Survival guide for Odooers

You'll have the freedom to be awesome.
But this comes with a huge responsibility:
we expect you to transform the company.

odoo

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Welcome Aboard

Congratulations, you have finally landed a new job! No more painful interviews, no more psychological tests from HR people, no more boring companies to visit...

challenges

Actually, your ~~pain~~ are just starting. :)

Let's be honest, working at Odoo is not easy; we are not perfect. We evolve so fast that we often break things, we challenge the status quo, and everyone has to bear real responsibilities.

That being said, Odoo might be the best working experience you'll ever have.

People here do not wear suits[1], they value intelligence over hierarchy, they are free to be themselves, they argue with each other because they care. They transform our company, and our company transforms the market!

It's not easy, but it's fun. At Odoo, you will evolve faster than in any other company. Whether it's for a sales, consultant or developers job, you will gain 5 years worth of experience within 1 year at Odoo.

As a company, Odoo is unique: no legal department, no buying process, no budget, anyone's decisions does not require approval, etc. We focus on what matters, avoiding the usual corporate bullshit. We value common sense, autonomy & responsibilities, more than processes and control.

At first, you'll need to adapt to this environment, but we hope that our openness will make you feel at home quickly.

Welcome aboard.

Fabien

[1] You might find a few suits in the sales departments though. (You don't sign a contract with a customer wearing a t-shirt and flip flops, right?)

01.

Getting Started

“I’ll share my screen with you and I’ll show you my thing.” - CVI talking with a customer

YOUR FIRST DAYS

So, you've just arrived at Odoo wearing a slick new outfit and you notice people wearing shorts and t-shirts[2]. Welcome to Odoo!

You'll get a quick tour of the company (you'll meet our Grumpy, Doc, Sleepy, Dopey, etc.) before (or after) starting a **2-week training on the product**. You'll learn this through the eLearning platform[3] by creating your own database[4] and by having fun with our business game[5]. At the end of the training, you'll have to **take the certification** to assess your level. (We want to make sure you're cooked medium before throwing you in the Odoo den :D).

After the training, you'll **join your team and a coach will train you** on your future responsibilities and define your objectives for the weeks to come.

Your first challenge will be to learn quickly; learn the product, get to know your colleagues, how the company is run, etc. The key to succeed in this mission is to ask! Ask for help, don't be afraid, the more you ask, the faster you will evolve (and soon the student will surpass the master).

Be curious. Try new things. For help you'll ask and the Force will be with you. Always.

[2] In the summer only, or the whole year in SF. But in India, never, even though it's very hot.
[3] odoo.com/learn
[4] odoo.com/trial
[5] odoo.com/scaleup

OUR CULTURE & VALUES

Two documents will help you understand how we think and act:

1. The Odoo Culture[6]
2. How we train managers[7]

Open Source

Odoo strives to be one of the **top Open Source contributors** worldwide. We think that knowledge should be free, making code available to low developed countries is awesome, and working with communities is rewarding and instructive.

Open Source is a great development model! But it's not a business model[8]. To build a sustainable solution, we use an **open core business model**, based on two products:

1. **Odoo Community**, our open source product that covers most management needs: CRM, Sales, Invoicing, MRP, Website, etc.

2. **Odoo Enterprise**, a subscription to get extra features (Accounting, Studio, Timesheet, etc) and services (upgrades, support, Odoo.sh).

We designed Odoo Enterprise to be a set of extra modules on top of Odoo Community. That way, the only way to improve the Enterprise edition is to improve the Community one.

As a result, Odoo Community benefits from the massive investments we make to improve Odoo Enterprise, and Odoo Enterprise can leverage the visibility created by millions of free users... a virtuous circle!

When we have to do a trade-off between business decisions and open source contributions, we always try to be fair and keep a good balance between both.

[6] odoo.com/r/odoo-culture
[7] odoo.com/r/team-leader
[8] https://odoo.com/blog/5/post/532

Why do we do Odoo?[9]

Companies are inefficient. Employees struggle with repetitive tasks, overloaded mailboxes, and administrative jobs that could have been automated. Accessing information and adding data through painful processes can be a real waste of time.

Can you imagine a carpenter without his tools? That would make him the worst carpenter in the world. And he would quickly get frustrated by his inefficiency, to the point that he might not like his job anymore.

Yet, most **SMEs don't have the right tools for their employees**. Because they can't afford it, or because they don't know it's feasible. So people just learn to live with their issues. Or even worse , they don't even see the issues anymore.

But this system has a cost; depression at work is reaching a sky high level. People want to be useful and contribute, but they are stuck in complex corporate processes. As a result they get bored or overloaded by stupid details.

This is the problem we want to fix. And it's not easy.

SAP and Microsoft invested billions into the SME market and they failed. Only 15% of SMEs are equipped with integrated management software and most of them are not happy with their solution.

The challenge is so big that we need everyone to contribute and move forward in the same direction: to build this software and a service that nobody has yet succeeded in creating. We don't have the luxury to get distracted.

[9] The title should be 'What is the purpose of Odoo?' but we like the sound of this one!

What principles should drive your decisions?

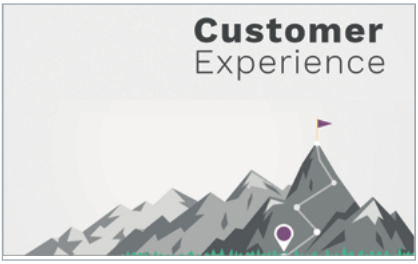
1. BUILD FOR THE LONG TERM

Invest time into things we can capitalize on and avoid spending time on one-shot actions. it's ok to sacrifice short term needs for long term benefits, and think of the big picture.

2. FOCUS ON USERS

We focus on continuously improving the user experience.

The user drives most of our decisions (not the buyers, the shareholders, the willingness to get leads or anything else).



