



Employee Handbook

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THE MOUSEPAW MEDIA PHILOSOPHY

MousePaw Media exists first and foremost to enable and further education. This dedication drives our games, our open source development work, and our internship programs. Everything about our business is subject to this goal.

We stand by our code of ethics, and require that all employees do the same.

CODE OF ETHICS

MousePaw Media is dedicated to encouraging learning and creativity in people of all ages, especially children. Our ethical principles are intended to guide our actions and decisions towards this goal.

While commercial and financial success is desirable, it is not to be pursued to the detriment of the company's ethics. The company should place PEOPLE OVER PROFIT, seeking the well-being of its customers and employees first and foremost.

There is never a reason to cut corners, and "good enough" is never good enough. Employees and managers should be diligent in pursuit of QUALITY, taking the extra time and effort to create a polished, high quality product worthy of our customers.

Mistakes are a natural part of growth. Each individual in the company should be HONEST about and WILLING TO LEARN from these mistakes. There is never a good reason to excuse and cover up mistakes. Each individual should also continually seek to expand his or her abilities and knowledge in their relevant field(s).

Good COMMUNICATION is vital to a team's success, and the company should make every effort to foster and promote natural and healthy communication between employees, managers, and as appropriate, customers. Managers should be diligent in ensuring that company policies do not inhibit collaboration nor the reasonable free and open exchange of ideas within the company.

Employees and representatives of the company should exhibit RESPECT and WISDOM in their words and deeds, being mindful and sensitive to others viewpoints, ideas, and opinions, and taking into consideration the possible repercussions of their words and actions.

HONESTY and FAIRNESS should be present in all of the company's policies and actions, never deliberately misleading, manipulative, or discriminatory. It should seek outcomes that are just and evenhanded for all parties involved.

Each individual in the company should take RESPONSIBILITY for his or her words, actions, and work, and the company should take responsibility for its representatives.

OPEN SOURCE

MousePaw Media is an open source software company and supporters of the Open Source Initiative. Our entire development stack is composed of free and open source [FOSS] software, and nearly all of our projects are released under open source licenses.

As a rule, we do not use proprietary (closed-source) software when avoidable. Employees may choose to use some part- or full-proprietary software (e.g. Vivaldi, WPS Office), but our own standardized software is fully FOSS.

The FOSS community is actually fractured along a very old ethical division between the Free Software Foundation (founded by Richard Stallman) and the Open Source Initiative (founded by Eric S. Raymond). While we do not wish to minimize the contributions either organization has made to the FOSS community, we find it necessary to place ourselves squarely in the camp of the Open Source Initiative. (For more information, read the book "The Cathedral and the Bazaar," which is freely available from the author online).

We believe in the four software freedoms:

- The freedom to use the software
- The freedom to study the software.
- The freedom to share the software.
- The freedom to improve the software.

We believe that these four freedoms must be upheld and enabled in every possible capacity. However, we recognize that situations can arise where enabling these software freedoms can jeopardize the core operations of a company. In these situations, portions of the source code may need to be closed source.

We believe in a fifth software freedom: **The freedom to permissively share one's own work.** The GPL prevents this freedom by forcing any code that is compiled with or linked to GPL code to be under the same license, thereby suppressing the use of permissive open source licenses. We believe this “viral” aspect of the GPL is deeply destructive to the larger community. Because of this, we do not advocate the use of the GPL for any purpose.

MousePaw Media temporarily licenses some of our code under the GPL as part of our “dual-licensing” structure. However, we *will* be relicensing this code under an original license, the Software Freedom Propagation License [SFPL], which we'll be writing later. This new license will require that any code compiled with or linked to SFPL code must be licensed under *any OSI-approved license*. This allows us to support the propagation of FOSS, and recreate all of the protections inherent to the GPL, without violating the “fifth freedom”.

Our current Licensing Standards can be found at:

<https://standards.mousepawmedia.com/licensing.html#software-licenses>

CREATIVE COMMONS AND COPYRIGHTS

While much of our original intellectual property, including *Operation SpyRat*, is copyrighted, we also advocate and support the Creative Commons. The Creative Commons licenses explicitly allow free use of the content, with particular limitations depending on the exact license.

Because we rely heavily on Creative Commons content, we also look for opportunities to put some of our work into that space.

Our current Content Licensing Standards can be found at:

<https://standards.mousepawmedia.com/licensing.html#content-licenses>

MISCELLANEOUS

We **publicly support** the following causes and organizations:

- Open Source Initiative
- Creative Commons
- Net neutrality
- Internet privacy
- Copyright, insofar as it supports the rights of the creator.

We **do NOT support** the following:

- Digital Rights Management [DRM]
- Digital Millennium Copyright Act
- Piracy, in any form.

EMPLOYEE CARE AND OPPORTUNITY

Instead of a Human Resources [HR] department, we have an **Employee Care and Opportunity [ECO]** department. This department provides employee resources, handles time reports and other administrative functions, oversees hiring, and resolves personnel issues.

All ECO forms can be accessed at mousepawmedia.net/eco. Completed forms should be sent to eco@mousepawmedia.com, which is monitored by the administrative staff.

TIME AND LEAVE POLICIES

MINIMUM TIME COMMITMENT

Your mandatory minimum time commitment is outlined in your contract. In general, interns are required to log a minimum of six hours per week, while internship graduates do not have a minimum time commitment.

