



EMPLOYEE PLAYBOOK

There are no rules here, we are trying to accomplish something. - **Thomas Edison**

Mr. Edison, it is true we do not have rules. We have great people. - **David Burgeson**

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FOREWARD

Welcome to Renaissance Systems, Inc.!

Whether it is your first day at RSI or your 30th anniversary, we are very privileged you have chosen to be with us. As part of the RSI family, you are perpetuating our culture of having fun, being innovative, and delivering an exceptional client experience.

Innovative companies know that people are the most vital part of any organization, and this Playbook was written to give insight and guidance on how you can maximize your potential with RSI both personally and professionally. It was partly designed to give you a sense of direction and partly to provide my personal philosophies, while giving you the freedom to create your own future.

Though RSI is theoretically practicing some of the ideas that are presented on the following pages, we are constantly making adjustments to our strategies and programs. Therefore, this document is also a journey we will embark on together, one without a specific destination but a direction to architect and construct the best, forward-thinking company. Let us strive to strike a balance between personal aspirations with corporate objectives and where leading and following often go hand-in-hand.

I hope you enjoy reading this playbook as much as we enjoyed writing it. When you are done, here are some immediate things you can do to enrich your quality of life while helping the company:

- Stay actively engaged with your teammates, other departments, and leaders.
- Memorize, understand, practice, and teach other employees on the eight elements of RSI's Operational Excellence Model.
- Give us recommendations, suggestions, ideas, and/or criticisms. It can be anything that you believe are relevant to make RSI the company everyone wants to work at, and everyone wants to do business with.
- Take your ideas and then turn them into action for an idea without action is merely a wish.
- Of course, always take the client experience into consideration in everything we do.

We are glad you are here so please let us know what we can do to support you.

David Burgeson

THINGS YOU SHOULD KNOW

VISION

To enable a better quality of life by solving for complex business problems.

MISSION

Our mission is to implement meaningful services with exceptional people, advanced technologies, and proven methodologies.

OUR VALUES

- Client Experience
- Innovators of products, processes, and relationships
- Leaders and drivers
- Participants rather than spectators
- Action Takers
- Business Acumen

CORE COMPETENCIES

- Relationship management with Client Experience
- Complex IT and Internetworking services
- Software Development
- Compliance/Risk Assessments and Cybersecurity
- 24x7 Managed Services and Support

PROBLEMS WE SOLVE FOR CLIENTS

- Provide clarity and direction of the unknown with expertise and advice.
- Enable productivity with work from anyplace, anytime, over any authorized device connected to the Internet.
- Identify risks and inefficiencies associated with workflow, IT systems, and procedures.
- We architect, design, deploy, and support complex solutions.
- Provide peace of mind.

SKILLS YOU WILL NEED TO POSSESS AND DEVELOP

- Problem solving
- Collaboration & brainstorming
- Analytical, Rhetorical, and Theoretical
- Leadership & Management
- Writing and Communications
- Listening and Prioritizing
- Continuing Education, both technical and professional



SO, WHAT MATTERS TO US?

We are on the same team and it is our directive to enable and implement strategies and programs that matter to us. We get to make our own rules that make the most sense for RSI and we get to build our own unique brand. Therefore, it is important that you are:

- Happy.
- A Leader or striving to become one.
- Satisfied with your job and performance
- Engaged with your team, projects, and clients
- Productive by contributing with meaningful solutions
- Having positive impact to those whom we serve internally and externally.
- Are successful at reaching milestones no matter how large or small

