

## Remote Work FAQs

### Remote Work Eligibility & Location

**Q: Can I work from anywhere in the world?**

**A:** Yes, Kora operates with a remote-first approach, which means you're generally allowed to work from anywhere. However, you must obtain prior approval from your manager and inform the People Team before making such arrangements. Your location in Bob must also be updated accordingly. Please note that management may still require you to return to the office if business needs arise. This can happen at any time and may be temporary or long-term.

**Q: If I'm asked to resume at the office, is that permanent?**

**A:** Not necessarily. The People Team will inform you how long the on-site requirement will last. It could be for a defined period or for the remainder of your contract.

**Q: Can I request to work remotely if I've been asked to come into the office?**

**A:** Yes, especially in cases of relocation. Such requests are evaluated on a case-by-case basis. If relocation is involved, refer to the [Self-Relocation Policy](#) for more details.

**Q: Who decides if I'm eligible for remote work?**

**A:** Your eligibility is determined by your Manager in collaboration with the People Team.

### Work Hours & Availability

**Q: Do remote employees have different working hours?**

**A:** No, everyone follows the same hours: 9 a.m. to 5 p.m. WAT.

**Q: Is there a set break time during the workday?**

**A:** Yes, the standard break is from 1 p.m. to 2 p.m. WAT, unless you and your manager agree otherwise.

**Q: What if I'm travelling to a different time zone?**

**A:** You'll still need to be available during Kora's core hours (9 a.m.–5 p.m. WAT). Let your Manager and the People Team know ahead of time so everyone can plan accordingly.

## **Workspace & Environment**

**Q: Do I need a special setup to work remotely?**

**A:** You should have a quiet, distraction-free workspace with reliable internet. The goal is to maintain the same level of productivity you'd have in the office.

**Q: Can I work from a café or shared space?**

**A:** Yes, as long as the environment is secure, and you can maintain focus and meet data protection expectations.

## **Work Tools & Equipment**

**Q: Will Kora provide the tools I need to work remotely?**

**A:** Yes, you'll be provided with the necessary tools. If you need something additional, you can make a request. Approval is at the company's discretion.

**Q: Can I use company equipment for personal tasks?**

**A:** No. Company-provided tools are strictly for work-related use and should be kept in good condition.

## **Compensation, Benefits & Policies**

**Q: Will my salary or benefits change if I work remotely?**

**A:** No. Your compensation and benefits remain the same as agreed in your employment contract.

**Q: Am I still expected to follow company policies while working remotely?**

**A:** Yes. All employees, remote or on-site, are expected to comply with Kora's rules, including the Employee Handbook.

## **Travel While Working Remotely**

### **Q: Can I travel while working remotely?**

**A:** Yes, but you must notify both your Line Manager and the People Team before you travel, even if it's just for a short period.

### **Q: What information do I need to share when I travel?**

**A:** Include your destination, travel dates, duration of stay, and how you can be contacted. Send this via email to your Line Manager and People Partner.

### **Q: Can I travel during my leave?**

**A:** Yes, as long as it aligns with Kora's Leave Policy. Be sure to note your travel plans when submitting your leave request on Bob. If your travel extends beyond your leave, inform your manager and the People Team ahead of time.

### **Q: What if travelling affects my availability?**

**A:** You're expected to maintain your work schedule and availability, even when travelling. If your new location affects time zones or communication, you'll need to plan accordingly to avoid disruption.

## **Performance & Compliance**

### **Q: What happens if I'm not meeting expectations while working remotely?**

**A:** If expectations aren't met or if it appears that remote work is being misused, the remote arrangement can be revoked. Disciplinary action may also be taken, depending on the situation.

### **Q: How can I raise concerns about this policy?**

**A:** Reach out to the People Team with the details of your concern. They'll escalate it to the appropriate authorities for resolution.

## **Security & Confidentiality**

**Q: What are my responsibilities regarding data security when working remotely?**

**A:** Use only company-approved devices, ensure your devices are password-protected, avoid unsecured public Wi-Fi (unless using a company-approved VPN), and be mindful of your surroundings in public. Report any security concerns immediately to the Information Security and People Team.

## **Team Collaboration & Meetings**

**Q: Are remote employees expected to attend in-person events?**

**A:** Yes. Remote work doesn't exempt anyone from attending company events like retreats, team bonding events, quarterly meetings, or team off-sites, unless an exemption has been granted. Travel costs will be reimbursed according to Kora's Travel Policy.

**Q: What are weekly squad meetings for?**

**A:** These are team check-ins to align on strategic goals, track progress, flag blockers, and stay connected as a team. A bit of casual catching up is also encouraged.