



HAWK CULTURE

GET READY TO SOAR

Last Updated: September 13, 2022



To be reviewed: December 13, 2022



One Rule
"Do the Right thing"
6 inspiring Insights

Our Founder
Our Story
Our Mission
Our Values
Giving Back
Charity Partners

01

OUR PURPOSE

01

OUR PURPOSE

OUR FOUNDER

As a 13-year-old living in Melbourne, Australia, Harry Sanders watched as a bad search engine optimisation (SEO) contract almost sank his father's boat licensing company.

He decided at that moment to learn SEO to help his dad. It turns out, he was pretty good at it. So good in fact, that he caught the attention of a local marketing agency. They were so impressed with his work that they hired him for a part-time role at the age of 14. Through this early exposure, Harry learned that the digital marketing landscape, as it was operating at the time, was not all it was cracked up to be.

After family complications, Harry found himself homeless at 17, moving "in and out" of often violent government housing and even living on the streets for a year.

As a young person who has survived homelessness and built a thriving company without formal qualifications, he is now passionate about helping others reach their full potential.

"I firmly believe anyone can learn anything. So, we went out looking for people with the right attitude who can learn, and who can create successes. Now we have created some of the best SEO specialists in the world. "

Harry Sanders, Founder, StudioHawk

OUR STORY

So, at just 17 years old — during high school — Harry created StudioHawk, an agency specialising in SEO. Now seven years later, StudioHawk employs more than 50 SEO specialists, has more than 400 clients, and was named Semrush Agency of the Year in 2020, Best Global SEO Agency in 2021, Best Agency Culture in 2022, Optus Media Marketing and Advertising Business of the Year, received the Australian Business Award for Media & Marketing, as well as being named at the Global Search Awards the Best Large SEO Agency.

OUR MISSION

We lead our industry by striving to be the difference by educating, building and evolving passionate people.

We create opportunities for incredible people and brands to be discovered.

OUR VALUES

Above & Beyond

A person who exceeds expectations internally and externally. They exemplify excellence by always finding hidden and creative opportunities for campaigns, as well as for the company, that will have a material impact.

Collaborative

Being a team player, and working with clients for exceptional outcomes. Supporting each other to develop and grow.

Passionate

Passionate about making a difference, growing yourself, your teammates, and your clients because we love what we do.

Integrity

Loyal to driving success. Honest in action, the right thing and the easy thing aren't always the same - at Studiohawk we push for results.

Authentic

To foster an environment to enable our people to be themselves and create genuine relationships.

WORKING WITH THE SEO COMMUNITY

When we aren't doing the world's best SEO, we are contributing to the community through initiatives like the SEO Meetup, which we help organise. It currently has over 2,000 members.

We also created a training platform called the Hawk Academy. It aims to educate anyone about SEO and bring more people into the industry. You can also find some of the whitepapers we build to help guide initiatives, as well as regularly present at some of the biggest SEO conferences worldwide on our speaking page.