If you have a contractual time commitment, be aware that it is strictly enforced. If you foresee any difficulty with keeping this commitment, immediately contact your supervisor for help. MousePaw Media has been running the internship program since 2014, and in that time, all of our graduates were able to meet their time requirements amidst considerable school, work, and life commitments; as such, we are prepared to help you restructure your schedule and time management habits to balance and keep your obligations.

TIME LOGGING

All time spent working at the company **must be reported** using eHour on our DevNet server (ehour.mousepawmedia.net). We have very strict policies regarding time reporting.

For all our policies, the time zone is U.S. Pacific.

1. The new work day begins at 0600 (6 AM) – any hours logged prior to that apply to the previous day. The new work week begins every Monday.
2. Hours for a given day **must** be reported before 1000 (10 AM) the next day. This facilitates logging overnight work hours, as the server shuts down at 2200 (10 PM) every night.

3. Each day's logs must contain a description containing the **object codes** for the work completed that day. These may be:
 1. Phabricator Maniphest Task IDs
 2. Phabricator Differential Revision IDs
 3. Phabricator Pholio Mock IDs
 4. Phabricator Ponder Question IDs
 5. Repository commit numbers
 6. Phabricator Phriction (wiki) page links
 7. Phabricator Calendar Event IDs
4. Appropriate proof must be provided for extended periods of "research". This may take the form of a Ponder Question, wiki page edits, or actual resultant work.
5. If you are unable to log your time by the deadline, or have technical difficulties with eHour, please contact **eco@mousepawmedia.com** for help.

WEEKLY CHECK-INS

Every week on a pre-established day, you **must** send an email to **eco@mousepawmedia.com**, describing what you did over the past week, and what you plan to do over the next week. This email must arrive no later than 1900 (7 PM) on your chosen day. This check-in email constitutes a major part of your job attendance, and aids supervisors in tracking what's going on within a team.

LEAVE OF ABSENCE

If you'll be away from your work for a week or more, **or** if you are an intern and plan to put in less than six hours for the week, you must file a **Leave of Absence Request** form in advance. Manager approval is required before taking the leave in question.

DISCIPLINARY WARNINGS AND ACTIONS

Violation of any company policies may result in disciplinary action, up to and including termination of employment/internship, and legal action if deemed necessary. This is at the ultimate discretion of management.

Any time a warning is issued or disciplinary action is taken, the employee will receive a written **Disciplinary Warning Notice**, describing the issue, the consequences, the plan for improvement (if relevant), and consequences of further infractions. This may be preceded or accompanied by a face-to-face meeting between the employee and management, at management's sole discretion.

Disciplinary Warning Notices are considered both *final* and *non-negotiable*. If you do not agree with any part of a Disciplinary Warning Notice you received, including the consequences thereof, you may be given an opportunity to discuss your concerns with management; however, you should understand that *this is not your right*.

Disciplinary action is at the discretion of management, and may include (but is not limited to) probation, unpaid leave, loss of privileges, docking hours or compensation, or even termination.

FORMAL GRIEVANCES

If you are experiencing a conflict with one or more co-workers, and it cannot be resolved informally, you may file a **Formal Grievance** within 15 days of the incident. This will facilitate resolution of the conflict by management.

In any situation, the goal of a Formal Grievance is to find a resolution to a conflict in the most peaceful and effective manner possible.

RESIGNATION

If you intend to resign entirely from your role with the company, you will need to fill out a **Resignation Request**.

If you are an intern, bear in mind that under the terms of your contract, a resignation for any reason other than unforeseeable and unavoidable life circumstances may (and usually is) counted as a

termination (firing), instead of a resignation. Such a resignation cannot be rescinded, and the resigning intern permanently forfeits all benefits of employment.

CONFLICTS AND ACCOUNTABILITY

We strive to maintain constructive, professional, friendly communication between employees at all times – *in that order*. To that aim, our Code of Ethics, Community Rules, and company policies are strictly enforced.

Most of this is pretty self-explanatory, but because our communication style tends to be friendly and somewhat relaxed, it can be easy to overlook one aspect: **we are working in a professional environment** wherein, while we may generally be *friends*, we are not necessarily *peers*. Rank and management authority should be a factor in *how* we disagree and debate. Everyone is entitled to basic respect and civility, but superiors should be treated with *additional* respect; at our company, rank and authority are earned.

Employees are always welcome to bring up matters they are concerned about. When doing so regarding a superior, it is helpful and important to remember that everyone is accountable to *someone*.

- Interns are accountable first to their internship supervisors, second to their other supervisors, and third to direct co-workers with higher rank.
- Journeymen (see “Seniority and Roles”) are mutually accountable to one another and to their superiors. The same is true of Seniors.
- Managers are specially accountable to one another. Leads and Assistant Leads have special authority to directly confront problems regarding each other, regardless of seniority and role. Second Assistant Leads, although they are in training, have similar authority to voice concerns.

In short, while you may voice concerns, you may not be responsible for holding the individual accountable. You can generally trust that person’s peers and superiors to handle accountability. (If you feel the issue is serious enough, you may choose to file a Formal Grievance.)

Managers have unique authority to address problems. It’s one of their primary roles. As a rule, **managers are encouraged to address a problem at the same scope it occurred**. For example, if an employee were disrespectful to a Lead in a private email, that should be addressed in private.

However, if the employee were disrespectful to the Lead during a meeting, they should be confronted during the meeting. With that said, **a manager always has the right to involve other managers**, at their sole discretion.

