

FAQs

Purpose and outcomes

At Tricentis, we want to enable our customers **AND OURSELVES** to **easily** and **rapidly** produce high-quality, high-performing, and highly secure software that sets us up to achieve our goals.

A hybrid approach allows our employees to harness the advantages of remote work flexibility while also tapping into the improved collaboration, increased knowledge sharing, and expedited decision-making characteristic of an office environment.

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General FAQs

[What is the Tricentis Hybrid Work Schedule?](#)

A flexible work arrangement that allows our employees to harness the advantages of remote work flexibility while also tapping into the improved cross-functional collaboration, increased knowledge sharing, and expedited decision-making characteristic of an office environment.

[Who does the Hybrid Work Schedule apply to?](#)

All employees within a metropolitan area of a Tricentis office (50 miles/80 km). Part-time employees are expected to work in the office in pro-ration to the full-time equivalent of three days per week. Please talk to your manager or HR business partner if you have questions.

[What is the expected in-office/WFH cadence?](#)

All employees within the metropolitan area of a Tricentis office (50 miles/80km) are expected to work from the office location:

- Every Friday for a full workday. A full workday is expected, though specific start and end times may vary based on team schedules, role requirements, traffic schedules, or other variables. Full-time employees based in the Tel Aviv metropolitan area are expected to work from the office on Thursdays after immediate security concerns subside.
- Two additional full workdays aligned with your previously agreed schedule, as dictated by your functional or C-Staff leader.
- For the remaining two days in the work week, employees have the ability to work from home.

[Why is it important to be in the office?](#)

Productivity

- It's more challenging for institutional knowledge, rapid learning, and decision-making to make its way around in a remote environment. A lot of information sharing happens through short, informal conversations between people over the course of a regular workday. Working from home requires that every interaction be scheduled or take place asynchronously. That extra effort can make people less likely to ask quick questions or share something they just learned informally than when people are together.
- The physical workplace enables moments of serendipity that can move projects along. You might bump into a colleague while thinking about a problem and ask a question that leads to a new solution. Maybe you grab a cup of coffee with coworkers and that leads to a new idea.
- Moving fast and making progress to achieve Tricentis' big goals requires more collaboration than we've experienced over the last two years of the two-days-in-the-office schedule.

Purpose

- Spending time with colleagues in the office reinforces the sense that we share a common mission and are on the same team driving toward objectives. When someone observes the

actions of other people, they often adopt their same goals. This is called goal contagion. Being around a group of people who are working toward a common goal reinforces that goal with everyone in the workplace.

- When people feel connected to the objectives of the organization, it improves their overall engagement with their work.

Ways of working

- It is much easier to reinforce Tricentis ways of working, create a support network, and foster personal/professional development when employees of all levels are in the same space. An office space enhances relationship-building among colleagues and helps with training and development opportunities.
- Proximity to one another helps drive conversations and allows for immediate feedback from co-workers. This is a great advantage when trying to move at an accelerated pace. Tricentis is a global company, which can make this more difficult. Having time in an office together, even when colleagues don't work on projects together, matters.
- When collaboration happens more quickly, it enables us to solve problems and share ideas effectively. Improved collaboration in the office also increases the likelihood of improved collaboration when teams are working virtually.
- By being in the office, we can live the values of **Moving Fast** and **Solving Problems Together**.
- Encouraging curiosity in the office can help disseminate knowledge within and across teams, breaking down silos and allowing for ideas to be shared and developed.

Work-life balance

- Working in an office helps to maintain a healthy work-life balance. Recognizing that we have gotten comfortable with the flexibility working from home brings, there is a clearer "stop" and "start" in a physical office environment.
- Tricentis' hybrid work approach allows us to have the benefits of working in an office AND working virtually.
- The office also offers an escape from distractions and a change of scenery from work/live/sleep spaces. Home-based working can often mean having to contend with spontaneous interruptions that are not present in office work environments.

Relationship-building

- It's easier to build relationships in person, and relationships can be built more quickly. When working from home, especially over an extended period, people's networks can shrink to the people they only work with directly. Building relationships and trust outside of this boosts Tricentis' ability to work together to achieve goals. We want to facilitate this for you, our teams, and Tricentis.
- Being in the office allows employees to connect with people they may not interact with daily.
- Humans are social! Connection to others is an important part of mental health.

Why was Friday chosen as the global in-office day?

- The intended outcomes of this schedule update are to both increase productivity (move rapidly) AND create a structure that allows employees and teams to build collaborative and

cross-functional trusting partnerships (move easily). An additional office day when all employees can work together from an office location was deemed the right solution.

- Given that most teams are already operating on M/W or T/TH schedule, aligning all teams on Fridays as the global third office day would create the least amount of churn and would allow teams to adapt quickly.

How can I best leverage my time in the office?