CHARITY PARTNERS

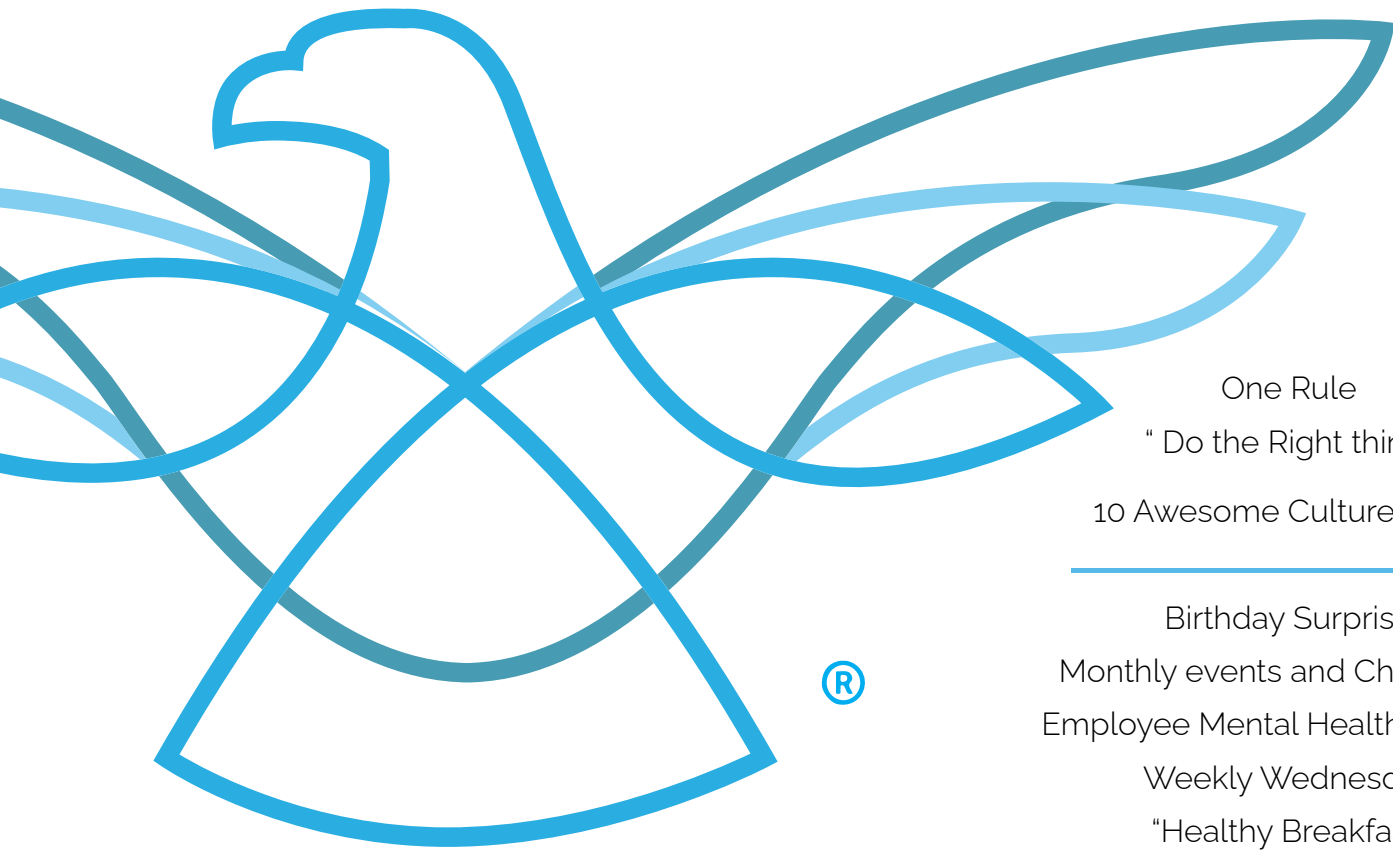
Lighthouse Foundation provides homes and therapeutic care programs to children and young people impacted by long-term neglect, abuse and homelessness. Their focus is to create caring communities where kids can feel safe, form meaningful relationships and begin to heal from traumatic experiences. The Lighthouse Model of Care provides a holistic approach to supporting vulnerable young people recovering from their trauma.

StudioHawk is proud to have formed a partnership with this incredible organisation, working within Lighthouse's adolescent program to provide opportunities and guidance to its young people and, of course, supporting Lighthouse with SEO to assist them in reaching more supporters in the community.

We are passionate about this cause and is providing support through events, networking and online content.

This is a cause that is very close to our heart and aligns with our Mission of creating opportunities for incredible people to be discovered.





One Rule
"Do the Right thing"

10 Awesome Culture Perks

Birthday Surprise
Monthly events and Challenges
Employee Mental Health program
Weekly Wednesday
"Healthy Breakfast"
Physiotherapy and
ergonomic check ups
Lunch and Learn Sessions
Clear progression pathways
Dog Friendly
Kid Friendly
Modern Work environment

02

OUR PERKS

02

OUR PERKS

- HAWKS BENEFITS PROGRAM

BIRTHDAY SURPRISE

What better way to celebrate your birthday than with a day off work! In addition to your normal leave entitlements, StudioHawk “gifts” you with an additional paid day off on your birthday or within the week of your birthday. We also celebrate “you” with a special surprise.

TEAM EVENTS, ACTIVITIES & LUNCHES

We don't just talk about it. We really do have monthly team events, activities and lunches to keep us connected! We continuously focus on creating and maintaining a robust team environment, and our fun team events give you a great opportunity to further get to know your colleagues. Some past events include cork and canvas, archery attack, pizza & game nights, and pottery.

MENTAL HEALTH PROGRAM

We encourage personal mental health with our staff, driven by Jaime-Lee and her Monday morning ‘Motivating Monday’ emails, and mindfulness Month- ‘Mindful May’.

