

Welcome to Ento

Everything you need to know for a
painless onboarding experience





Welcome to Ento

Welcome.

We're thrilled to have you on board! This guide has been created to provide you with all the necessary information you'll need to get started at Ento.

We recommend diving into this guide before your start date, so you can get a solid understanding of the internal workings of Ento - from our core values, to our leave policy, to what kind of hours you can expect to work.

We realise that starting a new job can always be a little daunting, so we've also included some information to help you get settled, such as where to get the best coffee, transport options and parking.

Good luck!

About us

Not so long ago, the idea of workforce management software with the power of enterprise software and the usability of an agile startup was little more than a fantasy.

Managing hours efficiently, while still making your employees feel cared for, was a hassle. Workforce planning and crunching big data was a headache. Deploying software was painful at best, and proving ROI immediately was impossible.

And then along came Ento.

Founded in Australia in 2009, Ento is a web-based workforce management tool that fits into every workplace, regardless of size or industry. At the heart of Ento is a light-weight, user-friendly rostering and attendance tool, which aims to build happier, more productive workplaces.

Since its inception, Ento has quickly become the chosen workforce management solution for over 3,000 Australian workplaces across a number of industries - including retail, hospitality, security, health and more. With the ability to scale to any size, and a score of unique customisation options, Ento helps a wide range of users - from corner stores to nationwide retailers - see the realities and the potential of their workforce laid out clearly and simply.



Our mission is to take every last minute of wasted time out of HR & workforce management so you can spend more time on what matters most – your people.

Our People

People are at the very heart of everything Ento creates.

We are a team of leaders. A team of thinkers. We are driven by a tireless curiosity, and a constant need to find better, smarter ways to do things. We challenge the status quo, and have the courage of our convictions when we do.

We take our work, but not ourselves, seriously. We know that great things happen in happy workplaces, which is why we endeavour to make our workplace one that is fun, respectful and friendly.

Everything we do is underpinned by our five core values:

- Have pride and passion in what we create
- Offer and welcome honest feedback
- Foster respect and collaboration at all times
- Look for smarter and faster ways to do everything
- Attract great people by being great people

Our Product

The product we create is at the very heart of everything Ento achieves.

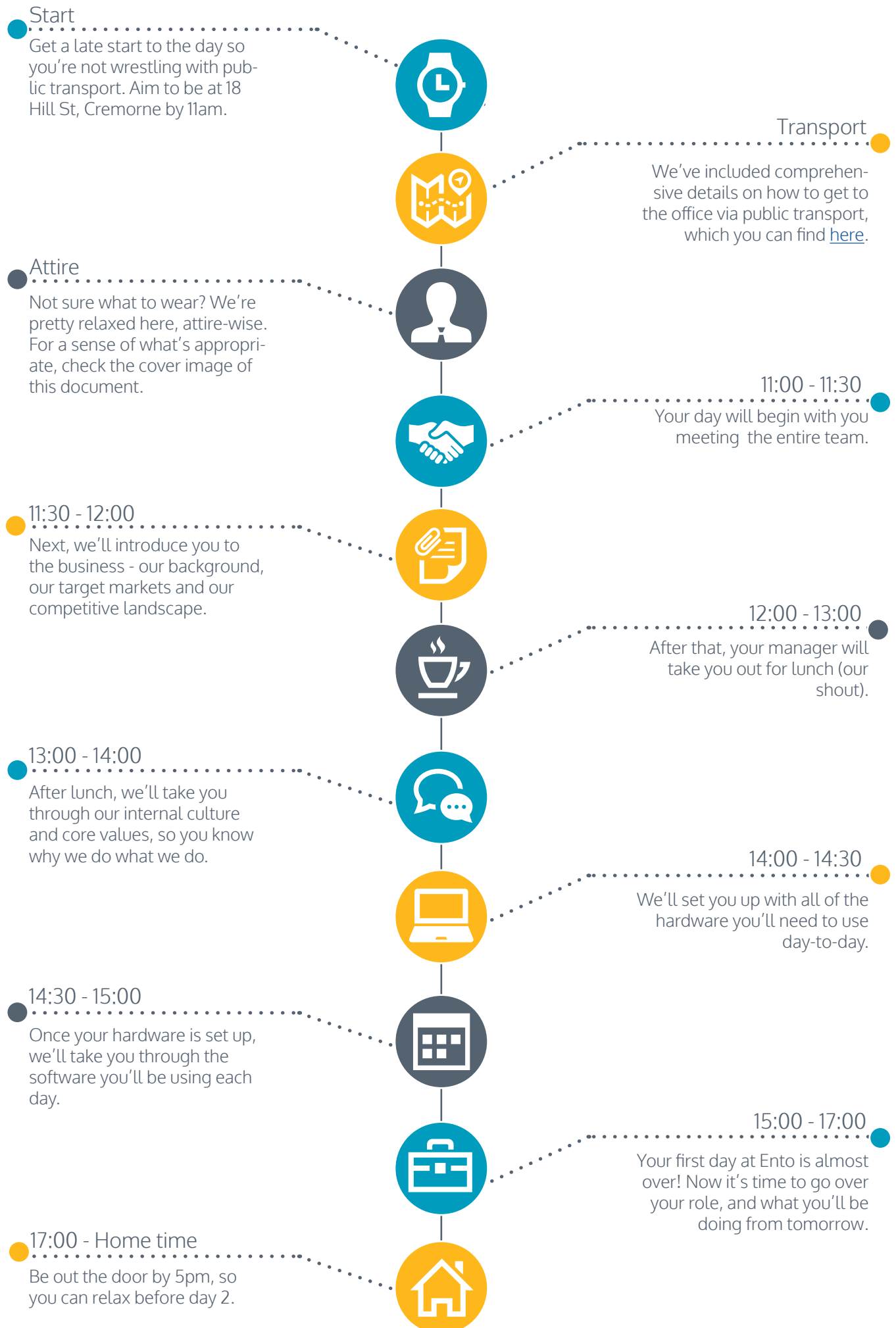
The industry we exist in is inherently complex but the market demands simplicity. Our product team thrives on this challenge by balancing flexibility and power with speed and beauty.

