

# Remote Work FAQs

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## General

### **Q: Is NovaTech fully remote?**

A: We're remote-first, meaning remote work is the default. However, we maintain offices in Austin, Seattle, London, and Bangalore for those who prefer in-person work or collaboration. There's no requirement to come to an office.

### **Q: Can I work from anywhere?**

A: You can work from anywhere within your country of employment. Working from a different country for more than 14 days requires approval due to tax implications. See the International Remote Work Policy (HR-WRK-012) for details.

### **Q: Will NovaTech ever require return to office?**

A: We have no plans to change our remote-first approach. We believe this flexibility helps us attract great talent and supports work-life balance. If this ever changed, we'd communicate well in advance.

### **Q: How does NovaTech ensure remote workers are treated fairly?**

A: We're committed to equal opportunity regardless of location. Performance evaluations focus on outcomes, not visibility. Promotions, raises, and opportunities are based on merit, not office presence.

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## Equipment & Workspace

### **Q: What equipment does the company provide?**

A: All employees receive a laptop (Mac or Windows, your choice). You can also request external monitors, keyboard, mouse, and headset through IT. See Equipment Policy (IT-HW-001) for full details.

**Q: What is the home office stipend?**

A: You receive a **\$500 one-time stipend** for home office setup. Use it for desk, chair, monitor, lighting, or other workspace needs. Submit receipts through Ramp with category “Home Office - Equipment.”

**Q: Does the company reimburse internet costs?**

A: Yes, we reimburse up to **\$75/month** for home internet. Submit receipts through Ramp with category “Home Office - Internet.”

**Q: What if my internet is unreliable?**

A: Contact IT to discuss options including mobile hotspot reimbursement or coworking space stipend (\$300/month available with manager approval).

**Q: Can I get a standing desk or ergonomic chair?**

A: Yes, these are eligible for the home office stipend. If you need something beyond the stipend amount for medical reasons, contact HR for accommodation options.

**Q: What about multiple monitors?**

A: You can request up to 2 external monitors through IT. Include business justification in your request.

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## Working Hours & Availability

**Q: What are the working hours for remote workers?**

A: We’re flexible—there are no fixed working hours for most roles. Work when you’re most productive. That said, you should be available for team meetings and collaborative work during reasonable overlap with your team.

**Q: Do I need to be online during specific hours?**

A: It depends on your team. Most teams establish “core hours” when everyone is available (e.g., 10am-3pm in a common timezone). Your manager will share team norms. The key is communication—let your team know when you’re available.

**Q: Can I work a non-standard schedule (e.g., early morning, late night)?**

A: Generally yes, as long as you can attend necessary meetings and collaborate effectively. Discuss with your manager to ensure your schedule works for the team.

**Q: How do I indicate my availability?**

A: Set your working hours in Google Calendar (Settings > Working Hours). Keep your Slack status updated. When offline for extended periods, let your team know.

**Q: What about meetings across timezones?**

A: We try to schedule meetings during reasonable hours for all participants. When timezones don't overlap well, we rotate meeting times to share the inconvenience. Async communication is preferred when possible.

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## Coworking Spaces & Coffee Shops

**Q: Can I work from a coworking space?**

A: Yes! If you prefer working outside your home, NovaTech offers a **\$300/month coworking stipend** with manager approval. Submit a request to your manager, and once approved, submit receipts through Ramp.

**Q: What coworking spaces are approved?**

A: Any legitimate coworking space (WeWork, Regus, local options). Day passes also qualify. Submit receipts with your coworking membership or day pass details.

**Q: Can I work from a coffee shop?**

A: Occasionally, yes. Be mindful of security: use VPN, don't discuss confidential info audibly, position your screen away from others. Coffee shops aren't ideal for regular work or sensitive discussions.

**Q: Can I use the coworking stipend for a home office upgrade instead?**

A: No, the coworking stipend is specifically for coworking space costs. The home office stipend (\$500 one-time + internet reimbursement) covers home setup.

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## Travel & Relocation

**Q: Can I work from a different city temporarily?**

A: Yes, within your country of employment. For extended periods (more than a few weeks), let your manager and HR know. For different countries, see the International Remote Work Policy.

**Q: Can I work from another country while on vacation?**

A: Working from another country—even briefly—can have tax implications. Limit international work to 14 days per year, and get approval from HR for anything longer. See International Remote Work Policy (HR-WRK-012).