DRUG AND SUBSTANCE POLICIES

MousePaw Media is a drug-free workplace. As such, we prohibit the use of non-prescribed drugs or alcohol during work hours. If the employee comes to work under the influence of drugs or alcohol or uses drugs or alcohol during work time, the employee will be disciplined in accordance to the policy, up to and including termination.

Additionally, we strictly prohibit any and all smoking or any form of tobacco use during or within one hour prior to any work session or company-sponsored event which the individual is attending in person. This policy is intended to protect employees who are sensitive to these substances.

EQUALITY POLICIES

We have a zero tolerance policy for harassment in any form, including bullying, hazing, and discriminatory behavior. Everyone is entitled to the same basic and professional respect, regardless of gender, nationality, disability, religion, heritage, lifestyle, health, or beliefs.

Employees are **absolutely required** to report in writing any harassment they experience or observe to management. The issue ***will*** be investigated by management and appropriately dealt with.

By this same token, we do not tolerate anyone demanding special privileges, excepting reasonable accommodations. Equality means exactly that: *equality*. Everyone is held to the same standards of conduct and behavior.

We aim to comply with all Equal Employment Opportunity laws, policies, and regulations. If you need special accommodations for any reason, please contact **eco@mousepawmedia.com**.

COMPENSATION

TYPES OF COMPENSATION

All employee work at MousePaw Media is *compensated* in one of two forms: **equity** and **college credit**.

Equity compensation is better known as “payment in shares.” Each employee works at an established rate-per-hour, but instead of receiving direct payment for their time, that amount is considered their **investment** in the company. When the company establishes, the employee will be granted financial shares entitling them to a percentage of the company’s net profits. This percentage is equivalent to the employee’s investment over the grand total of all investments in the company.

For example, if an employee works 240 hours at the rate of \$10/hour, they have earned \$2,400 in compensation. This amount is considered the employee’s investment in the company. Let’s imagine that when the company establishes, the total of *all* investments in the company is \$1M. \$2,400 over \$1M is 0.24%, meaning the employee is entitled to that percentage of the net profits for the life of the company.

College credit compensation works via formal internship agreements between MousePaw Media and an educational institution of which the employee is a student. Within this agreement, a **set number of hours** is to be performed by the employee and reported to the institution. Additional policies and requirements may be established by the educational institution.

For example, Whitworth University internships require 120 hours, with a minimum of 12 hours a week. The student cannot count training time towards these hours, and must be performing tasks which vary from their previous duties at the company.

MIXING COMPENSATION TYPES

Each hour worked can only be compensated in **one** manner. However, as we believe that *all* work should be compensated, it is common to be compensated partially in equity and partially in college credit.

For example, since Whitworth University does not permit a student to receive college credit for training time during an internship, this inevitable part of the job is compensated by us in equity.

To ensure accuracy of records, **the employee is required to record which time counts towards college internships**. This must be recorded in the daily descriptions for their official company time logs on eHour.

SENIORITY AND ROLES

At MousePaw Media, we draw a distinction between seniority – an employee’s experience level, and therefore their level of compensation – and roles, including leadership roles.

SENIORITY RANK

Seniority Rank establishes the level of experience of an employee, and defines the corresponding privileges and compensation. All departments follow the same basic seniority structure, although the criteria for promotion varies from one department to the next.

There are five ranks of seniority, although each department has unique titles for each level:

1. Intern I
2. Intern II
3. Journeyman I
4. Journeyman II
5. Senior

“Journeyman” is a traditional term which refers to a skilled worker who has completed an apprenticeship (or in our case, an internship), and is in the process of working towards a level of mastery. This is a very common term across multiple disciplines and industries, and while uniquely applied here, is the best descriptor for that rank.

Progression through these Seniority ranks are **strictly enforced**. Regardless of an individual’s skills and experience, they must start at Intern I and progress through to Senior through the processes and policies described herein.

Promotion through Seniority ranks is **non-competitive**, and is always initiated by the employee in question. Each promotion request is considered on an individual basis, without regard to the other promotion candidates. We have a few rules in place, to keep this system running smoothly:

- If an individual is qualified for Seniority promotion, it *will* be granted.
- Promotion to Journeyman II or Senior only occurs during January or July.

- If the budget does not permit all required compensation increases, the promotion itself will still be granted regardless. Compensation increases will be granted first-come-first-served as the budget allows until all required increases have been fulfilled.
- The condition of the employee compensation budget is strictly confidential during the months of December-January and June-July.

NOTE: At this time, we are still on a compensation-by-shares system. The above rules relating to compensation have been put in place as a formality, but are unlikely to be needed until we switch to a traditional compensation system later.

INTERNS

Generally, the only way into MousePaw Media is via the internship program. This ensures that all employees possess the same basic knowledge and skills before taking on certain roles. Even if someone wishes to enter in as a regular employee, they will be required to complete all the same training as an intern.

The internship is divided into two distinct “stages,” each being 120 hours. An internship checklist is provided, detailing all goals and requirements that must be met before promotion to Intern II and Journeyman I (internship graduation). All checklist items for Intern I must be completed before promotion to Intern II.

At the outset, each intern is assigned an **internship supervisor**, who oversees training, ensures the proper completion of assignments and goals, and ultimately verifies and approves advancement to Intern II and Journeyman I.

Obviously, one can take more or less than 120 hours to finish the Intern I checklist, but a minimum of 120 hours are *required* to leave this stage. They can, obviously, complete some items on the second checklist, but if too much is done out of order, it would indicate a serious problem with time and task management.