3. EXECUTE FASTER

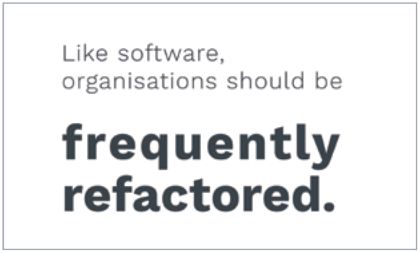
By doing less, we focus on what matters. We are able to say 'no' to things most companies couldn't say no to.

4. IT'S OK TO FAIL

The best way to learn is to try. We want to be disruptive and disruption means embracing failure. Managers try not to assign blame for failure, but instead help recover from mistakes.

5. KEEP THINGS SIMPLE

As we grow, there is a dark force that pulls us towards more complexity, more processes, and less autonomy... Fight it!



6. INVEST IN OUR PEOPLE

Quality people = Quality working environment.

Odoo's real strength is our people! Odoo is full of smart people with whom you will learn quickly thanks to a friendly and open environment.

In terms of working environment, we value:

- **Autonomy**: we expect you to be autonomous and to take initiative, we give more flexibility to think and we accept when people don't agree with management initiatives
- **Evolution**: learn fast and improve your skills
- **Responsibilities**: we expect everyone to take complete responsibility, even for issues that are not related to them directly.

As a result of this extreme autonomy, you might see weird scenes between people at Odoo; people shouting at each other because they disagree on a solution, people challenging what managers ask for, etc. This is the result of having people who care about what they do and what their company stands for.

We think it's great, people here have the freedom to be themselves.

Are you ready to decide?

To help you apply our culture in day-to-day decisions, here is a small quiz to assess if you are ready to make the right decisions.

Q1. It takes around 3 months to be comfortable with the Odoo product, and a year to be an expert. When should newly hired sales people do their first solo demo?

1. Within the first month
2. After 3 months
3. After 6 months

Q2. Should we do a monthly newsletter explaining the new features?
Yes or No?

Q3. Which one of these deals is better?

1. A 300€ / month subscription, plus 10,000€ of custom developments
2. A 700€ / month subscription, but no fixed fee

Q4. Let's say you are in charge of launching our new website. What should you do?

1. Develop all features with top notch quality, and release in 6 months
2. Do less features (e.g. sacrifice multiple languages & job pages) to release in 3 months
3. Do less quality (e.g. not designed by a pro), but release in 3 months with all features

Q5. Our marketing team has come up with some good ideas to launch: radio ads, eLearning platform, design brochures for exhibitions, training materials for universities, SEA (google adwords advertising), etc.
What should be our priorities?

Q6. We have a direct service where we serve clients ourselves and a channel of partners who offer local services to customers. How should we segment customers according to the channel?

1. Large projects for Odoo, the small ones for partners
2. Large projects for partners, the small ones for Odoo

ANSWERS

Q1: ***1. Within the first month.*** There is no better way to learn than practicing. We are ok with taking the risk of a wrong sales pitch (Art 4: It's ok to fail), in order to expedite employee's learning. (Art 6: People's evolution)

Q2: ***No.*** Newsletters are a "one-shot" action; it's useful when it's sent but the news will probably be deprecated in 3 months. So, we prefer to invest in writing content that stays relevant in the long term like product documentation, and the elearning platform. (Art 1: Long term).

Q3: ***2. A 700€ / month subscription, but no fixed fee.*** Our salespeople have a higher commission rate on monthly recurring revenue (MRR) than non recurring revenue (NRR). Even though the immediate revenue is lower, it will pay off multiple times in the long term. (Art 1: Long term).

Q4: ***2. Do less features to release in 3 months.*** If you try to do all the features, with high quality, in good time, you will get average results in everything. To execute faster, we do less. Over our first 7 years, we did not have a french version of our website, despite the fact that 60% of our revenues were from Belgium & France. Why? We focus on what matters most. At the time, our priority was to improve the product. (Art 3. Less is more).

Q5: ***eLearning platform, training materials for universities.*** Most companies try to do everything in marketing and their results are average in everything. We do less activities, but we scale them more. (Art 3. Execute faster) Think about the activities having the highest impact over the long term (Art 1: long term), and the ones that most effectively benefit the users.

Another way to answer the same question is to take a look at what customers would prefer. Do they want more radio ads, or more content to learn? (Art 2. Prioritize customer experience)

Q6: ***2. Large projects for partners, the small ones for Odoo***. Small clients adapt themselves to the software, but large clients have relatively more customization needs. More NRR is much better for smaller companies. But, in our case, to sustain massive R&D investments to improve the product (Art 1: build for the long term) we need more MRR. Service margins don't allow us to invest in R&D.

WHO IS YOUR MANAGER?

We like **relatively flat hierarchies.** The best way to allow everyone to make an impact is to shorten the path to the decision makers and to remove managerial constraints. Traditional management practices recommend maximum 7 direct reports for each manager. We do the opposite.

To limit layers of management, **we distribute responsibilities, instead of centralizing them on middle managers**. As an example, we have the following roles in R&D:

- 4 developers are in charge of all recruitment interviews
- 2 developers train all new employees
- 9 team leaders focus on code review and team coaching
- 11 product owners decide what should be developed
- 1 release manager organizes releases ...

In a traditional company, developers go from 100% development to "0% development / 100% management" when they get promoted. At first, people like it; but they get bored after a few years as they stop doing what they like and instead do more administrative / management tasks.

We prefer people continuing evolving in what they like, becoming experts. So, 80% of the time, they continue to develop, but we add 20% of managerial responsibilities to help learn new skills. We try to apply this logic to all departments.

For team leaders, we promote **leaders**, before 'experienced directors' for management positions. What we expect from a manager is not to "manage" people, but to coach them and make them evolve.

