

THE
BOOK
OF NUTS
AND BOLTS

SET UP

LOG IN AND GO

LAPTOP

You'll be given a laptop and mouse, please look after them. You'll also get a password with your laptop. It's best not to change this if you can help it.

WIFI

Network:

Password:

TEAMS

For any quick communication that doesn't warrant an email, use Microsoft Teams. You'll get an invitation to join in your inbox when you start.

OUTLOOK

Log in to the email account you're given. It's useful to get the app on your phone too.

WIP PLANNER BOARD

This is where we manage capacity and workflow through the agency. You'll get an invitation to join in your inbox when you start.

WORKFLOWMAX

This is where we manage time and money for jobs. And where you'll log your hours against your name and role. You'll get an invitation to join in your inbox when you start.

MUSIC

Someone's on DJ duty every week so download the Sonos app on your laptop.

Sonos Login:

Sonos Password:

HUNCH BUNCH FACEBOOK GROUP

Here's the place to share inspo, TV shows you're loving and any other interestingness. One of the team will add you to the group.

HUNCH CHATS WHATSAPP

Here's where to let the whole team know what you're up to. Download the app and one of the team will add you.

TECH ISSUES

If you're having any troubles with your laptop or work setup, just let your manager know.

MEETINGS

MEETINGS, MEETINGS, MEETINGS

Meetings are really important. It's our chance to get together, learn from each other and make decisions that push things forward. Here's a quick outline of some Hunch meetings, what they're for and why it's really important not to skip them.

HUNCH WORKFLOW

This meeting is to make sure we're getting through the work we need to on time. It should only be fifteen minutes, but it's one of the most important meetings we have.

MONDAY MORNING WIP

This is our weekly team catch up at 8.30am every Monday morning. We share work we're proud of, see how last week's work landed and have a 'Five Minutes of Inspiration On...' session called FIMO.

FORECAST MEETING

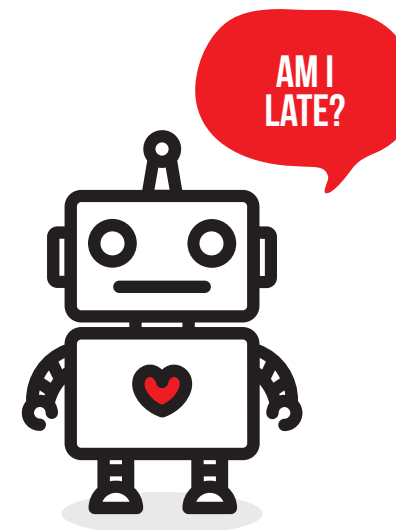
This is our weekly meeting to check that all projects are on track from a delivery and financial perspective. We check in on JCRs, timesheets and ensure we're all set to nail our revenue target.

TED TALK TUESDAYS

On the occasional Tuesday, we sit down as a team and watch a TED Talk on something relevant to all of us. If you come across any good ones, forward them to the Office Manager.

MEETING ROOMS

- Hosting clients? Give the Office Manager a heads up on numbers and what's needed.
- Ensure you allow enough time to test the tech before the meeting commences.
- Leave the room as you found it. And if you need to leave things on the wall, use the 'PLEASE LEAVE' sign found in the middle room cabinet.



“OUT OF THE OFFICE”

LEAVING IT UP TO YOU

SICK LEAVE

People get sick. It happens. But the rest of us don't want it, so please stay at home – and let your manager know so we can work around deadlines or meetings.

Taking care of your mental health is also important. If you need a day to look after yourself, take a day off so you can come back rested and ready for action.

ANNUAL LEAVE

You'll need to request annual leave before you book flights or accommodation (obviously). That helps us make sure we have the people we need to look after our clients.

Fill out the form and pass it on to your manager for approval. You can find the form here - [Hunch Stuff/Admin/Annual Leave Form](#)

WORKING FROM HOME

From time to time you may need to work from home. Just be sure to communicate your plan: ask if anyone needs you in the office first and give us a heads up as early as possible.

