

Azita Rassi

**Giving Ellie
a leg up on life**



Soban Ali

**Responsive
First**



Wasi Manazir

**A workday in
life of Mun Sei**



Newsletter

SPARK

August 2023

GOING TRIBAL

By Azita Rassi

EDITORIAL



In an era where "agile" is less a buzzword and more a corporate mantra, we at Deriv have taken it a step further by going tribal. No, we haven't traded our laptops for spears, and I doubt that you'd see job titles such as 'Chief of Coding' or 'Shaman of Spreadsheets' (although, who knows). Our feature article explains the practical, not-at-all-caveman reasons for Deriv's new tribal structure.

In this edition of Spark, you'll also find a diverse array of topics that mirror our equally diverse workforce. Soban Ali underscores the necessity of making our software's responsive version a priority. Isabel Gambura walks you through the initiatives in Deriv Rwanda aimed at fostering healthier, more enjoyable workdays. Irina Ozmen offers an inside look into our Belarus office, illuminating its unique attributes and challenges.

You'll also find Ellie's piece that explores my particular fondness for elephants. To understand why these majestic creatures hold a special place in my heart, flip to her story on page 4.

As always, my deepest thanks go to Namrata, Wasi, Abby, Awang, Andy, Syakir, Azizul, Michael, Waqas, and all the contributors who have made this edition possible.

Azita Rassi
Editor-in-chief-on-training-wheels

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EMBRACING THE TRIBAL STRUCTURE

A new chapter at Deriv



Azita Rassi

A Deriv stalwart. Sits in Cyberjaya. A salad lover. She likes cakes too.

Change is the heartbeat of progress, and it's knocking louder than ever on the doors of Deriv. As the company continues to evolve and strive for excellence, a transformative shift is taking place that promises to shape the future of Deriv in ways that are exciting and innovative. This transformation comes in the form of agile tribes, a dynamic organisational structure that takes inspiration from the successful implementation of a similar model by Spotify. This article delves deep into Deriv's journey towards adopting the tribal structure, uncovering its benefits, implications, and the exciting future that lies ahead.

A transformational evolution

The traditional organisational chart, with its compartmentalised teams, was reimagined into the squads chart quite some time ago. It's now time for another makeover that aligns seamlessly with the company's overarching strategy. This is not a mere cosmetic change, but a strategic step towards enhancing efficiency, fostering innovation, and nurturing a collaborative environment that will make Deriv an even more remarkable place to work.

Tribes are not just units; they are dynamic ecosystems where talents converge and innovation thrives.

Deriv's four tribes

At the heart of this transformation lies the concept of "agile tribes," which finds its roots in Spotify's engineering culture. These tribes are more than just organisational units; they are dynamic communities of skilled individuals united by a shared purpose and driven by autonomy and collaboration. Deriv is grouping its existing squads into four main tribes, each led by a seasoned leader. These tribes are not mere administrative divisions; they represent the convergence of expertise, vision, and strategy.

1. The Great Place to Work tribe

This tribe, led by Seema, focuses on fine-tuning every facet of Deriv's work environment — from fostering camaraderie to enhancing perks — all to create an atmosphere that thrives on creativity, collaboration, and personal growth.

2. The Growth tribe

Led by Bouzoubaa, this tribe nurtures the innovation that propels us forward. Here, the spotlight shines on initiatives designed to fuel Deriv's growth engines. The Growth tribe's mission is to elevate Deriv to new heights, ensuring that the company's trajectory is one of continuous expansion and success.

3. The Risk Management tribe

This tribe, led by Joanna, specialises in navigating potential risks. They act as Deriv's guardian angels, ensuring that the company's journey is smooth sailing even in challenging waters. The Risk Management tribe fortifies Deriv against potential setbacks, making it an even more resilient and adaptive organisation.

4. The Operations tribe

Led by Rakshit, this tribe ensures that the gears of Deriv are well-oiled and functioning flawlessly day in and day out. They work tirelessly to ensure the seamless execution of operations, ensuring that Deriv's show goes on without a hitch.



“
Tribes are not just units; they are dynamic ecosystems where talents converge and innovation thrives.
”

A cultural shift

It's important to note that while the org chart is being revitalised, the composition of squads remains unchanged. The essence of this transformation lies in providing clearer direction and well-defined processes, further enhancing the efficiency and impact of each squad.

Tribes and squads

A central pillar of the tribal structure is the concept of "tribes and squads." A tribe, in essence, is a group of aligned squads with a shared mission. This composition fosters an environment where cross-functional collaboration is second nature, allowing Deriv to deliver products of the highest quality.

Squads, the building blocks of tribes, are self-organising units focused on product delivery. Each squad operates within a well-defined feature area. These squads are loosely coupled yet tightly aligned, each contributing to Deriv's overarching mission while maintaining a sense of autonomy and ownership.

Scalability and efficiency

One of the cornerstones of Deriv's transformation through agile tribes is scalability. As the company continues to grow, the tribal structure offers a scalable model that eliminates the need for additional management layers. This means that as Deriv's size expands, its organisational structure remains flat, ensuring that the company's unique DNA is preserved. The tribes model acts as a protective shield against the pitfalls of excessive corporate hierarchy.

“
Each tribe is a mini-organisation, equipped to solve problems in its domain and nimble enough to change direction when needed.
”

Fostering collaboration and empowerment

The tribal structure also brings with it a refreshing approach to efficiency and collaboration. In traditional structures, it often takes months for teams to gel and become effective. Agile tribes, however, eliminate this initial period of adjustment. Squads within a tribe that have worked together on previous projects seamlessly transition into new ones. This familiarity fosters effective collaboration, with squad members knowing each other's strengths and working styles.

Additionally, agile tribes foster a culture of care and empowerment. Larger departments often struggle to provide personalised attention to each employee. Tribes change this dynamic by creating a more intimate setting where the needs of each team member are acknowledged and addressed. This results in a more informed and engaged workforce, ultimately contributing to Deriv's success.

Final note

As Deriv steers into a future shaped by agile tribes, it's worth pausing to recognise that this isn't just a reshuffling of organisational boxes on a chart. This is a calculated evolution, informed by the successes and lessons of pioneers like Spotify. By mobilising around tribes, we are fundamentally rethinking how people and processes coalesce to produce value.

The most promising aspect of this transformation is its adaptability. It's a framework designed to flex as Deriv grows, adapting to new challenges and opportunities without accumulating layers of stifling bureaucracy. Each tribe is essentially a mini-organisation, perfectly equipped to solve problems in its domain and nimble enough to change direction when needed. It's a structure that, in effect, is designed to evolve, keeping Deriv agile in a business landscape where adaptability can be a significant differentiator.

But it's not all about efficiency and adaptability. What we're likely to see at Deriv is a renaissance of sorts – a revitalisation not only of processes but also of its culture. The tribes have a twofold role: operational and aspirational. They are operational in the sense that they tackle specific objectives like growth, risk management, and creating a better workplace. Yet, they are also aspirational by embodying the values and goals that Deriv cherishes. This duality means that tribes will likely become the crucibles where the company's future leaders are forged and where its most groundbreaking ideas are conceived.



Giving Ellie a leg up on life



*Azita Rassi
A Deriv stalwart. Sits in Cyberjaya. A salad lover. She likes cakes too.*

The first time I heard about Ellie, I was floored. Here was a seven-year-old elephant wrestling with life's curveballs since she was a toddler—well, an elephant toddler. At the age of one, she lost half of her front right leg when it got caught in a boar trap in Jeli, Kelantan, Malaysia. Villagers found her and quickly alerted the Department of Wildlife and National Parks, who took her to the Kelantan elephant sanctuary to heal her wounds. When she turned two, she was relocated to the National Elephant Conservation Centre, Kuala Gandah, to get her first-ever prosthetic leg.

Since 2018, she's needed a prosthesis replacement just as you'd need new car tyres; only, she needs them much more often, every six to nine months. Trust me, an elephant her size and spirit is tough on prosthetics!



Ellie's old prosthetic leg is removed, and she's hosed off to prepare her for receiving the new one.

Ellie's guardian angel is Ilya, who now represents the prosthetic firm EasyGo Experts Services. She's always been Ellie's behind-the-scenes champion, finding her sponsors and expert prosthetists each year, even when she moves from one company to the next. This year, with Deriv's sponsorship, Ilya got Yarham Hadeng on board.



Ilya has found sponsors for Ellie's prostheses since 2018, no mean job since she needs two artificial legs per year.

Yarham is a certified Thai prosthetist and orthotist who brings unique insights into elephant biomechanics thanks to his time as an observer at Lampang Elephant Hospital in Thailand. Although his routine job is designing prosthetics for human patients, he has learned that the basics of designing prosthetics for animals are the same, as long as you take into account the differences in anatomy, weight, and movement. The way an elephant walks — that swinging to-and-fro motion of an elephant — is entirely different from the way a person walks. Ellie's prosthetic leg needed to be designed to help her move in that elephantine way.