Intern I encompasses the first half of the internship. Only basic employee privileges are granted:

- Access to full staff network.
- Standard self-autonomy over assignments. (Still accountable to leads).
- Shares at \$10/hour.

Intern II encompasses the second half of the internship. Upon reaching this stage, the employee...

- Can serve on the Standards Board.
- Under certain circumstances...
 - May gain Repository Master privileges.
 - May be considered for Project Manager role.
 - May be considered for Second Assistant Lead role.

We provide the opportunity to individuals at the Intern II level to have leadership roles, as part of their internship experience. However, additional discernment is called for to ensure that the individual is prepared for the responsibility involved. In general, qualified and interested individuals at higher ranks of seniority are considered for leadership roles first, although this isn't always the case.

The official title for this stage depends on your department:

- Junior Developer (I/II)
- Apprentice Content Developer (I/II)
- Apprentice Designer (I/II)

Under certain circumstances, the “Junior” or “Apprentice” part of the title may be omitted out of respect for existing experience.

JOURNEYMAN

After graduation from the internship program, one is considered a Journeyman. This is also divided into two distinct “stages” - Journeyman I and Journeyman II.

Journeyman I gains the following privileges:

- Shares at \$12/hour.
- May gain Repository Master privileges.
- May be considered for Project Manager role.
- May be considered for Second Assistant Lead role.
- Under certain circumstances:
 - May be considered for Assistant Lead role.

Journeyman II gains the following privileges:

- Shares at \$13/hour.
- May serve as Internship Supervisor.
- May be considered for Assistant Lead role.

A single Journeyman checklist outlines all the criteria that must be met before graduation to the next stage, Senior. A certain number of criteria must be met before graduation to Journeyman II. This number varies from one department to the next, and is outlined on the checklist.

Journeymen are accountable to themselves, one another, and (obviously) their supervisors. Progress through the Journeyman checklist is the sole personal responsibility of the individual in question – they alone decide what order to complete items, the timeline for completion, and the timing for applying for promotion.

A promotion request to Journeyman II or Senior will be objectively reviewed and verified by 2-3 individuals of higher seniority, including the department Lead.

The official title for this stage depends on your department:

- Journeyman Developer (I/II)
- Associate Content Developer (I/II)
- Associate Designer (I/II)

SENIOR

Senior is the highest formal rank of seniority at MousePaw Media.

Before graduating to Senior, an employee must not only complete the entire Journeyman checklist for their department, but also present a “Masterpiece” work demonstrating one’s best skill.

Being a Senior brings the following privileges:

- Third pay promotion (\$14/hour).
- May be considered for a Lead role.

As the company grows, we’ll have more specific privileges for this level.

ROLES

Roles are formal positions of leadership which do not affect seniority or level of compensation. In many ways, Roles are related to *certifications*. After passing training and the accompanying tests, one may move in and out of the role as needed. Therefore, many employees may have a given certification, but only a limited number will be active in the role at one time.

The following roles exist at MousePaw Media:

- Repository Master
- Project Manager
- Second Assistant Lead
- Assistant Lead
- Lead

SELECTION PROCESS

Qualified employees are ultimately selected for Roles by management staff, while the decision whether to accept or decline rests with the individual in question. An employee may express an interest or willingness to serve in a Role, but the decision is still up to management.

In addition to the established prerequisite qualifications for a Role, an employee's work, conduct, reputation, and personal strengths and weaknesses are taken into account. Beyond this, there is no formal selection process.

MOTIVATION FOR STRUCTURE

Roles are intentionally disconnected from both seniority and compensation. This is intended to accomplish several goals:

- *Career advancement* is not an incentive for taking a role. This helps ensure that employees in leadership positions are there out of a desire to *lead*, rather than to *advance*; the latter motivation can poison effectiveness and ethics.
- An individual can step down from a role without affecting their seniority or compensation, thereby helping prevent *burnout*.
- Individuals with no interest in leadership are not hindered in their career advancement, and they are not forced into leadership roles they will not thrive in.

- The “baton” can be passed on more often; new leaders can step into roles and bring fresh ideas, while still being able to draw from the collective wisdom and support of still-present prior leaders.

LEAD

A Lead is the final authority in their department, and they have direct input into the management of all other departments.

Responsibilities and privileges include...

- Full authority over department.
- Authority to approve/deny Leave of Absence Requests.
- Authority to issue Disciplinary Warning Notices.
- Authority to approve/deny Internship Resignation Requests.
- Authority to terminate employees.
- Authority to access, create, modify, and delete company user accounts.
- Server administrators.
- Phabricator system administrators.
- eHour administrators...
 - Access reports.
 - Lock/unlock hours.
 - Amend time logs.
 - Administrate system.
- IRC founder OP.
- Repository Master (as needed).
- Access to the company's online accounts.
- Assists with hiring.

Prerequisite qualifications for this role are...

- Must have Repository Master Certification.
- Must have passed Project Manager Certification.
- Must have served as Assistant Lead for at least three months. (Does not apply to owners.)
- Must have achieved Senior rank.

ASSISTANT LEAD

An Assistant Lead is actively involved in running their department and directly assisting their Lead. An Assistant Lead must be at least a Journeyman I. A department usually has as many Assistant Leads as it has teams, but never more.

Responsibilities and privileges include...

