**Telecommuting or Remote Work Arrangement Policy and Guidelines**

## Definition

Telecommuting is a work arrangement that allows employees to work at home or at some other off‐site location for all or some of their regularly scheduled work hours. Although not all jobs can be performed satisfactorily from other locations, (Company Name) recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both (Company Name) and employees.

It is the policy of (Company Name) to allow employees to telework when opportunities exist for improved employee performance, forced due to circumstances, reduced commuting miles or organization savings, and meeting customer needs. Telework, also known as telecommuting or remote work, may not be suitable for all employees and/or positions.

Telework shall is voluntary unless specifically stated as a condition of employment or forced due to circumstances. Telework is not an employee right. This policy creates no employee rights in relation to telework. Management decisions regarding telework are not subject to appeal except as outlined in this policy. Either the (Company Name) or the employee may discontinue the arrangement at any time, giving (example: two weeks) notice, unless otherwise provided in the Telework Agreement.

Telework may be temporarily suspended due to operational needs of the unit. (Company Name) is committed to improving the capacity for telework by increasing network access from remote locations. However, current system capabilities do not guarantee access to all the central work site’s computer systems.

This policy addresses regular telework and medical telework arrangements. This policy does not set conditions for employees whose official workstation is in the home or who may wish to arrange to do work at home on an occasional basis. Arrangements for full-time home-stationed workers shall be arranged on a case-by-case basis.

This policy complies with all applicable provisions of the Americans with Disabilities Act (ADA) of 1990.

## Employee Eligibility

Candidates for telework arrangements must:

* have worked at (Company Name) for (xx amount of time),
* possess good time‐management and organizational skills, and
* be self‐motivated, self‐reliant, and disciplined.

Under certain circumstances (Company Name) may waive these requirements to allow the employee to work remotely.

## Position Eligibility

Not all jobs can be performed from off‐site locations. In general, positions requiring face‐to‐face interaction with customers and office personnel are not suitable for telework arrangements.

## Types of Arrangements

While employees and supervisors have the freedom to develop arrangements tailored to employee and departmental needs, the following basic requirements must be met:

* Employees must be able to carry out the same duties, assignments, and other work obligations at their home office as they do when working on (Company Name)'s premises.
* The workweek for all full‐time regular employees is 40 hours, divided into five days, Monday through Friday, with employees scheduled to work eight hours per day or alternatively agreed to by management.
* Employees must be available to their supervisors and co‐workers during core work hours. There are two core periods each day. The first runs from 9:30 a.m. to 11 a.m. and the second from 1:30 p.m. to 3 p.m.
* Employees must be available to attend scheduled meetings and participate in other required office activities at the home office as needed. Except for extraordinary circumstances, (Company Name) normally provides at least 24 hours' notice for such events.

## Dependent Care

Teleworkers will not act as primary caregivers for dependents during the agreed-upon work hours. This does not mean dependents will be absent from the home during the telework hours. It means that they will not require the teleworker's attention during work hours. Teleworkers must make dependent care arrangements to permit concentration on work assignments.

## Work Schedule and Accessibility

* The number of hours worked will not change because of telework. A consistent schedule of telework workdays and hours are desirable for many jobs to ensure regular and predictable contact with (Company Name) staff and others. For some positions, more flexibility in work hours and days is feasible.
* The Telework Agreement will specify work schedules that are in compliance with Federal Labor Standards Act (FLSA) regulations, (Organization Name) Policy # (fill in).
* The teleworker must get the employee supervisor's advance written approval for working overtime.
* The telework schedule needs to allow adequate time at the central work site for meetings, access to facilities and supplies and communication with other employees and customers. Telework must not adversely affect customer service delivery, employee productivity, or the progress of an individual or team assignment. In approving the telework schedule, the employee supervisor will take into consideration the overall impact of the teleworker’s total time out of the central work site. Considerations include flex time and compressed work week schedules, meetings, consultations, presentations and conferences.
* Consideration will also be given to the overall effect of the teleworker’s and co-workers’ schedules in maintaining adequate communication.
* The teleworker will attend job-related meetings, training sessions, and conferences, as requested by the employee supervisor. In addition, the teleworker may be requested to attend "short notice" meetings. The employee supervisor will use telephone conference calling whenever possible as an alternative to requesting attendance at short notice meetings.
* While teleworking, the teleworker must be reachable via telephone, [fax, pager,] or e-mail during agreed-upon work hours or specific core hours of accessibility. The employee supervisor and teleworker will agree on how to handle telephone messages, including the feasibility of call forwarding, frequency of checking telephone messages, and the need for having phone answering service while working remotely. Only the teleworker and the teleworker’s supervisor will designate what persons will be given the teleworker's personal phone number.
* The employee supervisor and teleworker will use the most efficient and effective way of handling long distance / international calls whether that is the use of an organization calling card or reimbursement for long distance / international business calls. If reimbursement is approved, the teleworker will submit an expense reimbursement request with a log of long-distance / international business calls and a copy of the phone bill to the employee supervisor on a monthly basis.
* If the central work site is closed due to an emergency or inclement weather, the employee supervisor will contact the teleworker. The teleworker may continue to work at the telework site. If there is an emergency at the telework site such as a power outage, the teleworker will notify the employee supervisor as soon as possible. The teleworker may be assigned to the central work site or an alternate work site.

## Performance Evaluations

The method of monitoring and evaluating performance will rely more heavily on teleworker work results than direct observation. Management will establish clear objectives and criteria for employees’ performance expectations and results.

## Equipment/Furnishings/Office Supplies

(Company Name) does not provide telecommuting employees with equipment or office furnishings for their home offices. Employees are responsible for equipping and maintaining their home offices so that they can accomplish their work in an efficient and expeditious manner. Depending on the nature of their jobs, this may require having computers, printers, computer software, fax machines, data and telecommunications equipment, and other equipment available for their use.

Employees are responsible for providing office furnishings—such as desks, chairs, file cabinets, and lighting—at their own expense. (Company Name) provides common office supplies, such as paper, pencils, pens, and paper clips, for employees' use in their home offices.

Teleworkers shall be in compliance with all (Company Name) guidelines for uses of computer hardware and software, including:

* Need for (Company Name) standard virus and surge protection on home computers
* Comply with software licensing provisions and duplication of organization-owned or licensed software
* Maintaining system security and access to files, enterprise applications and passwords

## Request Process

Telecommuting arrangements are approved by supervisors on a case‐by‐case basis. Telecommuting might not be feasible within some departments or for certain positions within a department. Employees interested in telecommuting arrangements should discuss the matter with their supervisors and complete a Telecommuting Request and Evaluation Form.