Yarham, the Thai prosthetist who designed and supervised the manufacturing of Ellie's new leg, next to the unboxed prosthesis before it's put on Ellie for the first time

Finally, the much-awaited day arrived. It was Friday, 25 August, the day that Ellie would receive her new prosthesis. Now, picture this: our Deriv crew—Azizul, Syakir, and Andy from the Motion Design team, and yours truly—reaching the sanctuary with cameras, lenses, tripods, microphones (one in a dead cat — that furry thing that muffles the wind noise), boom poles, reflectors, headphones, a trolley, the whole shebang. To say the sanctuary staff were surprised would be an understatement; they were expecting a bored company representative to show up with a smartphone. Instead, they got us, bright-eyed and bushy-tailed, armed with everything but the kitchen sink in camera gear. Apparently, the sponsors of

Ellie's previous prosthetic legs were just satisfied with receiving photos from Ilya, the liaison who had sought their donation. Ilya and her assistant, Rafiq, were especially delighted to see that Deriv's interest wasn't just surface-level.

Yarham walked us through the specs of Ellie's newest prosthesis. This version comes with a carbon fibre shell, sturdier straps, and a foam lining to make her steps a bit cushier. The prosthesis base is made of ethylene vinyl acetate (EVA), which is strong enough to bear her massive weight. Anti-slip on the bottom part and batik pattern covering the surface of the shell are the final touches.



The prosthesis is ergonomically designed to give the elephant the freedom to move in a natural way.

The design is smart, taking into account elephants' biomechanics and allowing Ellie's movements to be as natural and free as possible. This goal is mainly achieved through an opening that covers one-third of the prosthesis's diameter, a curve that mirrors the back of Ellie's knee, and the right height to support an elephant's lateral movement.



Ellie being prepped for receiving her new leg

Once Ellie was prepped, Yarham and his assistants first coaxed the lining and then the whole new prosthesis onto her right front leg. Initially, she was a little unsure about it. But after a short walk, her gait became stronger and more even. She soon gained confidence and made a beeline towards us—probably hoping for treats. Andy saved the day with a quick run for sugarcane bundles. I happily fed them to Ellie (shhh, she needs to watch her weight since too much weight gain will exert undue pressure on the prosthesis, and she has already gained nearly 300 kg since January).



Deriv's gift to Ellie: A sturdy carbon fibre shell and an even sturdier EVA base, adjustable strong straps with locks, anti-slip on the sole, and a batik pattern cover

I asked Yarham, "Where was this leg made?" It turned out it was crafted in Thailand under his watchful eye and brought to Malaysia on a bus. "I explained to the customs officers that the box contained a gift to a Malaysian elephant who had lost her leg in an accident," he said, "They were happy to hear that and didn't even charge customs duties."



I can't wait to see and feed Ellie again in September.

With a few final adjustments, Yarham and the caretakers were satisfied with the prosthetic's size and took it off to tighten and fix the screws.



The prosthesis was adjusted until the caretakers were satisfied that Ellie was comfortable.

Ellie returned to her friends to spend a day of fun and frolics as the next day was bound to be a busy one for them. 26 August was going to be a belated Elephant Day celebration in Kuala Gandah, and the sanctuary was going to be crowded with visiting families like every year. While World Elephant Day is on 12 August, it was postponed in Malaysia this year to avoid an overlap with state election preparations.

After we said goodbye to Ellie, we went to talk to Ilya and Razali (aka Zali). Zali is a senior guide whose knowledge about the sanctuary's past and present elephants could fill an encyclopedia, and his love for them is truly moving.



Zali knew all of the present 26 elephants in the sanctuary by name and had touching stories about the ones who had passed away.

I asked both Zali and Ilya what the public could do to help elephants in Malaysia apart from the obvious answer of not poaching them. I was expecting requests for donations, but their answers surprised me. They wanted people to show more interest, learn more about elephants, and come to the sanctuary. Just by not being indifferent, you can make a difference.

We are putting together a volunteer team of 35 people to go to Kuala Gandah on 23 September to see how Ellie is doing after almost a month of wearing her new prosthesis and also helping around the sanctuary. Read all about it in the next edition of Spark!

Make sure to visit our [Deriv Life page](#) by the end of September for videos and more details on our efforts to improve the life of Ellie and her friends.

CSR

ART & CULTURE

ideas for your office, the little-used side of CSR



Michael Wright

Loves playing with art, words, humour, Chat GPT, and TikTok.

Art and culture enrich communities by fostering creativity, expression, identity, and unity. They preserve heritage and diversity.

Here are some CSR project ideas focused on promoting arts and culture that Deriv's employees could consider:

Art at the office: We can organise a display of art (a painting on an easel or a sculpture) on a rotation basis in our offices, pay the artist for their time and label the piece for sale. Change it every month. Send a press release to the local media. Local artists will benefit, and the employees get some new eye candy every month.

Deriv Malaysia has a nice spot available in the foyer for this.



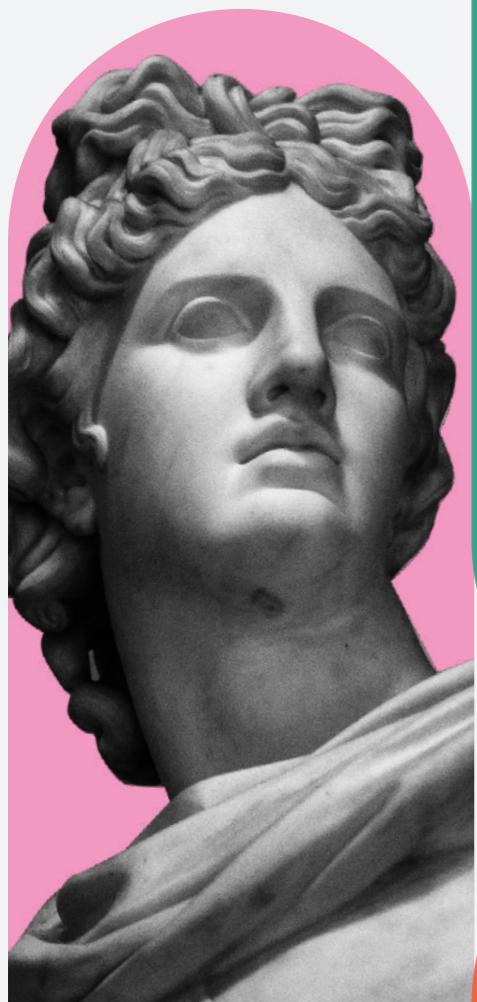
“Arts” and “culture” are two words that rarely appear in the same text as CSR.

Don't just take my word for it:

I did a search for the word 'arts' in the corporate social responsibility reports of Fortune magazine's top 5 companies of 2019. The word showed up exactly 3 times. The words 'community', 'health', 'safety', and 'environment' appeared hundreds of times. And only one of the top five corporations specifically identified the amount invested in arts and culture. In case you were wondering, the amount was less than 1% of their global investment in community.... My point here is to emphasize the deemphasis of supporting arts and culture in our framing of what is socially responsible."

Michael Romy Greer
President and CEO at ArtsFund





Book creation:

We can collaborate with local authors and illustrators/photographers to create and distribute adult books reflecting the local culture. Have a book signing party.

Community art exhibitions:

We can sponsor local art exhibitions that showcase the work of emerging and established artists, encouraging creativity and cultural expression.

Public art installations:

We can fund and collaborate with artists to create murals, sculptures, and installations in public spaces, enhancing the visual appeal of the community.

Cultural festivals:

We can support and participate in cultural festivals that celebrate the diversity of the community, featuring traditional music, dance, food, and crafts.

Performing arts scholarships:

We can establish scholarships for talented mature students pursuing studies in performing arts disciplines such as music, theatre, dance, and film.

Artists-in-residence programmes:

Create opportunities for artists to work within the office, engaging with employees and producing art that reflects local culture and values.

Historical preservation projects:

Contribute to the restoration and preservation of historical landmarks, buildings, and sites that hold cultural significance.

Cultural exchange initiatives:

Organise cultural exchange programmes that bring artists and performers from diverse backgrounds to share their art and traditions with the community.

Public music performances:

Sponsor open-air concerts, music festivals, or street performances that allow musicians to share their talents and engage with the public.



Community art spaces:

Establish community art centres or studios that provide a space for local artists to create, collaborate, and exhibit their work.

Art therapy programmes:

Collaborate with mental health organisations to offer art therapy programmes that support individuals facing emotional or psychological challenges.

Literary events and book clubs:

Organise author talks, book readings, and book clubs that encourage a love for literature and intellectual discussions.

Traditional craft revival:

Support artisans practising traditional crafts by promoting their work and providing resources to help sustain their craft traditions.

