The Hatcher Handbook

HatchWorksAI

Our Culture

We're innovators, technologists, and builders passionate about creating the best software products and solutions. We prioritize empathy and a user-centric approach to make our customers the heroes of their own journeys. We're always looking for new and innovative ways to solve challenges.

We believe in creating high performance based teams. We value teamwork, diversity, and continuous improvement and learning. We strive for excellence in our work, make decisions collaboratively, and focus on achieving goals to create raving fans.

Our Culture drives everything we do, and everything that we deliver. **It's the DNA of our operations!**

Purpose *Why We Exist*

To create a brighter future for our customers and communities through technology, our people, and our culture.

Vision *Our Aspirational Goal*

To be the most trusted technology solutions company that our customers and team members can't stop raving about.

Our Core Values

WE OWN THE OUTCOME — WE EMPOWER PEOPLE TO DO GREAT THINGS

WE CREATE RAVING FANS — MAKING HEROES OF OUR CUSTOMERS & PEOPLE

WE ITERATE TO IMPROVE — AGILE AS A WAY OF LIFE

WE THINK LIKE ENTREPRENEURS — CONTINUOUS LEARNING MEANS CONSTANT GROWTH

WE BEFORE ME, ALWAYS — OUR BEST ASSET IS OUR PEOPLE

WE PRACTICE RADICAL TRANSPARENCY — SHARE OFTEN & HONESTLY

Hatcher's DNA

Passionate Loves their job so much, they might start a fire with all that enthusiasm.

Driven Not afraid to roll up their sleeves and "get their hands dirty."

Selfless Always willing to share their knowledge and help out a fellow Hatcher.

Intuitive Can solve problems before they even happen.

Creative Thinks outside the box, even if it's just a cardboard box they're stuck in during a brainstorming session.

Curious Forever asking, 'Why?', 'How?', and 'What if?'.

WE BEFORE ME, ALWAYS

Our Best Perk is **Our People**

We hire the **best individuals** but we only succeed as a team by working collaboratively.

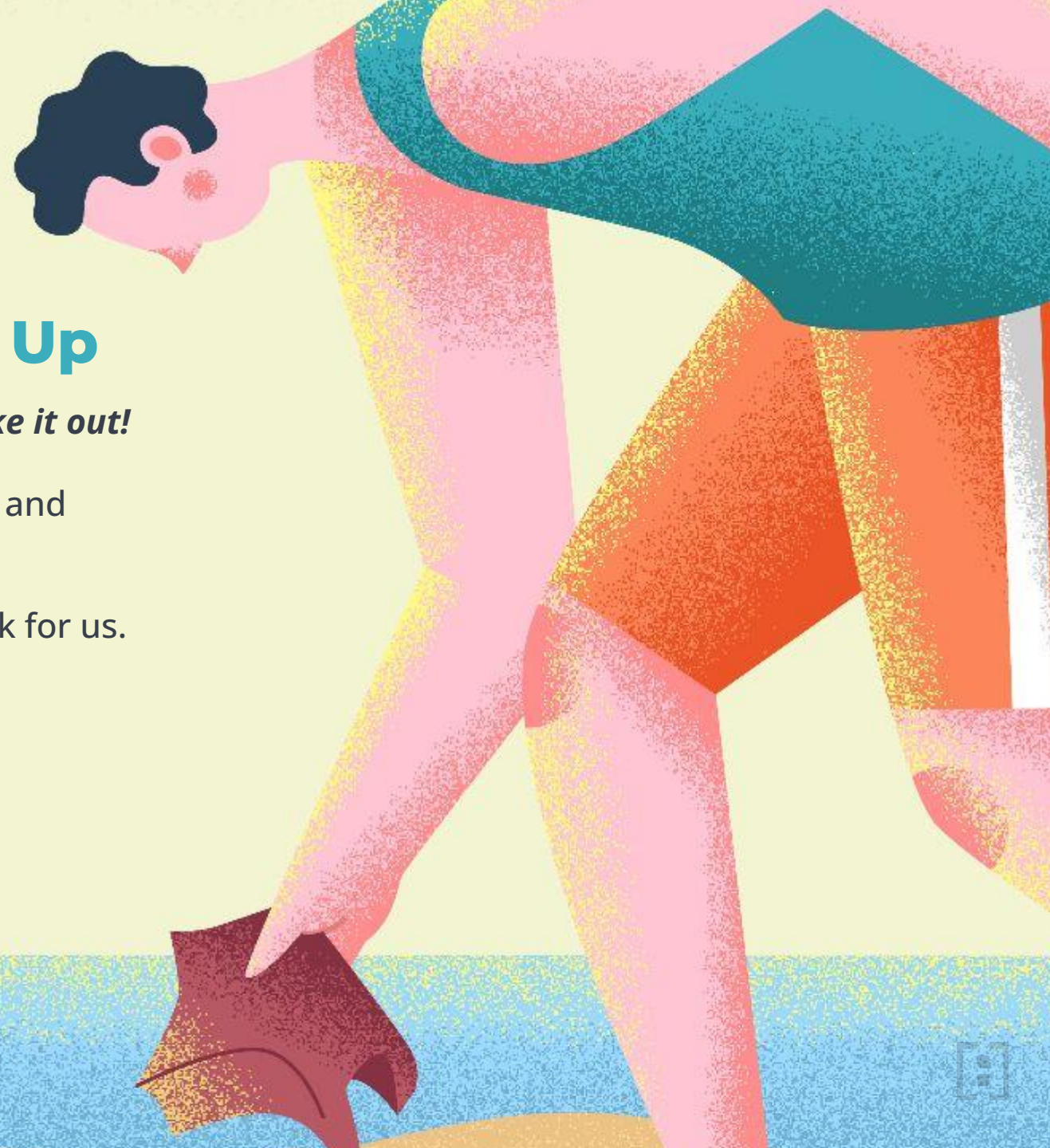Good people deserve to be made a **priority and appreciated**.