- Use office time for in-person working sessions, meetings, collaboration, and discussions that are more effective when done in person. This can include brainstorming or working sessions to solve problems, team-building activities, and one-on-one conversations.
- Take advantage of being physically present to build relationships with colleagues, superiors, and other teams. These connections can be valuable for knowledge-sharing, problem-solving, and career growth.
- If you don't work with others in your office during your regular course of business, learning about other functions, sub-teams, or individuals' expertise is ALWAYS valuable.
- On in-office days, be conscious of time zones and commute times when scheduling working sessions and meetings. It is expected that employees work in offices for full days, though teams may have different start and finish times based on other regions they collaborate with.

Where will I sit in the office?

Each department has been assigned a specific "neighborhood" of desks. Seating assignments within those neighborhoods should be handled with your team/department management. Desk sharing or working from communal tables and spaces may be necessary in some locations.

I would like to work from the office more than three days per week. Can this be facilitated?

Yes, absolutely! In cases where there are space or desk constraints, working from collaboration spaces may be needed on certain days. If you have questions, please consult with your manager or HR business partner.

What is desk sharing?

Desk sharing is when more than one employee will use the same desk on alternating days. Desk sharing may be necessary in offices with limited desk capacity. In some instances, on the busiest and most populated days, working in collaboration and meeting spaces may be needed.

Employees can check with your local Facilities team regarding storage options if you are desk sharing and wish to leave personal items at the office when not at work. Please work with your managers to determine seating assignments/desk sharing if necessary.

I live more than 50 miles/80 km from an office location, does this apply to me?

If you live over 50 miles or 80 kilometers away from a Tricentis office, you are considered a remote employee. You are not required to work from the office each week, though you are welcomed! If you are over 50 miles (80 kilometers) but are based out of a Tricentis office, please discuss expectations with your manager regarding how often you should work from the office.

What if I need to work from home on a regularly scheduled in-office day for a personal appointment?

When possible, stick to your regularly scheduled days in the office. If you have an exception, communicate with your manager and those you collaborate with proactively to determine your in-office schedule for that given week.

What if I want to voluntarily relocate to another city where there is a Tricentis office?

First, please consult with your manager and C-Staff leader to determine if your role can be supported in another location. If your leadership team approves, you must also obtain approval from the Chief People Officer. If granted, please note that you would be responsible for covering your own relocation expenses.

What if I want to voluntarily relocate to a city where Tricentis does not have an office?

As a company, we are working to hire almost all roles in locations where Tricentis has an office. To increase collaboration, voluntary and permanent relocations to cities where Tricentis does not have an office are unlikely to be supported. Your manager, C-Staff member, and the Chief People Officer should know of your intention to move prior to relocation to understand if your request can be accommodated.

Is the temporary work benefit still available for employees to use?

Yes! We are pleased to have announced the Tricentis Temporary Remote Working program in early 2023. As part of our flexible work approach, we are facilitating employees working from a different location for up to eight weeks per year. Guidelines and the approval process can be found here: [Tricentis Temporary Remote Working Guidelines.pdf](#)

Manager FAQs

What is expected of my employees?

Employees within the metropolitan area of a Tricentis office (50 miles/80km) are expected to work from the office location three days per week.

What is expected of me as a manager?

Managers are expected to:

1. *Educate* teams about the expected outcomes and purpose of this policy
2. *Communicate* expectations to their employees regarding team hybrid schedules
3. *Escalate* issues of non-compliance to your HR Business Partner

How should I best leverage in-office time?

- Create a schedule that allows teams and collaborators to work from the office on the same day. Utilize this time for in-person problem-solving and decision-making.
- Ensure that newly joined and early-career employees are in-office with more experienced and knowledgeable peers so they can benefit from peripheral discussions and get quick answers to quick questions.
- Plan team activities, presentations, and social events around in-office days to increase participation and engagement.

I have a remote employee on my team. How should I address this with my office-based team members?

The primary talent strategy at Tricentis is to hire and employ workers within office locations. On occasion, there may be a business rationale to employ a remote worker in a different location. Decisions regarding hiring remote workers require the approval of the relevant C-Staff member and the Chief People Officer. Employees hired as remote workers in previous years will not be required to relocate and therefore will be exempt from the hybrid work schedule.

Who is monitoring office attendance?

People managers and functional leaders will work together to create the hybrid schedules that benefit their teams. People managers are responsible for communicating those expectations to their employees and ensuring their teams are working according to their hybrid schedule.

What if I have an employee who refuses to come into the office?

If your employee refuses to comply with the hybrid work schedule, please ask your HR business partner for guidance.

What if the office space doesn't have enough desks for my team to be in the office on the same day?

In-office days should prioritize collaboration, face-to-face interactions, and group activities. Utilize common areas, lounges, and conference rooms for brainstorming, problem solving, and discussions. Please take advantage of these spaces when working from the office.

Can I approve remote work?

Tricentis has a temporary remote work policy that requires approval from the Chief Security Officer, Chief People Officer, Legal-Privacy, Compliance and the employee's respective C-Staff leader. Managers cannot approve remote work requests. Please refer to the approval process for temporary remote work [Tricentis Temporary Remote Working Guidelines.pdf](#). Managers can approve requests to change a schedule within a given week to accommodate team and/or personal needs (for example, a non-recurring change to the days an employee is in the office within a week).