- Effective top authority over department (delegated from Lead).
- Authority to approve/deny Leave of Absence Requests.
- Authority to issue Disciplinary Warning Notices.
- Phabricator administrator.
- eHour Manager
 - Access reports.
 - Lock/unlock hours.
 - Amend time logs.
- IRC full OP.
- Repository Master (as needed).
- Access to the company's online accounts.
- Assists with hiring.
- May act as full Lead in the event the Lead is absent.

Prerequisite qualifications for this role are...

- Must have Repository Master Certification. (Effective 2018)
- Must have passed Project Manager Certification. (Effective 2018)
- Must have served as Second Assistant Lead for at least three months.
- Must have reached at least Journeyman I rank.

SECOND ASSISTANT LEAD

A Second Assistant Lead is in training to become an Assistant Lead Developer. They have a subset of an Assistant Lead's authority, although they will often be involved in management decisions, especially for training purposes.

Responsibilities and privileges include...

- Authority over department (delegated from Assistant Lead).
- Phabricator administrator.
- eHour Reporting Manager
 - Access reports.
- IRC full OP.
- Repository Master (as needed).
- Assists with hiring.
- May act as full Lead in the event the Lead *and* all Assistant Leads are absent.

Prerequisite qualifications for this role are...

- Must have Repository Master Certification. (Effective 2018)
- Must have passed Project Manager Certification. (Effective 2018)
- Must have reached at least Intern II rank.

PROJECT MANAGER

By default, project management falls to the Lead or Assistant Lead with direct authority over that project. However, in some cases, it is more practical to delegate leadership to another staff member with more experience in a given project.

- Effective top authority on all project-related matters (delegated from Leads).
- Repository Master (as needed).

Prerequisite qualifications for this role are...

- Must have Repository Master Certification. (Effective 2018)
- Must have passed Project Manager Certification. (Effective 2018)
- Must have reached at least Intern II rank.

REPOSITORY MASTER

A Repository Master is someone with elevated access and control privileges over the repositories and build systems. They are responsible for diagnosing and fixing problems with the version control software [VCS] (such as Git), build systems, mirrors, and continuous integration [CI] systems (such as Jenkins). They are also responsible for ensuring compliance with policies and coding standards. Finally, they help minimize bugs and prevent breakages and substandard code in protected branches (e.g. 'master' and 'stable' and release tags).

Although the majority of programming staff members have proper certification, only a few individuals are granted the Repository Master role at any one time. This ensures that policies are properly enforced, and simplifies the process by which problems are resolved.

Prerequisite qualifications for this role are...

- Must have Repository Master Certification (effective 2018).
- Must have reached at least Intern II rank.

It is important to note that **not all Leads and Project Managers are Repository Masters**. While all must have certification, some do not actively hold this role.

ADDITIONAL COMPANY POLICIES

In addition to the aforementioned policies and regulations, the following policies are enforced at MousePaw Media.

COMMUNICATION

1. All company-related communications should take place via the MousePaw Media Staff Network whenever possible.
2. Every interoffice email should be read, replied to (within reason), and retained.
3. Company email should be checked every day.
4. Phabricator should be checked every work day.
5. Employees should be present in the company IRC room during work hours (as possible). Additionally, employees are encouraged (although not required) to be present in the IRC room whenever practical, to facilitate communication with coworkers and outside contributors.
6. Before you send an email, consider whether the conversation belongs on Phabricator...
 - a) Discussions regarding **Maniphest Tasks** should be in the item's comments.
 - b) Discussions regarding **Calendar Events** should be in the item's comments.
 - c) Discussions regarding **Pholio Mocks** should be in the item's comments.
 - d) Discussions regarding **Differential Revisions** should be in the item's comments.
 - e) Discussions regarding a particular **Diffusion Commit**, but not warranting a Maniphest Task (e.g. bug reports), should be in the item's comments; optionally, you may choose to "Raise a Concern" using that interface.
 - f) **Technical questions** and **open discussions** should be posted to **Ponder**; alternatively, **Slowvote** may be used for polls.
7. Every staff member should have webcam and microphone capability, to facilitate live chat.
8. Video chat should be used whenever possible for long-distance meetings, to promote better communication. Audio-only chat may be used whenever video chat is not available or technically feasible.
9. Video chat meetings should take place on the company Jitsi room, except...
 - a) If Jitsi is not available or reasonably functional, the company Discord room or Google Hangouts may be used.
 - b) If the meeting is in person, this policy does not apply.

SCHEDULING AND TASKS

To ensure clear and coherent time and task management, we enforce the following policies:

1. Official events must be posted on Phabricator Calendar.
2. Employees should Accept or Decline each Calendar Event they are invited to *in advance*.
3. Official tasks and deadlines must be posted on Phabricator Maniphest.
4. “The Rule of Tasks”: If the goal won’t be completed in the next ten minutes, make a task.
5. Task maintenance is the responsibility of the person assigned to the task; if no one is assigned, it is the responsibility of the task creator.
6. Tasks must include:
 - a) The four QTM Measures,
 - b) The present Status (e.g. Pending, In Progress, Completed, Rejected),
 - c) Tags for the department, project, and (if relevant) team.
7. All staff should have regular “office hours”: specific hours they are regularly available each week. These should be listed on one’s Phabricator profile, using the “Office Hours” field, and strictly kept up-to-date.
8. Exceptions to stated office hours (7) should be published to the Phabricator Calendar.