If You See Trash, Pick It Up

No really, if the trash is full in the kitchen - *take it out!*

This is one small example of how we are humble and accountable to each other.

And how saying, "That is not my job" doesn't work for us.

We want the best teams, and the best teams are diverse and inclusive

Diverse and inclusive teams brings **different experiences and perspectives** that make us all better.

If you feel connected and that you belong - you can **be your best self at work**.

WE CREATE RAVING FANS

This goes for our clients & our people

We believe making our clients and our people the **hero** of their own journey will turn them into **raving fans**.

At HatchWorks, we strive to create **_"you wouldn't believe"_** moments.

We use empathy to take a customer & user-centric mindset

We believe **simplicity wins**. We prioritize doing the **right thing** even when it is hard.

Most importantly, we **empower** our people to **create** raving fans.

At the end of the day, our clients & people are our best marketing tool.

WE PRACTICE RADICAL TRANSPARENCY

We Share Information Openly, Broadly, And Deliberately

This applies to both **internal and external** relationships.

It takes **courage and integrity** to give constructive feedback and receive it gracefully.

We are quick to **admit mistakes** and to learn from them.

Our Organization Model Is Flat to Encourage Sharing and Openness

There should be **no barriers** between any role and everyone should feel comfortable asking questions.

We **leverage routines** like 5 x 1s, surveys, and HatchHuddles to create opportunities to share.

Slack anytime.

Transparency is not achieved by declaring "we are transparent"

It is achieved by our intentional rituals.

WE THINK LIKE ENTREPRENEURS

We are continuous learners who never give up and are always pushing ourselves to achieve more

We believe **complacency kills**. We always strive to follow a win with a **BIGGER WIN**.

We hire people who **crave learning** like they crave food and water.

We do more than advocate for learning, **we pay for it**.

We don't just talk about ideas. We invest in them.

We encourage our people to think across industries, verticals, and disciplines to identify **pain points** and areas of **opportunity**.

Then we actually **build the strongest ideas** (Cinch, Unified Framework, healthcare accelerators).

These new products and services allow us to **test new ideas** and processes.

WE ITERATE TO IMPROVE

Agile is not just a framework, it is our way of life

We believe **feedback loops** are a gift - the shorter the better.

Mistakes are a natural part of evolving - we **love** them and **learn** from them.

We **do not assume** we have the right answer. We **try**, **learn** and then **try again**.

