



Effective: January 1, 2020

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Cancels: New

## POLICY-HR-3516

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### TELECOMMUTING POLICY

#### **Definitions:**

“Telecommuting”- working at an alternate location other than the regular work site, such as an employee’s residence, to conduct an employee’s job duties.

“Regular Office Hours”- agreed-upon, set of hours during the day, and days of the week, the employee will be available to communicate with supervisor, co-workers, and customers.

“Eligible Employee”- an employee who has the ability to complete work remotely.

“Telecommuting Application”- the form an employee fills out to be considered for a telecommuting arrangement, and is reviewed/approved by the Supervisor, Department Director and General Manager.

“Telecommuting Agreement”- the document formalizing the conditions of the telecommuting arrangements (such as regular office hours, equipment, etc.).

“Telecommuting Cancellation Notice”- the document formalizing the cancellation of the telework agreement.

#### **1. Purpose**

A. This policy addresses the requirements for telecommuting at Intercity Transit. It allows supervisors to implement telecommuting agreements, where appropriate, for eligible employees, as an alternative work arrangement. This policy applies to all Intercity Transit employees. However, telecommuting is not a right or universal employee benefit, and it is not appropriate for all employees. Remote working must be feasible for the employee to perform some or all of their essential work functions through remote capability.

B. Benefits of telecommuting may include;

- Enhanced job performance, morale, and job satisfaction.
- Reduce employee commute trips.
- Continued productivity and continuity of operations.
- For the health and safety of employees.
- Conservation of space and energy.

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### 2. Eligibility

- A. Participation as a teleworker is usually voluntary.
- B. An eligible employee may submit a Telecommute Application. Approval shall be based generally on the requesting employee meeting the following criterion:
- **Low impact on workgroup and customers.** The employee's absence from the office is not detrimental to the productivity of the workgroup. The needs of both internal and external customers can be met without adverse impact to the organization.
  - **Worksite location is not crucial.** The employee's job is not dependent upon the location of the workplace, and they have tasks and deliverables that can be clearly defined and monitored away from the regular work site.
  - **Job duties are suitable for telecommuting.** Not all job duties are appropriate or eligible for telecommuting.

### 3. Approval Process

Telecommuting may be approved if doing so will not negatively impact service delivery, customer service, or the overall functions of the work group. Prior approval is required, except in the event the General Manager or designee directs employees to telework; otherwise, responsible parties will need to complete the following steps;

- A. Complete Telecommuting Application. To begin the application and approval process, an employee will need to fill out a telecommuting application (attached) and turn in the completed application to immediate supervisor. If approved by the supervisor, the supervisor will send to Human Resources.
- B. Management Approval. Human Resources will route a telecommuting authorization form (attached) for approval. If denied, employee will not be permitted to telecommute. If approved, direct supervisor and employee will work together to complete a Telecommuting Agreement (attached).
- C. Copies of all telecommuting forms (application, authorization, and agreement) must be provided to Human Resources, and will be retained in the employee's personnel file.
- D. An agreement will continue until the supervisor notifies Human Resources.

### 4. Responsibilities of Management and Employee

#### A. Management Responsibilities

Managers who choose to allow telecommuting in their divisions shall adhere to the following guidelines:

1. Establish individual employee agreements for arrangements based upon the comprehensive policy.

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2. Ensure employees have clear work objectives and tasks that are clearly defined.
3. Provide employee with telecommuting policy and any productive telecommuting training, such as office ergonomics, that may be beneficial to the employee.

### **B. Employee Responsibilities**

Employees must:

1. Be accessible during work hours and be responsible for maintaining effective communication.
2. Provide an environment free of interruptions and distractions, to the extent possible. This space must be maintained in a safe, hazard-free condition.
3. Remain obligated to comply with all agency and department policies and procedures.
4. Maintain job performance standards while telecommuting.
5. Not telework in lieu of childcare, except for situations approved by the supervisor.
6. Not have vendors or customers visit the employee at their telecommuting site.