Everything we create is underpinned by five product values:

- We are passionate about our mission and core values
- Never forget we are building software for humans
- Invest more in product than all other departments combined
- Build software that helps real businesses
- Automation is the key to removing wasted time

The **only** way we will win is with the best people and the best product.

A roadmap to your first day at Ento



Operations and day-to-day



Leave

As an Ento employee, you're entitled to the following leave in a given year:

- 20 days of annual leave
- 10 days of paid personal (sick) leave
- 5 days of working from home leave
- 2.5 days of personal development/training leave

You'll need to communicate any intention to take annual with your manager as early as possible. You can apply for leave directly through Ento, which we'll go through in your first week.

On top of your standard 10 days of personal leave annually, you also get five days to work from home, which is ideal for situations where you're sick, but not necessarily bed-ridden, or if you need to be at home during the day for any other (semi-valid) reason. Personal leave needs to be communicated to your manager, via Ento.

Leave accrues progressively and doesn't expire.

Lunches

Each week, we stock the pantry and fridge in the Ento kitchen with easy, healthy lunch and snack options. Orders vary from week to week, but you can generally count on finding the following:

- Fruit
- Salad vegetables
- Deli meats
- Tuna
- Soups
- Breads and wraps
- Muesli/snack bars
- Cheese
- Yoghurt

If there's anything particular you'd like to order, or if you have dietary requirements we need to take into consideration, please leave a message in the #consumables channel in Slack. Food orders are generally done at the end of the week and delivered Monday.

You also have access to unlimited tea, coffee (and we're talking real coffee here, not Blend 43 or International Roast) and soda water.

Hours

Unless otherwise specified, your hours at Ento will be fairly flexible, provided you meet the following requirements:

- Arrive between 8am and 10am
- Leave between 4pm and 6pm
- Make up your contracted hours (76 for full-time) over each fortnightly pay period

If you do need to arrive after 10am or leave earlier than 4pm, that's not a problem - just notify your manager, and keep track of your own hours to make sure you make up the hours over the fortnight. If you're unable to make your hours up, you'll need to submit these hours as either annual or work from home leave.

Office expectations

We maintain a fairly relaxed working environment here at Ento HQ, and a big part of that is respecting the spaces we all share. We have a lot of big personalities in a small space, and respect is crucial to our day-to-day operations.

None of what we ask is groundbreaking in any way. Clean up after yourself, especially in kitchen and bathroom areas. Don't hoard dishes on your desk - we only have so many mugs. Try to keep noise to a minimum if you can. If you use the last of something, post it in the #consumables channel on Slack (more about that later) so it can be replaced quickly.

We're fairly relaxed when it comes to things like language in the workplace, but, as with most things, it's best to exercise common sense here. Avoid language that's brazenly offensive (if you wouldn't hear it on TV - and no, HBO doesn't count - it's probably not appropriate). We're not so relaxed when it comes to anything racist, sexist, homophobic or otherwise oppressive. A good rule of thumb: if you wouldn't say it to everyone in the office, don't say it at all.

As we said, it's mostly common sense, but the little things can make a big difference.

Team communication

The majority of internal communication at Ento is done via two channels - email, and Slack, a team communication app that's available on desktop or mobile.

We'll set you up with both your email account and in Slack on your first day.