COMMUNICATE, COMMUNICATE, COMMUNICATE

For any of the above, make sure you give your manager a call and let the Office Manager know, so we can manage workloads and deadlines (and so we don't send out a search party).

For sick or annual leave, you'll need to pop an 'out of office' on your email with an alternate contact for client emails.

The Hunch Calendar will be updated with your sick and annual leave and that gets passed onto accounts to deal with the money stuff. Take a look through your contract for more.



MONEY STUFF

MONEY IN

PAY-DAY

You get paid on the 22nd of every month.

CLAIMING EXPENSES

If you had to buy something with your own money, online or in-store, give your receipts to the Office Manager and they'll arrange to reimburse you.

MONEY OUT

PETTY CASH

There will be times when you need to grab a few things for the office. That's what petty cash is for. Check with your manager first. And pop the receipt in the petty cash tin after.

CREDIT CARD

For any online purchases, or when you need to use a credit card, check with your manager and they'll give you their card. Keep a copy of the receipt to pop in the 'Receipts' folder.



OPENING UP/LOCKING UP

GETTING IN AND CLOSING UP

First in the office? Last to leave? Here's everything you need to know. But please be careful with this info and don't tell people you shouldn't.

ALARM

Code number:

is the code that arms and disarms the alarm – the keypad is by the light switch behind reception.

ALARM DETAILS

If you trigger the alarm, you'll need to call and enter a password. These details are found on the inside panel of the alarm.

The password is:

SWITCHING OFF

If you're the last person here, please check the three heat pumps, lights and the music are all switched off before you go.

KEYS

Key 1 - is for external gate and external glass door.

Key 2 - is for the internal glass door to the Hunch office.

THE GARAGE

Behind the ventilation unit on the wall in the garage, there's a little remote hanging up. Click it to close the garage door if you're the last one.

TOP CAR PARK

Keypad code for top car park:

There are a few dark corners and driveways around this area. And we're probably being overly cautious here, but travel in pairs if you can.

TAXI

Corporate Cabs **0800 789 789**

Please use the Hunch car as your first option but if it's not available, call the number above and make sure you put it on the Hunch account.

SAFETY

RULES TO KEEP US SAFE

Like any workplace, we have a few rules in place so that everyone knows what's okay and what's not okay. Here are some spoken, unspoken and just plain obvious rules:

EVACUATION ZONE

In the case of a fire or drill, we evacuate outside the front of the building next to the road. Look out for the fire warden in the fluro vest.

FIRST AID KIT

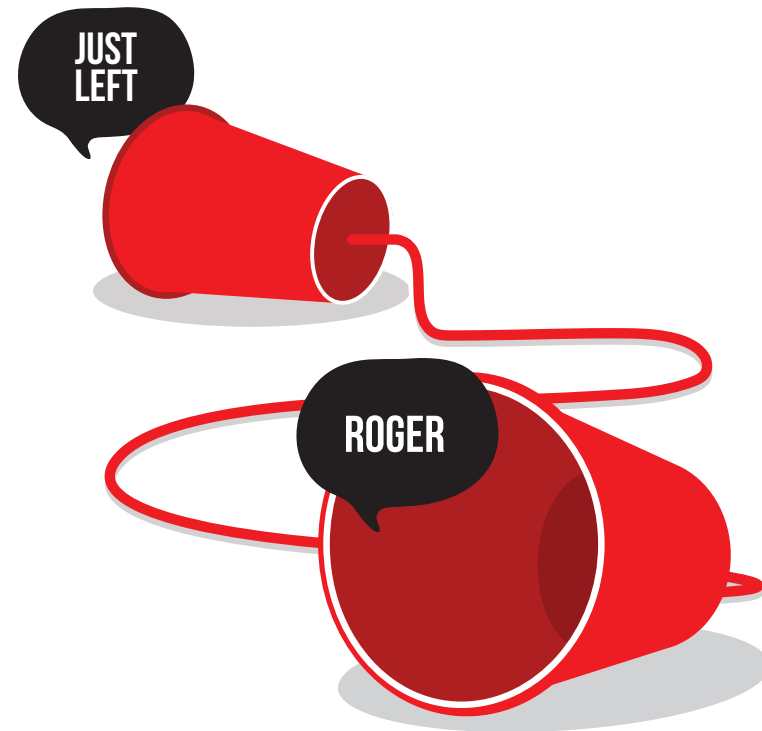
Whether it's an emergency or a papercut, the First Aid Kit is attached to the wall in the back room. Let the Office Manager know if anything needs replacing.