Violation of any of the above or of any other provisions of this policy may result in discontinuance of the employee's telecommuting agreement and/or disciplinary action.

### **5. Telecommuting Arrangements Available**

Intercity Transit authorizes two different telecommuting arrangements;

A. Intermittent telecommute: Intermittent telecommuting may be approved for an employee when an employee is working on a project that requires uninterrupted focus, inclement weather, or when an employee must be home for a situation, other than dependent care, that would otherwise require an absence from work. For example, if an employee has an appointment mid-day, it may make more sense to telework before and after the appointment. This arrangement requires supervisor preapproval but does not require an approved Teleworking Application or Agreement.

B. Routine telecommute: An employee performs telework on a regular basis rather than an intermittent basis. Routine telecommuting includes an approved Agreement with an established telecommute schedule, on a part-time or full-time basis.

An employee who wishes to end their telecommute arrangement must do so with written notification to their supervisor using the Telecommuting Cancellation Notice.

### **6. Equipment, Software, and Hardware**

A. Technical support is available to employees via the agency's IT's Help Desk for Intercity Transit owned equipment, connectivity issues, and agency owned software programs. It is the telecommuter's responsibility to ensure their home internet connection has been tested and is adequate to perform work (minimum of 5Mbps download and 1Mbps upload).

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B. Employees are responsible for all agency assigned equipment and should take appropriate measures to protect it from damage or theft. This may include ensuring electrical outlets are properly grounded and that computer equipment is protected with a power surge protector. Employees must take reasonable measures to protect against computer viruses and cyber-attacks.

### **7. Employee Expenses**

Telecommuters who work at an alternative work site will be responsible for:

1. Cost related to set up (e.g., purchasing a desk, remodeling) their telecommuting workspace. Some agency-issued equipment (chair, monitor, keyboard, etc.) may be supplied to an employee who is teleworking on a full-time basis.
2. Supplies required to complete assigned work at the alternate work location should be obtained during one of the telecommuter's in-office work periods. Out-of-pocket expenses for materials and supplies normally available at the agency will not be reimbursed.
3. Individual homeowners or rental insurance, tax implications, and incidental residential utility costs.
4. Internet related costs.
5. Printer ink is a reimbursable expense. Equipment and other supplies may be an agency expense approved by Department Director on a case-by-case basis.

### **8. Terms of Employment**

#### **A. Compensation and Benefits**

Employee salary, benefits, sick leave, annual leave, and other employee insurance shall not change due to telecommuting. Likewise, the duties, obligations, and responsibilities of telecommuting employees remain unchanged. Non-exempt staff must get prior supervisor approval to work overtime.

#### **B. Meal and Rest Periods**

Non-exempt employees must take meal and rest breaks while teleworking, just as they would if they were reporting to work at their IT worksite. Non-exempt employees may not telecommute outside their normal work hours without prior written authorization from their supervisor.

#### **C. Worker's Compensation**

Telecommuters will be covered by worker's compensation for work-related injuries that occur during work hours while telecommuting at the alternative work site, and the injury or illness is directly related to the performance of work rather than the general setting of the home. In the event of an accident or injury, Intercity Transit reserves the right to conduct an onsite investigation of an employee's home or alternate work location.

#### **D. Employee Bargaining Units**

Telecommuting arrangements for employees represented by a union must be approved by mutual agreement with union. Unions may provide approval for represented employees in general, rather than separate approval for each employee.

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### E. Work Hours, Scheduling and Notifications

Work hours, overtime compensation, and vacation schedules will conform to agency policies and applicable labor agreements. Adjustment to agreed upon regular office hours require prior supervisor approval.

In the event circumstances such as illness, power failure or equipment failure that prohibit the telecommuter from performing their duties while working at the alternative worksite, the telecommuter shall immediately contact their supervisor for further instructions.

### F. Communication

Effective communication is key to the success of telecommuting. Telecommuting employees must strive to ensure that telecommuting has minimal to no negative impacts on their division and the agency. Employees must have a method of receiving and responding to communications during all hours of telecommuting (such as messages, voice mail, or e-mail). This includes maintaining effective communication and workflow with supervisors, co-workers and customers.