Our team leaders are very open. If you don't agree with what they do, do not be afraid to challenge them, to suggest improvements, or to provide constructive criticism[10]. Managers don't judge people because of their ideas. We can't always agree on everything, so we've developed an "agree to disagree" mindset (at least, everybody agrees on this :)).

[10] Or even non constructive criticism. If something frustrates you, it's better to talk about it rather than internalize it. Relax, you won't get fired for having different ideas!

WHAT DO WE EXPECT FROM YOU?

Learn & Evolve

We want you to learn and evolve. Fast!

We will never fire someone for making a mistake, but we might let someone go if they don't evolve, or if they don't help the company evolve. To learn quickly, feel free to try and test new things, to express your opinion and to ask for help from your colleagues.

It's ok to fail. It's ok to ask stupid questions. Please, do it.
We will not hold it against you.

Example: new sales people need months to be comfortable with the product. Despite this, we ask them to call customers after a few days, even if they are not ready.

➜ As a result, they might lose a deal with the customer, but they will gain valuable experience by talking to prospects and getting feedback from the market. Their coach / managers are there to help them fix mistakes they might make, not to blame them.

Be responsible

At Odoo, **we are all in the same boat.** We are all responsible for making the company move forward and fixing things when shit happens.

We expect everyone to take responsibility to improve our product, services or company and to **avoid the "this is not my job" attitude.**

> **Example:** If you find a bug in the software, detect a process that is not efficient, or get a complaint from a customer, you have to "own" it. Take the responsibility of solving the issue[11], even if it's not your job. Whoever finds an issue should own it and ensure it gets treated and solved correctly (e.g. by reporting it and doing the follow-up).

Be Open

Odoo is a dynamic company. Be open to change, open to trying new things, and always be transparent when you communicate with colleagues or customers.

Be Positive

The quality of our working environment depends on everyone's behaviour. **Always approach things in a positive and optimistic way** and avoid criticizing other team members or customers.

[11] If you cannot solve it by yourself, report the issue and do the follow up until it gets resolved.

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02.

Our Company

“I just have a quick question for you. How would you pronounce your name? Odo or Odou ?” - Website visitor on the Live Chat

ORGANIZATION

Sales

In Sales, you're either a hunter or a farmer: the former negotiate and sign new customers (**Business Advisors, Partnership Recruitment**), the latter build and nurture long-term business relationships with partners (**Account Manager**) or clients (**Customer Success Team** - "**CST**"). For the ambitious ones who want to work with the big guys, our **Mid-market & Corporate** team will suit you just fine.

Sales are superman/women; they do demos, understand the business, find tailored solutions to pain points, negotiate contracts, etc. The direct sales are business advisors, more than salesmen (no outbound sales).

Services

Business Analysts are responsible for all steps of the implementation project; analysis, design business processes, configuration, change management, train users, etc[12]. **Customer Support Analysts** are problem solvers who investigate and solve customers' issues. If you're a tech profile who fancies more contact with clients you'll feel warm and cozy in our PS Tech or Customization teams.

[12] pssst, have you read our implementation methodology?

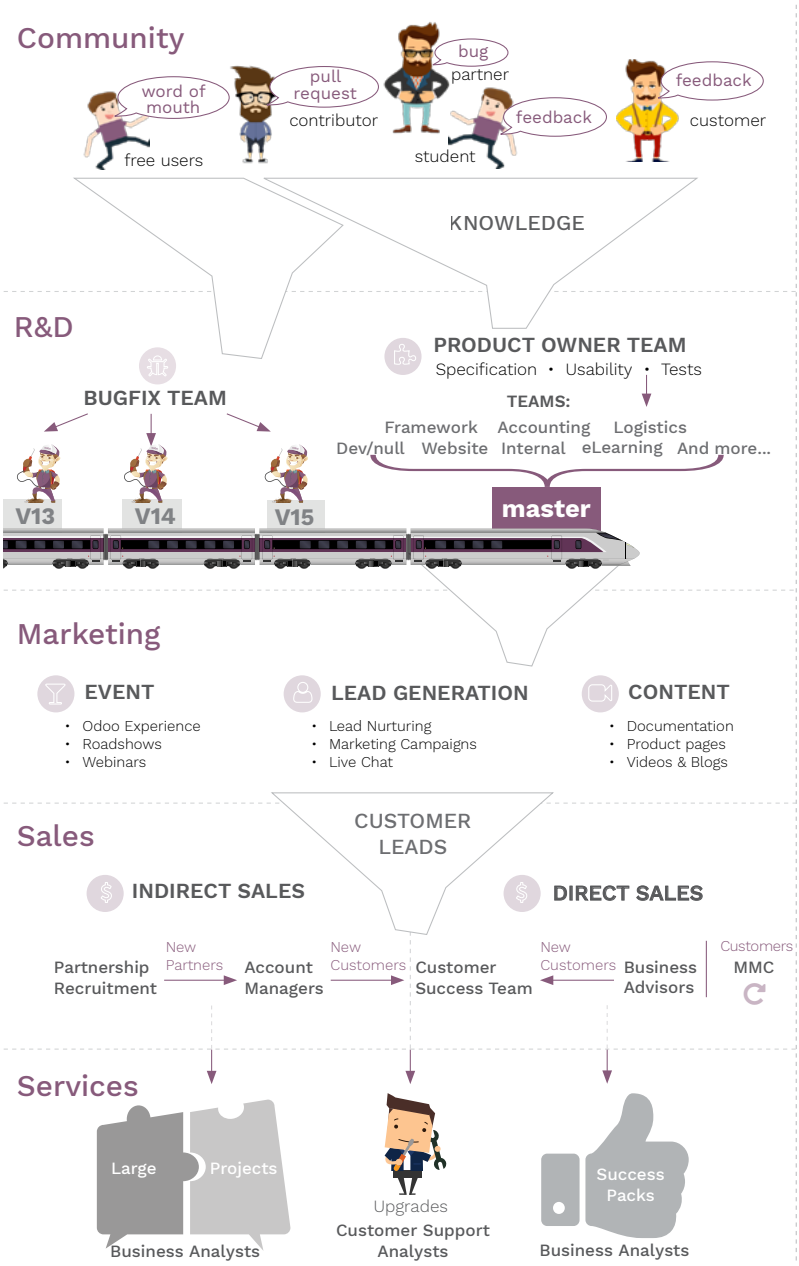
Research & Development

The R&D department works at the core of the product development. Each team has different responsibilities; a set of apps, frontend framework (JS), backend (Python), IA, mobile apps, etc. There is no planning, no budget, no boring managers: just smart engineers and great technology.