SECURITY

1. At no time should any staff member give out his/her company login credentials, including passwords, under any circumstances.
2. Staff members are responsible to maintain the security of their account and all company accounts to which they have access. This includes...
 - a) Signing out of company-related accounts before allowing another individual access to the computer they were using.
 - b) Storing their password in a secure, private location. In-browser password managers are strongly discouraged; storing the password in plain text in *any* fashion is absolutely forbidden.
 - c) Properly securing other company-related credentials, including SSH private keys and GPG encryption keys.
 - d) Properly securing and restricting access to any and all computers and devices which contain or otherwise provide direct means of accessing confidential company resources, records, and/or accounts. (For example, this would include a laptop which automatically synchronizes files from the company Nextcloud).

3. At **no time** should any staff member ever change their own password. Company passwords are assigned by the IT department, and are stored in secure, encrypted records. If you need a new password, contact the IT department at **hawksnest@mousepawmedia.com**.
4. At no time should any MousePaw Media employee access any part of their account using Microsoft products.
5. Potential, possible, and suspected account security breaches should be reported ***immediately*** to **hawksnest@mousepawmedia.com**. This includes theft of any device regularly used for work – given physical access to a machine, it is possible to for someone to defeat all other local account security measures.
6. Management and the company IT staff may access any MousePaw Media account, without warning and at their discretion, for purposes of security, safety, and maintenance.
7. Any staff member with access to employee and/or hiring records must first sign the Confidentiality Agreement (Phabricator Legalpad L7).

CONFIDENTIALITY AND SOCIAL MEDIA POLICY

1. Company files and intellectual property may *not* be shared outside of the company for any reason, with the exception of open-source and Creative Commons licensed material, without the written permission of the relevant department Lead.
2. Internet postings should not disclose any information that is proprietary to the company or which was disclosed confidentially to the company by any third-party.
3. Any commentary on any aspect of the company's business by an employee should include a clear identification as an employee, and a disclaimer that the employee's views do not necessary reflect the views of the company.
4. Company logos or trademarks should not be included in internet postings on any account not officially maintained by MousePaw Media without written permission of the relevant department Leads.
5. Employees should not present themselves as company representatives if they have not been granted that authority in writing by the company. They should neither claim nor imply they are speaking on the company's behalf.
6. The company reserves the right to request that certain subjects are avoided, and that internet posts and comments relating to the company are withdrawn.
7. The preceding social media policies apply to multi-media, social networking websites, blogs, online communities, chatrooms, and wikis for both professional and personal use.

MISCELLANEOUS

1. Official company documents should comply with the following policies:
 - a) They should be created in LibreOffice and saved in the appropriate OpenDocument Format.
 - b) Copies of the editable OpenDocument Format files should be stored on Nextcloud.
 - c) Read-only copies of the files should be saved in PDF format.
 - d) The font “Cabin” should be used for all documents. “Liberation Mono” or “Source Code Pro” may be used where a monospace font is required.
2. Employees may choose to fill out the form using digital tools, but they *must* sign their name by hand – either using a graphics tablet or by printing, signing, and scanning the document. (The application “Xournal” may be used to digitally fill out and sign a document.)
3. At least one hard copy of any completed form or contract must be printed and retained in company records. A digital copy must also be maintained in the appropriate secure company Nextcloud folder.
4. It is only possible to remove data from Phabricator using special administrative tools. To request data to be deleted from Phabricator, a Deletion Request form must be submitted.

DEPARTMENTAL POLICIES

In addition to the company-wide policies, each department has additional formal policies. These policies are enforced alongside the official company Standards.

CONTENT DEVELOPMENT

1. The following content must be stored, tracked, and maintained on the appropriate Git repositories:
 - a) Official scripts and game draft, which are maintained using Sphinx.
 - b) All text-based game content, including related XML and code files.
 - c) All graphical content which will be packaged as-is with the game content files. This should be in .PNG or .PNG32 format.
2. Changes to repository-tracked text-based content must first be posted to a Differential Revision and appropriately reviewed and approved. Repository Masters are exempt from this rule at their discretion, but are encouraged to follow it when possible.
3. **Every work day**, all repository-tracked content work must be uploaded to an appropriate Differential Revision.
 - a) Reviewers may be omitted from the Differential Revision until you are ready for review.
 - b) Before a Differential Revision is landed, it must meet all of the criteria outlined in Phabricator Paste P1.
 - c) You must link your relevant Maniphest Tasks to your Differential Revision.
 - d) Repository Masters are exempt from this rule at their discretion, but are encouraged to follow it when possible.
4. All documents should be created and maintained using LibreOffice, and saved in the appropriate OpenDocument Format. Copies of these documents should be stored in the appropriate folders on Nextcloud.
5. Any work uploaded to Nextcloud should be placed in your assignment folder, which should be shared with your department. Subfolders may be created within your assignment folder to further organize your work.

DESIGN AND PRODUCTION

1. All design files, including project and resource files, should be stored in the appropriate folders on Nextcloud.
2. Graphics which are ready for review, or needed for reference, should be posted on Phabricator Pholio in lower resolution (no more than 1000px in any direction). Specific upload exceptions may be made by department supervisors.
3. **Every work day**, all design work must be uploaded to Nextcloud.
4. Any work uploaded to Nextcloud should be placed in your assignment folder, which should be shared with your department. Subfolders may be created within your assignment folder to further organize your work.

