

BOTBAKERY TEAM HANDBOOK

Bots | Web | Ads | Design



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TRANSPARENCY
HEIRARCHY
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CONTROVERSY
QUIRKINESS
INTEGRITY

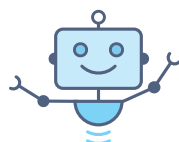
VALUES

Below are our values, specific behaviours, and skills we care about the most. The more these sound like you and describe people you want to work with, the more likely you will thrive at ZenShanti & BotBakery.

“A little thought and a little kindness are often worth more than a great deal of money”

KINDNESS: We value caring for others. Helping others is a priority, even when it is not immediately related to the goals that you are trying to achieve. Similarly, you can rely on others for help and advice. In fact, you're expected to do so.

AGGRESSIVE LEARNING: Our only strength and advantage over others at the moment is knowledge & skill, not money, not brand, not power, nothing else at all.



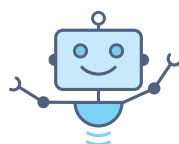


VALUES

TRANSPARENCY: Be open about as many things as possible. Directness is about being transparent with each other. We try to channelise our inner Ben Horowitz: Be straightforward and kind, an uncommon cocktail of no-bullshit and no-asshole. Remember: Feedback is always about your work and not you as a person.

*“Transparency
inspires trust and
security in the team”*

NO HIERARCHY: We are trying to create an atmosphere where anybody's opinion can be challenged. Any past decisions and guidelines are open to questioning as long as you act in accordance with them until they are changed. However, while a policy or decision is still in place we all agree to commit to it.





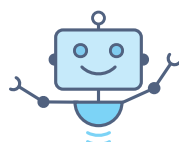
*Collaboration has no hierarchy.
The Sun collaborates with soil
to bring flowers on the earth.*

VALUES

TEAM-WORK: We are like a sports team. Like in Football - everyone runs hard to tackle opponents and in that course they fall, but eventually pass the ball to the striker and score the goal. In Cricket, the entire team is fielding and supporting with full energy while the bowler is in action. Well, our team is no less than these sports teams, we flourish as one.

“Talent wins games, but teamwork and intelligence win championships”

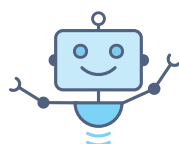
DIVERSITY: The team consists of people from different backgrounds and opinions. So, we work together to make everyone feel welcome and increase the participation of the team members.





INTEGRITY: We operate with integrity and a sense of justice on both: The clients part and towards each other. With our clients, we try to do our best and produce world class results.

OUR CLIENTS COME TO US BECAUSE THEY TRUST US, AND WE REPAY THAT TRUST WITH EXEMPLARY PERFORMANCE.



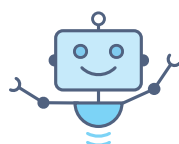
VALUES

WE'RE NOT VENDORS, WE'RE EXPERTS! This is one of the most important values we have. Integrity breaches, whether towards clients or towards each other are not allowed. We have a zero tolerance policy towards the same.

"You must continue to gain expertise, but avoid thinking like an expert"

Disclaimer: Integrity breaches will lead to the termination of our relationship.

Our values are updated continuously as and when required. Everyone is welcome to make a suggestion





WORK STYLE



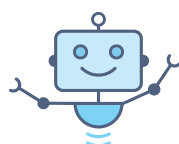
COMMUNICATION

SAY THANK YOU: Recognise the people that helped you publicly. Demonstrating we care for people provides an effective framework for direct challenges and feedbacks. Give as much positive feedback as you can, and do it in a public way. Give negative feedback in the smallest setting possible. Disclaimer: Feedback should be early, straight, objective, and candid.

“Our values keep altering according to the needs. All opinions are respected and welcomed to improve the existing ones or to add new ones”

SAY PLEASE: One can't say please enough. Always remind yourself of the way you would think about them in their presence. Remember: Always be friendly & professional, never casual & formal.

SAY SORRY: If you made a mistake, apologise. Saying sorry is not a sign of weakness but one of the strengths. The people that do the most will likely make more mistakes.

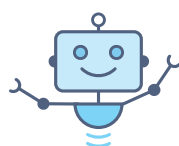


COMMUNICATION

GET TO KNOW EACH OTHER: We use a lot of text based communication and if you know the person behind the text it will be easier to prevent conflicts. So, encourage people to get to know each other on a personal level, this can be done during tea breaks and lunch!

“Ego is the biggest enemy of progress”

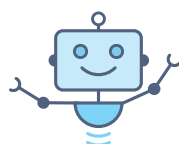
NO EGO: Don't defend a point to win an argument or double-down on a mistake. You are not your work, you don't have to defend your point. We always need to search for the right answer together. Remember: It's not you against your colleague, it's you and your colleague against the problem.





DO NOT PULL RANK OR USE AUTHORITY TO GET THINGS DONE: Do not use “authority” or the name of another team member to get a colleague to help you or a client to listen to you. Establish the context and ask for whatever is needed because the work demands it irrespective of hierarchy.

ACRONYMS SERIOUSLY SUCK: Before creating or adopting an acronym, please take a moment to consider if it helps or impedes communication. Most acronyms are pointless, and only serve to create a class of people who bandy them about to prove they are “in the know.” Thus, alienating others who don’t know, and who feel too embarrassed to ask.