The icing on the cake

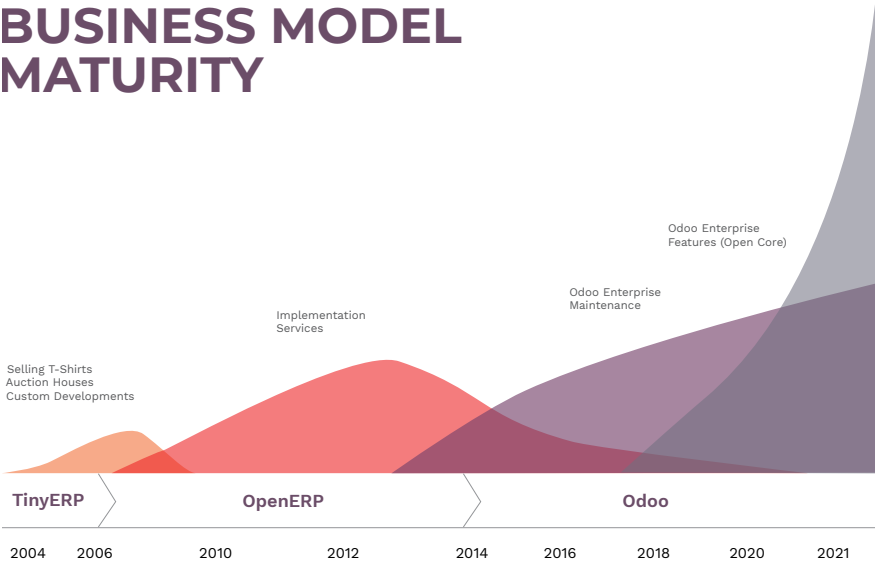
And to keep the machine running: our Marketing department takes care of leads, events, and education (any question on the product ? It's in our doc: odoo.com/slides); our HR department hires smart people like you and takes good care of all our employees; our Finance department manages bills and incomes so that we don't go bankrupt; and our Office Managers run the place.

See how the departments interact with each other :



