

# Culture Playbook





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## Mission

Our mission is to coach, teach, and train HubSpotters so we can learn, grow, and celebrate wins together.

## Our Values & Pact

# What We Stand For



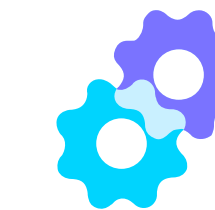
### Motivation

Challenges welcome! We value using our passions to work hard for our customers and each other (staying motivated through obstacles we may face).



### Transparency

We strive to put all the facts on the table. Leading with full honesty and openness ensures that every team member has a clear sense of direction that enhances motivation, trust, engagement and commitment.



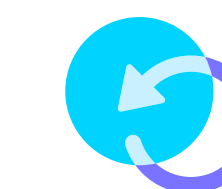
### Analytical Problem Solver

We're passionate about solving problems & enjoy the ever-changing journey in determining those solutions.



### Honesty

Mistakes happen. That's why we put an emphasis on being upfront with our customers and teammates.



### Always Learning & Growing Mindset

We strive to understand the why & take it one step further!



### Collaboration & Team Focus

We stick together. Despite being remote, we're fully collaborative & don't shy away from lending a hand.



### We Can Do It

We are resilient, always learning & growing from every experience (big or small!).



### Kindness

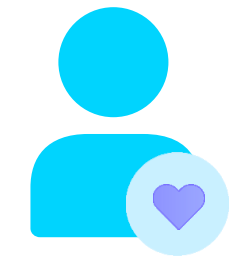
Be nice, we uphold the biggest golden rule - woven into all team & customer interactions.

# Take Your Time



## Paid Time Off

- ✓ Employees receive twenty (20) days of paid time off each year
- ✓ We encourage every team member to use their PTO in the year that it's earned - it's critical to relax and recharge
- ✓ Annual PTO does not roll over to the next year



## Mental Health Days

- ✓ It's important to focus on our team's well-being - we schedule a company-wide mental health day once every six months
- ✓ Dates will be announced throughout the year and typically fall on a Friday



## Holidays

We're excited to offer ten (10) paid holidays in addition to our 4 weeks of paid time off. They are as follows:

- ✓ Labor Day
- ✓ Thanksgiving Day
- ✓ Friday after Thanksgiving Day
- ✓ Christmas Eve and Christmas Day
- ✓ New Year's Eve and New Year's Day
- ✓ Memorial Day
- ✓ Independence Day and Martin Luther King, Jr. Day

## Flex Hours

# Fully Remote & Flexible Schedule

We're proud to operate as a fully remote team who can work from virtually anywhere! Currently, we span 7 time zones and have team members located globally.

- ✓ We encourage flexibility within reason
- ✓ It's important to be available for your customers and team members for collaboration during normal business hours
- ✓ Being consistent with your schedule is important to our team's efficiency and ability to plan
- ✓ We've found it's helpful to structure our schedules in dedicated blocks of time to ensure everyone is set up for daily and weekly success: uninterrupted individual focus time, scheduled internal stand ups to brainstorm or collaborate with other team members, and afternoon customer meetings
- ✓ We do our best to adhere to customer meeting free Fridays so team members can prep and plan for the following week



# Prepare for Family

## A Variety of Plans

Whether you're a first-time parent, or planning to further expand your family, it's important to take the dedicated time off that's needed to bond and enjoy all those special moments. We offer a tiered maternity plan, along with paternity leave. We're also excited to offer a short-term disability insurance benefit - in case the unexpected happens, and you need to take some unplanned time away from work.

Please note: Process Pro will hold your role for 12 weeks. Beyond 12 weeks is a case-by-case basis and should be discussed with your manager.