Our email provider is Gmail, which makes it easy to access your work emails on any of your devices. Here's a comprehensive guide to [setting up Gmail on iOS](#). If you're an Android user, you'll already have a dedicated Gmail app on your device.

Since we use Gmail, it stands to reason that we also prefer to use Google software where possible. All Ento employees use Google Calendar for scheduling meetings, and Google Drive for creating and sharing spreadsheets and documents. If you're not familiar with either of these products, don't worry - we'll show you the ropes in your first week.

Unlike email, Slack is used to instantly communicate short messages with other Ento team members. The app allows one-on-one chats with colleagues, as well as channels for specific topics.

We have more than a handful of channels you may want to join - we've marked the necessary ones with an asterisk on the next page.



Channel	Purpose
#competitors	Drop in and discuss any and all competitor info you pick up.
#consumables*	Requests for food, drinks, Sodastream refills, coffee, etc.
#content*	All articles written by us that get posted on our blog, or elsewhere, will be linked here.
#core-resources*	Links to core Google docs/files/spreadsheets.
#customer-success	Customer and tech support questions.
#general*	This channel is for team-wide communication and announcements. All team members are in this channel.
#hardware-requests*	If you need supplied of any type (cables, screens, pens, etc) put them in here as well as how urgently you need.
#hill-street*	Office related chats, if you're running late, etc.
#internal-faq	Questions and answers relating to recurring questions by leads and clients.
#isitdown	Live reporting from our automated software monitoring.
#marketing	All marketing-related news and information.
#product	New product features released into production.
#random*	A place for non-work banter, links, articles of interest, humor or anything else which belong in some place other than work-related channels.
#sales	All new clients and sales.

Other things you may want to know



Things can get a little crazy here

If you're not from a startup background, you may find things at Ento a little daunting at first. We're growing fast and pride ourselves on being agile, which means there are periods where a lot of things are happening at once.

If you happen to start during one of those crazy periods, don't panic. While they occur with some regularity, they're certainly not the norm. The majority of the time, we're able to work at a less-than-manic pace.

Friday lunch

Every Friday, we get the weekend started by heading to lunch as a team. Locations vary from week to week, but we generally aim for places that are relatively close to the office, and not outrageously expensive.

Transport and parking

There's something of a dearth of parking options in and around Cremorne, which can be an issue if you do need to drive to the office. That said, there are some areas you can usually find parking - it's just a matter of trial and error. The majority of parking around Cremorne is 2 hour only, so if you do find a park, you'll need to move your car a few times throughout the work day.

Public transport is a much easier way to get to the office. East Richmond train station is a 5-minute walk away, and is serviced by the Alamein, Belgrave, Glen Waverley, and Lilydale lines.

Express trains do have a tendency to bypass East Richmond station, but Richmond station is only a 10 minute walk away, and is serviced by all Alamein, Belgrave, Cranbourne, Frankston, Glen Waverley, Lilydale, Pakenham and Sandringham trains.

There are also two tram lines that run reasonably close to the Ento office. Route 70, which runs from Docklands to Wattle Park, travels via Swan St and stops just near East Richmond station at stop 11. Route 78, which runs from North Richmond to Balaclava, travels via Church St and stops near our office at stop 55.

If you prefer to cycle, our office has a dedicated bike rack inside, as well as a shower.