More importantly, we know how day-to-day stresses at home and work can have an impact on our people, so we also give employees access to 3x free support service sessions a year. It is all confidential, of course.

We want you to take care of yourself and be the best you can be.

WEEKLY WEDNESDAY HEALTHY BREAKFAST

What better way to get over “hump day” than with a supercharged breakfast? Each Wednesday, the whole team is involved in a healthy breakfast, provided by StudioHawk.

YEARS OF SERVICE

For years 1, 3, 5, 7 & 10, you will receive a gift from StudioHawk. For years 2, 4, 6, 8 & 9, you will get a wheel spin.

SPIN THE WHEEL

Any time you receive a promotion, for the non-gift years of years or service and passing your 6 month probation, you will get a spin of the wheel and whatever you spin up you win!

GOLDEN HAWK AWARD & VALUES VOUCHER

Each quarter we award a team member that has showcased incredible representation of our values, they are proclaimed “The Golden Hawk”.

Each month one of the Hawks is awarded a voucher, based on their work ethic, upholding StudioHawk values, and being generally awesome. This person is chosen by the previous winner, who recognises the talent and the values being shown in others. The winner is presented with a \$100 Visa gift card.

TRIVIA TUESDAY

Every Tuesday at 4pm in the General slack channel there is a fun game played hosted by the People and Culture team. The winner for the quarter gets a \$50 voucher of their choice!

HEALTH AND WELLBEING INITIATIVES

We host a number of different health and fitness months, which include: February - FEB FIT, May - MINDFUL MAY and September - SWEAT-TEMBER.

PHYSIOTHERAPY SESSIONS

Once a month we have a physio in-house to help you with aches and pains and ongoing physical care.

LUNCH AND LEARN SESSIONS

We are constantly running education sessions for personal and professional development.

CLEAR PROGRESSION

We have a clear career progression with StudioHawk, from the beginning as a Junior, through specialisation and becoming a Senior. It is always clear where you are on the career path, so you know where to aim higher.

LEADERSHIP AND MANAGEMENT TRAINING

Here at StudioHawk we look for leaders at all levels - we identify people with leadership and management potential. When we feel they are ready, we place them in an intensive training program that will teach them the skills to lead, whether it be a project, or a team one day.

CAMP HAWK

For newly inducted SEO Specialists Level 1's, we arrange an overnight retreat in regional Victoria, lead by one of the leadership team. This is an opportunity to get a break from the day to day in the office, get to know your fellow team mates, learn more about the story of StudioHawk, and what it truly means to be a Hawk!

NETWORKING

We invest in our SEO Specialists to meet new potential strategic partners and new prospects through networking events, and digital marketing conferences. We give our specialists a budget to spend on these events per year.

PARENTAL LEAVE

To further support our growing team StudioHawk are developing a Paid Parental Leave policy for our loyal and eligible employees. This will be in addition to the Government funded Paternity Leave available to all eligible employees and will include "Dad and Partner" Pay as an additional Perk!