Got a CSR idea? Submit a detailed proposal to your head of office. Just remember, this article reflects Michael's ideas and not approved CSR plans.



By engaging in projects, each Deriv office can foster a sense of community, preserve cultural heritage, and provide opportunities for artistic expression and engagement in their environment. When implementing arts and culture CSR initiatives, it's crucial to collaborate with local artists, cultural organisations, and community leaders to ensure that the projects align with the unique identity and aspirations of the area.

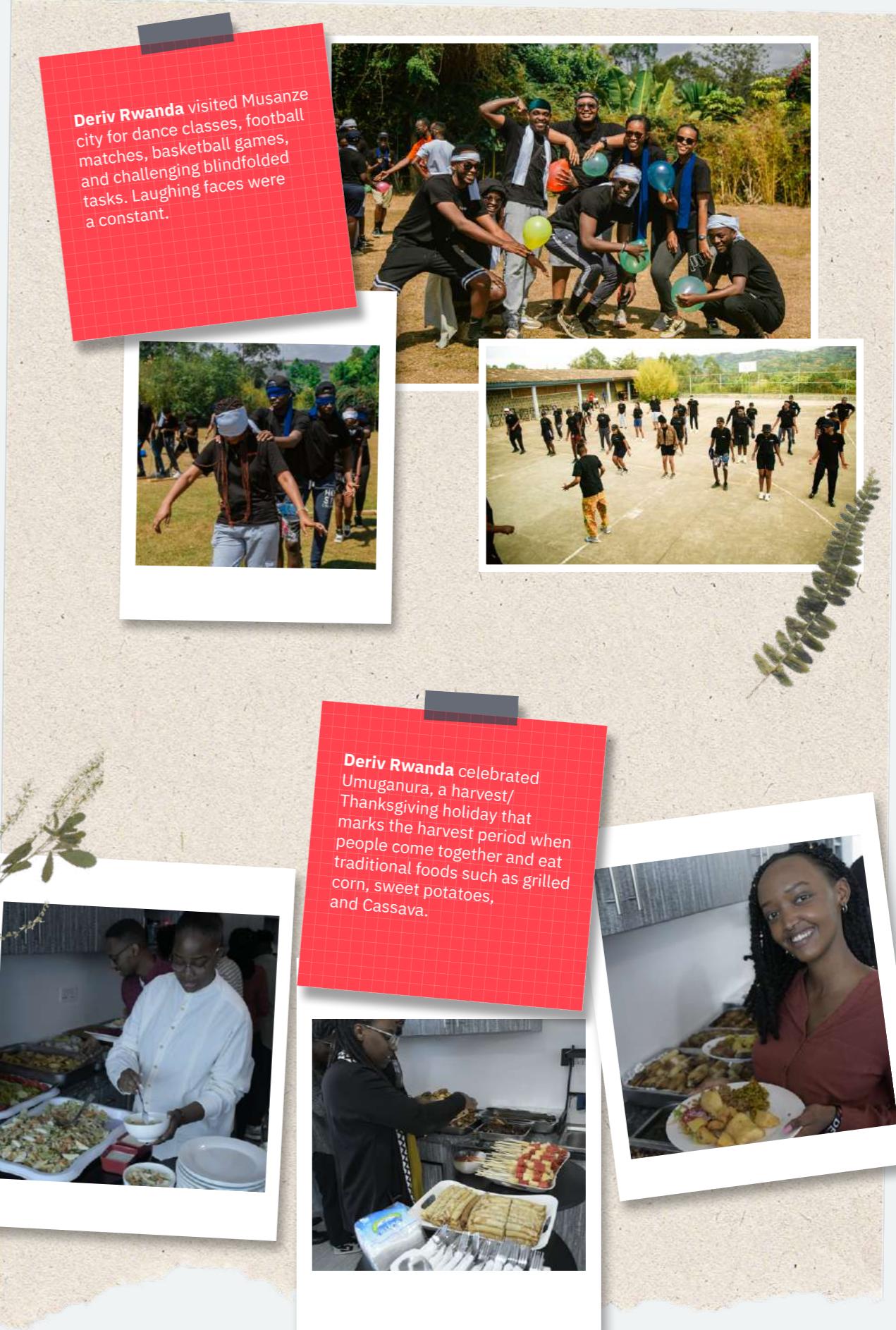
Around our offices

10 of our offices were certified Best Workplaces by Great Places to Work.
Here's a glimpse of celebrations from some of our Deriv offices.



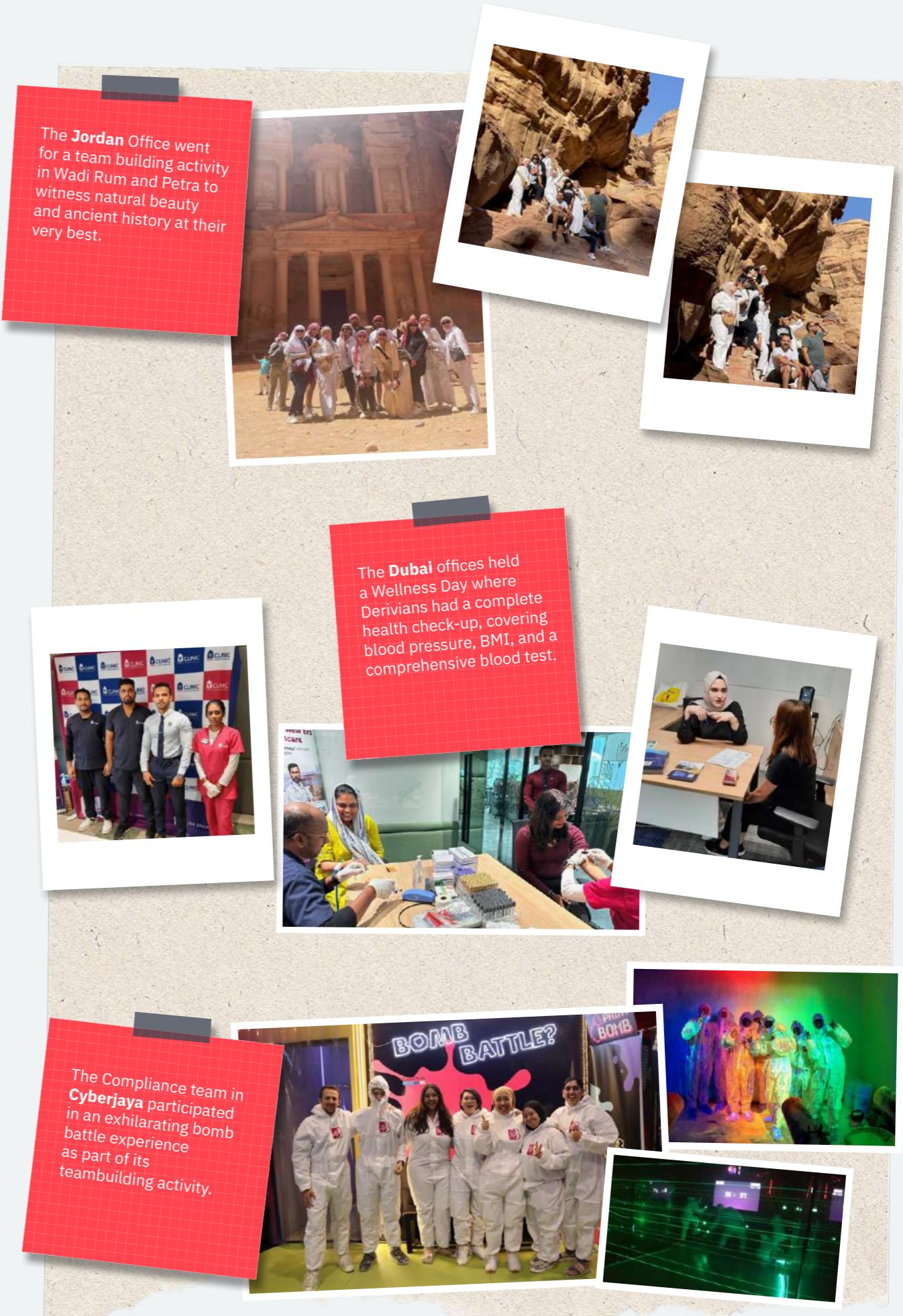
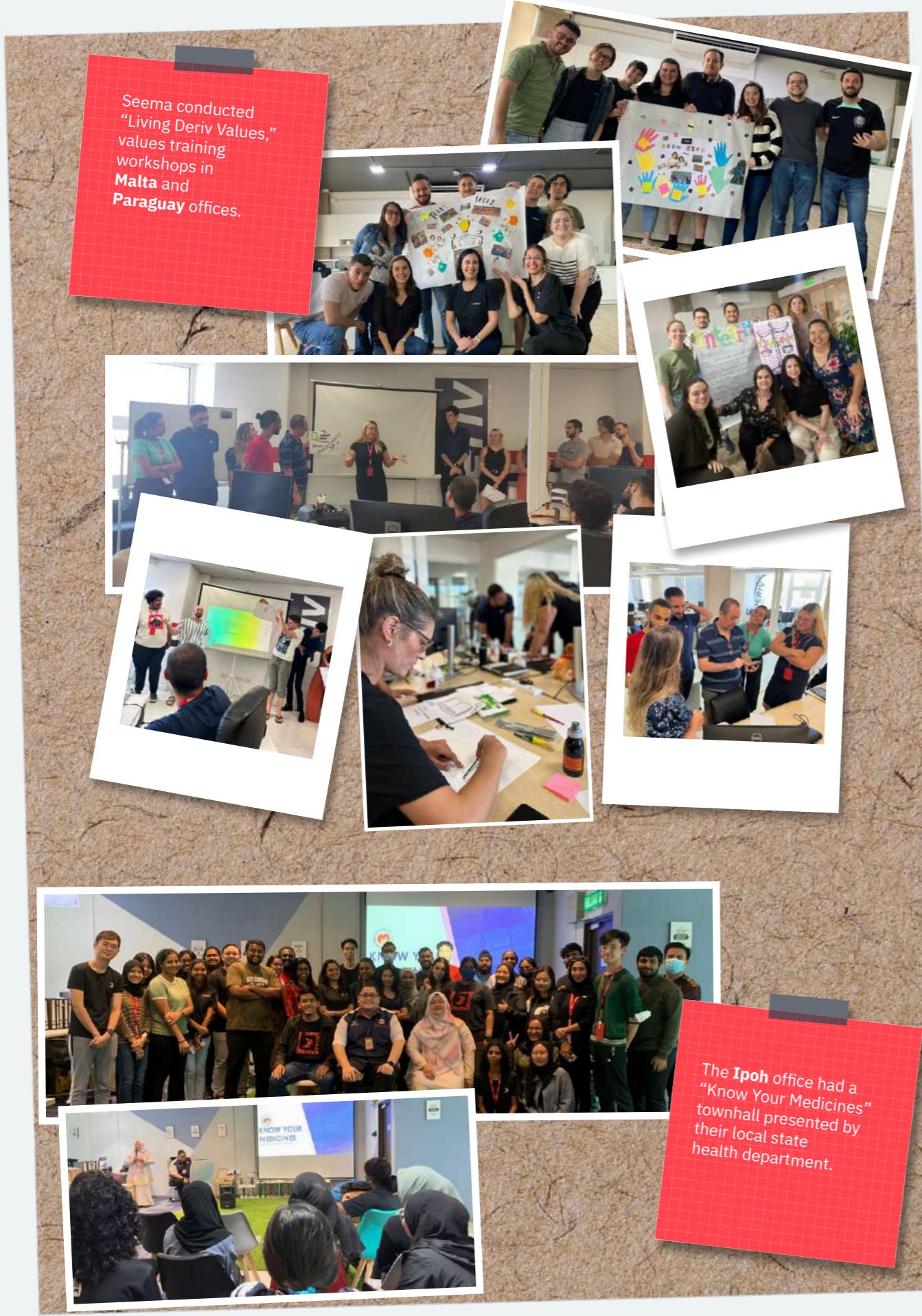