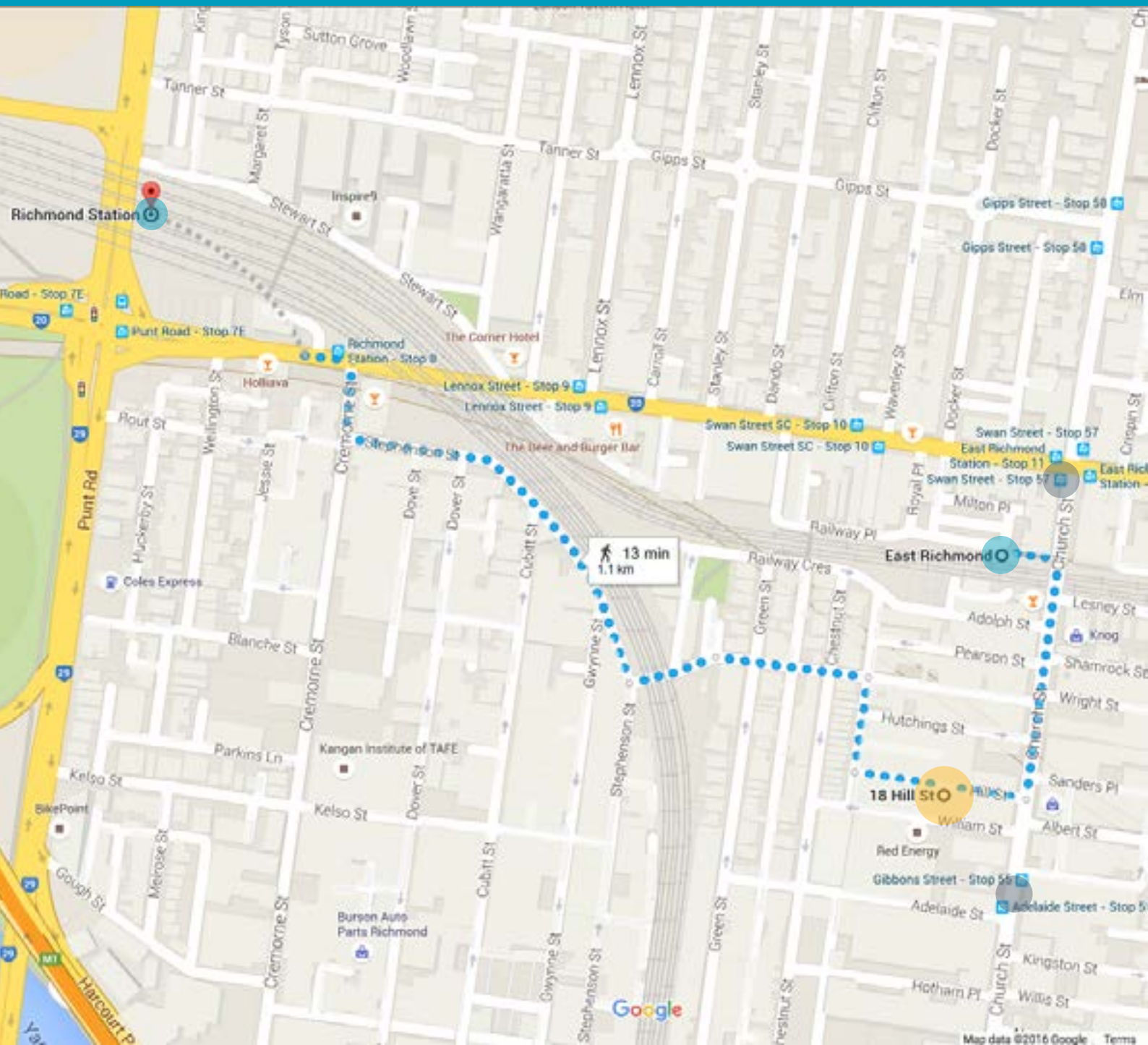
We've included a map of the area, with the closest public transport access points clearly marked, on the next page.

Getting there

Not familiar with public transport in the Richmond/Cremorne area? Not a problem - the map below shows our office (highlighted in yellow), and walking routes to both East Richmond and Richmond train stations (both highlighted in blue).

The map also shows the two nearest tram stops (highlighted in grey), on both routes 70 and 78.

You can view a live version of this map [here](#).



Where to find things

Trying to find your way around an unfamiliar area can be stressful when you start a new job. Here's where to find what you need (so you don't spend your lunch breaks wandering around aimlessly):

Supermarkets

Coles Swan St
140-160 Swan St
Approx 500m away

Woolworths Metro
511 Church St
Approx 150m away

Pharmacies

Chemist Warehouse
206 Swan St
Approx 500m away

Priceline Pharmacy
210 Swan St
Approx 500m away

ATMS

ANZ
570 Church St
Approx 250m away

Bank of Melbourne
182 Swan St
Approx 600m away

Commonwealth Bank
224 Swan St
Approx 450m away

NAB
139 Swan St
Approx 600m away

Westpac
220 Swan St
Approx 400m away

The best places to eat and drink

There's no shortage of good food and coffee in Cremorne and Richmond, which can make deciding where to go a little overwhelming. Here are some of our favourites:

Ideal for clients

St Thomas
533 Church St
Coffee/lunch

Quick & easy

Spudbar
226 Swan St
Baked potatoes

Sit down meals

Public House
433 Church St
Pub

Pillar of Salt
541 Church St
Coffee/lunch

Kokoro
204 Swan St
Sushi

Happy Kappa
4/85 Swan St
Japanese

Top Paddock
658 Church St
Coffee/lunch

Foxes Den
184 Swan St
Chicken, salads

Fonda
248 Swan St
Mexican



The who's who of Ento



Being able to put some names and faces together before you start can go a long way in easing the first day jitters. Here's who you'll be working with:



Aulay Macaulay
Managing Director
aulay@ento.com
[Connect on LinkedIn](#)



Brendan Bernard
Lead Technical
brendan@ento.com
[Connect on LinkedIn](#)



Chris Power
Head of Sales
chris@ento.com
[Connect on LinkedIn](#)



Dean Pacquola
Partnership Manager
dean@ento.com
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Dwi Oetomo
Customer Support
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