WORKING LATE

If you can help it, don't. But if you need to, and you're the last one in the office, always let someone know. Then, text that person when you leave so we know you're safe.

DRINKING AND DRIVING

We don't drink and drive. Ever. Don't be tempted to put yourself or others at risk by making a bad decision. Do us all a favour and call a cab.



EXTRAS

THE LITTLE THINGS

HOT DRINKS

There's always tea, coffee, sugar and milk in the kitchen. And extras under the stairs.

CLIENT TREATS

Have a client coming in? Talk to the Office Manager to make sure they're all taken care of.

STATIONERY

The main office supplies like pens, staples and paper are kept next to the printer.

HUNCH CAR

We have a car that can be used for work-related errands, like pick ups and drop offs.

PANTRY STAPLES

We always have salt & pepper, butter, Vegemite, T-sauce and Sriracha.

BAR

Fully stocked for client meetings. Keep it topped up and if we're running low, then please let the Office Manager know.

WORKSPACE

Desks are cleaned every weekend by our cleaning team. In the meantime, it's on you to keep your workspace clear. That means tidying it at the end of each day.

IF WE RUN OUT OF ANYTHING, OR YOU NEED A RIDE, JUST ASK THE OFFICE MANAGER. AND CHECK OUT 'I'M NOT YOUR F*ING MOTHER' UNDER 'ADMIN' IN THE HUNCH FOLDER FOR OTHER IMPORTANT STUFF.**

SERVER STRUCTURE

FOLDERS FOR EVERYTHING

THE SERVER (HUNCH NAS)

This is where EVERYTHING is saved – no more work lost to personal desktops, no multiple versions of things popping in and out of email, no mess, no fuss, no worries.

OFF-SITE ACCESS

If you need to access the server from elsewhere, we'll need to get your laptop set up for remote access. We'll either give you steps to follow, or log a ticket with our IT support.

SERVER STRUCTURE

Archives - Old stuff we don't want to throw away.

Hunch stuff - Where all our internal work and house jobs live.

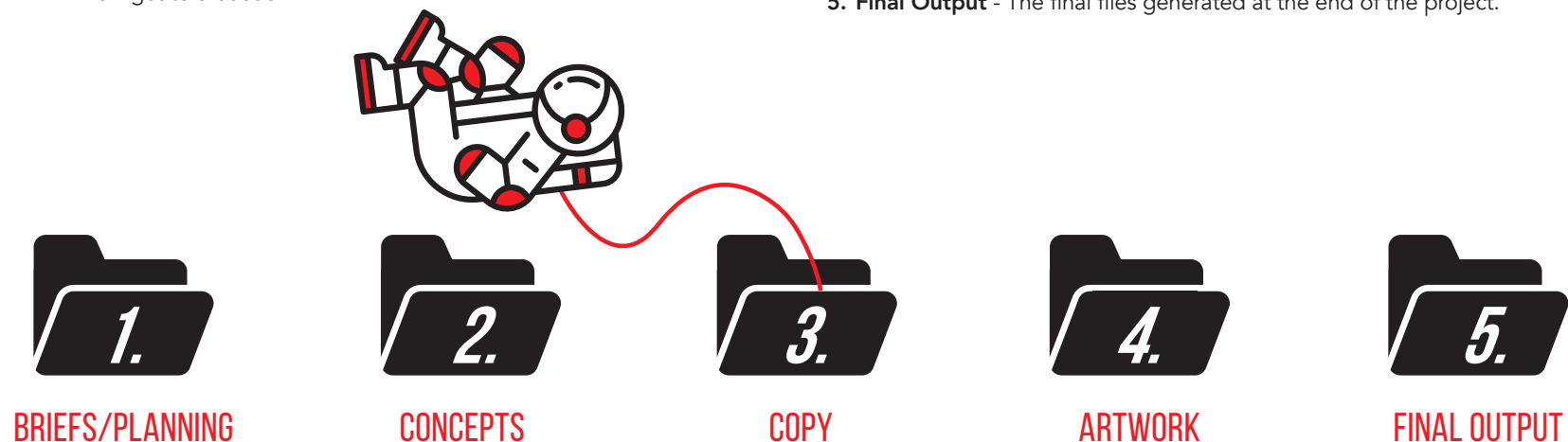
Locker Room - Everyone has a folder for storing their own stuff.