PROGRAMMING

1. All code must be stored and tracked using the official company Git repositories, which are managed and accessed via Phabricator Diffusion. GitHub is only to be used for mirrors.
2. Changes to code must first be posted to a Differential Revision and appropriately reviewed and approved. Repository Masters are exempt from this rule at their discretion, but are encouraged to follow it when possible.
3. Bug reports and feature requests must be logged and tracked on Phabricator Maniphest.
4. **Every work day**, all coding work must be uploaded to an appropriate Differential Revision.
 - a) Reviewers may be omitted from the Differential Revision until you are ready for review.
 - b) The tags “nobuild” and “notest” may be included in the Differential Revision’s Subscribers field to prevent Jenkins from building and testing the code (respectively) until you’re ready for each.
 - c) A single Differential Revision should cover one basic feature, and/or any number of bug fixes.
 - d) Before a Differential Revision is landed, it must meet all of the criteria outlined in Phabricator Paste P1.
 - e) You must link your relevant Maniphest Tasks to your Differential Revision.
 - f) Repository Masters are exempt from this rule at their discretion, but are encouraged to follow it when possible.
5. Internal documentation should be maintained on the appropriate Phabricator Phriction wiki page(s).
6. External (end-user) documentation should be maintained via Sphinx on the appropriate Git repository.

COMMUNITY RULES

ENFORCEMENT

Because MousePaw Media is an active open-source community, we have established public Community Rules. All community members, whether staff, formal volunteer, or outside member, are expected to know and abide by these rules.

The current official version of the Community Rules can always be found at mousepawmedia.com/communityrules. These have also been printed within this document. All users are also required to digitally sign a copy of these rules before they can use Phabricator.

The Community Rules shall be strictly enforced. All staff members have the right to act as community moderators, deferring only to seniority and management.

All disputes by staff about Community Rules must be presented *in writing* to eco@mousepawmedia.com. Leads have the final authority to determine whether the dispute should be addressed; if it is, it will be formally presented to the Standards Board.

COMMUNITY RULES

NOTE: We try to follow the Ubuntu Code of Conduct (<https://www.ubuntu.com/about/about-ubuntu/conduct>). Many of the points below are derived from that document.

By using any part of the MousePaw Media Development Network, including DevNet and the MousePaw Media IRC channels, you agree to abide by our community rules.

RESPECT: Everyone is entitled to basic respect, period. Assume the best, aim to resolve conflict, and treat others the way you want to be treated. Harassment, hate speech, bullying, "flaming" and "trolling" will not be tolerated in any form.

RESPONSIBILITY: Mistakes are a natural part of growth. Each individual in the community should be honest about and willing to learn from these mistakes.

COMMUNICATION: Don't be shy about sharing ideas, asking questions, or expressing concerns; also, please respect others' right to communicate the same.

QUESTIONS AND ANSWERS: If you don't know something, please ask for help! We are all growing and learning. Meanwhile, please don't answer questions in a rude or flippant manner.

COLLABORATION: We welcome your ideas and collaborative efforts. Please remember that our projects are the culmination of many ideas. Regard the contributions of others with the same value you place on your own.

STEPPING DOWN: Your participation is voluntary. If you decide you don't want to be involved in a project anymore, that is your right. However, please be considerate in how you step down, so as to minimize disruption to the project.

LANGUAGE: We ask that our community members not use crude or foul language (i.e. profanity, racism, etc.). This includes "obfuscation" of such language, such as through substituting symbols for the letters. This rule helps keep our communication friendly, and promotes use of *real* words to express ideas.

CONTENT: We ask that our community members do not post any content which is "NSFW" (not safe/appropriate for work), "mature audiences only," or otherwise stronger than a "PG" rating. This includes material which is violent, sexual, or encouraging illegal activity.

NO LITTERING: Please don't create posts or other content which serves absolutely no purpose to the project. Fun, humor, and occasional off-topic talk is welcome (especially in comments and chat) as long as we're getting the work done, but please don't clutter up the network with useless noise. On Phabricator, use appropriate tools (such as Tokens) for giving generic feedback; use comments for more specific feedback.

NO VANDALISM: Do not attempt to deface, remove, or otherwise destroy your contributions, or the contributions of others. (This does NOT include revision or removal of comments.) If you need something removed, contact an administrator.

NO CRACKING: We have set various security measures and permissions controls in place throughout our network. Do not tamper with these or attempt to break them; doing so is a serious violation, generally resulting in immediate and permanent removal from the community.

NO ADVERTISING: You may not post anything designed solely to promote another website, product, service, or the like. You *MAY* post links and/or information relevant to a conversation. The line between relevance and promotion is highly contextual, and is ultimately up to the discretion of the moderators.

NO SCRAPING: You may not collect bulk information about our staff or community members by any means for any reason.

YOUR ACCOUNT: You are solely responsible for the maintenance and operation of your account in compliance with these rules. If you believe your account has been compromised, contact us at developers@mousepawmedia.com.

MODERATORS: All MousePaw Media staff have the full authority of moderators in all cases. Their decision shall be considered final - modification and reversal of decisions are internal company issues. As such, do not dispute staff decisions publicly. In the event of a conflict between staff and community members, contact an administrator (such as Jason C. McDonald [jcmcdonald] or Anne McDonald [ajmcdonald]) privately.

OUR RIGHTS: The MousePaw Media Development Network is operated and run by MousePaw Media. As such, we as a company retain the exclusive rights of full control over all aspects of the Development Network, including...

