Processes and Procedures

1. Introduction

The processes and procedures essential for the efficient operation of Unicis are described in this document. It is designed to keep employees and the open-source community connected and productive.

2. Onboarding Process

- **Welcome Packet:** New hires receive a link to Unicis Handbook company information, tools setup guides, and contact details.
- **Orientation:** Conduct a virtual reading of the handbook to introduce new hires to the team, culture, essential procedures, and communication guidelines.
- **Equipment:** Right now, we don't give new employees any equipment. They are supposed to use their personal devices and adjust to what they need to work without any interference.
- **Training:** Provide access to training materials and schedule introductory meetings with relevant team members and leaders.

3. Communication Guidelines

- **Tools:** Use company-approved tools for communication see full list at company Tech Stack Applications.
- **Response Time:** Aim to respond to messages and emails within 24 hours during business days.
- **Status Updates:** Update your status on communication tools to indicate availability (e.g., available, in a meeting, away).
- **Community Interaction:** Engage with the community on open-source platforms regularly, addressing issues, providing feedback, and fostering collaboration.

4. Daily Operations

- **Start of Day Check-In:** Employees must check in with their team leader or manager at the start of their workday via the designated communication tool.
- **Task Management:** Use a project management tool (e.g., GitLab Project and OpenProject) to track tasks, deadlines, and project progress.
- **Breaks:** Regular breaks are necessary to maintain productivity and well-being. Take a 5- to 10-minute break every hour.

5. Meetings and Collaboration

- **Scheduling:** Use a shared calendar (e.g., Unicis Intranet Calendar) to schedule meetings and avoid conflicts.
- **Agendas:** Distribute meeting agendas at least 24 hours in advance. Stick to the agenda to ensure efficient use of time.
- **Minutes:** Assign a note-taker for each meeting to document key points and action items. Share minutes within 24 hours post-meeting.
- **Collaboration Tools:** Use collaborative tools (e.g., Nextcloud, Draw.IO, Notes, OpenProject) for real-time editing and brainstorming sessions.

6. Community Engagement

- **Contribution Guidelines:** Provide clear guidelines for community contributions, including coding standards, documentation practices, and submission procedures.
- **Mentorship:** Assign mentors to new community contributors to help them get started and integrate into the project.
- **Recognition:** Acknowledge and celebrate community contributions through regular shout-outs, contributor spotlights, and other recognition methods.

7. Performance Management

- **Goals Setting:** Set clear, measurable goals for each employee and review them quarterly.
- **Feedback:** Provide regular, constructive feedback through one-on-one meetings and performance reviews.
- **Recognition:** Recognize and celebrate achievements and milestones during team meetings and via communication tools.

8. Data Security and Confidentiality

- **IT Security Policy:** Follow the IT Security Policy.

9. Technical Support

- **Help Desk:** Provide a FreeScout virtual help desk for technical support. Ensure employees and community members know how to submit tickets or request assistance.
- **Response Time:** Aim to respond to technical issues within 2 hours during business days.
- **Training:** In the Unicis handbook, we provide regular updates regarding new tools, software updates, and best practices.

10. Employee and Community Well-being

- **Mental Health:** Encourage employees and community members to take mental health days when needed. Provide access to mental health resources and support.
- **Work-Life Balance:** Promote a healthy work-life balance by respecting working hours and discouraging after-hours work.
- **Social Activities:** Organize virtual social events (e.g., happy hours, game nights) to build team and community camaraderie.

11. Compliance and Reporting

- **Compliance:** Ensure all employees and community members comply with company policies.
- **Reporting:** Regularly report on team performance, project status, and any issues to senior management and the community.
- **Audits:** Conduct periodic audits to ensure compliance with internal policies and external regulations.

12. Termination Procedures

- **Notice:** Provide reasonable notice for termination or changes in employment status.
- **Equipment Return:** Arrange for the return of all company-owned equipment. Provide a pre-paid shipping label if necessary.
- **Exit Interview:** Conduct a virtual exit interview to gather feedback and address any final concerns.

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