



WINK
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WINK Way of Working!

Creating a WINKtastic Culture

Inspiring • Innovative • Inclusive



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A Word From Our Founder & CEO

Welcome to WINK!

What makes WINK GREAT is its people!

You are now part of this amazing team! As a WINKer, we are dedicated to helping our customers grow their businesses and improving their customers' and employees' experiences with their brands. WINK will grow by accomplishing this mission, and so will you. While achieving our organizational goals, we also focus on your personal growth and happiness.

There is a lot to learn, so give yourself a chance. Ask questions, and be curious and courageous. Make mistakes, and learn from them. Take on a challenge, knowing that you will overcome it, but without knowing how yet.

Welcome aboard!

Christian Mokbel
Founder & CEO

Hi WINKer!

It's an exciting time to be a WINKer! As we continue to grow, we strive to remain as adaptable and responsive to our new colleagues as we are to our clients. We pride ourselves on being client-focused, inclusive and open to new ideas.

We're pleased to have you on board!

We are continuously transforming how we operate to improve our ability to innovate, expand, and make our clients' businesses grow smarter.

We are very proud of where we are today and excited about where we will be! We could not accomplish what we do every day without our employees. We look forward to working and collaborating with you!



Who We Are

Our company values, objectives, and purpose are a direct reflection of the work environment and organization we want to inspire: where everyone involved is driven to deliver world-class services with meaningful, positive impact.

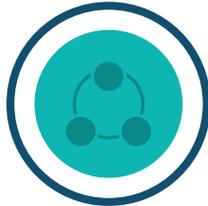
To simply put: we strive to be the best, and we're looking for more WINKers like us. Our recruiting radar is always on, seeking the next superstar from diverse backgrounds.

Our Guiding Values

WINK is proud to embrace core values that help the company and our employees to thrive at work.



Passion
Be passionate and curious.



Teamwork
Win as a Team



Fun
Have fun



Trust
Be vulnerable



Accountability
Be accountable



Quality
Embrace quality



Humility
Be humble



Innovation
Challenge the status quo

Our Mission

Providing opticians and optometrists with easy-to-use software that helps their businesses thrive, makes employees happier and delights patients and customers.

A Snapshot of Our History

2012



WINK introduces WINKpms, a solution that helps run every facet of your business.

2016



WINK Technologies launches WINKweb, a web-based ordering portal for ophthalmic labs based on the technology we designed for WINKpms customers.

2018



WINK Technologies launches WINKoms (Order Management System), a middleware solution for integration with other PMS.

2020



Wink launches WINKemr (Electronic Medical Record), software, a cloud-based solution for optometrists that integrates with medical equipment.

TODAY



WINK's team of opticians and software engineers are located in five offices on three continents. We are always listening and always working to serve our eyecare professionals across the world because our promise is to help you grow a smarter, happier business now.

We Have Fun!



You're Hired - What's Next?

YOUR 1st DAY

Your 1st day will be fairly slow - you'll sign all the paperwork and read this handbook! Then, you'll have a chance to meet everyone, including your direct manager and the HR Leader. They will show you around and guide you through the onboarding process.

YOUR 1st WEEK

Make mistakes - ask questions - we all did it.

We also encourage you to talk to everyone - network and build strong relationships. Share your perspective on where you think you can provide the most impact to the organization. And, as we said earlier: Ask questions!

YOUR 1st MONTH

We are extremely proud. Within a month at WINK, you will be working directly with internal and/or external clients to help solve their problems. You'll be ready to dive in headfirst by the end of your first month. You will learn a lot from us, and we will learn a lot from you.

Training

All new WINKers have an outlined onboarding plan and scheduled meetings with key stakeholders, who will show you the ropes over the first few weeks. We encourage you to ask as many questions as you can. You may learn primarily through reading in school or at a previous job, but at WINK, you learn by doing. Over your first few weeks, you will work closely with experienced Opticians and Optometrists to learn how to perform various tasks.

Tools We Use



Visit the intranet for other resources/extra info

Our respective Departments:



Who Should I Contact for X?

If you have general questions or aren't sure who to ask, ask your direct manager. Otherwise, please ask your question directly to who you think could answer it best.