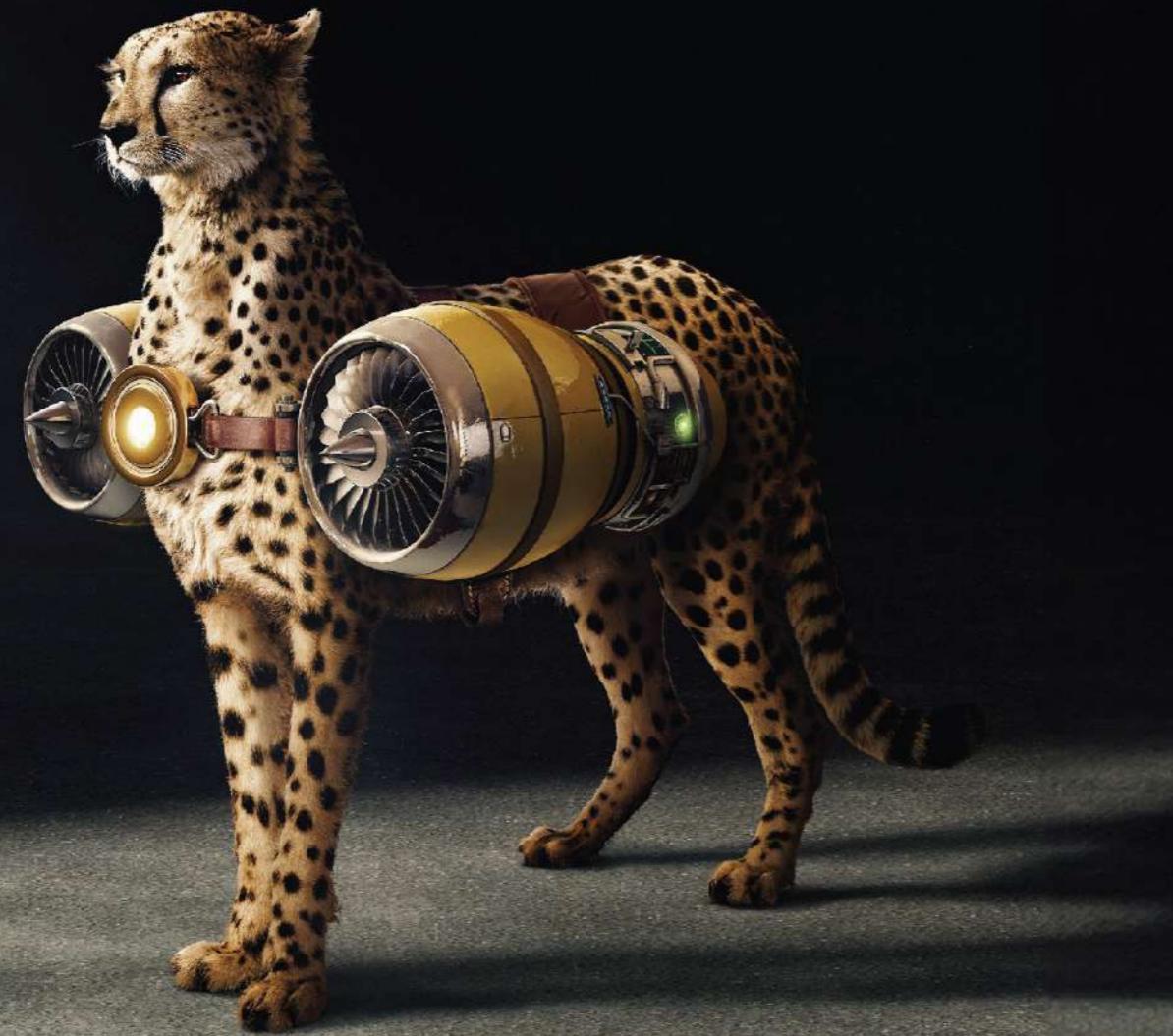
Belarus celebrated International Watermelon Day.



Deriv Rwanda celebrated Umuganura, a harvest/ Thanksgiving holiday that marks the harvest period when people come together and eat traditional foods such as grilled corn, sweet potatoes, and Cassava.







RESPONSIVE AN ERA OF EMPOWERED TRADING FIRST

**Soban**

A sugar-rushed student on a quest for UX adventure in the world of product design.

Imagine being whisked away to the heart of a bustling African marketplace — the air buzzing with excitement, the chatter of transactions filling the air. Now, imagine infusing that energy into your very own Deriv Trader's Hub experience. Every click, every decision is like a brushstroke on the canvas of your financial aspirations.

But wait, let's hit the pause button on this daydream and dive into reality. Picture this: you're a trader in Africa, navigating the Deriv landscape with a smartphone in hand and a somewhat fickle internet connection. The passion for trading is high and well, but you've got some speed bumps to tackle — think lag and a sprinkle of frustration.

