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AirMason Employee Handbook

INTRODUCTION

**Welcome to the
AirMason team!**

Welcome!

And thanks for choosing to make AirMason your home.



You've joined a team who champion excellence, integrity and innovation. We do best by both our customers and our people, and we lift each other to do bigger and better things every day. We have lofty goals – but we know we have the team to reach them

All this to say, **we're excited to have you on board.** Welcome to the AirMason team!



About This Handbook

We couldn't be more excited to show you around your new team - better yet, your employee handbook!

We hope you find it fun, engaging, and informative. So, let's get into it: you're here because you're among the best at what you do. At AirMason we have the highest standards for most everything, and hiring is no exception.

You will find that we are endlessly passionate, and we hope that you'll soon share that enthusiasm (if you don't already). You will learn that we take the work we do seriously – but ourselves, not so much. And you will find yourself walking, talking and feeling like a true AirMasonite in no time.

Take a minute to settle in and get to know us. If you see something that could be improved, let us know. We encourage open communication and we want to empower you to bring ideas and feedback to the table.

With that said, we hope that this will be the most rewarding and exciting experience of your career.

SECTION ONE

About Us

Introducing AirMason's Employee Handbook & Documents...





Where We Came From

!

Late 2016

Ideas abound.

AirMason emerges as the winner amongst the many apps Tehsin is trying to create around this time - our name actually comes from the folder which held all the other apps and ideas!

!

2016

AirMason is alive!

The original product is a handbook editor encompassing self-uploaded content, templates and a designer. Handbooks were distributed to employees via a simple link and password, with basic signature features only. AirMason

was on the market without a sales, marketing or support team - just sign up and pay.

2017

A team taking shape.

We make some initial hires, including a Head of Product and the beginnings of a sales team.

2017-2019

The cogs are turning.

A period of ongoing product discovery and development ensues, as the small but mighty team begins to hash out the next level of AirMason - a hugely improved and more robust "V2".

2019

Give the people what they want!

The concept for V2 is built out around ongoing client feedback. This is the year we win a large contract with AUS, allowing V2 to be brought to life - bringing with it auto-distribution, collaborators, improved signature settings, and a more user-friendly design editor.

Today

The opportunities are endless.

This AirMason team, while still lean and mean, has grown invaluable in the past three years - and our product with it. After smashing our 2022 target, the next leg of the journey is set to be a game-changing one - and we're excited to have you along for the ride!



Who We Are

AirMason is uniquely positioned to bring best-in-class design and technology to HR.



Each member of our team is at the top of their craft — with over 20+ years of combined experience across design, development, content creation and customer service.



Since launching AirMason, we've experienced our own growing pains - which gives us a first-hand appreciation towards the importance of a great employee handbook.



Our platform is built on the feedback of our clients based on their experiences, gathered from HR leaders and their teams around the world.





Our Mission



To help HR teams and business leaders manage their employee handbook.

To provide a turnkey experience and seamlessly pull together our clients' culture and policies in a clean, simple to manage system.

"We are on your team."

Our Vision

To be the global leader in
digital employee
handbook solutions.





Our Guiding Values

Our values help us prioritize and make decisions about how we work...
In short, they're what make us, us.

1 Radical Candour

We are open and honest in all communications, period. We tell each other hard truths when they need to be heard. We're authentically ourselves, always, and celebrated for being so.

Intellectual Honesty

We are self-aware. We problem-solve in ways which may go beyond our own abilities. We take feedback and turn it into actionable insight and improvement. We value one another for the value we bring, not what we don't/can't do.

Extreme Ownership

We are starter-finishers. We make it our business to see things through to completion, (whether it technically falls under our responsibility or not). If we take ownership at 1%, we take it at 100%. We make no excuses.

Ongoing Change

We are innovative. We look at things from all angles, challenges and successes alike, to see what can be done better. We are constantly improving, adapting, evolving - as both people and platform. We embrace the chaos which comes along with doing so.

5 Results >

We focus on the end goal. We prioritize effectively to reach the result we're after. A good job well done isn't good enough - we collaborate to achieve the best result possible. We're connected by a profound belief, both in our product and our team.

