

A large bridge with a red overlay. The bridge has a complex steel truss structure and a curved arch. The red overlay is a semi-transparent layer that covers most of the image, with some white geometric shapes cut out. The text "NEW HIRE HANDBOOK" is written in white, bold, sans-serif capital letters on the red background.

NEW HIRE HANDBOOK

• #WELCOME TO RED HAT



WHO IS RED HAT?

- Founded in 1993
- ~7200 employees
- President & CEO: Jim Whitehurst
- 95 Offices in 37 Countries
- World's Open Source most trusted leader

Our vision



To be the defining technology company of the 21st century; and through our actions strengthen the social fabric by continually democratizing content and technology

Our Mission Statement



To be the catalyst in communities of costumers, contributors, and partners; **Creating better technology in *the open source way*.**

What Is Open Source?



Open source is a **development method** for software that harnesses the **power** of distributed peer review and **transparency** of process.

The **promise** of open source is better quality, higher reliability, more flexibility, lower cost, and an end to predatory vendor lock-in.

Our Values



- **Freedom:** The open source model depends on a free exchange of opinions and ideas. This forms the foundation for positive change.
- **Courage:** Expressing freedom takes courage. So does challenging some of the world's most domineering companies.
- **Commitment:** Commitment is staying fixed to our goals and seeing things through.
- **Accountability:** To our customers. To our shareholders. To the community. And to each other. Forget this and we lose our freedom

BUT NO SINGLE VALUE IS AS IMPORTANT AS ALL OF THEM.

They don't exist without a sense of balance. Freedom without accountability is chaos. Courage without commitment is aimless. Commitment without freedom is pointless. Accountability without courage is uninspired.

- The same is true for our mission and our brand. We serve our enterprise customers. We serve the community. We serve our shareholders. All are related. None can be ignored

The Red Hat Way - Climate



- **Trust:** We will trust our teammates, showing faith in both their integrity and their capability.
 - **Respect:** We will respect each others' ideas and work
 - **Transparency:** We will do our work in the open. And when we can't be open, we will be clear about why we can't be.
 - **Collaboration:** We will share and encourage sharing from others.
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- All are necessary to foster an innovative environment and drive our ability to deliver value for and engage our customers, partners, and communities.
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- Transparency, respect, trust, and collaboration are part of the foundation of Red Hat. Can you imagine executing on our mission statement without them? Can you successfully work toward our strategic plan in an environment without these four attributes? Can you create a positive experience externally if we do not behave internally with transparency, respect, trust, and collaboration?

Why Red Hat?



We help companies **eliminate unnecessary technology, migrate to relevant technology**, and build the kind of **collaborative value** that is impossible with proprietary software.

Red Hat combines the **disruptive power of open source** with the **accountability** of a leading enterprise vendor.

Our business model, our financial performance, and ultimately **the value we deliver to our customers** are defining what it means to be a technology company in the 21st century.



The background features a light gray central area flanked by darker gray diagonal bands. The corners of these bands are decorated with a repeating pattern of small, concentric squares.

BASIC INFO YOU NEED TO KNOW

Basic Info you need to know



During the first weeks of employment, you will be invited to participate in **New Hire Orientation**, that is a two-day-session in which you will learn more about the company, each of its areas, and the culture. And, yes. You will also receive a Fedora hat during NHO. All associates own one. We wear it for corporate pictures and some events :)

During the first 90 days you and your manager will set up a Compass Document. Compass is our Performance management tool, we use it to measure performance and we do quarterly revisions of it, and then the final assessment at the end of the fiscal year. Please make sure you find a time with your manager to talk about it.

You will receive a **Temporary Badge** to enter and move around the office. You will use it until the permanent badge is ready.

Marisbel Campillay, from Facilities, will help you fill in the different forms for **benefit enrollment**, and will also guide you with the paperwork and documents you need to get together and submit for your personal file

Basic Info you need to know



You might also receive a **mobile phone** for working purposes, depending on whether your specific role requires you to have one.



You will be get a bank account opened in **CitiBank**, in which you will receive your monthly salary.

The Health Care and Life Insurance vendor is **Euroamerica**.

The Facilities team will make sure you have all the necessary equipment to work, and an appropriate workstation. They are also in charge of informing you the parking rules. Should you need anything of this kind, do not hesitate to contact them.

You will receive a **laptop** to work with. A person from the IT department will help you setting it up and configuring the required passwords, and your Red Hat email account. You can take the laptop home whenever necessary but remember: it is the company's property, and it is your working tool, take care of it. You will also be given an RSA token to access the company's VPN.



Basic Info you need to know



In the **Cafeteria** you will find some food and beverages. Everything is free, that means you can help yourself to anything, but please, be moderate. We all have the right to enjoy this benefit.



Red Hat offers a vast **variety of courses** that are free for RH associates. Some of them are optional and some mandatory, according to your role. You will be told which courses you will necessarily HAVE to take.



We also have a **referral program**; here's the link to the instructions to participate in it: <https://mojo.redhat.com/docs/DOC-952535>



Use **Mojo** to read more about the topics exposed on this guide, and read what's new in the company: <https://mojo.redhat.com/welcome>

Useful Contacts and Links

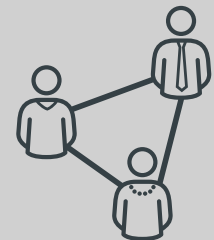


- **Red Hat Service Desk:** For Technical Support send an email toservidesk@redhat.com
- **RSA Self Service:** <https://selfservice.redhat.com/IMS-AA-IDP/logonPrompt.do?action=nvPreLogin>
- **Red Hat University :** To learn about the available courses for employees <https://mojo.redhat.com/community/training/developmentspace/newhires>
- **People Coordinator:** (People team) For questions related to certificates, vacations, benefits, and other HR related questions. Sofia Schliemann, sschliem@redhat.com, Ext: 8426257.



Useful Contacts and Links

- **Payroll:** latam-payroll@redhat.com for questions regarding payroll issues.
- **Telephony:** For FAQs on how to make use of Red Hat phones, cell phones, voicemail, conferencing, and videoconferencing services. <https://home.corp.redhat.com/departments/telephony>
- We recommend to subscribe to some e-mail lists: Send a blank email to chile-list-subscribe@redhat.com and another one to latam-list-subscribe@redhat.com to get all the news about your office and the region!



QUESTIONS?

E-mail Sofia Schliemann at sschliem@redhat.com