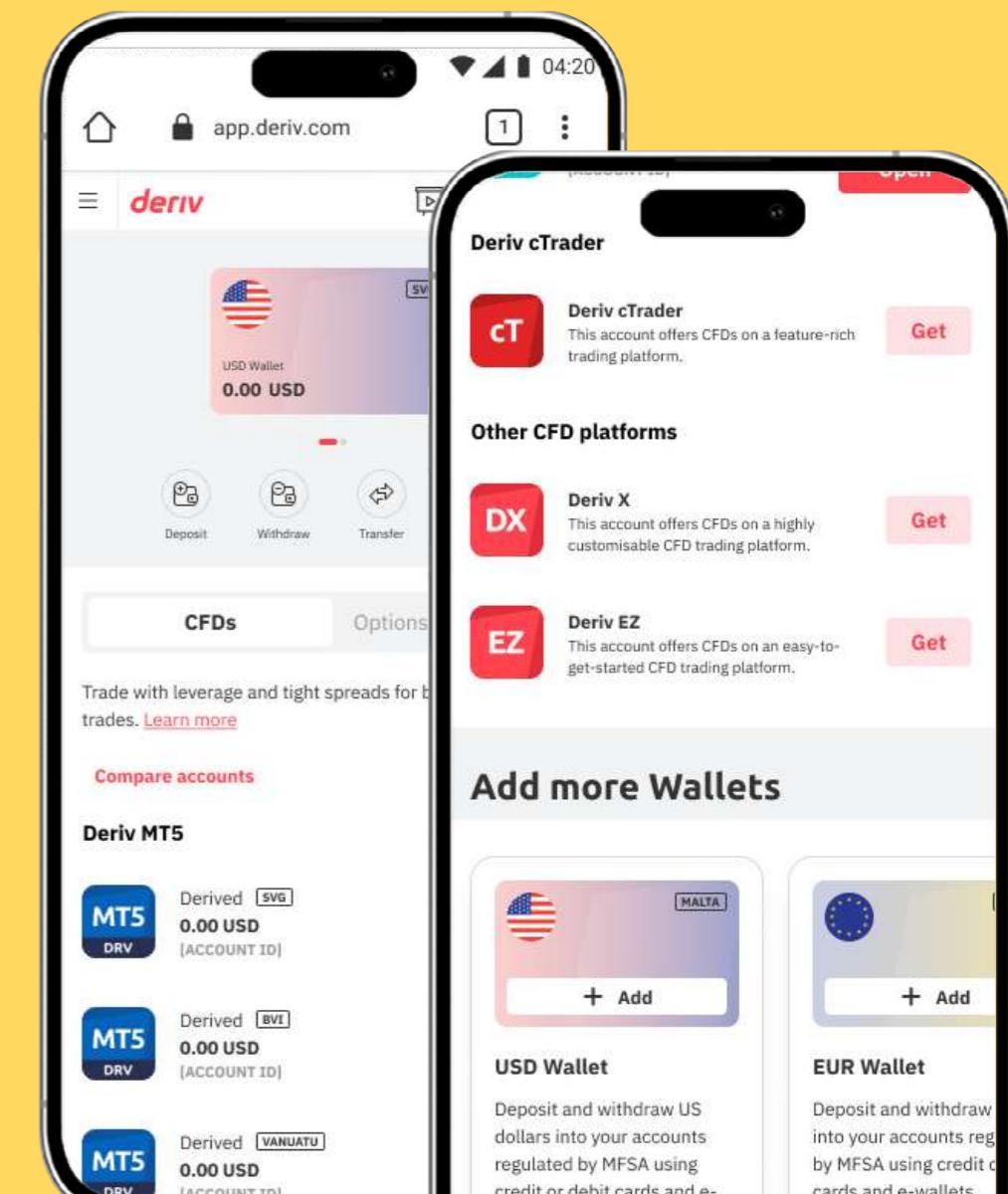
Now, enter the superhero of our tale: the "responsive first" design. It's not about geeky tech stuff; it's about crafting an experience that fits like a glove, whether you're using the latest gadget or an old favourite. Imagine trading without the irritating wait times, no matter if you're tapping away on a sleek tablet or a trusty old phone.

And guess what? This isn't a story just for one corner of the globe. It's a universal tale that speaks to traders worldwide. Let's break down the idea of "responsive experiences." Don't worry about the fancy words — it's about giving you the reins. We are not only talking about spiffing up the visuals but creating an experience that's smooth as butter for every trader. We have a mission that crosses borders, making sure that every trader, whether under the African sun or anywhere else, enjoys a smooth journey.

But why does this responsive experience matter? Well, imagine trying to catch a high-speed train with a slow-motion ticket. In the fast-paced world of trading, every second counts. Whether you're seizing opportunities or managing risks, a seamless experience means you're always steps ahead.

Before we wrap up, let's give a shout-out to our joint quest for greatness. From our UI/UX magicians to our engineering wizards behind the scenes, everyone is working together to make Deriv Trader's Hub experience not just visually pleasing; but also quick, nimble, and ready to serve. Trader's Hub is being developed with a "responsive first" approach. The upcoming Wallets experience is a shining example where everything in Deriv trading eco-system is discoverable and accessible with a swipe.

As we close this chapter, let's raise an imaginary glass to responsive experiences. Cheers to the magic of mobile, the dedication of our teams, and the exciting horizons that beckon in this new **era of empowered trading**. Here's to experiences that connect, devices that empower, and the unbreakable spirit of our Deriv trading experience. Here's to a future where your trading journey is smooth as silk, and where trading on Deriv is accessible to anyone, anywhere, anytime.



Building careers at Deriv



Namrata Ekka

Fuelled by coffee. Hungry for challenging tasks. Masks her wicked sense of humour with her serious writing style. Tends to burn fish.



When Aggelos Armenatzoglou joined our Malta office in 2016, he had a distinct purpose: to enhance his quantitative analysis skills within the fintech industry. Starting as an individual contributor, he built his expertise through hands-on tasks, eagerly seizing learning opportunities, and immersing himself in projects beyond his familiar domain.

Finding your purpose

Aggelos freely shares that at the time of his joining, Deriv was undergoing “multiple cycles of change and growth”. He saw an opportunity in this transition phase and took it up.

“At the time, our quants team was small, around 7-10 people, and we began offering CFDs through MT5. I took the initiative to be involved in its setup and trading specifications. Soon, I was leading a team ensuring the platform’s smooth operation and risk management. As the team grew, I took on more managerial responsibilities, spearheading various projects and exploring new products. For six months, I led the research & development team. During this time, we initiated the development of products like derived FX and drift switching (DS) indices. Recognising the need for efficient execution in our projects, I became a product owner for several initiatives and managed the functional team,” he says.

Today, Aggelos leads Deriv’s west operations, which includes the business development team and the Deriv Prime team and serves as the squad leader for CFDs.

“I believe professional growth hinges on a delicate balance between personal initiative and the right work

environment. My dedication to the success of MT5 was recognised by my managers, which led them to entrust me with greater responsibilities. It’s been a career journey I’ve enjoyed every step of the way,” Aggelos explains.

A supportive work culture

The office work culture plays an important role in everyone’s career progression, nurturing growth and rewarding dedication. Deriv’s ethos is rooted in providing equal opportunities to demonstrate our abilities.

“Every time the company trusts an employee with more responsibility, it is both an opportunity and a challenge. Those moments serve as a recognition of one’s efforts, something I deeply value at Deriv.”

“When I joined Deriv, I had an analytics background but was new to trading. I’m thankful to Deriv for introducing me to the dynamic fintech world and improving my technical expertise. Transitioning from an individual contributor to a manager was a rigorous learning curve, but Deriv stood by me, ensuring my success. It wasn’t just a job – Deriv was a school for me, offering resources to hone my managerial and interpersonal skills. I connected with market experts in this vibrant multinational environment, benefiting from rich knowledge exchange and coaching.”

“It wasn’t just a job – Deriv was a school for me, offering resources to hone my managerial and interpersonal skills.”