MODERN WORK ENVIRONMENT

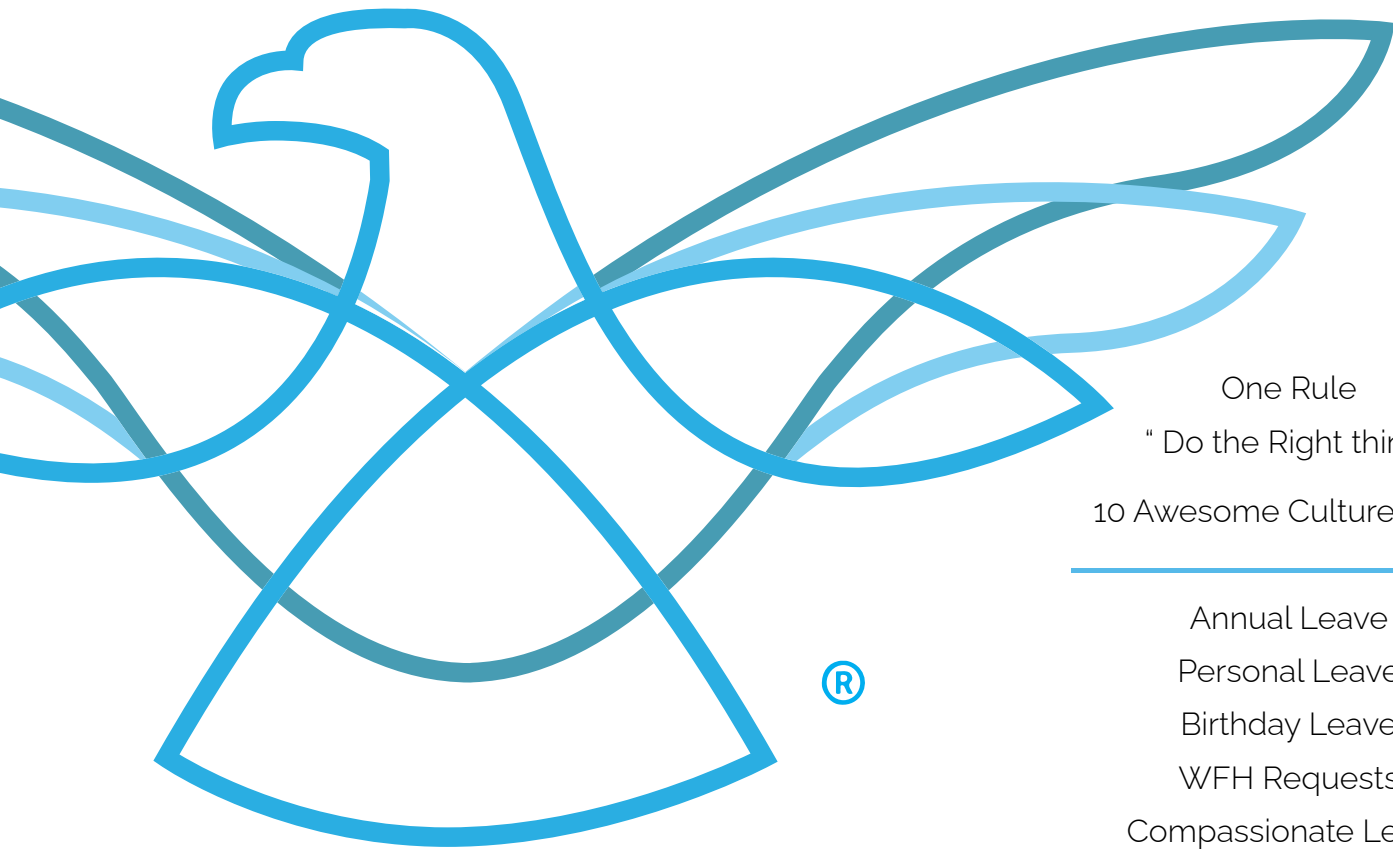
We don't work in a stuffy office full of beige cubicles. We're currently located in two refurbished warehouses in Prahran, with an awesome kitchen and pumping tunes. We also have beanbags and a puppy dog mascot named Basil.

DOG FRIENDLY

Who wouldn't want their best friend at work?

Dogs are proven to reduce stress and increase productivity, so as long as your fur buddy is appropriately trained, they are more than welcome to come and hang out!





One Rule
"Do the Right thing"

10 Awesome Culture Perks

Annual Leave
Personal Leave
Birthday Leave
WFH Requests
Compassionate Leave
Community Service
Leave Jury Duty
Leave Family and Domestic
Violence Leave
Long Service Leave
Parental Leave

03

LEAVE

ENTITLEMENTS

03

LEAVE ENTITLEMENTS

As an employee, you are covered by the National Employment Standards, which you are given at the beginning of your employment with us with your pre-employment paperwork.

Our Leave policies all fall under these National Employment Standards, and we always strive to exceed these standards with our evolving policies.

This is not an exhaustive list of all Leave entitlements.

Conditions and further information can be found in our Employee Handbook.

ANNUAL LEAVE

Permanent employees are entitled to up to 4 weeks of annual leave per year of service. This leave is accrued according to hours worked and is calculated weekly and reported on your payslip.

To submit a leave request, please do so via Xero to Lawrence Hitches & Jaime-Lee Price. If you are requesting leave for one or more weeks, you must provide (min.) 2 months notice. If you are requesting leave for less than a week you must provide (min.) 2 weeks notice. Before submitting your leave request, you need to run this by your Team Leader for approval/ coverage of work.

Any accrued annual leave balances will be paid out at the end of your employment.

We encourage you to utilise your accrued leave to maintain a work/life balance. If you do have excessive leave balances, you may be directed to take leave at a time that is suitable.

PERSONAL LEAVE

Permanent employees are entitled to up to 10 days personal/carer's leave which is accrued based on hours worked. This leave is available to you for illness, medical appointments or to care for a dependent who is unable to care for themselves and becomes unwell. This includes your spouse, de-facto, child, parent or immediate relative. Unlike annual leave, personal leave is not paid out at the end of employment.