- The right to add, modify, and remove any content as we see fit.
- The right to add, modify, and remove features and access to features on the MousePaw Media Development Network as we see fit.
- The right to add, modify, access, deactivate, and/or remove any accounts on the MousePaw Media Development Network.
- The right to revise these rules as we see fit.

STANDARDS GOVERNANCE

STANDARDS

MousePaw Media operates under a carefully curated set of **Standards**. These are *living documents*, meaning they are regularly reviewed and revised to meet the needs of the company.

The current official version of the Standards can always be found at **standards.mousepawmedia.com**. This is always the version that is enforced.

The following are formal Standards at MousePaw Media:

- Commenting Showing Intent [CSI]
- Live-In Testing [LIT]
- Quantified Task Management [QTM]
- Coding Standards
- Licensing Standards
- Technical Standards

The following standards are pending finalization. Enforcement is at the discretion of the department Leads:

- Content Standards
- GIMA (Graphical Interface for Maximum Accessibility) Design Standards
- Ethical Standards
- Technical Design Standards

The *current proposed draft* of the Standards can be found at **mousepawmedia.net/standards**. All other standard notes and drafts can be found on Phabricator Phriction, under Standards.

STANDARDS BOARD

The Standards Board is responsible for reviewing, revising, and maintaining all formal written documents of governance. This includes Standards, Community Rules, ECO Policy, Company Policy, and the Employee Handbook.

COMMITTEES

The Standards Board consists of four distinct Committees:

The **Administrative Committee** oversees:

- Community Rules
- Company Policy
- ECO Policy
- Ethical Standards
- Licensing Standards
- Software Standards

The **Programming Committee** oversees:

- Coding Standards
- Commenting Showing Intent [CSI]
- Company Policy: Programming
- Live-In Testing [LIT]
- Quantified Task Management [QTM]
- Software Standards
- Technical Standards

The **Design Committee** oversees:

- Company Policy: Design+Production
- Design Technical Standards
- Graphical Interface for Maximum Accessibility [GIMA]
- Software Standards

The **Content Committee** oversees:

- Company Policy: Content Development
- Content Technical Standards
- Educational Standards

- Software Standards

STANDARDS PUBLICATION

Standards are officially published in three major places:

This **Employee Handbook**, which contains:

- Community Rules (also published online)
- Company Policy
- ECO Policy

The **Standards Documents** (standards.mousepawmedia.com), which are maintained in our rSTD Git repository. These contain all public standards:

- Coding Standards
- Commenting Showing Intent [CSI]
- Licensing Standards
- Live-In Testing [LIT]
- Quantified Task Management [QTM]
- Technical Standards

We use **Phabricator Phriction** for some internal standards, as well as anything pending official publication. We are working on phasing out use of Phriction for official standards publication.

Currently, it contains:

- Content Technical Standards
- Design Technical Standards
- Educational Standards
- Ethical Standards
- Graphical Interface for Maximum Accessibility [GIMA]
- Software Standards

STANDARDS BOARD REGULATIONS

1. The Standards Board Committees are formed at the start of each quarter. Membership criteria and rules are as follows:
 - a) The Administrative Committee consists of all department leads (all levels). Other members must be invited by a lead.

- b) Other Committees consist of the relevant department leads (all levels). Other department staff member with seniority Intern II or higher may volunteer for the committee.
 - c) No more than five members may sit on any one Committee at a time, with the exception of the Administrative Committee.
 - d) Prospective Committee members must attend the first scheduled Committee meeting of the quarter, or else be excluded from the Committee for the duration of the quarter. Exceptions may be granted to members of the Administrative Committee.
 - e) After the initial meeting, Committee membership is locked for the duration of the quarter, except if altered by three-quarters majority vote of said Committee.
2. Proposals should be written in advance of the meeting, although expansion or modification thereof, or alternative proposals, may be presented during the meeting or afterwards.
 3. After initial discussion, the final modified Proposal must be put up for a formal vote during the meeting. The possible actions are:
 - a) A Proposal may be **Approved**, at which point a date of action may be set.
 - b) A Proposal may be **Pending**, which will delay the final vote until a specific date later in the quarter.
 - c) A Proposal may be **Postponed**, which will schedule it for re-presentation to the Committee at a specific later date (or specific condition).
 - d) A Proposal may be **Rejected**.
 4. The final modified Proposals, their statuses, and their dates of adoption should be published on Phame within three days after the Committee meeting.
 5. Approved Proposals should be officially published no later than three days after their date of adoption.
 - a) Official publication of the Proposals should be reviewed and approved by the Committee which passed the Proposal.
 - b) Official publications must contain a formal Changelog, detailing all changes and their date.
 6. Only current Committee members may vote on Proposals. Other staff members may submit formal comments to developers@mousepawmedia.com, but the Committee is not obligated to consider those comments.
 7. "Robert's Rules of Order" are recommended for Committee meetings, but are not required.

CHANGELOG

12 January 2018

- Standards Board: Updated entirety. (pg. 34-36)

03 January 2018

- Communication: Updated 5 (pg. 24)
- Scheduling and Tasks: Added 7, 8 (pg. 25)
- Miscellaneous: Updated 2; added 4 (pg. 27)
- Design and Production: Updated 1, 2 (pg. 29)

**THIS DOCUMENT IS MAINTAINED BY THE
MOUSEPAW MEDIA STANDARDS BOARD**

**QUESTIONS, CORRECTIONS, AND SUGGESTIONS SHOULD BE SENT TO
ECO@MOUSEPAWMEDIA.COM**