Growth of employees and Deriv go hand in hand

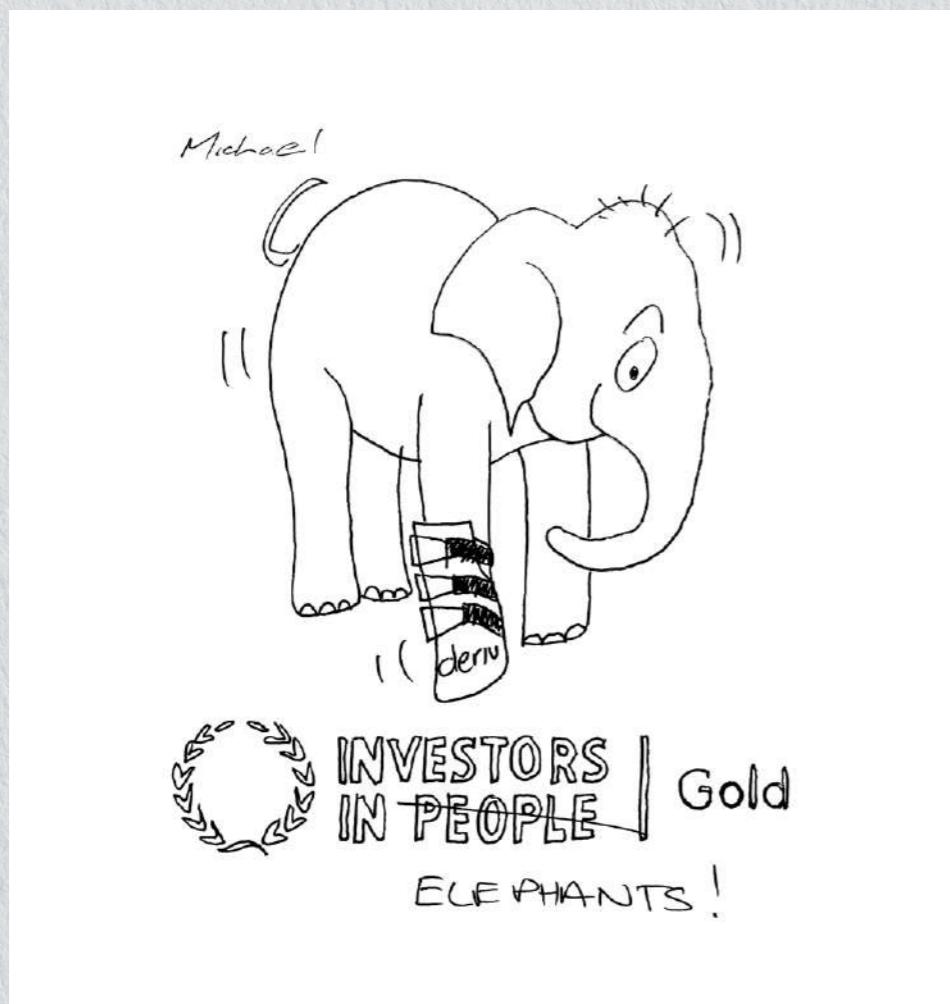
Our individual growth is linked with Deriv’s collective progress. The journey from an idea to a fully-fledged product is a testament to this synergy. “I’ve found that embracing positive aspects of new ideas and directives from senior management further intertwines my growth with Deriv’s. Understanding the reasoning behind each initiative is important as it allows me to contribute and develop in my role,” reflects Aggelos.

“It is a collaborative effort. It requires numerous departments, from squads to back-end, front-end, WinOps, content, design teams, and others, to collaborate effectively. Through these collaborations, employees contribute to the company’s success and enhance their personal and professional skills,” he adds.

Furthermore, Aggelos emphasises the significance of team dynamics. “Understanding the bigger picture is important for every team member. Seeing how individual efforts contribute to Deriv’s growth is crucial. I provide close guidance to newcomers, hoping to witness their growth over time. For the seasoned members who’ve earned my trust and meet expectations, I believe in granting them the autonomy to execute their roles, ensuring they’re empowered yet aligned with our shared vision.”

Aggelos’s journey epitomises the link between personal aspirations and Deriv’s progress, reminding us all that our careers can flourish with passion, purpose, and the right environment.

Michael's musings



Deriv notes

A quick chat designed to tell you something you need to know about Deriv.



Wasi Manazir

Back from the HQ. Still thinking of Hameediyah's lamb shank.

Org charts

Age: Depends on which Org chart you are talking about. [Org chart - company](#) [1] is a few years old; [Org chart - squads](#) [2] has been around for a few months and is still finding its feet; while [Org chart - offices](#) [3] and [Org chart - domain experts](#) [4] just typed their first “hello world”.

Woah! That's a handful. Will there be more? Only God and JY only know how many more are being conceived.

Do we need so many? Isn't Deriv just one organisation? Yes, Deriv indeed is just one organisation, but you see an organisation as big as ours *checks [1] [Org chart - company](#) for the exact number* – 1,363 employees and counting – has a lot of moving parts and needs a chart (ahem, many charts) to keep everyone in the loop with regards to the developments within it.

Still, 4 of them? Yes, for now. Like I said, more could be at the conception stage!

Hmmm... So, how exactly do I use the Org charts? They are a very handy tool, reflecting the way Deriv functions. Take the Deriv - squads chart, for example. It was recently organised according to the company OKRs. In the words of JY, the idea behind the restructuring was “to align it better with the overall strategy of the company.” Also, the old one was “becoming a bit of a mess”. Anywho, the chart is now divided into 4 tribes: Great Place to Work (led by Seema), Growth (Bouzouba), Risk Management (Joanna), and Operations (Rakshit). There are further subdivisions with a leader at the top of each vertical.

Erm. So, are we strategically aligned now? Still early days, but now we have a Slack channel, [#tribe_growth_leadership](#), for the Growth tribe where the tribe leadership takes up and discusses initiatives that are expected to create the most growth for the company. If you have ideas to help improve our product offerings and enhance our reach, you can always look up the [2] [Org chart - squads](#) and reach out to the right person.

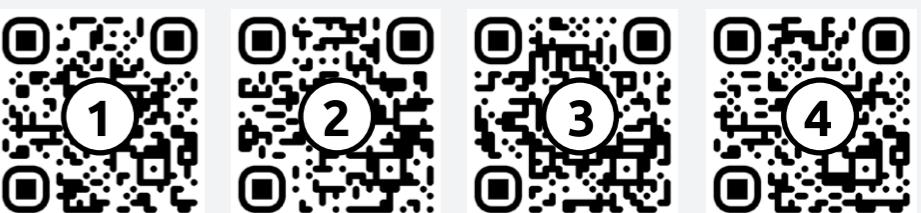
Cool. I only used Org charts to look up colleagues until now. While the charts can be used to look folks up in the organisational hierarchy, it wouldn't be their best use. And you always have Slack for that.

Got it. Tell me, how will the domain experts Org chart help me? Let me explain: you get assigned a task that demands the expertise of a domain expert, and you aren't one; you can go to the domain experts chart, look up the people under it, and always send a 🤝 over Slack. With the friendliness and helpfulness of Derivians, chances are you could be in for an illuminating experience.

Makes sense. You didn't tell me anything about the Org chart - offices, though. Oh yes! The thing is, we are constantly expanding – both in terms of our customer base and our employee strength. And we are constantly looking to expand our geographical presence to attract more local talent with specific skill sets. We are up to *checks [3] [Org chart - offices](#)* 23 offices now, and having a handy office chart helps us understand who is where and in what role. It also allows us to keep track of any new offices that popped into existence.

Do say: *Let me check our strategic alignment.*

Don't say: *Pffff! Another Org chart.*



Business update



Aizat Zayyani



CUSTOMER ENGAGEMENT

MONTHLY REPORT

JULY 2023

NET PROMOTER SCORE (NPS)

Our NPS score for July took a small dip in the percentage. However, we did receive a number of common inquiries, which are outlined as below:

25.99%

Decrease of **3.68%**
from last month

GENERAL SUPPORT



- Hacked account**

We have raised the issue in the #squad_traders_hub to enhance our security measures and reduce the occurrence of hacked accounts.

The idea has been refined to include an awareness pop-up for 2FA when clients log into their accounts. A ClickUp card has been created and will be awaiting further progress.

- Unable to create a Real account**

We observed that a significant number of clients have been creating duplicate accounts due to forgetting that they had already signed up with us.

A suggestion was passed to #team_usability to add a feature that would allow clients to track their accounts. However, due to security and data protection policies, we are unable to proceed further with this suggestion.

PAYMENTS



- Sharing of payment methods**

Many clients reached out to us via LiveChat requesting assistance with unlocking their Cashier due to sharing payment methods.

In response, our cs_chatbot team has revamped the chatbot and chat flow to handle these inquiries better. These improvements were made on 15th July 2023 with stellar results to see.

- Withdrawal processing time**

Clients frequently come back to chat as they are unaware that some methods need 5-15 working days for funds to reflect.

We suggested updating the Cashier page to #team_payops for the withdrawal timeframe, but are unable to proceed further due to business decisions. Nevertheless, we plan to include a footnote for the rest of the world Online Banking section on the Payment Method page.

MT5



- MT5 Login issue due to change in MT5 Landing Company**

On July 30th, we experienced a surge in client inquiries regarding their inability to log in to their MT5 accounts. The issue arose as a result of a recent change in the MT5 Landing Company.

The CS team have promptly assisted clients by providing step-by-step guidance on how to reconnect to their MT5 accounts using Deriv Holdings (Guernsey) Limited. CS_Chatbot added this step-by-step guidance to our chatbot alongside with Reputation team adding this information on Telegram and Deriv Community. The Marketing team had also sent out an email notification to the clients the following day.

OUTBOUND CALL (COLLABORATION WITH PAYOPS)



Total contacted clients
299



Successful calls (Help provided)
153



Total clients with successful deposit
60



Total successful deposit
\$1, 167.15

Findings:

- The response rate from our clients in South Africa, Nigeria, and Botswana declined, and, unfortunately, they did not respond to our call attempts.
- Clients in Kenya have shown great responsiveness to our calls, and many of them have expressed their interest to see the return of the Mpesa payment method for deposits.
- Our clients in the LATAM region continue to provide positive feedback. Particularly, during the recent 40% cashback campaign offered by Astropay for Deriv clients, the majority of them opted to make their deposits using Astropay.