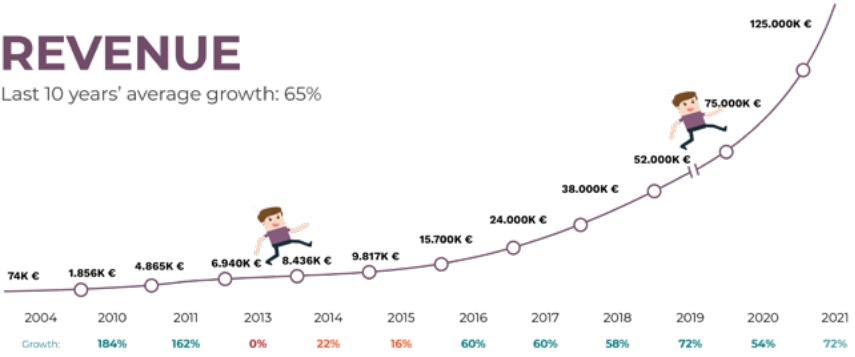
THE STORY

BUSINESS MODEL MATURITY

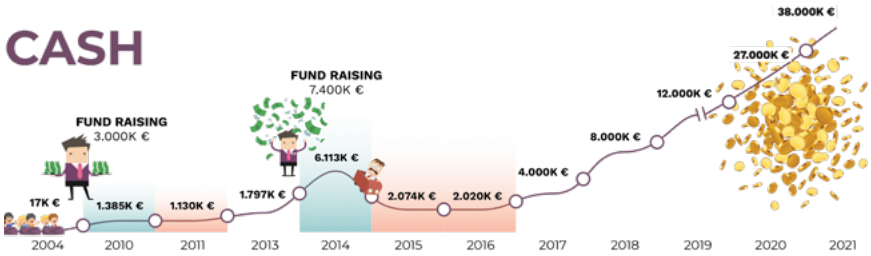


REVENUE

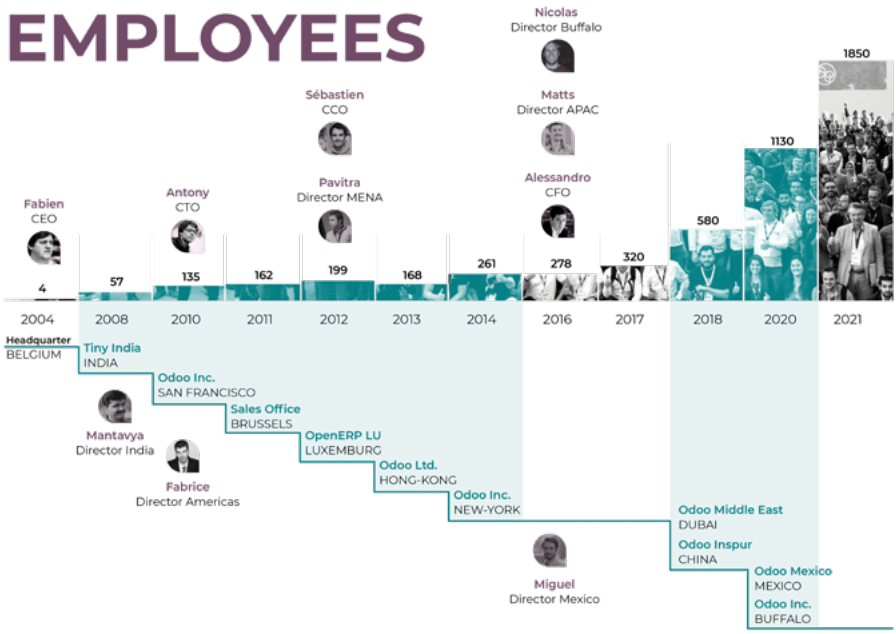
Last 10 years' average growth: 65%



CASH



EMPLOYEES



SOFTWARE EVOLUTION

2004	2008	2011	2014	2015	2016	2017	2018	2019	2020	2021
TinyERP **1**	TinyERP **4.2**	OpenERP **6**	**Odoo 8**	**Odoo 9**	**Odoo 10**	**Odoo 11**	**Odoo 12**	**Odoo 13**	**Odoo 14**	**Odoo 15**

FACTS

This is our moment of glory (yeah! Let us be pretentious for 1 page).

We are proud to have **generated more than 60,000 jobs**. The estimated breakdown: **900 Odoo employees**, 32,000 employees at 2,600 partners, ~28,000 full time equivalent people working on Odoo Community.

Thousands of companies grow their business with Odoo, with up to **5,500,000 users**. Let it be said, we saved them from a boring life of using traditional ERPs.

We deploy massively in **developing countries**, mostly with 'Odoo Community'. Amongst the top players, we are the only one that is so cost efficient that it can afford to sell our product & services at a price point that aligns with these markets[13].

So far, €50m has been invested to develop Odoo Community and make it the **most advanced open source management software** in nearly all business areas such as Accounting, Inventory, MRP, POS, Project management, CRM, etc. Odoo is the most active open source Python project on GitHub, worldwide. The Odoo community built 20,000 apps, the largest enterprise apps store ever made[14]

Odoo is taught in **nearly 500 universities** because it's free and intuitive to use. About 50,000 students create free Odoo Online databases (DBs) every year.

With traditional ERP systems, an implementation costs on average €40k for a SME. With Odoo, it's now around €4k (services included). Yet, we currently work with only 0.1% of the market. We've proved that **we can transform a market**, even if it is on a small scale for now.

And this is just the beginning...

[13] $24 /user/month for all apps (US market).
[14] The second one is force.com of salesforce, with 6,000 apps.

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EXPERIENCE

03.

Our Tools

“When you are the last one to go out, and lock the door... make sure you are THE LAST one! Had to jump from a window last night to get out >_<” - NFL, mail to All Belgium.

The main tool we use is Odoo itself. We manage everything in Odoo : from Sales, to Payroll, Recruitment, Marketing activities, Project management, or even to order a sandwich for lunch.

So you've just received a laptop, use it with good care. This brand new laptop is featured with a SSD and runs on LINUX. If you work in the R&D department, you'll be happy to know that we work on UNIX environment and that we code with Python and Javascript (don't worry, the Cobol language stays with dinosaurs).

The product

E-learning platform
odoo.com/learn

Online docs
odoo.com/page/docs

Ask the Support Team
odoo.com/help

Try versions & dev branches
runbot.odoo.com

Send feedback to improve Odoo
feedback@mail.odoo.com

Internal processes

R&D processes
github.com/odoo/enterprise/wiki

Understand the business
odoo.com/r/knowledge

Discord
odoo.com/odoo_discord

BE specific document - leaves:
odoo.com/r/HRLeaves

BE specific document - fleet:
odoo.com/r/HRFleet

For everyday

Odoo, of course
odoo.com/web

Pads for collaborative notes
pad.odoo.com

Google Drive
drive.google.com

Legal

Templates of Enterprise contracts
odoo.com/page/legal

Branding
odoo.com/page/brand-assets

People

You can access the Employee app in our internal Odoo.

04.

Career Path

“Let me remind you that you’re talking to a human being!” - CDM talking to a client

YOU DESERVE YOUR OWN PATH

A typical career path in a well known consulting firm looks like that:

1. Associate
2. Consultant
3. Senior Consultant
4. Project Leader
5. Principal / Director
6. Partner

Each of these positions takes between 3 and 7 years. People evolve from service roles (consultants), to management roles (project leaders), to sales roles (principals), to internal politics champions (partners).

At Odoo, **we avoid predefined career paths, and offer everyone their own evolutionary path.**

Some people aspire to become managers, others to become experts without managing people. Some want to evolve horizontally across departments, others want to discover new cultures by working in different countries. **We think everyone should have their own way to evolve.**

The salary and responsibilities you will get at Odoo do not depend on your position in the hierarchy, but more on your experience, skills and the impact you have on the company.

Example: a developer or a consultant can have a higher salary than a manager, and vice-versa.

THE TOOLS TO HELP YOU EVOLVE

Instead of a pre-defined career path, we offer a **set of tools to help you evolve the way you want**. It's up to you to use these tools to build your career path.

What you will learn and how you will evolve at Odoo will largely depend on what you make of your opportunity here[15]. **Our work environment encourages you to take ownership and act as an intrapreneur towards your responsibilities.**

Appraisals

This is where we define the action plan to help you become a team leader, a better expert or anything you want for your career.

Appraisals[16] are organized once a year on average, but can be after 6 or 18 months. **Feel free to request a one on one discussion with your manager at any time**.

Yearly salary increases are automatic, and not related to the appraisal meeting. That way, appraisal meetings are focused on what matters; your well being, your evolution, your responsibilities, ... not about "negotiating" a raise.

Coaches / Gooroos

Large departments (R&D, PS, Sales) have a coaching program where experienced team members get the responsibility to coach new employees, organize training sessions, do code reviews, brainstorm on strategic issues, etc. Coaching people is a good way to evolve into management positions.