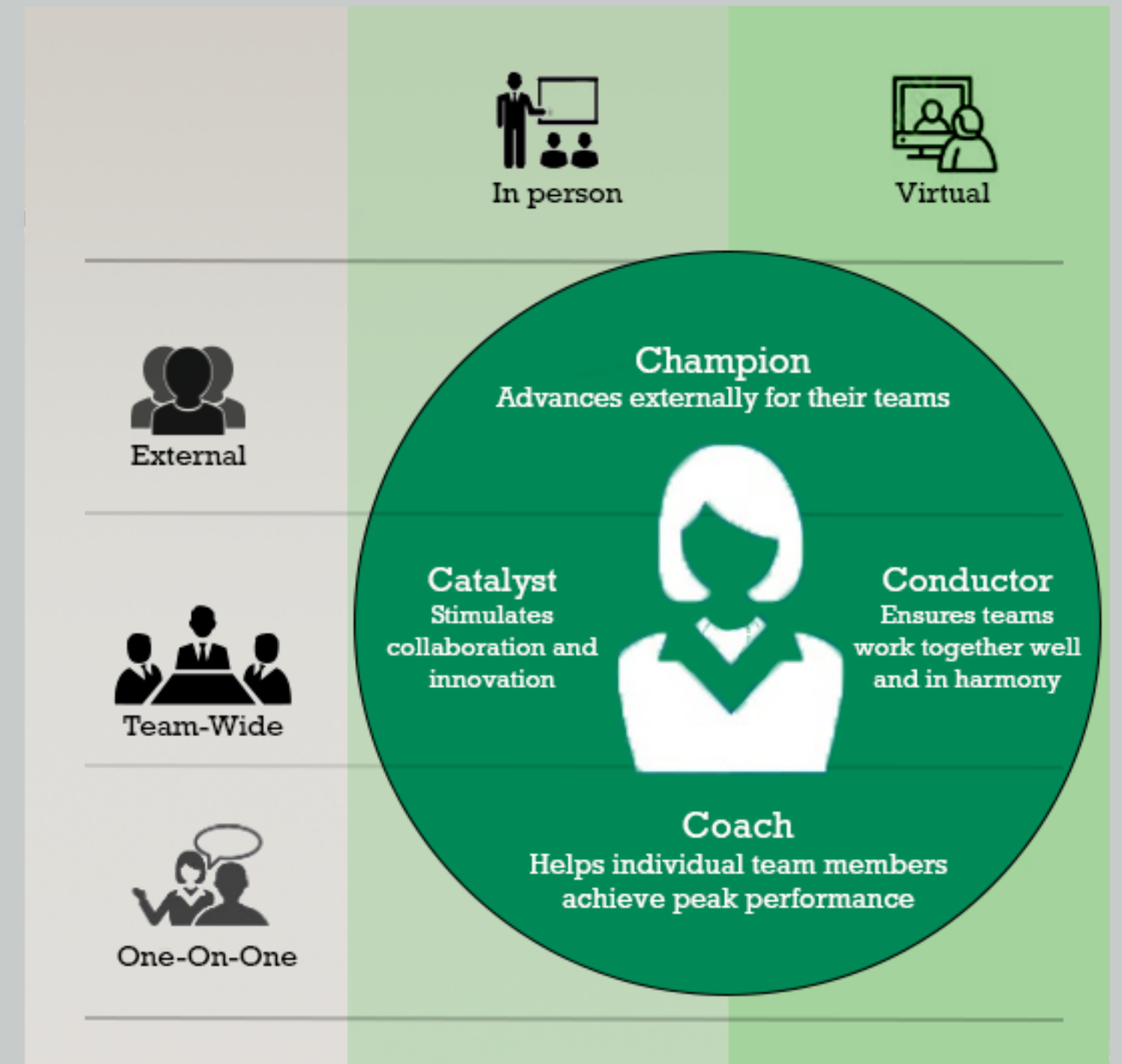
The next 8 pages outline things that are important to me and they should be to you as well. They are not presented in any particular order.

1. Leadership Matters

If you are a leader, then lead. If you are a follower, then strive to become a leader. In either instance, support the leadership team with conviction

Leadership at RSI goes beyond a formal title or the authority one carries associated with a job position. Rather leadership is a combination of traits, qualities, and skills that have the potential to develop powerful, interpersonal relationships. Sure, leadership personalities and styles will vary from person to person and there are endless debates on whether leaders are born or made. Regardless of your style or belief on how they are created, I have found that all leaders are:

- Visionary with new ideas, processes, solutions, and/or concepts.
- Strategic thinkers that reach for the stars.
- Communicators who can explain complex topics with ease and simplicity.
- Drivers who have the ability to convert information into action.
- Risk takers who have failed but emerged stronger.
- Observers who are acutely aware of the strengths and weaknesses of themselves and others.
- Persuaders and/or influencers who are able to rally others to their cause with charisma.
- Trusted advisors who earn the respect of others by being reliable and capable.
- Active listeners, supporters, proponents, and sometimes challengers.
- Mentors, teachers, and coaches to others.



"The true mark of a leader is the willingness to stick with a bold course of action — an unconventional business strategy, a unique product-development roadmap, a controversial marketing campaign — even as the rest of the world wonders why you're not marching in step with the status quo. In other words, real leaders are happy to zig while others zag. They understand that in an era of hyper-competition and non-stop disruption, the only way to stand out from the crowd is to stand for something special." – Bill Taylor



"Innovation distinguishes between a leader and a follower." -Steve Jobs



"Do not follow where the path may lead. Go instead where there is no path and leave a trail." -Ralph Waldo Emerson



If you can't fly then run, if you cannot run then walk, if you can't walk then crawl, but whatever you do you have to keep moving forward. -Martin Luther King, Jr.



