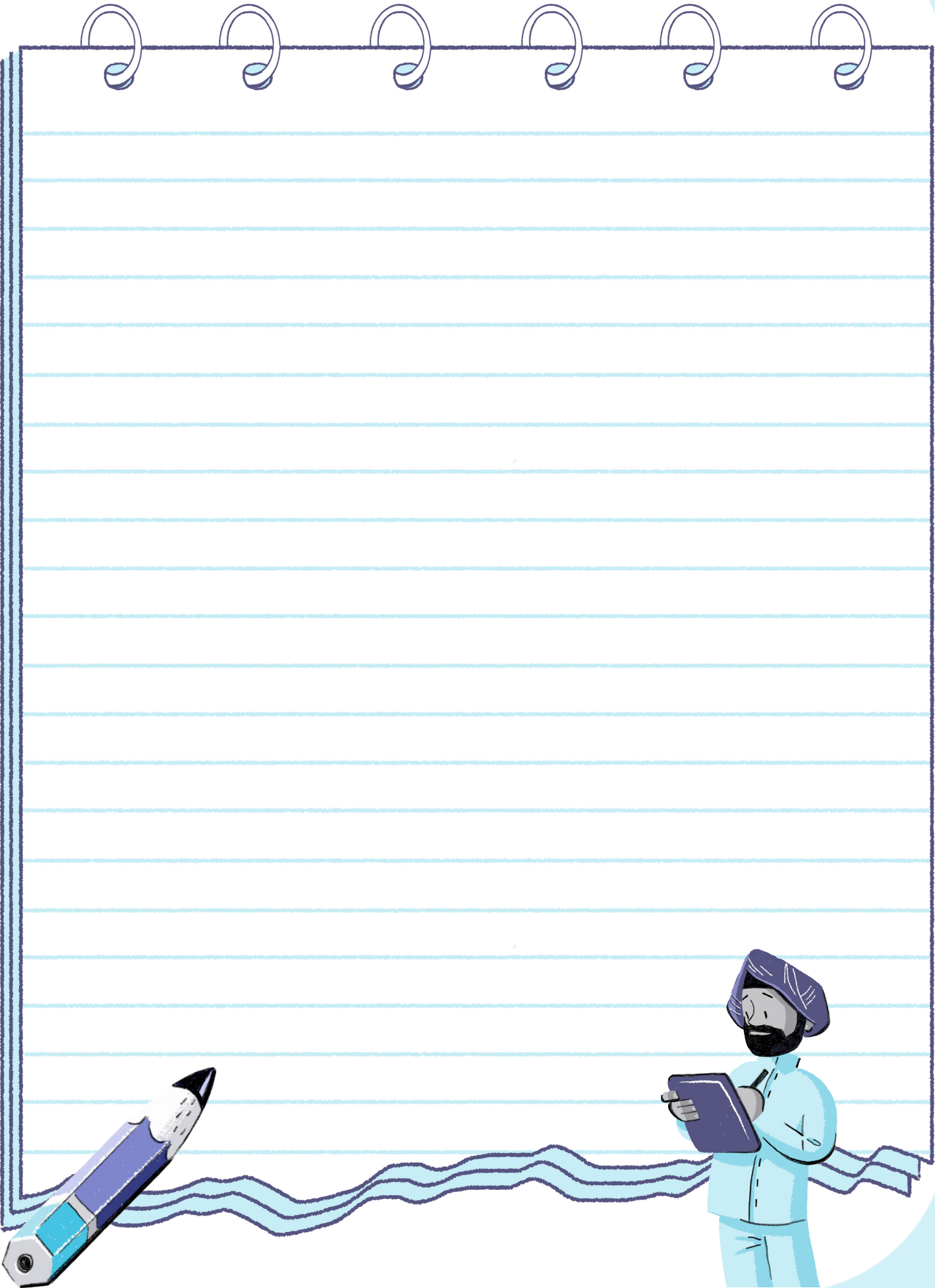
You see, we don't just want to launch a super cool tech system for frontline and field-based workers. And we don't just want to launch a successful and future-proofed HR system for employers. Sense is actually built on a super scalable and robust architecture, that is going to allow us to continue building new technology that solves as many workplace challenges as you can shake a stick at –

• Sense Tech and SenseHR are really just the tips of the iceberg.

• In the years to come, we're looking forward to seeing Sense become a well-known name within workplaces all over the world... and that's where you come in. Because whatever stage you've joined us at, we've hired you because we see potential in you. Potential to help us reach the next chapter in our journey!

• **And that's why this next section is left intentionally blank**, for you to tell us exactly what your hopes, dreams and ambitions are, for your future here with Sense.

WHERE YOU'LL TAKE US



Searching for Perfection

Well, here you are – *the final chapter!* Whether you read the whole thing, or just skipped to the end, we're proud of you for making it this far.

So to wrap things up, we want to finish with a few words of wisdom, which we hope will help you to embrace a difficult truth – the fact that we will never be perfect.

WE WILL NEVER BE PERFECT!

We all want to be the very best that we can be. And that's a great thing to aim for! But let's face it, actual "perfection" is unattainable – no matter how close some things may seem.

And the reason that nothing in life is ever truly perfect, is because regardless of how good something gets, there's always somebody, somewhere, who will wish it was slightly different.

Take this book, for example. It's a masterpiece, in my opinion – but of course I'm going to say that, I'm the author. I can guarantee you, though, that this book is not going to be everybody's cup of tea. It might not even be yours!

So you see, ***perfection is too subjective.*** Which is why we should ***embrace our imperfections, and aim, instead, for continuous improvement.***

THE POWER OF CONTINUOUS IMPROVEMENT

Continuous improvement is all about actively seeking opportunities to get better at the things we do. That means finding new ways to refine our processes, enhance our skills, and deliver even greater value to the colleagues or customers we serve.

With continuous improvement, the aim is never to find perfection – it is simply to find the next level up. And we believe that it is this mindset that will truly help you to adapt to change, challenge the status quo, and stay ahead in an ever-evolving world.

So no matter where you are, or what you're working on, ***we encourage you to challenge yourself to become better, every step of the way.***

And sure, that means you'll sometimes take a few steps backwards... but that's to be expected, and it's what helps us push forwards even harder!

GOOD LUCK!

That's it. You really have reached the end!

We hope you enjoyed reading this book, and would love you to come back and read it again in a few weeks – and then again, in a few months.

We tend to find that as our experience and perspectives change, so do the lessons we take from things.

But for now, we just want to say one final time: ***Welcome to Sense. We're absolutely thrilled to have you with us – and we wish you the best of luck with whatever you're about to do next.***



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