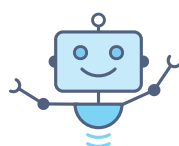


ATTITUDE

MEASURE RESULTS NOT HOURS: We care about what you achieve; the code you shipped, the user you made happy, and the team member you helped. Do not compete by proclaiming how many hours you worked yesterday because we don't want someone who took the afternoon off to feel like they did something wrong. Instead, celebrate yours and your teammates achievements. You don't have to explain how you spent your day, we trust team members to do the right thing instead of having rigid rules.

“A good colleague knows that WE is more powerful than ME”

BE HAPPY WHEN OTHERS SUCCEED: We are here to help each other achieve their true potential, which is, incidentally, much more than any of us think is possible.





ATTITUDE

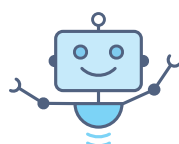
OWNERSHIP: We expect team members to complete tasks that they are assigned. Having a task means you are responsible for anticipating and solving problems.

As an owner you are responsible for overcoming challenges, not suppliers, or other team members. Take initiatives and proactively inform stakeholders when there is something you might not be able to solve.

Done means we can responsibly communicate done to all stakeholders with no stories. Either it's done and there are notes OR it's not done and there are stories.

Essentially, there is no time for excuses. And finally, you shouldn't need someone to give you a list of things to do every morning, if that's happening, nobody is doing their jobs, and things need to be fixed.

"Taking responsibility for your mistakes makes your success' more credible"



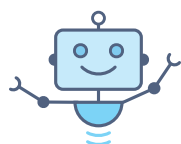


ATTITUDE

SENSE OF URGENCY: At an exponentially scaling startup time gained or lost has compounding effects. Try to get the results as fast as possible so the compounding of results can begin and we can focus on the subsequent improvements.

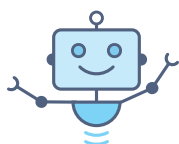
“Success is the result of perfection, hardwork, learning from failure, loyalty and persistence”

EXISTENTIAL ISSUES: Everyone hired is relatively smart and will easily get a job elsewhere. Nobody's parents are endorsing the decision to work here. For example, elders in Pranav's family wanted him to continue working at Google. But, he believes that there is a child-like joy and thrill in accomplishing and growing a business with individual efforts and establishing the business at a multi-crore level.





This business is what WE are building! Twelve months from now, the collective impact of our contributions will make our elders proud. However, some of us will transform as alumni and go on to do other things. RESPECT & UTILISE the current moments with peers to build memories in order to learn, teach, and influence forever.



GETTING STUFF DONE

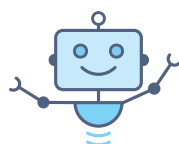
BE EARLY: Don't be just on time. Remember: Early bird catches the worm.

BORING SOLUTIONS: Use the most simple and boring solution for a problem. You can always make it more complex later if that is required.

RTFM: Before asking a colleague a question, do a simple Google search and see if it's something you can do on your own. This not only saves time, but also respects your peers' time.

THERE ARE NO STUPID QUESTIONS: While doing your peers the courtesy of a Google search before asking them questions, please also focus on creating an atmosphere where no question is too stupid --

"Sometimes the hardest problems have the easiest solutions"

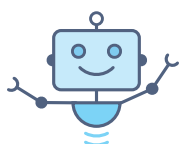




which is in fact, the truth. Having people feel that their question is stupid will only stop them from learning, in order to not be thought of as stupid. It's the exact opposite of what we need.

RECIPROCATE FLEXIBILITY WITH

PREDICTABILITY: There is a lot of flexibility here, reciprocate it with predictability. Else this won't work and is unfair to the others.



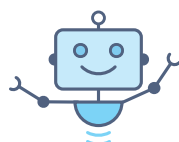
BUILDING THE COMMUNITY

We want our community to be primarily safe and supportive. Everyone has the right to feel safe when working for Zen-Shanti & BotBakery.

ZERO TOLERANCE ON HARASSMENT AND DISCRIMINATION: We have a zero tolerance policy towards harassment, exclusion, discrimination, or retaliation by/of any community members, including our employees.

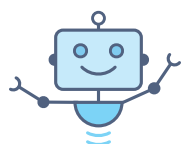
DON'T BRING RELIGION OR POLITICS TO WORK: We don't discuss religion or politics because it is easy to alienate people that have a minority opinion.

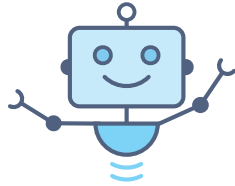
QUIRKINESS: Unexpected and unconventional things make life more interesting. Celebrate and encourage quirky gifts, habits, behaviors, and point of views.





We have limited company policies as we have inadequate resources to enforce them. The organisation operates like a community with values and justice in accordance with the unlikely bits that are bound to arise. Therefore, it is important to lean on these values to mitigate them.





THANK YOU!

Thank you for joining us, We hope you continue to learn and grow daily. We strive to inculcate these values beyond the walls of the workspace as well. The more you familiarise yourself with these values and reflect upon the people you wish to work with, the more you will thrive at ZenShanti & BotBakery.