[15] As we grow fast, there are more opportunities here than in traditional companies. Think about it this way: we are 900 people today, at 40% growth, it means 3,450 people in 4 years! We will need a lot of smart people to handle this transition and you're part of it!
[16] Search for "Appraisal Form" in your Odoo Google Drive.

Coaches should be used by managers when the team grows to delegate responsibilities to their key team members, without creating an extra layer of management.

Conducting appraisals, recruiting and terminating someone, are the responsabilities of the manager and not the coach.

Exchange Program

In traditional companies, managers usually try to retain the best people in their team. At Odoo, we do the opposite: when someone is good, we ask managers not to retain them, in favor of the employee's own personal development.

The exchange program allows employees to apply to a similar position in a subsidiary of Odoo, in another country. We think that learning overseas is a great way to acquire new experiences. Check Annex C for more information.

Inter-Departmental Moves

Similar to the exchange program, we also promote moves from one department to another. Personal development is more important than retention in a team.

If someone wants to go to another department, the manager of the new department will do a regular interview to be sure he/she is a good fit for the job.

Training Sessions

We invest a lot in internal and external training. We think everyone at Odoo should have **at least 10 days**[17] of training per year.

[17] Could be permanent training, full days of training, etc

Books

Reading good books[18] is a great way to learn and evolve faster. So, we encourage everyone to do it. Our policy: **you can buy any book[19] and Odoo pays the bill.**

Send an email to the office manager to get a book, or buy it yourself and fill out an expense report to be reimbursed. Once you have finished reading it, bring it back to the Odoo library for the others to read. It's ok to write notes or underline sentences in books. We like used books too! :)

Internal Promotion First

The only way to become a team leader at Odoo is to become the best of the team; we never recruit external managers. That allows us to preserve our strong culture, and keep the best positions for our employees first.

Job Titles

We value people based on what they contribute to the company, not their job position[20]. To reduce the impact of status symbols, and avoid defining a scale in people's job (junior, senior, head of), **our policy is to let everyone choose their own job title.**

Just get the job title that serves your own purpose, the one you want to have on your business card. We are sure you will do a better job than us when choosing your title.

[18] See "Annex A" for our recommendation of good books.
[19] Related to your job position, a future job position you'd like to reach or for personal development. But not novels. And of course, it's to read outside the working hours. :)
[12] Managers are not better than employees, they are just at their service.

Extra Projects

In addition to these, we have some transversal projects that you can join to learn more about other disciplines such as conferences, event organizations, customer relation, marketing, video content, entertainment with gigs, barbecue, etc. The main one is the **annual Odoo Experience** in Belgium. This event involves conferences, event organization, customer relations, marketing, video content, entertainment with gigs, barbecue, etc.

Every department has its own projects (webinars, content writing, ...). Contact a department manager if you are interested in participating.

The Odoo Band

HOW IS YOUR SALARY COMPUTED?

The salary and responsibilities you will get at Odoo do not depend on your position in the hierarchy, but on your **experience, skills and the impact you have on the company**. Expert developers or consultants evolve as fast as management roles[21].

Every year, we define a salary grid for every department that defines the average salary for a given position and years of experience. We benchmark this grid with the current salaries of the market[22].

The rating provided by your manager when conducting the appraisal will define if you are above or below the reference in the grid. Based on that, the HR department will compute your salary package, as a company cost.

In the countries where we can do it, we have implemented a flexible salary policy based on a company cost. We let each employee choose how they want to structure their salary and which benefits theu want to take advantage of, i.e. gross salary, number of holidays per year, company car, fuel card, etc.

[13] An exception is when moving to a different country; we sometimes adapt the salary to the new country, sometimes not, depending on the country and the duration.
[14] The salary grid and the market benchmark are currently implemented in Odoo Inc (U.S.) and Odoo Belgium only.

05.

Work Hard, Play Hard

“For the vegetarian people we are going to order some chicken brochettes” - In a BBQ invitation sent to the whole company. #Fail

Working at Odoo is probably harder than working in another company. People quickly have strong responsibilities, there are a lot of things to learn, and the environment continuously changes.

We can work hard, but we need to have fun too. Here are some of the advantages we offer to all employees.

UNLIMITED AFTER-WORK PARTIES[23]

If you organize a BBQ & Beers at the office, after working hours, Odoo pays the bill. Anyone can organize an activity "at the office", there is **no validation process**, just register your expenses. We simply ask you to spend with care and common sense.

For example, every few months in Belgium (Grand-Rosière), employees take the initiative to organize a game night (video games or board games). In SF they even have a game room. The idea is to have fun after work, again!

[23] In some companies (Belgium, India), people organize drinks or game nights. In others (San Francisco), a member of the team prepares a funny presentation on one of their passions.

AFTER-WORK SPORTS

If you organize sports activities with Odoo colleagues, Odoo will pay a maximum of 12.5€/$15 per employee if:

- you have at least 6 Odooers participating
- your event is open to anyone in the company, and you announce it in our internal mailing lists / facebook group
- it's not during office hours

TEAM-BUILDING & EVENTS

We have a series of team building and events every year: sales & service kick-off, etc.

Christmas Party

06.

Our Offices

“What? Are we really buying a new farm? C’mon, it’s like if Steve Jobs would have bought all the garages on a street because he started in his garage.” - MVE

GRAND-ROSIÈRE, BELGIUM ("GR")

Farm 1

Farm 2

THE farmZ! Our headquarters is lost in the Belgian countryside. You can't help but notice the Odoo branded cars zipping around everywhere because we have three farms in "GR" (actually, we're in talks to rename the Grand-Rosière town to OdooCity ;)).