"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."
-John Quincy Adams

2. It Matters that Employees Earn a Substantial Living:

RSI strives to compensate our employees well-above the national average with competitive salary and benefits. Regardless of your age or what stage in life you may be in, RSI recognizes that happy, responsible employees are able to:

- Save for investments and retirement
- Have discretionary income

Obviously, money does not grow on trees and it will take everyone to work together to drive sales. This begins with product innovators to those marketing and selling, from the professional services teams delivering to the managed services department that provides support to our clients.

3. It Matters that RSI Provides Competitive Benefits:

When it comes to benefits, RSI is in a constant state of maturing. We need your assistance to develop emerging benefits to create the kind of culture that demonstrates our deeper level of care for employees, acknowledges that your needs are valued, and RSI has a stake in your success. Some of the benefits we offer to the performers are:

- Paid time off after completing a major project
- Wellness programs that support you
- Phased retirement program
- Paid sabbatical program
- The ability to work on or take work assignments anywhere in the US



4. Your Happiness Matters

From my experience, happy employees are better employees and I find they are more engaged in their work, are better co-workers, and contribute with more meaningfulness. Just know that RSI:

- Has a competent leadership team and you are a part of it
- Is committed to your success personally and professionally
- Values your ideas and individual opinions
- Does things differently and are open to any suggestions
-

If you ever find yourself unhappy, talk to your boss, HR, or even the CEO. Let's figure a way to make you happy.





5. It Matters You Have a Deep Sense of Purpose

Hopefully, you have a purpose that is outside of work. Fulfilling your purpose comes in many forms such as being an artist, dancing, or even a teacher. Perhaps your purpose is to be a companion to the elderly, or it can be to support a cause. If you have not already, we encourage you to find your purpose outside of work.

At RSI, our sole purpose is delivering an exceptional client experience to complex business problems with innovative solutions. The focus on the client has helped RSI to acquire and keep our clients, some of whom have been doing business with us for over 25 years.

You are also a client, albeit an internal one and we want you to be a long-term employee. We encourage you to take off from work to find your purpose if you have not already.





6. It Matters to Balance RSI Work with Your Personal Life

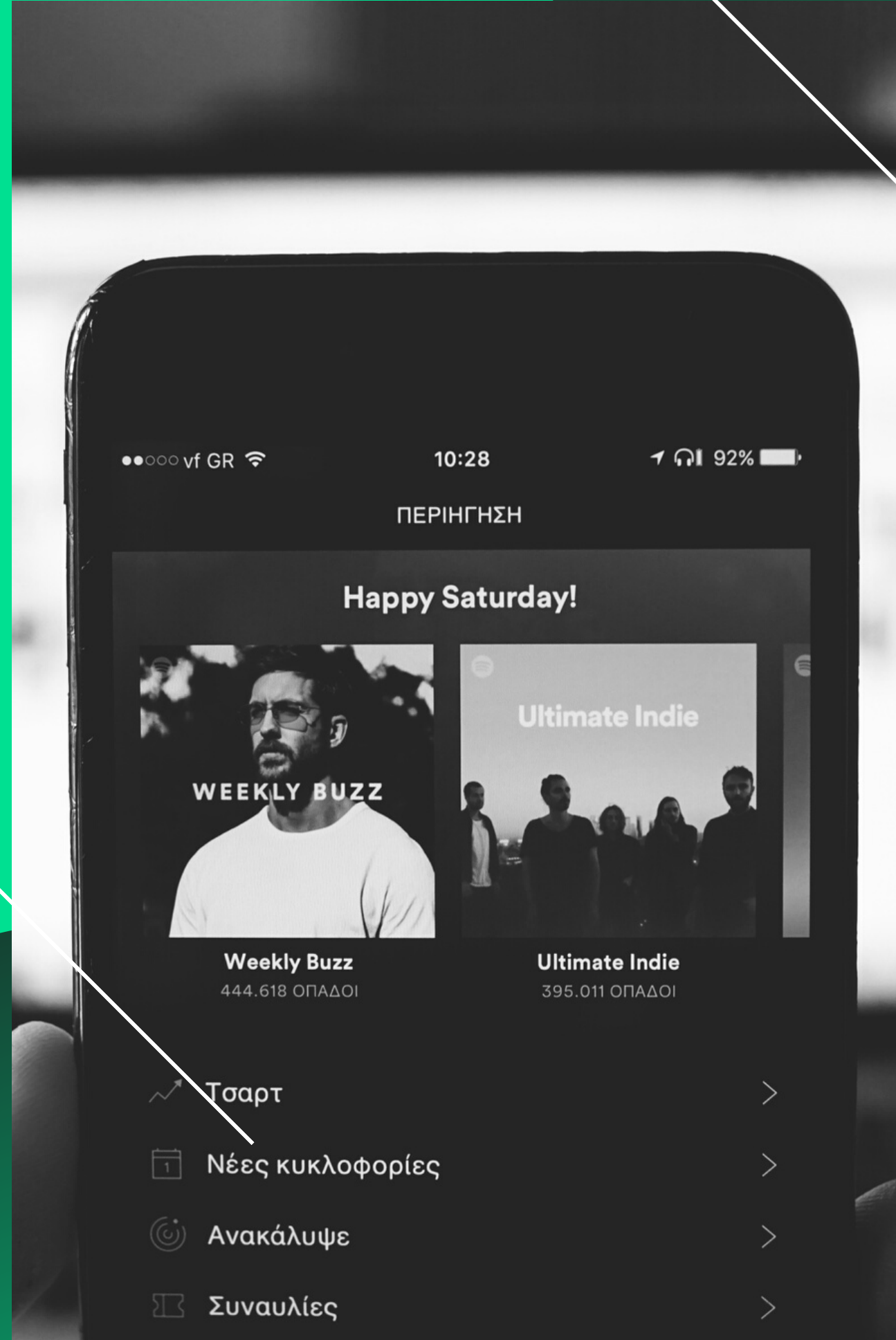
RSI employees consists of industry veterans to interns and we are multi-generational. It appears we are all seeking flexibility and it is here that we make a not-so-subtle demand: we need personal fulfillment across work, personal lives, and relationships. Thriving in today's technology-driven world may cause your work at RSI to conflict with your personal life, resulting in feelings that both areas are falling short.