## Maternity Leave

### Tier 1: 6-12 Months of Service

- ✓ Short Term Disability - This policy will cover 6 weeks paid at 60% compensation
- ✓ PPC's Offering - Continued coverage of 4 weeks paid leave at 60% compensation
- ✓ Additional Offering - At full discretion of employee, you may take up to 20 days of your PTO

### Tier 2: Over 12 Months of Service

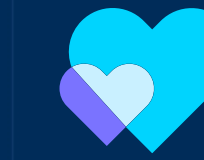
- ✓ Short Term Disability - This policy will cover 6 weeks paid at 60% compensation
- ✓ PPC's Offering - Continued coverage of 6 weeks paid leave at 100% compensation
- ✓ Additional Offering - At full discretion of employee, you may take up to 20 days of your PTO



## Paternity Leave

### Full Offering

- ✓ 1 week of paternity leave paid in full at 100% coverage
- ✓ Additional Offering - At full discretion of employee, you may take up to 20 days of your PTO
- ✓ Extended Unpaid Leave - You may also take an extended unpaid leave option, however, this is on a case-by-case basis and should be discussed with your manager and approved ahead of time

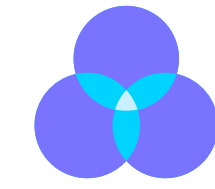


## Short-Term Disability

### Employee Benefit

- ✓ Maternity Leave - Should an employee elect for additional time beyond 6 weeks, our short-term disability insurance plan will help to cover 60% of the cost (up to 6 additional weeks)
- ✓ The Unexpected - Should a qualifying accident occur, employees will be provided up to 12 weeks of short-term disability at 60% compensation to cover out of work time

# Plan for Your Future



## 401k Plan

Process Pro values investing in your future and is pleased to be able to offer a 401k plan through our partner Guideline.

- ✓ All full-time W2 employees are eligible to enroll after six months of employment. You can opt out of this benefit if you so choose
- ✓ We'll make a basic safe harbor matching contribution equal to 100% of your contributions which do not exceed 3% of your compensation, plus 50% of your contribution which exceed 3% but do not exceed 5% of your compensation
- ✓ All participants will be automatically enrolled to contribute 5% to the 401k in order to promote you taking advantage of the full 5% company match; however, you control your rate
- ✓ You can set your contribution rate higher than 5% (up to a contribution of \$20,500 - IRS limit)
- ✓ This match is 100% vested at the time it is received



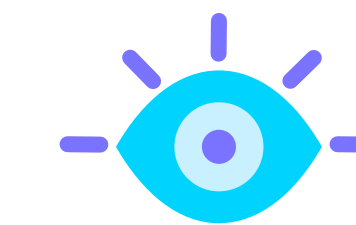
## Medical Insurance

Process Pro offers medical insurance through our provider, Sana Benefits. We are happy to be able to contribute up to \$460 per month towards every employee's insurance plan. We've selected plans that stick within that monthly range, thus reducing the financial burden on employee's own monthly contributions.



## Dental Insurance

Dental insurance is provided via Sana Benefits and Beam Dental. Sana provides a variety of well-priced dental plans and can be added within your Sana portal when you elect for medical insurance. If you'd like to enroll in a dental plan this is typically an out-of-pocket expense deducted from your paycheck.



## Vision Insurance

Vision insurance is provided via Sana Benefits and VSP. Sana provides a variety of well-priced vision plans and can be added within your Sana portal when you elect for medical insurance. If you'd like to enroll in a vision plan this is typically an out-of-pocket expense deducted from your paycheck.

## MBO Quarterly Bonuses

# Maximize Your Income



## Quarterly Bonus Program

We find it important to reward and incentivize by offering a QBO program to eligible team members. Goals will be set and agreed upon on a quarterly basis, and will incorporate business and individual objectives.

- ✓ This program is offered to full-time salaried employees
- ✓ You must meet the basic requirements of your role in the first 90 days to be eligible



## Professional Development, Health & Wellness Stipends, & Annual Team Event

# Grow Professionally and Personally



## Professional Development

Professional development is granted on a case-by-case basis so that each employee can customize their training based on individual needs and goals. We encourage all team members to align further education or training opportunities with their job role, however, it is not mandatory. Professional development can include:

- ✓ Books
- ✓ Certifications
- ✓ Online programs or courses
- ✓ Other types of coursework



## Health & Wellness Stipends

We encourage all of our team members to stay active and prioritize their mental well-being. We're excited to allocate a monthly \$50 stipend toward a variety of health and wellness activities, including, but not limited to:

- ✓ Gym memberships
- ✓ Fitness classes
- ✓ Fitness apps
- ✓ Healthy eating programs
- ✓ Mental health sessions



## Annual Team Event

We look forward to hosting an annual team on-site where we can spend time connecting in person, enjoying each other's company, and learning from one another. We host a team event once per year - location and date to be determined on a yearly basis.



**PROCESS PRO**  
CONSULTING