For all HR questions or issues please contact Sabrina.



Good to Know!

1. What do people wear?

We don't have a formal dress code. WINKers wear t-shirts (WINK t-shirts), jeans, running shoes, etc. And, sometimes people wear blazers if they are feeling fancy.

2. Can I work from home?

Yes. You're welcome to WFH!

3. Lunch Time?

There is no designated lunch time - Feel free to take lunch when you want.

4. Flex time?

We expect WINKers to have a well balanced work-life - Have passion outside of work and meet firm deadlines.

5. How much vacation do I get?

All Full-time* WINKers start with a 3 weeks vacation.

6. How many PTO (Paid Time off) do I get?

Sick days are counted as PTO days. We offer 10 days of total PTO per year (prorated when starting mid-year). These days must be used the year they are rewarded and are not paid out upon leaving.

- **Full-time WINKers** are employees who are normally scheduled to work at least 40 hours per week.

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- **Part-time WINKers** are employees who are normally scheduled to work less than 30 hours per week.
- **Third-party employees** are WINKers who provide their services through an external third party labor broker (agency).

- **Interns** are employees who are employed to work on special projects for short periods of time.

- **Consultants** are professionals who provide expert advice to WINK.

7. Holidays?

Given that WINK operates in many different countries and locations, we are obligated to follow federal, provincial, state, and municipal laws. Please get in touch with HR for more information with regards to the holidays in specific countries and locations.

8. Team building activities and workshops?

We try our best to plan and organize as many activities and facilitate as many workshops as possible - virtually or in-person.

It's important for us to get to know each other as a team and as people, inside and outside the work space. These are work events and all employees are expected to make a conscious effort to attend.

Even outside the work space, all employees are expected to behave appropriately towards one another. Do not make anyone feel uncomfortable. If you consume any alcohol, do not drive until it is legally safe to do so. If you are unsure, please use Uber or have somebody else drive you.

9. How often are performance reviews held?

We have performance assessments on a quarterly basis with our managers (and we use BambooHR to keep track of our goals and our performance).

Confidentiality

By nature, we deal with confidential and sensitive information about our operations and clients. Everyone on our team is expected to keep these secure within WINK.

All records and files of WINK are property of WINK Technologies Inc. No employee is authorized to copy or disclose any file or record.

It is required that all information about WINK, its employees and its customers be kept strictly confidential.

If a team member violates this policy, disciplinary action will be taken, up to and including immediate termination for cause.

If a WINKer is unsure if something is confidential or has any questions regarding a colleague's responsibilities in dealing with or releasing confidential materials and/or information, please ask HR or DaTa & IT - Security.

Code of Business Conduct

Every WINKer is expected to be thoroughly familiar with the rules of WINK's code of business conduct.

Company Policies and Procedures

All our HR policies and procedures are published and archived in BambooHR. Such as Harassment, Company Expenses, Phone allowance, Leave of Absence just to name a few...



I Need Gear?

WINK will provide you with the equipment you need to do your job -

- Laptop
- Monitors
- Keyboard/Mouse
- Headsets

Special equipment requests are welcomed and will be approved on a case by case basis.

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Compensation

When?

WINKers (Full-time and Part-time) are paid twice a month, on the fifteenth and last day of the month. If these dates fall on a weekend, you will get paid the Friday before or the Monday after.

How?

We pay via direct deposit.

Bonuses?

We offer performance based bonuses. Bonuses are not guaranteed and are only given if everything in the company is going swimmingly.

Bonuses are derived from a discretionary percentage of the net income of the company for the twelve month period (fiscal year) ending September 30th of each year. Bonuses are normally paid in March of the following Calendar year.

Only salaried team members (Full-time and Part-time employees) are eligible for bonuses.

Benefits?

Only Salaried WINKers (Full-time and Part-time employees) are eligible for benefits after completion of the probationary period.

Please consult HR for more information.

Our Groups Benefits provider is Sun Life - Key information:

- Website: www.mysunlife.ca
- Client Service Phone Number: 1 800-361-6212
- Sun Life enrollment form:



We're thrilled to have you on the Team!