WIP - We'll get to that soon...

WIP – THE HOLY GRAIL

The WIP folder contains all our client projects and is the folder that does most of the hard work and heavy lifting. Here's a breakdown of how we set up each folder:

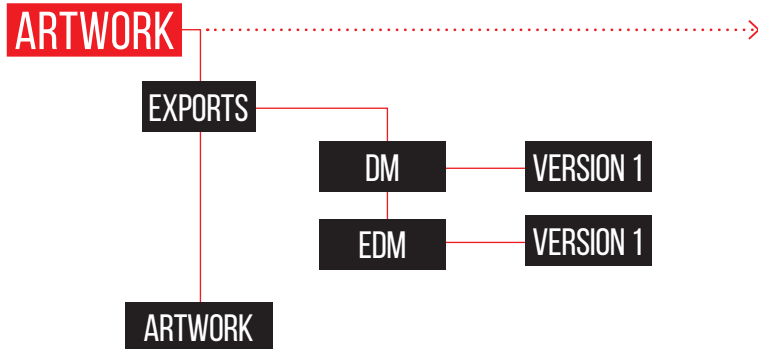
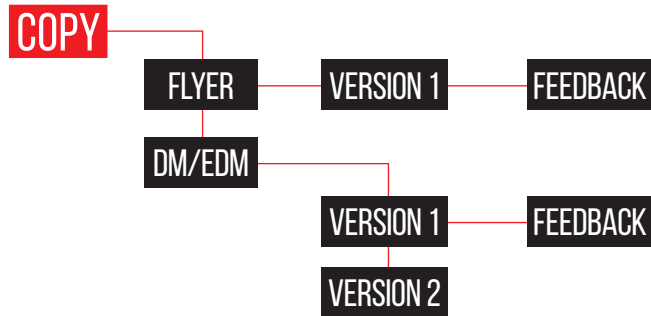
1. **Briefs, Strategy and Planning** - Any stuff sent through by the client, as well as briefing docs.
2. **Concepts** - Initial work, thinking, scamps and presentation documents.
3. **Copy** - Writers save their copy documents here by version number so we can see where things have changed along the way.
4. **Artwork** - Designers save their design files here which also share the same version number as the copy document. This folder also contains links and assets that the files use, plus PDF artwork we use for internal review and sign-off.
5. **Final Output** - The final files generated at the end of the project.



FILING

FOOL-PROOF FILE SAVING

Everything has its place. And it's always labelled to make it easy. Take a look at these examples to see how we structure different versions and outputs within a folder.



FOOL-PROOF FILE NAMING

When naming a file, we keep everything consistent to make sure we're all working on the most recent version of work – and that we're keeping track of how many rounds we've been through. Check out the examples below to see how we name files.

JOB#_JOBNAME_ITEM_VERSION

E.G. SPK 044_SPARK DM_CRAFTING BRIEF
SPK 044_SPARK DM_COPY_V1
SPK 044_SPARK DM ARTWORK_V1

GET TO KNOW YOUR ARTWORK FOLDER:

ARCHIVE	Old versions
EXPORT	Working files saved for client
LINKS	Outside links within working file
SUPPLIED	Client supplied assets i.e. logos, images
WORKING	Design only files i.e. .ind, .ai, .psd
FINAL OUTPUT	Final files i.e. print ready pdf