Please read this part carefully: at RSI, we expect you to take care of your family first and sometimes that includes taking a day or two off to spend outdoors with your spouse, or caring for your sick child, or just taking a spontaneous road-trip. Please, work with your co-workers to make it happen. One day, you will be supporting your fellow employees while they are out of office. We need you to contribute to finding solutions and ways to implement and fund these programs. It is not just about the experience at work, it is also about supporting our team members outside of it. To balance work with life, RSI offers:

- Flexible schedule that balances personal time with productivity.

7. It Matters to show Appreciation

- Recognizing employee achievements and hard work
- Offering a comprehensive benefits program
- Offer competitive compensation
- Soliciting employee feedback on a regular basis
- Investing in employees through training opportunities
- Open Door Policy
- Providing opportunities to work on projects that are meaningful to employees
- Professional development opportunities
- Additional time off to reward good work
- Ability to work when you want



HOW WE GET THINGS DONE

We Get Things Done By Expecting Excellence From Each Other

RSI has adopted the Six Sigma Operational Excellence Model as a basis to our company strategy. This model impacts every decision we make, whom we hire, and is the baseline of standards in which RSI leadership and employees should expect from each other. May I strongly urge you to learn and live each aspect.



1. Customer-focused:

The customer ultimately determines the level of quality. No matter what an organization does to foster quality improvement—training employees, integrating quality into the design process, or upgrading computers or software—the customer determines whether the efforts were worthwhile. The experience we deliver will determine if they keep us.

2. Total employee involvement:

All employees participate in working toward common goals. Total employee commitment can only be obtained after fear has been driven from the workplace, when empowerment has occurred, and when management has provided the proper environment. High-performance work systems integrate continuous improvement efforts with normal business operations. Self-managed work teams are one form of empowerment.

3. Process-centered:

A fundamental part of Total Quality Management (TQM) is a focus on process thinking. A process is a series of steps that take inputs from suppliers (internal or external) and transforms them into outputs that are delivered to customers (internal or external). The steps required to carry out the process are defined, and performance measures are continuously monitored in order to detect unexpected variation.

4. Integrated system:

Although an organization may consist of many different functional specialties often organized into vertically structured departments, it is the horizontal processes interconnecting these functions that are the focus of TQM.



5. Strategic and systematic approach:

A critical part of the management of quality is the strategic and systematic approach to achieving an organization's vision, mission, and goals. This process, called strategic planning or strategic management, includes the formulation of a strategic plan that integrates quality as a core component.