How We Do Things

As important as what we do is how we do it. Everyone at AirMason is bound together by the ability to do things in a certain way; the way which makes us, and our customers, most successful. In short, we do things >>>

With urgency

In just about any situation, time is of the essence. That doesn't mean rushing - it means being proactive. It means taking ownership of a task and pushing until you know it's been completed (whether by you or whoever's responsible).

It means knowing your deadlines and doing whatever's required to meet them - and managing expectations if there's a hitch along the way. We take no reply as approval in order to keep things moving, and we don't wait to be told.

With transparency

Mess something up? All good, for as long as you're able to admit to and learn from it. Struggling with something? Ask someone who a) is best set to help you or b) you feel most comfortable asking for help.

Transparency means being upfront and honest about our skills, successes, and shortcomings alike. Ask for help when you need it, be open about the challenges you're facing, and don't try to take on the world alone - that's what we're here for!

With pride

Repeat after us: **we don't put out anything less than excellence.** We take pride in the work we do, even if that means taking a little longer to check things over or spending time increasing our own learning to reach a higher level next time.

We follow up once a task is completed, whether with a client, co-worker or otherwise, to make sure everything is as it should be. We take pride of ownership by fixing anything remotely sub-par.

Meet The Team



So, those great minds we mentioned: who are they?

Meet some of our leadership team and learn more about the truly invaluable experience and know-how they bring to the table.



Teshin Bhayani

Founder & CEO

AirMason was born when Teshin was trying to create a digital culture book, but couldn't find any solutions in the market that had all the features he needed. In 2016, AirMason officially launched.

In five years, AirMason has created thousands of handbooks for more than 1,000 clients around the world.

Throughout his 13+ years in account management, Justin's passion for



Justin Gianfrancesco

Partner & Vice President

understanding customer challenges has allowed him to create unique solutions for a roster of global clients.

Justin takes big concepts and translates them into structured, actionable plans — generating a track record of growth.



Holly Tubbs

Senior Account Manager

Holly's passion for delivering true value to our clients shines through in every communication you'll experience with her; customer success is the name of the game, with no task too big or small.

Consider Holly your go-to throughout the AirMason journey as a goal-driven, results-focused partner.

Judy is our resident superstar when it comes to technical support, customer service, and ultimately bringing our clients' ideas to life.



Judy Huynh

Product Manager

An innate problem solver, Judy thrives whether fixing technical issues, implementing new systems, or simply acting as a sounding board for creative ideas, from onboarding to project completion.



Joanne Suter

Head of Customer Success

Hailing from the shores of the United Kingdom, Jo brings with her a proven track record in client engagement, copywriting and customer success.

Having mastered the AirMason customer journey from initial steps to launch, Jo's job is to lead our customer success team with a focus on client delivery and happy customers across the board.

Vanida's design experience spans 8+ years, working in both freelance and agency settings. Vanida's extensive background has proven beneficial to AirMason's clients.



Vanida Lim

Creative Team Lead

Her attention to detail and creative work on a variety of different clients, campaigns, and projects make her a strong asset in all aspects of design.

"This team feels like a family and it's amazing to witness the amount of growth in such a short period of time. Go team go!"

- VANIDA





What Connects Us

While we take huge pride in the diversity among our team, it's also important to talk about the things we share in common. Here's a rundown of some key things which connect us, both professionally **and** personally.

Curiosity

Curiosity

We are wonderers and wanderers. A love of travel binds the AirMason team, and this natural curiosity about the world around us translates directly into our work. We ask questions - lots of them - and we're more afraid of not learning or not growing than "looking stupid" or asking a silly one.

Proactivity

Proactivity

Life's too short to wait around. We prefer to make things happen as best we can and influence the parts we're able to. When we finish a task or project, the goal is that we can sit back and say we did everything in our power to achieve the best result possible.

Support

Support

We have each other's backs. In such a collaborative environment, ego takes a backseat. We help each other; we offer our time, expertise, or just an ear when needed; we support from the ground up and top down to make sure every member of this team comes to work feeling excited and ends the day feeling productive (even if a little tired).