We request that you notify your Team Leader with as much notice as possible and a minimum requirement of 8 am on the morning of your absence. Please submit your leave request in Xero to Jaime-Lee.

BIRTHDAY LEAVE

We celebrate every employee and what better way to do that than with a "gifted" day off on your birthday.

If your birthday falls on a weekend or you have an important client meeting that day you are welcome to take it within 1 week. This is a "use it or lose it" policy.

COMPASSIONATE LEAVE

All employees, including casual employees, may be eligible to take a period of up to 2 days of compassionate leave for each occasion when an Immediate Family Member, or a member of the employee's household: contracts or develops a personal illness that poses a serious threat to them, sustains a personal injury that poses a serious threat to his or her life; or dies.

COMMUNITY SERVICE LEAVE

We encourage all StudioHawk employees to be good citizens and as such support anyone wanting to be involved in Community Service efforts to support those in need during times of Emergency or natural disaster.

An employee is entitled to take unpaid community service leave while they are engaged in the activity and for reasonable travel and rest time. There is no limit on the amount of community service leave an employee can take.

Examples of Emergency bodies include the SES, CFA and RSPCA (for animal rescue during a natural disaster).

JURY DUTY LEAVE

You may be called up for Jury Duty during your time with us. If you must attend jury duty, StudioHawk will provide you with "make up" pay to top up your payment from the court according to the evidence you provide us with.

E.g if your jury pay is \$60/day and your regular daily earnings is \$120 we will pay you the additional \$60 for up to 10 days of Jury service.

FAMILY AND DOMESTIC VIOLENCE LEAVE

All Employees are entitled to up to 5 days unpaid Family & Domestic violence leave under the NES. Any Employee requiring support in any way can speak with People and Culture or their Team Leader/Manager and we will assess entitlements on a case by case basis. We also encourage Employees to take advantage of our Employee Mental Health program outlined in "OUR PERKS".

LONG SERVICE LEAVE

Everyone employed at StudioHawk is entitled to Long Service Leave in accordance with the NES.

In addition to this, StudioHawk has its own special way of recognising employment milestones with paid days off and bonuses as outlined in "OUR PERKS"! We value length of service and the expertise that comes along with it and want to reward you for your commitment to StudioHawks ongoing success!

PARENTAL LEAVE

This is a big One! Parental leave covers; maternity leave, paternity and partner leave, adoption leave and special maternity leave.

This is an evolving space for StudioHawk and while we currently follow Paternal Leave as outlined under the National Employment Standards we are currently in the final stages of creating a StudioHawk Paid Paternal Leave policy to provide even more support to grow our flock.



One Rule
"Do the Right thing"

How we work

Results Oriented
Work Environment
Work From Home Policy

04

HOW WE
WORK R.O.W.E

04

HOW WE WORK

R.O.W.E

RESULTS ORIENTED WORK ENVIRONMENT

We strive to give every employee at StudioHawk the opportunities to self manage their pathway to success.

So while you are given feedback and guidance along the way, you are encouraged to think critically, have a flexible mindset and use your individual strengths to get results. What makes us strong is the diversity in our workplace as we all have valuable skills and experiences to offer the team.

In a ROWE it doesn't matter where work is done- it only matters that the work is done on time and to an expected level of quality.

In our ROWE you are able to work anywhere you like on Mondays and Fridays and are respected by, and accountable to, your team to produce results. Your team leader may also from time to time conclude work earlier on those days or with increased flexibility depending on how the team is performing.

WORK FROM HOME POLICY

'Special'

In addition to our specified work from home days on Monday and Friday under our ROWE, all employees are entitled to request 12 additional 'special' work from home days per annum.

These days are available to use for those "random", sometimes inconvenient things that pop up in our personal schedules. Whether you have a medical appointment, a tradie coming to fix the plumbing or have to be available at home for any reason, our ROWE is extended to support you in maintaining work life balance.

You have access to a maximum of 2 of these additional days per month. These additional days need to be approved by your Team Leader, Lawrence & Jaime-Lee by 8am latest on the day of to ensure you are not missing important meetings with clients and are tracked by People and Culture to ensure you are always paid for the valuable work you do.

'Sick'

If you are unwell (stomach ache/bug etc) or have COVID/cold & flu symptoms making you unable to come into the office but well enough to work then you can request a 'sick' work-from-home day. To request this, simply email or slack your Team Leader, Lawrence & Jaime-Lee by 8am latest on the day of.