CATCHING TIME

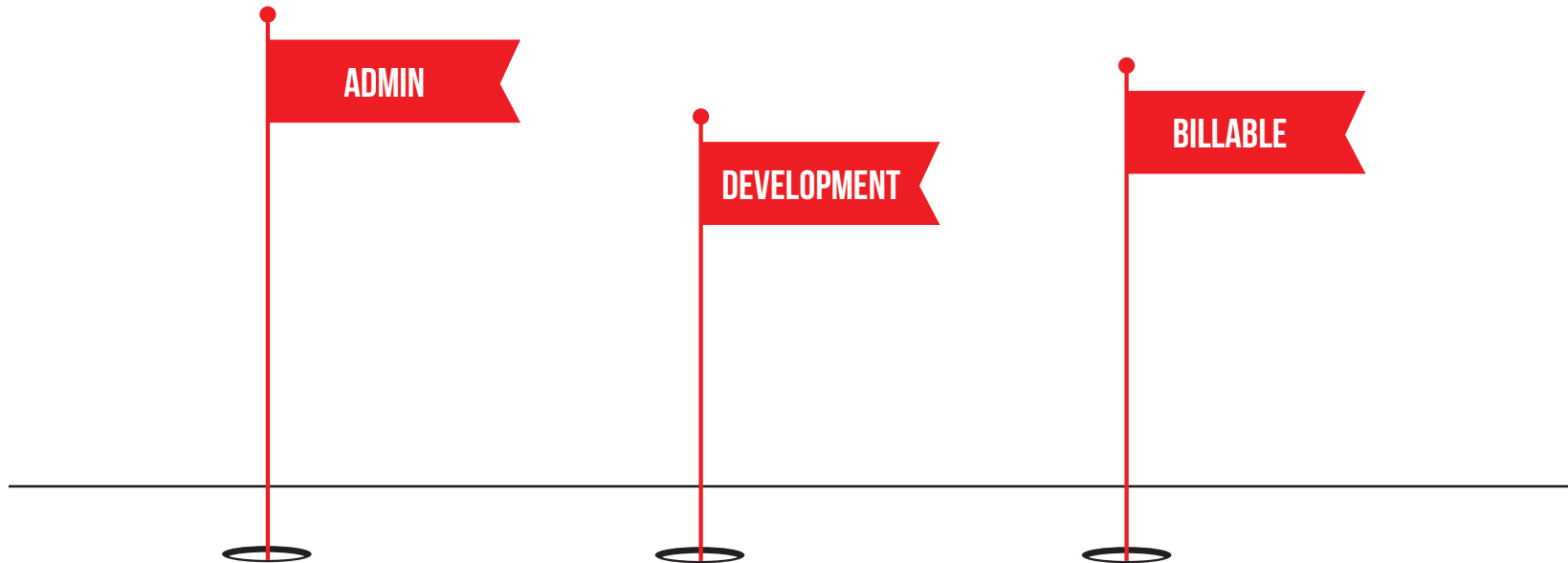
TIMESHEETS & WORKFLOWMAX

Timesheets are vital. It's how we all get paid. We aim to have at least 25 hours of billable work every week. You're responsible for completing your timesheets, **daily**.

We need to know how we're tracking on a job in real time so we can have conversations early with the client if we need to manage expectations. It also makes it easy to review the estimate vs. the actuals and estimate future jobs more accurately.

WORKFLOWMAX BASICS

- ✓ Make sure all your hours are accounted for on timesheets daily.
- ✓ For Hunch WIPS, office bits and bobs, relationship time etc., pop time under '**Hunch Admin Time & Meetings**'.
- ✓ For reviews, professional training, TedTalks and the like, pop time under '**Hunch Professional Development Time**'.
- ✓ All other jobs should have a job number.
- ✓ Be as accurate as possible with your timesheeting.
- ✓ Remember it's okay to round up your time to the nearest half hour.



GLOSSARY

BIRDCAGE

It's our closest pub, and they do great fish and chips.

BTL

Below The Line. Basically, a broad term for Direct Mail or advertising that no one but the consumer sees.

CIMA SUSHI

Down at the bottom of College Hill on our side of the road is CIMA. It's nothing super-flash, but it's cheap, easy and yum.