SECTION TWO

Life at AirMason

We'll start off with what you really want to know: what's life like at AirMason?

To get you settled in, let's talk about some of the things we know you're going to love about working here, including details about how we enable our team to truly perform at their best.



Onboarding

If you've just joined us, this one's for you.

We're always thrilled to welcome new members to the team, but what can you expect from there off?

Take the first few days, even weeks, to learn everything you can about who we are and what we do— this handbook is a great place to start, so you're on the right track.



But it'll take more than reading to fully understand our work processes here. That's why we'll pair you with a buddy, maybe even a tech tutor, to guide you through the



During your first few weeks, ask us some questions and then ask more questions— it's how we learn.

onboarding
process.



Work From Wherever, Whenever

Working from wherever, whenever it works best for you and AirMason, is something we see as a huge strength in the sustainability of our business and your ongoing quality of life. In this new hyper-distributed global work environment we live in, it's our aim to provide as much flexibility for you while meeting our business needs efficiently and effectively.

Our extensive Work From Wherever Whenever (WFWW) policy has been built with your wellbeing in mind – that's an overarching look at the mental, physical and financial health of our employees. We attract the best talent, and we're determined to make this the best workplace for you – remote as it may be.



Office Info

Those of you who travel to our HQ every now and then, or if you are working from home and located near our Toronto office, come join us whenever you like!

We love seeing your faces at the office; our shared office space is here for when you feel like a change of scenery or want to collaborate with the team.