One Rule
"Do the Right thing"

Who we are

Culture Award
Semrush Award
Client list

05

OUR BRAND

05

OUR BRAND

AWARD WINNING AGENCY

CULTURE AWARD

We take culture very seriously at StudioHawk! That is why we recently won the 2022 Global Agency Awards Best Culture Award and the Employer of Choice [EOC®] at the Australian Business Awards.

Everything we do is built around supporting our people to be the best they can be and to build incredible teams. You are encouraged to provide feedback on how we operate at StudioHawk, and some of our greatest initiatives have come from our team's ideas!!

From daily, micro-interactions to monthly team events, everyone at StudioHawk is given every opportunity to grow and thrive in our amazing work environment

SEMRUSH AWARD

There's a reason why we were named SEMRush's agency of the year, as well as Optus Media Marketing and Advertising Business of the Year: it's in our proven track record. StudioHawk clients reach their SEO goals and maintain an average of 300% ROI. How? We use white hat SEO techniques to make sure your site succeeds and isn't at risk from Google penalties. Over 300 campaigns, and never a single penalisation or manual action due to our work.

OUR CLIENTS

We represent some of Australia's biggest brands, and amazing small businesses. We work with them to make a difference. Here's what they say about us.



TESTIMONIALS

Our organisation has worked with StudioHawk for the past six months. We have seen our online presence and conversions go from strength-to-strength as a direct result of their guidance, knowledge, and industry relationships. They're organised, professional, and deliver to a very high standard and I have no hesitation in recommending them to others.

Frances Hutchinson



TESTIMONIALS

I have been working closely with StudioHawk for the past few months, and the results have been amazing! Without their guidance and support, I would've undoubtedly been unable to obtain first page rankings for the keywords 'tutor', 'tutors' and 'tutoring' – all of which are ultra-competitive keywords. Thanks, guys!

Dmitri Dalla-Riva



One Rule
"Do the Right thing"
Just a few of the reasons

Everyone is Welcome
We want you to succeed
We value your ideas
We Reward and
Recognise success

06

**WHY WORK
FOR US**

06

WHY WORK FOR US

EVERYONE IS WELCOME

StudioHawk is an Equal Opportunity Employer and actively supports Human Rights, and all Equality legislation. We respect and value people's differences. We treat everyone in the workplace with respect and integrity. We live by these values and hire based on attitude, passion and not necessarily on experience. We want to develop the best in the business and while you can teach skills, you can't teach attitude.

If at any time during your employment you feel that you, or a workmate is not being treated fairly we encourage you to speak to your Team Leader or Jaime-Lee, Head of People and Culture who will support you with your grievance.

WE WANT YOU TO SUCCEED

To ensure you settle in seamlessly, we will take the time to introduce you to your colleagues and explain how the business operates on a day-to-day perspective. You will receive Health and Safety training and an overview of all StudioHawk's Policies, Procedures and Guidelines. Everyone at StudioHawk is happy to help and answer any questions you may have relating to the workplace, so please ask.

We will also show you where the best coffee in Prahran is located.

Your employment is subject to the satisfactory completion of a probationary period, which can be up to 6 months. During this time, you will have the opportunity to demonstrate your ability to undertake your role.

StudioHawk will review your progress and fit within the

organisation. You will be provided with feedback and training to ensure your success.

As part of our commitment to you, you will receive a bi-annual performance appraisal conducted by your Team Leader. This is a brief, positive and structured meeting to review your performance over the last six months, and for you and your Team Leader to agree on your personal development plan and objectives for the next six months ahead.

We monitor performance formally and informally through the regular discussions your Team Leader will have with you about your job, at the end of projects and through the appraisal process.

WE VALUE YOUR IDEAS

StudioHawk regularly conducts "pulse checks" to see how we are going and constantly seeks out feedback and ideas on how we can improve.

All you need to do is email your ideas through to Jaime-Lee and Lawrence. We don't expect Shakespeare, but if you feel it's something that is practical, measurable and creates an upside for the agency, we would love to hear it.

Headline

[One sentence on the idea if you were going to pitch this to someone on the street.]

The Idea

[Summarise the idea, or the objective you're hoping to achieve.]

Deliverables

[What needs to be delivered to get this idea out and alive in the agency.]

Some amazing past initiatives suggested by our teams and implemented by People and Culture have been;

- Spin the wheel
- StudioHawk Library

We build on our strengths and develop in areas where we need to grow to continue our strong culture.