In **"Farm 1"**, where everything started, you'll find the Support and HR department. The Marketing and R&D departments are located in the newly renovated **"Farm 2".** This place is swarming with developers so you may hear technical jargon and jokes that you may not understand. :) **"Farm 3"** is at the moment under renovations. No one is working there, but there's an outside swimming pool that can be used in summer!

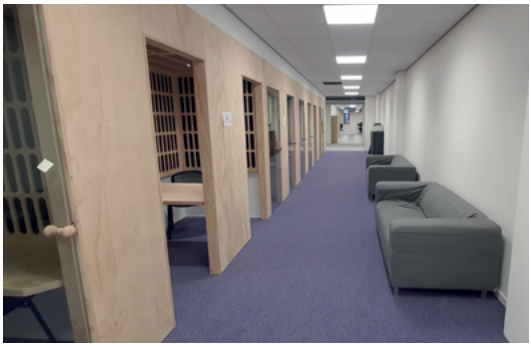
LOUVAIN-LA-NEUVE, BELGIUM ("LLN")

The brand new office is located in the middle of a scientific park in Louvain-la-Neuve (LLN). After more than a year of renovation, the LLN office is ready with 5000 m² of open space.

There, you can find a bar (yes a real one!), a restaurant (with Jacques, our dedicated chef, serving healthy food), a gym (to stay fit) and a rooftop (thanks to climate change, the Belgian weather is getting sunnier than ever!)

The Odoo sales floor lives at the pace of the bell and the ping pong ball. Don't be surprised if you hear a bell ringing and people clapping. This is good news, it means we're making money! The floor is also busy with Business Analysts. A real mix to bring the best to our clients!

The ping pong table is taken over every day during lunch and at the end of a productive work day. Don't laugh at them, they take their ping pong tournaments very seriously!



ANTWERP, BELGIUM

The recently established Antwerp office is located in Berchem, a vibrant neighbourhood in the metropolis with lots of bars and restaurants.

The team is occupying the 4th and highest floor of a modern glass building. Things can get heated up during a ping pong game at lunchtime but if ping pong is not your cup of tea, you can always take a nice stroll in the many parks around the office, play some (paddle) tennis or soccer. And if you really feel motivated, why not go for a run on the running track?

After a hard fulfilling workweek the team gets together for Beer O'Clock. From time to time, they end up at the bar across the street.

GARNICH, LUXEMBOURG

Yes, one of the smaller countries in Europe got its own office too! We love the idea of having offices lost in the middle of the countryside, you know. Fairly similar to our Grand-Rosière office, our Luxembourg team is neatly tucked away in a bucolic environment.

A fully renovated farm, sitting right next to a biking trail. Equipped with a shower, kitchen and lot's of parking space, our team is enjoying the almost monastic calm.

They greatly enjoy working with our larger account customers whilst collaborating remotely with the Odoo colleagues and clients from around the world.

The team is regularly eating out in the nearby restaurants (Indian, Portuguese, Italian, Luxembourgish,...). If you are prone to exercising, don't hesitate to join them for some hiking (during the summer) or cross-country skiing.

DUBAI, UNITED ARAB EMIRATES

In January 2019, our offices were established in the commercial capital of the Middle East - Dubai. Similar to the diverse and multicultural environment of this city, our office hosts people of all nationalities!

Located in Jumeirah Lake Towers, on the 24th floor we enjoy the view over other skyscrapers, a lake and a park, while being surrounded by a ton of

different restaurants. What better place for a work environment?

At Odoo Middle East, we value fostering a friendly work environment where employees feel comfortable and happy to be at the office. To encourage this, our employees engage in different team building activities together. On a weekly basis, Odooers look forward to going to restaurants or exploring the different unique activities this city has to offer such as Ski Dubai or desert trips.

GANDHINAGAR, INDIA

Odoo India office, officially called TinyERP (Fabien's first love for a company name) is located in one of Gujarat's IT hub called InfoCity. Believe it or not, Odoo India is the only office in the campus where there's no dress code, a 5-day work week! The office is an open space with more than 120 Odooers. This is the only place in the world surrounded by +1,000 Odoo developers within a 500 km radius. (A lot of unofficial developers are in Gujarat, because Odoo India started a trend there).

HONG KONG, HONG KONG

Our APAC office is located in the neighborhood of Sai Ying Pun, sitting on the top floors of a high-rise building facing an amazing harbourfront view. Our office is a multi-cultural hub of more than 15 countries around the world!

When not busy closing deals, you can find our team catching a break with some coffee, an exclusive collection of tea (they love their tea!), or indulging in fresh seasonal fruits. And for the all-time favorite Happy Hour Fridays, Stella Artois is the way to go! The Odooers here love to unwind through yoga, meditation, skate dance, table tennis, and just anything that keeps their young bodies active! There are high energy and positive vibes all around, so the office is never a boring place to be!

SAN FRANCISCO, UNITED STATES

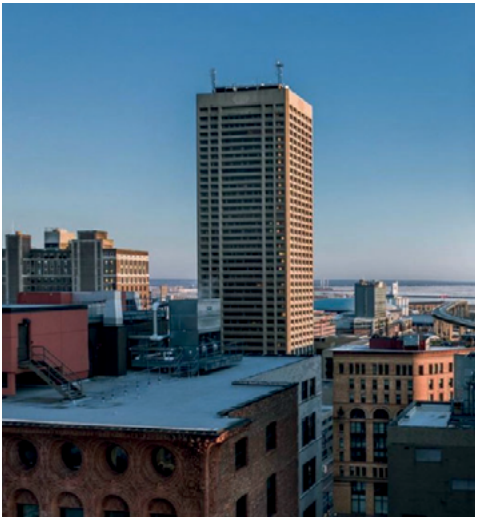
The San Francisco office is Odoo's primary operations for the North and South American markets. We celebrate the diversity of our staff with cultural presentations, team building events, and monthly gatherings to promote friendship and bonds across every team.

