

Northwind remote team

WHY WE EXIST

Run customer support and success across four time zones without anyone working someone else's hours. We exist to make distance an advantage: round-the-clock coverage, written answers that outlive the conversation, and colleagues who trust each other without sharing an office.

WHAT WE VALUE

- Trust. We assume good intent and check facts, not motives.
- Transparency. Decisions and reasons are visible by default.
- Calm. Urgency is a tool, not a climate.

HOW WE WORK

- Decisions and reasons live in one written place
- Questions go to channels, not direct messages, so answers are shared
- Async first: a meeting is the escalation, not the default
- Core overlap is 2pm to 5pm UTC; outside it, no reply is expected
- Cameras optional, contribution not

WHO HOLDS WHAT

Team lead	Priorities, hiring, and the final call on policy
Docs keeper	Keeps the handbook current so answers stay findable
Handover editor	Makes the daily time-zone handover readable in two minutes

HOW WE DECIDE

Consent: we proceed unless someone objects with a reason. Quick for reversible choices. An objection has to name the harm it prevents, not a preference.

WHEN WE MEET

- Team call: Tuesdays, 45 minutes: the one meeting everyone attends
- Written weekly: Fridays, async thread: wins, worries, next week

HOW WE'LL KNOW IT'S WORKING

- First reply to any customer within four working hours
- The handbook answers 8 of 10 new questions without a meeting
- Nobody is scheduled outside their stated hours more than once a month

Review: Quarterly, and whenever a time zone joins or leaves

AGREED BY