WE ITERATE TO IMPROVE
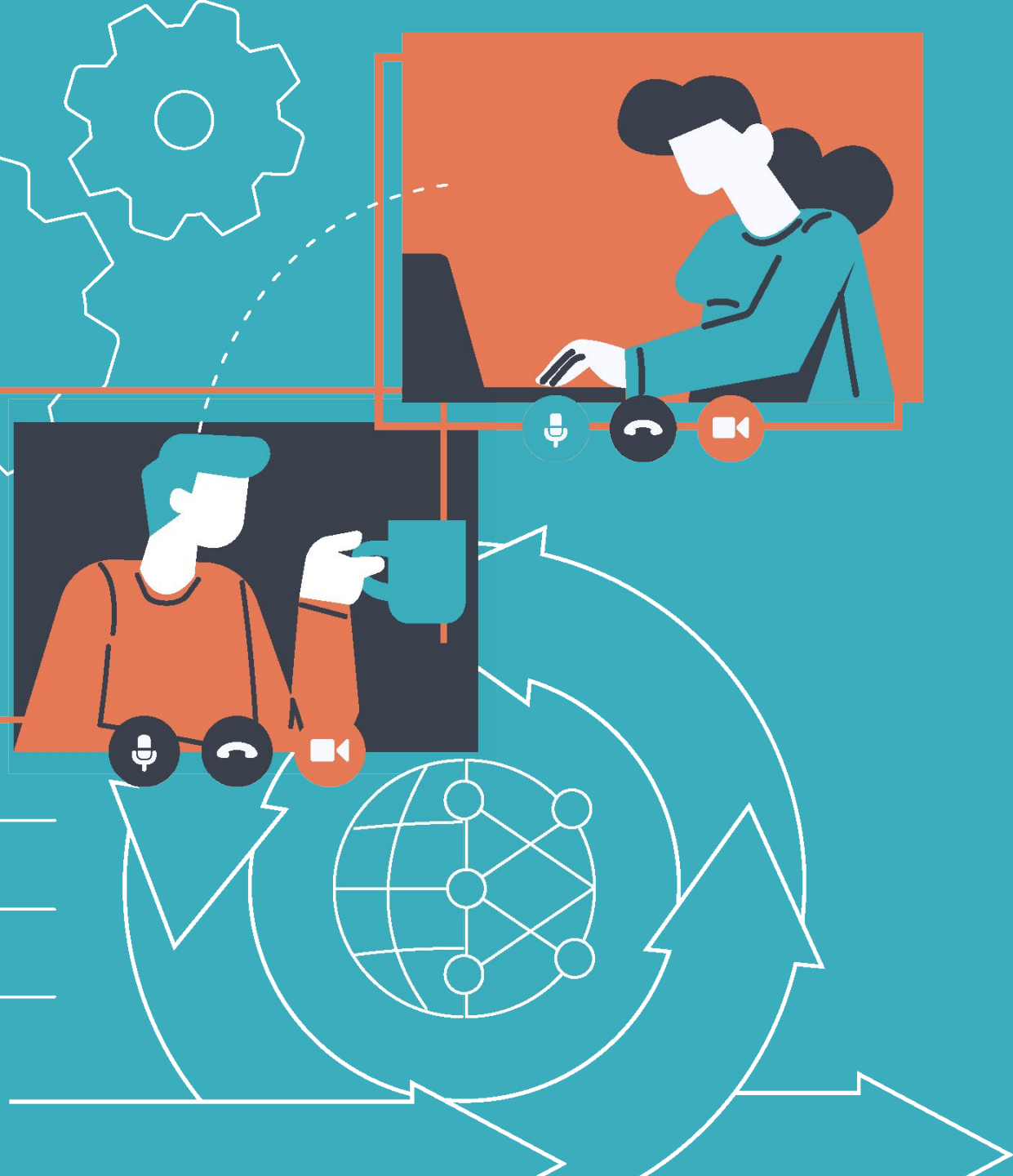
AGILE AS A WAY OF LIFE

We use Agile principles in everything we do

We retro **everything**... *(literally everything)*

Projects, new ideas, marketing, sales opportunities, desk configuration, events, even happy hours.

Even our **business model** is based in Agile principles.