COLLY HILL

This little joint is just up the road from us, on College Hill. It's cheap and cheerful, so if you need a quick fix, this is the place.

COPY

Words crafted for a specific purpose, whether that's informing, selling, engaging or building brand. Must always be typo-free.

COPY DECK

The template we use to write all our copy. Everything we write for clients should be in one of these.

CRM

Customer Relationship Management. The way we manage the stuff we know about our customers.

CTA

Call To Action. The bit that asks people to do something based on what they've just read. It's literally, a "call" to take an "action."

DATA

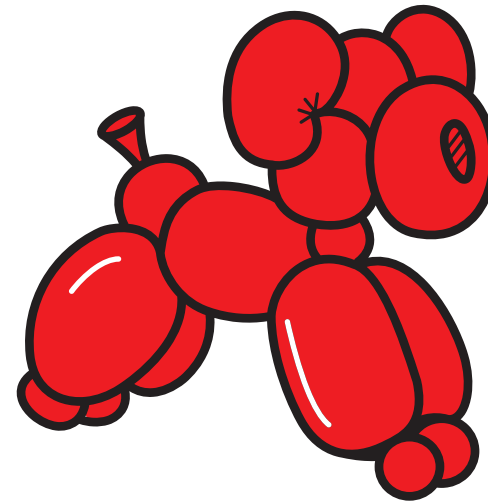
Information collected about the people we're talking to. This helps us get the right content under the right noses at the right time.

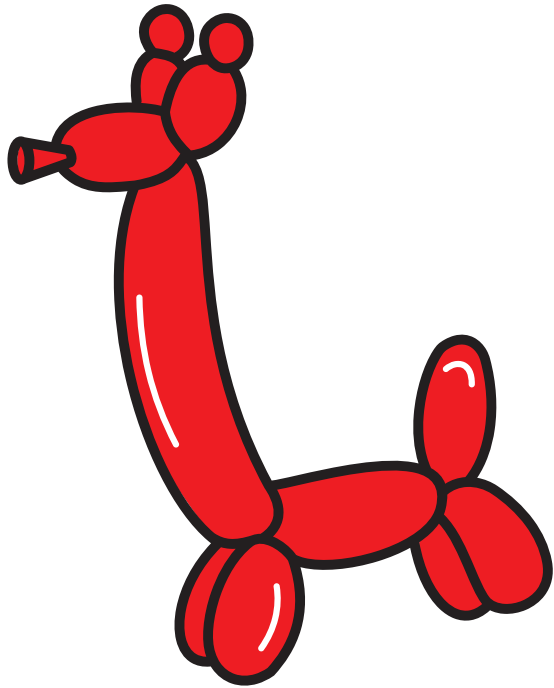
FIMO

Five Inspirational Minutes On (insert buzz topic here). A different team member inspires us each week at WIP. What's your passion?

IN STUDIO

When we say 'in studio', we mean that a piece of work is with one of our Designers or Mac Operators and being turned into art.





INTERNAL

The meeting where we catch up on a job or share a piece of work before presenting to a client.

JCR

Job Cost Report. A cost breakdown that tells us whether we're making money on jobs. So pretty important.

PROACTIVE

We like to come up with ideas before our clients even need them. Hunchmail also loves a bit of proactivity, so don't be shy.

QUEENIES

After more of a café type vibe? Try Queenies. Quaint and vibey with good food and even better coffee. Beware of Hipsters.

SCAMP

A quick sketch or drawing that shows an idea or execution, and actually takes a surprising amount of skill to master.

THE BOARD

That too-big-to-miss telly on the wall ensures we deliver jobs on time and within budget. Trello keeps everyone on the same page.

THE CAV

Good old pub grub with a great deck and huge array of beers. Plus, we get a 15% discount there, so don't forget to ask.

THE COUCHES

The space in the corner where we do briefings, catch ups, lunch and casual meetings. It's a cozy spot that catches the sun.

TYPO

Typos in work makes it look like we don't care. But we do. So always look out for typos and if you spot one, call it out and fix it.

WIP

Work In Progress. Whether it's with a client or with each other, these meetings are specifically about checking in on where a project is at.