6. Continual improvement:

A large aspect of TQM is continual process improvement. Continual improvement drives an organization to be both analytical and creative in finding ways to become more competitive and more effective at meeting stakeholder expectations.

7. Fact-based decision making:

In order to know how well an organization is performing, data on performance measures are necessary. TQM requires that an organization continually collect and analyze data in order to improve decision making accuracy, achieve consensus, and allow prediction based on past history.

8. Communications:

During times of organizational change, as well as part of day-to-day operation, effective communications plays a large part in maintaining morale and in motivating employees at all levels. Communications involve strategies, method, and timeliness.

**LEARNING AND
INNOVATION
GO HAND IN HAND.
THE ARROGANCE
OF SUCCESS
IS TO THINK THAT
WHAT YOU DID YESTERDAY
WILL BE SUFFICIENT
FOR TOMORROW.**

- WILLIAM POLLARD

2. We Get Things Done Through Innovation

RSI relies on innovation to bring new solutions to market. RSI's core business was developed through custom software development and then over four decades, IT, managed services, and along with compliance risk assessments were added. Each service was developed internally.

Innovation can be applied to most anything, including how we deliver those products and services, usually challenging traditional methods with our own unique processes. Innovation, when joined with Client Experience, further differentiates RSI from its competitors. Therefore, Innovation is not just a competitive advantage, it is vital to our company.

Innovation is such an important part of RSI that we have our own internal Innovation Department to ensure we are moving forward, always improving, and finding new solutions to embark on. This department relies on each one of us to contribute to new ideas, assert where improvements can be made, or enhance the client experience.



3. We Get Things Done Through Teamwork

Innovation is very much a team exertion and requires real human interaction and collaboration. Highly engaged employees find a way to formulate their ideas and then share them. Innovation demands cohesive teams responsible for researching, debating, evaluating, and then planning. If there is a business case to move forward, RSI then executes on a plan and measures its successes to agreed-upon goals, milestones, objectives. Finally, the team gets to refine those ideas only to start the process all over again for both existing and new solutions.

Teamwork is what turns innovation the concept into innovation the finished solution. During projects, the spirit of camaraderie may be felt one minute while creative minds may clash the next. Therefore, please allow me to provide some insight into your fellow team members: Your team members can be quirky and display weird behaviors. They can seem a little out there and are often opinionated. At times they have crazy ideas while at other times, they are as docile as a turtle on valium. However, they also think the same about you. Work with them for they have your back and you will have to depend on each other.

Through teamwork, successful Innovation is the excellent result of transforming information into action.

4. We Get Things Done by Taking Risks

In my personal opinion, You should be more fearful of success than failure. WHY?
It's take a lot more energy and resources to continue success than to stop failure.

Types of Risks

- New Services
- Business Strategy
- Financial
- Services/Solutions
- Personal Risk

Encourage Entrepreneurship

YOUR CONTRIBUTIONS are HOW WE GET THINGS DONE

Being responsible and accountable

Driver of excellence

ABOUT RSI

When Renaissance Systems, Inc. was established in 1982, the company was focused on delivering custom software applications. Back then, off-the-shelf software were not readily as available as they are now, but businesses still needed to get work done. The company grew and in 1988, a recent Texas A&M grad named John Jackson joined the company to develop the applications. He liked RSI so much that he became a partner in 1992 and finally the owner in 1996.

By then, technology was really starting to evolve at ever a quicker pace. Computing and server technologies were getting more cost effective, business applications were getting more commercially available, and the Internet became a requirement to businesses as air conditioning is to Texas summers.

You can say John really grew Renaissance Systems with more software development work from auto leasing companies to insurance regulators to everyone in-between, many who are still clients of ours today. IT services became a natural part of RSI, but things began to change. It is a part of life. In 2018, John decided it was time for the leadership to also change within RSI and asked a crazy friend of his, David Burgeson, to run the company as their COO.

Upon joining, David realized that RSI had to adapt to changing business conditions and they had to change quickly. As a result, RSI began to drastically add new services such as cloud migration services, IT Professional Services, and Compliance Assessments. Network Security, Disaster Recovery and Business Continuity Strategies became a part of every client. New sales channels for RSI services were developed and marketing took on a central role. Operational excellence was established as the core business model while delivering an exceptional client experience became an expectation. It took great people and their reckless dedication to achieve success. In fact, so much so that David Burgeson bought the company on May 1, 2020.

RSI is in growth mode. This is where we are now and we are focusing back on you, our precious team member, our valued employee, and difference-maker.