REWARD AND RECOGNITION

Whether it is recognition of an employment milestone or winning "banger of the month" at StudioHawk, we recognise and reward all achievements!

Along with bonuses for meeting your monthly KPIs, referral bonuses are up for grabs for employees and clients alike.

We recognise that we would not be the success we are today without our community and want to share our success.

> STUDIOHAWK VALUES VOUCHER

We don't just talk about values, we live by them, so why not reward those who demonstrate them? Each month an employee is chosen who has demonstrated StudioHawk's values to the fullest. They are selected by the previous month's winner. The values voucher, a \$100 Visa gift card, is presented to them in front of the whole office.

> MILESTONE REWARDS

At StudioHawk, we recognise that the workforce is pretty transient these days. Everyone is looking for the next step in their career and recognition for their evolving skills base. Well, we want to give you everything you need right here, and while the grass sometimes does look greener, we are a growing, thriving business where you can reach amazing heights!

- Years of Service

For years 1, 3, 5, 7 & 10, you will receive a gift from StudioHawk. For years 2, 4, 6, 8 & 9, you will get a free wheel spin.

- Spin the wheel

Any time you receive a promotion, for the non-gift years on years of service and passing your 6-month probation, you will get a spin of the wheel and whatever you spin you win!

Prizes can be anything from cash prizes, vouchers, to paid time off work!

EMPLOYEE REFERRALS

If you know someone who is hungry for a kick start in their career, who loves learning and is confident with people, send them the link for the Junior SEO Specialist Job Ad or forward their resume and cover letter to the recruitment team. If they are a great fit and make it pass probation (6 months) you get \$500 in your next pay for playing matchmaker.

If you know someone from an agency or maybe in-house who has been dabbling with SEO or is passionate to have a dedicated career in it, pass them through the SEO Specialist Job Ad. If they are a great fit (6 months probation) you'll have to take them out to dinner and dessert as you will receive a bonus of \$3,000 in your next pay cycle for helping us find the perfect fit!

CLIENT REFERRAL

Our top client referral closer for each year receives a \$3000 travel credit to reward your amazing efforts!





One Rule
"Do the Right thing"
Here are the basics

What your first 60 days
will look like
Safety
Workplace Relationships
Pay Parking and transport
Building Access
Where do I find
more information?

07

THINGS TO KNOW

07

THINGS TO KNOW

WHAT YOUR FIRST 60 DAYS WILL LOOK LIKE

From the moment you accept a position at StudioHawk, consider yourself part of the team. You will be connected with your working group and welcomed before you even enter the office for your first "official" day .

Over the next 60 days, your induction is mapped out, and you are given all the tools and guidance you will need to settle in and succeed. Your Team Leader and your team will work alongside you to give you the greatest opportunity to soar to great heights.

You will spend time with the Heads of Department, along with Harry or Lawrence, to really embed yourself in who we are and what we do.

You are not just an employee... You are StudioHawk! We want you to succeed both personally and professionally and look forward to you enjoying a long and successful career with us.

Along the way, you will be able to give and receive feedback and navigate any challenges along the way.

SAFETY

Safety is everybody's responsibility, and we care about yours.

Our main message to you is "if in doubt, SHOUT IT OUT". Let us know if you have any safety concerns, and look out for each other.

StudioHawk (the Company) is committed to providing a safe, healthy and productive work environment.

The Company also endeavours to maintain a positive professional profile with customers, suppliers and other members of the public.

In this context, it is the Company's policy to promote and maintain a workplace that is free from the risks associated with alcohol and other drugs and to support the health and well-being of all persons in the workplace.

StudioHawk's detailed Alcohol and Other Drugs policy can be found in your Employee Handbook, which is provided to you as part of your pre-employment paperwork, but here are some general guidelines;

1. All Employees need to be unimpaired by alcohol and drugs whilst in the workplace.
2. The possession, use of or soliciting of any drugs in the workplace, at workplace events or during work-related travel is STRICTLY PROHIBITED.
3. Responsible Service of Alcohol (RSA) will be exercised at all StudioHawk functions.

All of our detailed OH&S policies can be found in our HR Management system, and you will be provided access to every policy you will need to refer to at any time. We do have one golden safety rule that everyone must abide by in the 18 Mount Street office.... Which is - ***Accessing the loft areas is off limits unless expressly given permission to do so;***

StudioHawk has a Work Health & Safety Representative – Jaime-Lee. Talk to her (or your Team Leader) if you have any ideas, concerns or questions.