**Q: What if I want to relocate permanently?**

A: Contact HR before relocating. Moving to a different state (US) or country may have tax, legal, and compensation implications. We'll work with you to understand the options. See Relocation Policy (HR-WRK-015).

**Q: Does my compensation change if I relocate?**

A: Possibly. Compensation is adjusted based on location. Moving from a high-cost-of-living area (SF, NYC) to a lower-cost area may result in a compensation adjustment. Contact HR to understand implications before relocating.

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## Offices & In-Person

**Q: Can I go to a NovaTech office?**

A: Absolutely! Offices are available for any employee. Just use your badge to access. No reservation needed for general access, though you may want to book a desk or meeting room in advance during busy times.

**Q: How do I access the offices?**

A: Your badge works at any NovaTech office. If you've never picked up a badge, visit the office and security will help you get set up. See Office Access Guide (HR-WRK-010).

**Q: Are there team meetings or events I should attend in person?**

A: We hold: - **Company offsite:** Annually, all employees (travel covered) - **Team offsites:** Quarterly for most teams (travel covered)

Attendance is expected unless personal circumstances prevent it. Beyond off-sites, in-person meetings are optional.

**Q: What if I prefer working from an office full-time?**

A: That's great! Offices are available for exactly this reason. You don't need approval—just come in whenever you like.

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## Communication & Collaboration

**Q: How do I stay connected with my team remotely?**

A: Common practices: - Daily standups (Slack or video) - Regular 1:1s with your manager - Team Slack channels (work and social) - Virtual coffee chats (use Donut bot in Slack) - Team social events (virtual and in-person at offsites)

**Q: What tools do we use for remote collaboration?**

A: Core tools: - **Slack:** Day-to-day communication - **Zoom:** Video meetings - **Google Workspace:** Email, calendar, docs - **Notion:** Documentation, wikis - **GitHub:** Code collaboration

**Q: Are cameras required on video calls?**

A: Not required, but encouraged when building relationships or in collaborative discussions. It's fine to be camera-off for large meetings, quick syncs, or when you need a break.

**Q: How do I handle feeling isolated working remotely?**

A: Remote work can feel isolating. Suggestions:

- Join Donut (Slack app) for random virtual coffee chats
- Participate in #random and team social channels
- Attend optional virtual social events
- Consider using the coworking stipend for social environment
- Talk to your manager if you're struggling

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**Taxes & Legal**

**Q: Do I need to track where I work from?**

A: You're employed based on your designated work location (stated in your offer). Working from elsewhere temporarily (within your country) is fine. Extended periods elsewhere—especially internationally—need HR coordination.

**Q: What are the tax implications of working remotely?**

A: You're responsible for taxes based on your residence. NovaTech withholds taxes based on your designated location. If you relocate, notify HR immediately so we can adjust withholding. International work can create additional tax obligations—see International Remote Work Policy.

**Q: Can I be a contractor instead of an employee so I can be location-independent?**

A: Our policy is to hire employees rather than contractors for ongoing roles. If you have unique circumstances, contact HR to discuss.

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**Security**

**Q: What security precautions should I take at home?**

A: Basic measures:

- Lock your computer when away
- Use a password on your device
- Keep software updated
- Use VPN when on untrusted networks
- Secure your home WiFi

See Security Best Practices for Remote Workers (IT-SEC-010).

**Q: Do I need to use a VPN?**

A: VPN is required when using public WiFi (coffee shops, airports, etc.). It's optional but recommended on home networks. Some sensitive systems require VPN access.

**Q: What if someone else in my household can see my screen?**

A: Be mindful of sensitive information. Don't leave confidential data visible when away from your desk. For highly sensitive discussions, ensure privacy. Use screen lock religiously.

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## Expenses

**Q: What remote work expenses can I submit for reimbursement?**

A: Eligible expenses: - Internet: Up to \$75/month - Home office equipment: \$500 one-time stipend - Coworking: \$300/month with manager approval

Not eligible: Furniture beyond initial stipend, rent/mortgage, general utilities.

**Q: How do I submit remote work expenses?**

A: Through Ramp: 1. Take photo of receipt 2. Select appropriate category 3. Submit for reimbursement

Categories: "Home Office - Internet" or "Home Office - Equipment" or "Coworking Space"

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*For questions not covered here, contact People Operations at [hr@novatech.com](mailto:hr@novatech.com) or via #ask-hr on Slack.*

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*Related Documents: Remote Work Policy (HR-WRK-001), International Remote Work Policy (HR-WRK-012), Home Office Stipend (HR-WRK-003), Office Access Guide (HR-WRK-010)*