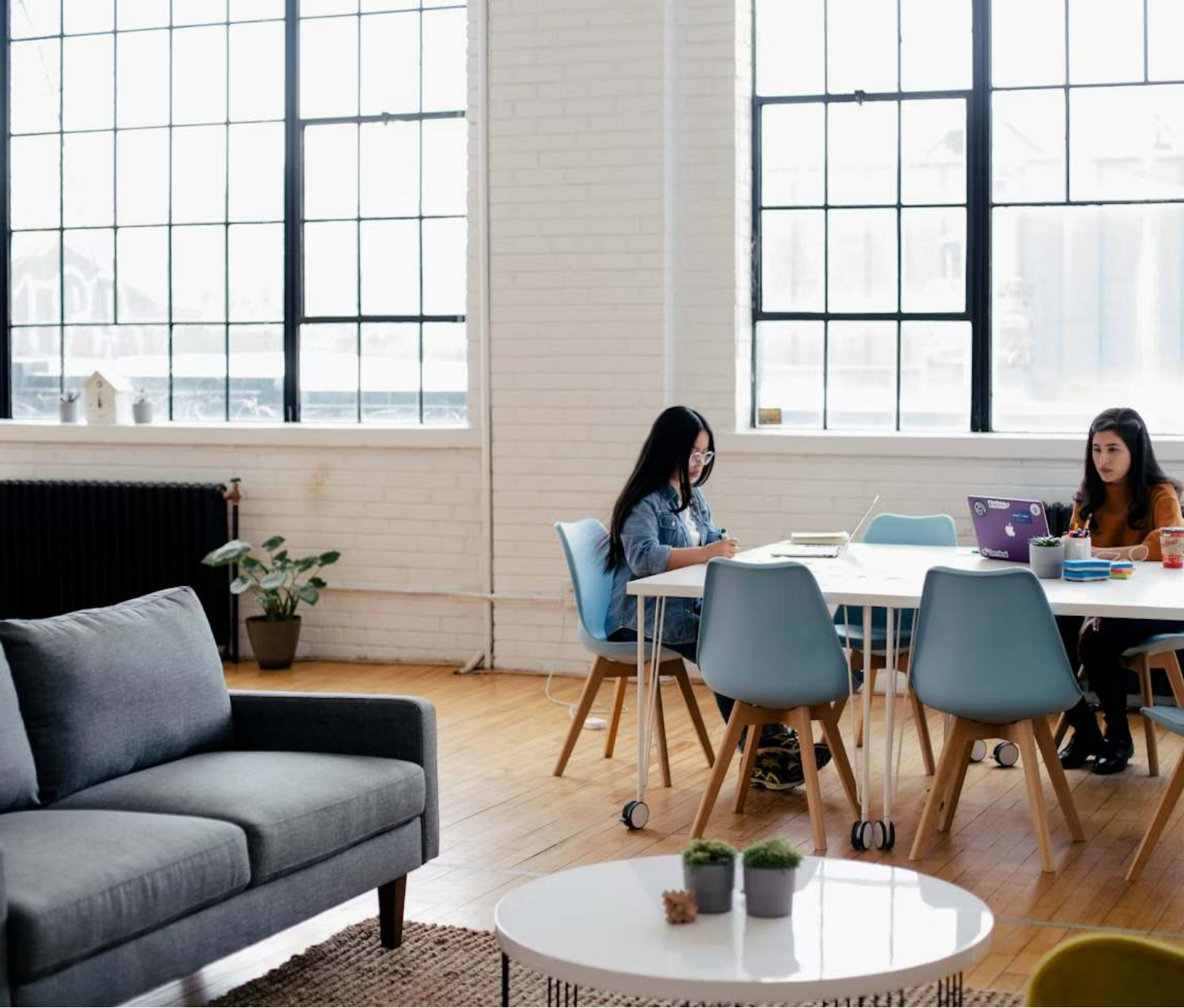




Work/Life Balance

Work-life balance is a big one for us; that's why we offer flexibility when it comes to planning your work day.

If you're happy working the usual 9-to-5, that's fine by us — but we also offer a flexible working schedule so you're able to better manage your time. Reach out to your manager to talk about what's going to work best for you.





Tools/Communication

As a remote-first company, this one's really important to us.

Much of our communication with one another is non-verbal; it happens online via messaging, email, or otherwise. We're happy and proud to embrace the remote nature of this new world, but it does mean that we all need to be hyper-aware of (and always looking to improve) our communication skills.

In short, it's trickier to communicate effectively from afar.

We like to take a positive approach when it comes to chatting via text and we choose to assume the best of our teammates, always. We mean when we say that we're all friends here; respect is non-negotiable. If you're feeling anything less, from anyone, please chat to your manager ASAP.

Slack



Shoot someone a message on Slack if you need an answer

Zoom/
Google Meets



quickly! We use Slack for a ton of fun internal comms too – announcements, news, updates... Not to mention the all-important memes channel.

Our go-to tools for internal and external meetings. Whether you're catching up with a customer, giving a presentation or collaborating on a project, send out an invite and get together.

Shared Calendars

For improved visibility and transparency, we all keep an open calendar here at AirMason (although you're free to make confidential meetings/appointments private, of course!).

Intercom INTERCOM

This is the quickest and easiest way for our clients to get ahold of us. Please make sure to keep an eye on Intercom on a daily basis.

SECTION THREE

Policies

Now for the legal bit. The next section outlines the policies with some important bits and pieces you'll need to know. And by the way, the legal stuff is actually really important... And can be fun... Well, sometimes?



Background Checks

If you're reading this, it's because you passed yours. Congratulations!

You may know by now but, for the record: all final candidates will undergo a background check before we put out a job offer. This could include your previous experiences, criminal history and other important aspects of your life pre-AirMason. [Click here](#) to view our full Background Check policy for details on what's involved specific to your region.



Drug Testing

Doing our best work requires a clear mind...

Which means that being under the influence while at work is a big no-no here at AirMason. We're zero-tolerance on the use of illegal drugs and alcohol on the job. To maintain this sentiment, we do have a Drug Testing policy in place, which you can read about [here](#).

Flex Time

AirMason encourages team members to be involved in their family's lives have passions outside of the office, which is why the firm has adopted a flex-time policy



Getting Paid

We like people who are just good humans.

And treat others with a sense of humanity. We connect with people who embrace the human experience – because remaining honest and respectful with each other, our clients and ourselves makes this an awesome place to work. All human beings are entitled to basic rights and freedoms and we recognize our responsibility to operate with respect to human rights.





Workplace Violence

It won't surprise you to know that *violence, intimidation and bullying, have no place here*, in any shape or form.