Our goal was never to be a traditional Silicon Valley company. We constantly challenge the norm with an atmosphere of open communication, autonomy, and innovation that will power our growth and lead Odoo to new

heights. When our teams are not busy changing the world you can catch them playing pool and enjoying beers on tap in the game room, discussing philosophy over lunch, or collaborating on new ideas to continue to push Odoo to the forefront of the business software market.

BUFFALO, UNITED STATES

The Odoo Buffalo office, founded in June 2020 has been established to better serve clients and partners in the Eastern half of the US.



The office is located in Buffalo's downtown district, specifically on the 26th floor in the Seneca One tower (which provides fantastic views of both the city, as well as of Lake Erie, the 11th largest lake in the world).

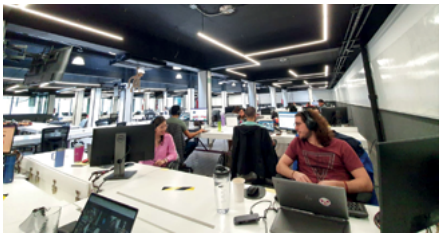
Today the office is composed of enthusiastic Odooers deeply dedicated to the Odoo mission: transforming the ERP space, one project at a time.

MEXICO-CITY, MEXICO

With a population of more than 20 million, Mexico City (CDMX) is one of the largest metropolises in the world, making it one of Latin America's most important economic and cultural cities.

Our new office is located right by the beautiful Polanco neighbourhood, and close to the city's financial district. It's a 3-story building, 1800 m2, where we are the only tenant! It's a great space that will allow us to grow for the years to come. We even have our own private rooftop, where we organize the occasional "carne asada" :)

Our team is composed of a diverse group of young individuals coming from different backgrounds, which creates a vibrant atmosphere of collaboration and learning. All of them being enthusiastic about Odoo, they strive to improve it every day.



07.

HR Policies

“When Antony asked me to come to his office (for the Wavestone project), I was afraid he wanted to talk about my butt photo shared via the photo booth during Odoo Experience” - TXX

BUYING POLICIES

Our purchase policy is: use common sense, do what's good for the company. We have no approval process, we just expect everyone to spend responsibly. If you don't know if an expense is acceptable or not, ask yourself: **would you spend your own money for this item, at this price?**

If you need to buy something, send an email to the office manager (preferred approach) or you can purchase yourself and submit an expense note to be reimbursed. Every expense note has to be entered in the system in the Expense app

WORKING HOURS

Working hours are flexible, but we expect you to do the number of hours defined in your employment contract.

LEGAL LEAVES

Yes, take a break! It's important for your health! When you want to take some days off, add those days in the Time-Off app.

SICK LEAVE

- **Belgium/Hong Kong:** You need to hand over a medical certificate (can be electronic). If you don't have one, you'll have to use a vacation day.

- **United States:** you can use sick time. It can also be used for doctor's appointments as well as if a member of your family is sick. If you need to take a sick leave and you don't have any sick time accrued, your paid vacation days will be used, then unpaid leaves, in that order.

08.

Glossary

“In Star Wars, the only thing I know is C2D2” - AWU

JARGON. LINGO. CODE WORDS.

Being 'croissanted' - Se faire 'croissanter': if you leave your desk and forget to lock your computer, your colleagues might pull a funny joke on you! You'll have to bring breakfast for your team the following day.

Gooroos: name of the team leaders in the R&D department.

Premature Optimization: usually prefixed with a “No”, when someone does something complex to fix a problem we don’t have (yet).

Instance: a typical french adaptation that doesn’t mean anything in English but the French-speaking employees use it to say “database”.

Master: could refer to the development branch of Odoo, or to Olivier Dony (odo), the gooroo who not only knows every single line of code in Odoo, but most importantly “why” that line is there.

OE: Odoo Enterprise, sometimes called "Enterprise Edition" (EE) as opposed to Community Edition (CE). In general, we try to avoid acronyms, to keep things simple; but some survive longer.

09.

Annexes

“Do you work for Odoo or are you a volunteer?” - Website visitor on the Live Chat

ANNEX A: RECOMMENDED BOOKS

For everyone

Style: lessons in Clarity and Grace
Fp summary: odoo.com/r/style

The non designer Design Book:
do clean emails, powerpoints,...

Getting things done:
organize your work efficiently

Marketing

Trust me, I'm Lying
For press relationship

Consulting

Delivering Happiness

Management

The lean startup
The hard things about hard things
Getting Real

Sales

Spin Selling
Sales pitch on the phone

Never split the difference
Negotiation

Consulting

Accounting made simple
The Toyota Way

Developers / Usability

The elements of user onboarding
Pdf version: odoo.com/r/UserOnboarding

Don't make me think

Developers

Javascript, the good parts

This is a non exhaustive list.

To help Odooers getting the habit of reading books, we offer 3 books to every new employee shipped by post before they join.

ANNEX B: EXCHANGE PROGRAM

Condition

- Minimum 2 years in the company, and you have to go for minimum 2 years in the new subsidiary (although we can do exceptions).

Responsibilities

- The manager of **the new department is responsible for deciding** if you can join his team or not (with the feedback of your current manager and, often, an interview).
- Your manager organizes the transition from your current work (mostly the timing of your departure).

We commit to give you an answer within a few weeks.

Financial Conditions

- The company pays one back-and-forth flight per year to your initial country (or more if required for VISA reasons).
- The company finances the hotel (and a car lease) at your arrival, for one month.
- Your new salary will depend on the new company's salary grid, but you preserve your seniority for the salary package.
- Odoo finances the visa, lawyer, vaccines and passport fees.
- Odoo doesn't finance other relocation costs.
- When you come back to your original country, your seniority level is preserved.

NOTES

odoo

Note: This handbook is a corporate guide, a general directive for every Odoo subsidiary to follow. Some rules might differ from one company to another.