



CarbonOps Global Remote Work & Flexibility Policy – v1.0

Internal Use Only

CarbonOps People & Culture

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Introduction

At CarbonOps, we are committed to empowering our people to do their best work wherever they are. This policy outlines our proprietary approach to remote work and flexibility, designed to nurture a culture of trust, productivity, and inclusion. Our principles reflect the values that make CarbonOps unique: ownership, transparency, and outcome-driven collaboration.

Purpose & Culture Principles

- Empowerment: Trust our people to choose where and how they work best.
- Clarity: Provide clear expectations, structure, and support for remote work.
- Inclusion: Ensure fair access to flexible work opportunities across all roles and locations.
- Productivity: Align flexibility with high-performance standards and tangible outcomes.
- Security: Protect company and customer data, regardless of work location.

Flex Mode: The CarbonOps Definition

Flex Mode at CarbonOps is our proprietary working model offering enhanced autonomy within defined guardrails. It comprises three interconnected pillars:

- Flex Core Hours:
 - All eligible team members are expected to be available for collaboration between 11:00 AM – 4:00 PM (local time), Monday to Friday. These hours form our synchronised window for meetings, feedback, and team touchpoints.
- Flex Location Zones:
 - Employees may work from any officially pre-approved geographic zones: Home, CarbonOps Office, Co-working Spaces, or Registered CarbonOps Flex Hubs.



International remote work (outside home country) requires prior People & Culture approval.

- Flex Output Commitments:
- Each person agrees to clear deliverables tied to quarterly OKRs, tracked via our internal productivity platform. Regular check-ins ensure alignment and progress.

Remote Work Tiers: Invented for CarbonOps

Tier	Definition	Key Features
RW-1 Hybrid	Combination of onsite (office) and remote work. Minimum 2 days/week in office.	In-person meetings, access to office resources, flexible remote days.
RW-2 Remote+	Primarily remote, with quarterly in-person team events or hub visits.	Virtual collaboration, travel support for team building.
RW-3 Fully Distributed	100% remote, anywhere within approved Flex Location Zones.	No regular office presence, digital-first workflows, advanced remote security protocols.

Eligibility Matrix: CarbonOps Criteria

Role Type	Remote Tier Eligible	Additional Requirements
Product, Engineering	RW-1 / RW-2 / RW-3	Minimum 6 months tenure, no ongoing PIP, security training completed
Sales, Customer Success	RW-1 / RW-2	Quarterly targets met, flexible hours approved, manager consent
Operations, Finance	RW-1	Office systems access, hybrid only, as per policy
People & Culture, Legal	RW-1 / RW-2	Confidentiality agreement, remote security compliance

Communication Protocol: CarbonOps Flex

- Green Zone Hours: 11:00 AM – 4:00 PM (local time) – expected availability for team meetings, chats, and collaboration.
- Red Zone Hours: Before 11:00 AM and after 6:00 PM (local time) – schedule only for urgent matters or critical support.



- Dark Mode: Deep Work Blocks – Encourage 2+ hours/day of uninterrupted, notification-free focus time. Block these on your calendar and respect others' blocks.
- Asynchronous Updates: Use our digital platforms to share progress, blockers, and feedback. All updates must be documented for transparency.
- Emergency Protocol: Escalate any critical outage or blocker via designated CarbonOps emergency channels, regardless of hour.

Equipment & Stipend Guidelines

1. Provisioning: CarbonOps provides a standard laptop, ergonomic accessories, and security tools for eligible remote employees.
2. Stipends: Annual remote work stipend (₹30,000 or equivalent) for internet, co-working fees, or approved equipment upgrades. Submit expense claims via the People Portal.
3. Support: IT helpdesk available 9:00 AM – 6:00 PM (IST) for hardware/software issues. Emergency support protocol for outages.
4. Replacement & Upgrades: Request replacements/upgrades every 24 months or if equipment is faulty as per IT policy.

Performance Expectations & OKRs

- Objective Alignment: Each team member's deliverables are mapped to quarterly OKRs.
- Review Process: Monthly check-ins and quarterly performance reviews focus on output, not hours logged.
- Growth: Remote employees have equal access to skill-building, mentorship, and career progression.
- Feedback: Continuous, two-way feedback via digital platforms and manager one-on-ones.

Security Rules for Distributed Teams

- Data Compliance: Adhere to CarbonOps data protection standards; complete annual security awareness training.
- Secure Access: Use VPN, multi-factor authentication, and company-approved cloud platforms.
- Device Protection: Lock devices when unattended; install approved security updates promptly.
- Remote Location Protocol: Notify IT if working from a new location or encountering network issues.



- Incident Reporting: Immediate reporting of suspected security breaches via the designated CarbonOps channel.

Manager Escalation Flowchart

Step	Action	Responsible
1	Identify remote work issue (performance, attendance, equipment, security)	Employee / Manager
2	Attempt resolution via one-on-one conversation and documented action plan	Manager
3	If unresolved, escalate to People & Culture for mediation and formal review	Manager / People & Culture
4	Final resolution: actioned outcome (adjustment, retraining, or policy update)	People & Culture

Enforcing Fair Flexibility at Scale

CarbonOps believes flexibility is earned and maintained through consistent results, transparent communication, and mutual respect. Managers and HR regularly review policy application to prevent inequity, bias, or misuse. All decisions regarding remote work tiers and eligibility are guided by objective performance data and company principles.

- Consistent, documented practices ensure fairness across teams and roles.
- Annual audits and employee feedback drive continuous improvement.
- Any adjustments or exceptions to this policy require People & Culture approval and transparent communication.
- Fair flexibility is a shared responsibility: employees, managers, and CarbonOps leadership must collaborate to sustain a productive and inclusive remote-first culture.

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