Deriv Rwanda

WELLNESS IN EVERY STEP

Are you familiar with ‘umuganda’? It means coming together with a common purpose to attain a goal. Our Deriv Rwanda office embodies the spirit of ‘umuganda’. We are not just about client servicing, affiliate marketing, and meeting deadlines. We are stepping up our wellness initiatives and staying connected – with ourselves, each other, and our vibrant community. We are elevating office wellness, ensuring our team feels great and performs better. Dive in to see how we blend work, play, and well-being.



Isabel Gamburga

Thriving with the vibrant Rwanda team; young energy, shared goals, and enjoying life beyond work!

GAME ON IN RWANDA!

Our Rwanda colleagues often lace up their shoes to join the local traditions, blending community spirit with personal well-being. Whether it's chasing a 100km walking/running target (kudos to Ruth Bafuruka for setting the pace!) or entering into a friendly but fierce pool competition, we're all in.

We are tracking our fitness journey on the Adidas running app.



With activities ranging from pool to foosball, from table tennis to walking challenges, we celebrate the diverse passions of our team. Our goal? Designing a workplace where every individual finds their rhythm.

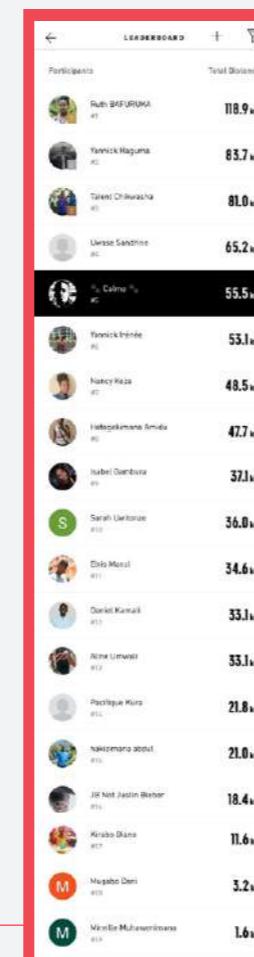


CREATING A WELLNESS HUB

We look beyond traditional fitness regimes. Our office is buzzing with games like pool and fantasy football! They're not just games – they're a mental health boost, a camaraderie builder, and a post-work delight.

We feel the electricity with our champions like Gunner OG, Zee, and The Commissioner when we step into the pool arena. It's a ritual we eagerly await.

And then there's fantasy football, our office's social glue, drawing us together every season.



RWANDA DERVANS SPEAK OUT



Ruth Bafuruka

“Walking’s always been my jam, but this challenge? It just added the fun factor!”



Ted Gahiga

On pool competition: “The competition revealed a different side to everyone. Titles aside, we all just had a blast!”



Halimah Nakiyemba

“When it comes to time management, I live by the principle, ‘Doing the right thing at the right time.’ If I’m working, I give it my all, and when I engage in other activities, I dedicate myself fully to them as well.”

BALANCING WELLNESS EVERY DAY



Herve Munyakazi

“Regarding balancing work and personal well-being, the key is to set boundaries between work and personal life. Prioritising tasks and allocating enough time for work responsibilities and personal life activities is important.”



TEAM SPIRIT

Our vibrant office is built on youthful energy, friendship, and a shared drive for well-being. Whether it's weekend gym groups or our very own fantasy football league, it's clear: we're better together.

We plan to introduce yoga and Zumba sessions and interactive mental health workshops in our office very soon.

Our workspace echoes with passion and unity. As we look forward to yoga, Zumba, and mental health sessions, one thing is certain: our commitment to blending work, wellness, and play is unwavering. Here's to many more miles run, games won, and wellness moments cherished.



"YESTERDAY IS HISTORY, TOMORROW IS A MYSTERY, BUT TODAY IS A GIFT. THAT IS WHY IT IS CALLED THE PRESENT. ENJOY THE PRESENT NOW AND LET THE UNCERTAINTY BE REVEALED IN THE FUTURE."

The Q&A

SHAREIN

Meet Sharein: Kuala Lumpur native, super taster, and expert trading business developer. Dive into her journey from Melbourne schooling to Deriv's bustling office.

Q: Describe your role in a line or two.

Trading reports & analysis, setting dashboards, and vibing with multiple departments. Just your average day in Trading Business Development!

Q: Quick advice for Deriv newbies?

Mistakes? We don't point; we learn. That's the Deriv spirit!

Q: What's a quirk we'd never guess about you?

I could improve at recognising people. If we've Slack-ed, please reintroduce yourself in person!

Q: Your top project right now?

Building top-notch risk monitoring tools while ninja-analysing on the side.

Q: Dream dinner date?

Gordon Ramsay. Delicious food + fiery chat! Maybe he'll even cook for me?

Q: Monday motivation to clock in?

Amazing team, empowering culture, and endless opportunities at Deriv. And let's not forget appreciation for my work!

Q: The food you'd marry if it were possible?

McNuggets + sweet & sour sauce. Forever and always.

Q: If you could unlock any superpower?

Chatting with animals. Why? To figure out if my dog's ignoring me or is just lost in translation!

Q: One piece of advice to your past self?

Stop overthinking! Live in the present; it's a gift

Q: Nostalgic school moment?

Student reporter days with Sin Chew Daily. Organised camps and made unforgettable memories!

Q: Proudest moment so far?

BBQ king for a day. My family loved my culinary magic!

Q: Wild, impulsive thing you've done?

A spontaneous Penang trip. All thanks to a random thought!

Q: What tickles your funny bone?

Quality moments with loved ones. Simple as that.

Q: Your out-of-the-blue fears?

Triple threat: frogs, lizards, cockroaches.

Q: You in three words?

Observant. Determined. Empathetic.

Q: Binge-watch recommendation?

Spy Family. Eagerly waiting for the next season!

Q: Next dream destination?

Disneyland. Because dreams DO come true there!

Q: Post-day relaxation ritual?

Couch potato mode: ON. Plus, my fav candle's glow.

Q: First splurge after a lottery win?

Travel spree to all Disneylands & Disney cruises. Mickey, here I come!

Q: Greatest life lesson?

Hardships shape you. Reflect, and you'll see their worth.

Q: Ever danced with the law?

Accidentally played Fast & Furious at a red light. Oops!

Q: A phrase you might (over)use?

Sorry, it's just...sorry!

Belarus office blueprint



Irina Ozmen

Cheerful, empathetic person, loves to do analysis. Enjoys every moment of the life.

5 facts about Belarus and our office



1. Pandemic office

In 2020, when the world was grappling with the pandemic, Deriv opened its Minsk office.



2. Favourite office snack

Chocolate-glazed curd bar. It's a national fave here!



3. Belarus LOVES potatoes

Like, 300-recipes kind of love. They call it the "second type of bread," and they're not exaggerating.



4. Prime spot

Located between Asia and Europe. Hello, strategic advantage!



5. Techie's paradise

Minsk is a tech playground – a thriving hub with a vibrant startup ecosystem.

We're pulling back the curtains on our Belarus office, where tradition meets tech, and every day is a new story waiting to unfold!

We've come a long way since 2020. Our office strength is now rocking with 60 pros! The Belarus office is brimming with young, ambitious, and incredible talent.

Culture buzz

Our office has this undeniable Belarusian flair. It's about:

- **Team spirit:** Belarus Derivians are together in everything. Always.
- **Commitment central:** The dedication towards work is through the roof!
- **Professional playground:** We keep it professional but never miss the fun.
- **Tradition twist:** Holidays are a big deal, and oh boy, do we know how to party.



Speaking of traditions, in our Minsk office, we regularly catch up by barbecuing on the office terrace outside of office hours.

A day in the Minsk office



Our office vibe is 'Productive. Professional. Collaborative.' Walk in, and you're greeted with smiles and a bit of banter. And when the day winds down? It's all about heartfelt goodbyes till we reboot for another day.

Work culture

Our office is a perfect example where teamwork meets a rich legacy of tradition, turning daily tasks into collaborative masterpieces. Our polite nods and professional bring elegance to our daily routine. But don't be fooled by the formality; our heart beats with dedication, and our calendar is dotted with vibrant celebrations that pay homage to our deep-rooted history. Our office isn't just about work; it's where Belarusian heart and hustle harmoniously converge!

A peek into our workspace

While the pantry and terrace are current hotspots, we're super stoked about our move to the new office in September. New beginnings, right? The office layout, though? Think collaboration with a hint of cosiness. The Admin team has worked hard to provide an inviting environment. We have ample collaborative zones and formal and informal meeting areas to maximise productivity. Plus, a design touch that sparks creativity. Because why work in a drab place?

Recharge and collaborate

Our HR has a knack for whipping up the coolest events like yoga sessions, bowling, office team games, events like Family day, etc. And oh, tree planting isn't just for nature lovers. For us, it's team-building 101 and a nod to our green hearts.