WE ITERATE TO IMPROVE
AGILE AS A WAY OF LIFE

WE OWN THE OUTCOME

We believe people do great things when you empower them

We create **empowerment** by allowing teams to work **autonomously** and be **accountable** for their outcomes.
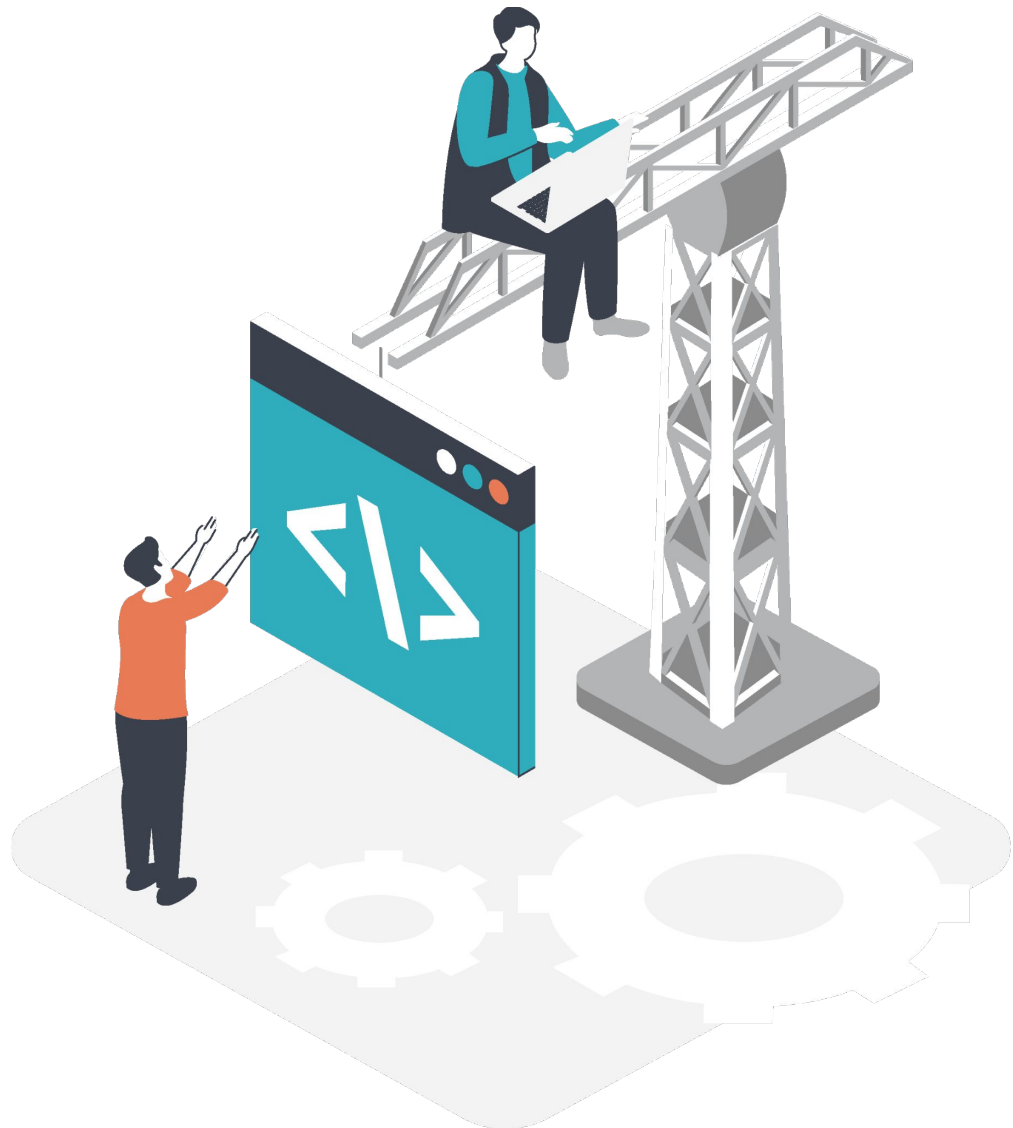
Autonomy requires **trust**.

HatchWorks wants you to...

Use Good Judgement

Basically, do what's best for our clients,
HatchWorks, and each other.

We prioritize outcomes over output

We want teams to have **flexibility and freedom** to determine how to achieve the best results.

In order to create this **accountability**, we must be aligned to our **goals**, our **clients**, and **each other**.

HOW DO WE MAKE IT REAL?

Repetition
We share our core values with new candidates, new hires, clients, in project kickoffs, project retrospectives, and company meetings.

Story & Recognition
We share and celebrate stories of how we make our core values come to life in our HatchHuddles + we award our Hatchy to the best one

Accountability
We hold each other accountable to uphold these core values and update them as we grow and evolve.

OUR
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VALUES

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WE **CREATE RAVING FANS**

WE **PRACTICE RADICAL TRANSPARENCY**

WE **THINK LIKE ENTREPRENEURS**

WE **ITERATE TO IMPROVE**

WE **OWN THE OUTCOME**

WHO IS RESPONSIBLE FOR MAINTAINING OUR CULTURE?

WE ARE.

You belong at **HatchWorks**AI