We're committed to providing you with a physically and psychologically safe, moreover enjoyable and positive working environment, and our no-nonsense approach to violence maintains this.

Check out the full policy on Workplace Violence (or a lack thereof!) [here](#).

Travel & Expenses



Out on business?

Whether it's travel, accommodation, or other reasonable expenses incurred while "on the job", we'll make sure you're never out of pocket.

[Click here](#) for the full T&E policy, including how to submit your receipts and details on what you can claim back.

SECTION FOUR

Benefits



Employee Benefits

NOW FOR THE FUN PART! The truth of the matter is, once we've hired you we want you onboard, engaged, and ready to take on the world with us. That means ensuring you're able to thrive both inside and outside of work.

Our benefits package has been built to make sure you and your loved ones are looked after, now and in future. Scroll through from here to view the following:

- Personal and Vacation Time
- Holidays
- Sick Time
- Bereavement Leave
- Health/Dental/Vision

→ Referral Bonus

→ Paid Parental Leave



Personal & Vacation Time

We know how hard you work; we also know that to maintain your high performing standards you need time to get away.

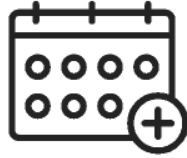
We believe that a good balance of work and play is key to keeping our team happy and healthy.

You make this company tick; we want you to be at your best, always. Taking time away from work to focus on yourself plays a huge part in maintaining this.

Your vacation time here is accrued based on how many hours you work and how long you've been with us—with a minimum of 40 and maximum of 216 hours. We also have caps set in place to encourage you to take advantage of the well-earned vacation time you deserve.

To learn more about how your vacation time is accrued and how to schedule your time off, see the full policy [here](#).





Holidays

We're sure you're looking forward to them already but, for the record, here are the holidays we officially observe here at AirMason:

•
New Years Day

•
Martin Luther King Jr Day (US)

•
Good Friday

•
Memorial Day (US)

•
Juneteenth (US)

Canada Day

Independence Day (US)

Labor Day

Canadian Thanksgiving

Thanksgiving (US)

Day After Thanksgiving (US)

Christmas Eve

Christmas Day

Boxing Day

Paid Sick Time



The sooner you rest, the sooner you'll recover.

We want to make sure you have the time you need to look after yourself if you become unwell. Let your manager know as soon as possible if you become ill while working or won't be able to log in as a result.





Bereavement Leave

Here for you, through the good times and the bad.

In the event that you suffer a death in the family, please take up to five days – paid – to attend the funeral and do what you need to. Tend to personal matters, make any arrangements and, importantly, look after yourself.

View the full Bereavement Leave policy [here](#).



Healthcare

It's our aim to ensure you're thriving inside and outside of work – moreover that you're healthy to do so. Our comprehensive healthcare benefits cover medical, dental and vision to ensure you have the peace of mind you need.



Referral Bonus Program

Money for working with
amazing people?

We'll take that! As a valued member of our team, we've no doubt that you're connected to tons of other awesome people. Refer them to work for us and, once they've been hired, after 90 days you'll be paid \$500.





Paid Parental Leave

First and foremost, **congratulations!**

We're so excited to welcome a new member of the AirMason family into the fold – in our eyes, there couldn't be much more exciting than this. We understand that, however you're expanding your family, it's an important time to be spent **together**. Our Parental Leave policy has been built to ensure you get that crucial bonding time with your new addition, along with taking care of your own needs along the way.

[Click here](#) to view the full policy.

A scenic landscape featuring a wide river winding through a valley. The foreground is filled with a thick layer of mist or low clouds, creating a soft, ethereal atmosphere. In the background, rolling hills and mountains are visible under a bright, slightly hazy sky. The overall color palette is warm, with golden and soft blue tones.

THANK YOU

Closing



Closing Words

Well, you made it. How do you feel?

We hope you've found this handbook an engaging, informative look into what life's like here at AirMason. We've tried to set the tone and let you in on our culture, along with some of the fun stuff we do, all of which are things we're proud of. We're excited that you've chosen us for the foreseeable.

Put simply: we're happy you're here!

Again, a warm welcome from us all,

The AirMason Team



 **AirMason**