Belarus crews

The team is a cocktail of surprising talent. We're not your regular crew.



**Kung Fu enthusiast –
Irina Hmelnitskaya**



**Yachting champ –
Sofia Gusakova**



**Pastry chef –
Alina Shchur**

The weekend? It's all about the outdoors (riding a bike or hiking), movies, or just some good old food therapy. That's the scoop on our Belarus office — a mix of work, fun, and a lot of heart! Cheers to the fantastic Belarus team!

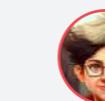
Rapid fire with Olga Kolosova, Belarus HOO

- Coffee or tea? - Lots of coffee 😊
- Morning person or night owl? - Mostly mornings, I get up around 5:30–6 am, but in winter time, I prefer to sleep in.
- Favourite Belarusian dish? - Draniki (potato fritters).
- One thing you always have on your desk? - Coffee, and at home, flowers and books.
- A book or podcast you'd recommend to the team?
- I normally listen to Simon Sinek podcasts when commuting to and from work.

Culture

Conversations about books, movies, television, theatre, music, and others.

Book Review: *Long Bright River*



Azita Rassi

A Deriv stalwart. Sits in Cyberjaya. A salad lover. She likes cakes too.



Liz Moore's *Long Bright River* is a crime novel, a family drama, a snapshot of America's opioid crisis, and a love letter to Philadelphia all rolled into one. It's a hefty responsibility for any book to shoulder, but in the talented hands of Moore, this genre-blending feat is tackled with an almost nonchalant finesse.

The story centres around Mickey Fitzpatrick, a Philadelphia beat cop, and her missing sister, Kacey, a frequent consumer of the city's underground opioid circuit.

The tale is told in Mickey's voice, one that's steady, pragmatic, and tinged with an undercurrent of barely suppressed anxiety. It's as if Moore knows we're relying on Mickey for a clear picture, so she delivers it — but not without constantly reminding us that clarity in such murky waters is often a luxury.

Moore's portrayal of Philadelphia's Kensington neighbourhood is stark. It's the kind of place you may, for your own peace of mind, wish was purely fictional, despite knowing it's not. She doesn't sugarcoat the setting or the scenario, painting a vivid yet unromanticised picture of an area devastated by the opioid crisis.

Yet, amidst the gloom, "Long Bright River" manages to intertwine threads of hope, resilience, and familial bonds that refuse to snap, regardless of how much strain they're under. The relationship between the Fitzpatrick sisters is as complex as they come, filled with tension, regret, love, and an undercurrent of shared history that refuses to let go. It's as multifaceted and fragile as any real-world bond but depicted with a frank honesty that allows readers to step into Mickey's shoes.



A note of warning, however: If you're looking for a rapid-fire, action-packed thriller, this is not your book. Instead, Moore offers a slow-burning narrative, allowing the story to build gradually, like an edifice. The suspense doesn't knock you sideways; it's more of a haunting echo, continually present and impossible to ignore.

There are no cliffhanger chapter endings and no outlandish plot twists. Instead, there are startlingly human characters, complicated family dynamics, and the biting reality of addiction. Moore's approach, while refreshing, may not appeal to all readers. This is less a whirlwind tour and more a long, thought-provoking walk down a troubled alley.

A final note to add is on the audiobook, performed by Allyson Ryan. Her voice-acting skills shine through, adding an extra layer of depth to the story. Her performance was impressive enough to send me on a mission to find [other audiobooks Ryan has narrated](#), resulting in a respectable collection being added to my future reading list.

Loke Mun Sei: A workday in the life of QA Manager



Wasi Manazir

Back from the HQ. Still thinking of Hameediyah's lamb shank.

"A workday in the life of..." is a Spark series where we shadow a colleague throughout the day to give you a glimpse into their workdays.

In this story, Wasi tails Loke Mun Sei, our Senior QA Manager, at the Cyberjaya office, on Friday, 11 August.

Mun Sei started her journey with Deriv as a Senior QA Specialist in 2015 with a 6-month stint. She returned to Deriv a couple of years later as QA Manager and was promoted to her current role of Senior QA Manager in August 2022. She's the de facto lead of testing at Deriv, and her primacy in the QA was attested by JY in a February email titled "Munsei's the Boss". In the email, the CEO announced her as the leader of the squad that was "in charge of ensuring the production website and apps are functional at all times".

She is an integral part of the ongoing weekly "All-hands site review", where all manner of issues with the Deriv website is flagged. The QA team, led by Mun Sei, takes stock of the issues raised, and cards are created to address them.

Mun Sei factsheet

From:
Serdang, Malaysia

Education:
Bachelor's in Computer Science

Designation:
Sr. QA Manager

Strength:
Detail oriented

Started at Deriv:
As Sr. QA Specialist in 2015 for a 6-month stint

Journey at Deriv:
Rejoined in 2017 as QA Manager, promoted to Sr. QA Manager in August 2022

Interests:
Baking

Enjoys:
Spending time with family,
garden walks

Hidden talents:
Still hidden
(played the trumpet
in school, though)





A morning of coordination: daily releases and immediate fixes

For Mun Sei, the QA Manager at Deriv, a typical workday begins anywhere between 8 am and 8.30 am. With daily releases at 10 am every working morning, her presence in the office is necessary, coordinating fixes, pre-empting any issues, and reverting releases if worse comes to pass. On the day of our meeting, the release testing didn't go according to plan, which forced the Back-end Development team's Felipe in Paraguay to extend his day well beyond working hours.

Juggling dashboards: ClickUp and Redmine

Mun Sei kept a close eye on the development concerning the release that morning while going through her Redmine and ClickUp dashboards to assign critical tasks that needed urgent attention. With teams still not fully moved to ClickUp, she also had to keep track of her Redmine dashboard and make the necessary changes to the status of various tasks. The Front-end team was on ClickUp, while some Back-end teams were still on Redmine, which meant that tasks needed to be replicated on both platforms.

Assigning tasks and updating their statuses often involved asking questions of the people involved, following up on blockers, and reasons for delays in a private QA Team Lead Slack group. Between all this, there was also the task of looking up code in Visual Code Studio on the big monitor hooked to her laptop.

Navigating communication channels

During code releases, the channels `#announce_bugs_and_usability` and `#announce_system_issues` remained busy. The QA manager observed the two channels keenly. She created tasks for issues that needed attention and assigned them to relevant personnel. She let out a hearty chuckle, talking about the conflict often witnessed between developers, release, and the QA teams during code releases.

The art of code review

Explaining the process of code reviews, Mun Sei told me that there are 2 stages to reviewing every card. During the first stage, codes are tested individually — the way they are tested differs based on whether they are from the Front-end or the Back-end teams — while in the second stage, several codes are clubbed together and tested as a whole to ensure they work well in tandem and nothing breaks before production release.

Are we happy yet?

11 am: A scheduled Deriv GO test case bank review meeting was moved to Monday.

While Mun Sei scanned her Slack messages, I noticed a curiously named Slack channel: `#team_happy_release`. She explained that there was a huge backlog of ready tasks pending release in the pipeline. And they managed to clear the pipeline within a span of 3 months. Ergo, they are happy now.

Status check with the PMO team

11:15 am: Rajesh from the PMO team walked in for a scheduled meeting to discuss a plethora of Redmine and ClickUp cards, to check their status, and label them based on their urgency. By the time the duo ran through all the cards, it was 12:15 pm and time for the manager to run through her emails, check her schedule for the coming Monday, and then take a break for lunch.

Afternoon analysis: evaluating a new tool

3 pm: Mun Sei was on call with Tristam, Leonid, Chris Godfrey, Raunak, Lipika, and Sarah as they discussed using SonarQube, a platform to ensure quality code and address potential security issues. The discussion lasted for nearly 30 minutes, with Tristam raising pertinent questions about the tool's utility and whether it provided enough value for its significant costs. Mun Sei later told me that Leonid would run tests, and a decision would be made in conjunction with other VPs of Engineering if the new tool was an upgrade over the existing ones.

Upholding the quality

Following the meeting, she ran different codes over Visual Code Studio and studied them carefully for nearly an hour.

4.50 pm: Alex from the Internal Audit team walked into her office. On the agenda were the internal processes that the QA team followed and to analyse whether they aligned with standard practices. Mun Sei ran through a checklist that her team follows, but the duo came to the conclusion that the checklist was customised to suit Deriv's needs as the company has been on a rapid and dynamic growth trajectory.

Lack of a standardised approach and rapid growth notwithstanding, Mun Sei made clear that certain checks and guidelines are never compromised, no matter the task's urgency because compromising on them would be too much of a risk.

The meeting with Alex started late, and by the time it came to an end at 6 pm, Mun Sei was already 30 minutes past her usual time to head home.



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