WORKPLACE RELATIONSHIPS

Workplace relationships are critical to organisational performance and individual well-being. The quality of relationships between Team Leaders/Managers and their staff, within teams, and with colleagues across the agency can make jobs more rewarding, more stimulating and more engaging. A motivated, committed and engaged workforce is crucial to productivity.

StudioHawk strongly discourages relationships of a romantic and/or sexual nature between employees. These relationships may potentially breach StudioHawk's Code of Conduct, Conflict of Interest and Equal Employment Opportunities, harassment and bullying policies.

Breach of any of these policies may result in termination of employment. Please don't. Basically, we want you to stick around!

Please read your Employee Handbook to familiarise yourself with these policies and speak with Jaime-Lee, Head of People and Culture if you have any questions.

PAY

Payroll is processed each week on Thursday. You will be paid by direct debit into your nominated bank account. If you are eligible for a bonus, this will be paid out quarterly.

Your hours of work will be outlined in your Employment Agreement and discussed with you by your Team Leader.

Any absences or changes in hours can be discussed with and approved by them. We believe in balance, and as long as your deadlines are met, your workload is managed, and business relationships are flourishing, we are flexible in supporting any personal needs you may have from time to time.

PARKING AND TRANSPORTATION

Limited parking is available for employees and all requests should be directed to the Office Manager. 2 hour street parking is available on surrounding streets along with various all day paid car parks in the area.

StudioHawk is located within close proximity to the 78

Tram. The closest train station is the Prahran station, on the Sandringham Line.

WHERE DO I FIND MORE INFORMATION?

We never expect you to know everything but we will provide you with tools and guides to reference.

Your Employment Agreement will outline the conditions of your Employment and our comprehensive Employee Handbook will guide you on all regulatory policies under the Fair Work Act 2010 and the OH&S Act 2004.

Your Team Leader, team mates and all of your fellow Hawks will always be available to answer any question or guide you in the right direction. Below is a guide of "who's who in the nest"



WHO ARE YOU GONNA CONTACT? ABOUT

Pay, Leave, Bonuses and Entitlements

Training and Development

Employee Assistance Program

Employee support

Company Guidelines and Policy

SEO Troubleshooting

Ideas and Suggestions



PAY, LEAVE, BONUSES AND ENTITLEMENTS

Your Employment Agreement will outline all of your specific details regarding your salary and entitlements.

For any questions regarding payment, please contact:

Jaime-Lee Price | PH: 0407 854 777 | **email:** jaime-lee@studiohawk.com.au

TRAINING AND DEVELOPMENT

Your Team Leader will provide you with a training and development plan which will be adjusted as you develop into your role.

For other enquiries regarding Training and Development, please contact:

Taylor Merwin | PH: 0468 768 574 | **email:** taylor@studiohawk.com.au

EMPLOYEE ASSISTANCE PROGRAM & EMPLOYEE SUPPORT

For any workplace issues please contact your Team Leader.

If you need to speak with someone else please contact:

Jaime-Lee Price | PH: 0407 854 777 | **email:** jaime-lee@studiohawk.com.au

COMPANY GUIDELINES AND POLICIES

All Policies are outlined in the Employee Handbook and are available in the Employee Self Service portal of our Human Resources Management system.

For support with policies speak with your Team Leader or:

Jaime-Lee Price | PH: 0407 854 777 | **email:** jaime-lee@studiohawk.com.au

SEO TROUBLESHOOTING

For troubleshooting SEO issues we encourage you to reach out to the team through the #seo slack channel, a great place to start on seeking for the answer yourself is the Google Developer Guidelines:

<https://developers.google.com/search/docs>

The Head of SEO Performance can also assist with advanced SEO fixes:

Charbel Raffoul | PH: 0406 795 077 | **email:** charbel@studiohawk.com.au

IDEAS AND SUGGESTIONS

'Ideas Parking Lot'

Headline	[One sentence on the idea if you were going to pitch this to someone on the street.]
The Idea	[Summarise the idea, or the objective you're hoping to achieve.]
Deliverables	[What needs to be delivered to get this idea out and alive in the agency.]

What we do is collate these to review at our next quarterly day :-)

Please email:

Jaime-Lee Price | PH: 0407 854 777 | **email:** jaime-lee@studiohawk.com.au

Lawrence Hitches | PH: 0437 744 396 | **email:** lawrence@studiohawk.com.au