### G. Liability

Intercity Transit is not liable for damages to personal or real property or any injuries to family members, visitors and others in the employee's alternative work site. Any loss or damage to agency equipment not due to normal wear and tear may be the responsibility of the employee.

### H. Confidential Materials

Proper security measures must be taken when taking confidential materials to the alternate work location. Disposal of such materials are to be completed only at agency facilities. The employee agrees to protect IT's records from unauthorized disclosure or damage and will comply with local, state, federal, and IT records requirements.

## **9. Cancellation**

The employee understands that IT may cancel the teleworking agreement or discontinue the Teleworking Policy at any time and instruct the employee to return to the workplace. If the employee chooses not to return to their regular work location, IT will consider that a voluntary resignation.

The employee will return, in good working condition, Intercity Transit owned hardware, software, supplies, documents, and other information or property at the termination of the Telecommuting Agreement or employment with Intercity Transit.



## TELEWORK APPLICATION

Employee Name:		Employee Number:	
Department:	Job Title:		
Proposed Telework Address:		Employee Phone Number:	
		Employee Phone Type: <input type="checkbox"/> Cell <input type="checkbox"/> Home	
Supervisor:		Department Director:	
Type of Telework Applied for: <input type="checkbox"/> Routine <input type="checkbox"/> Intermittent		Current Work Schedule:	
Proposed Telework Days:			

**Describe your current job duties.** *For example, data entry and processing, reports, customer service, writing, administrative, reading, computer programming, field visits.*

**List the duties from above that can be performed at your proposed telework location.**

List the duties from above that cannot be performed at your proposed telework location.

Do you have adequate space in your home/telework location to perform the duties of your job?

yes       no

Do you have the following equipment available to you at your home?

Computer     Internet access     Desk     Phone

List any potential barriers that would make teleworking difficult.

[ ] Approved    [ ] Not Approved	
Reasons for not approving:	
Supervisor Signature	Date
[ ] Approved    [ ] Not Approved	
Reasons for not approving:	
Manager Signature	Date
[ ] Approved    [ ] Not Approved	
Reasons for not approving:	
Department Director Signature	Date
[ ] Reviewed	
General Manager Signature	Date



## TELEWORK AGREEMENT

The following constitutes an agreement on the terms and conditions of telework between:

Intercity Transit & \_\_\_\_\_, henceforth referred to as "the employee".

### Term

The Agreement will become effective on \_\_\_\_\_. This agreement will continue until the supervisor notifies the employee and Human Resources. Intercity Transit and/or the employee may rescind this agreement at any time.

### Policies

The employee agrees to abide by all Intercity Transit rules and policies, including human resource rules, policies, and applicable collective bargaining agreements.

The employee should be familiar with the following policies and guidelines:

- HR-3516 Telework Policy
- EX-0012 Records Maintaining and Disposing
- EX-2504 Private Cell Phone Allowance
- FA-2505 Computer Accounts

### Requirements

Employee responsibilities:

- Be accessible during work hours and be responsible for maintaining effective communication.
- Provide an environment free of interruptions and distractions, to the extent possible. This space must be maintained in a safe, hazard-free condition.
- Remain obligated to comply with all agency and department policies and procedures.
- Maintain job performance standards while telecommuting.
- Maintain effective communication with management and team members.

The supervisor has the right to temporarily suspend a Telework Agreement for business necessity.



## Work Schedule

The employee is approved to work:

- Intermittently—no regular telework schedule
- On a routine telework schedule—telework on a regular basis

If a routine telework schedule is approved, the employee is scheduled to telework the following days:

- Monday     Tuesday     Wednesday     Thursday     Friday     Saturday     Sunday

## Compensation & Benefits

Employee compensation and benefits, including vacation, sick leave, and other forms of leave shall not be affected by the telework arrangement.

Employee will seek advanced approval from the supervisor to use sick leave, vacation, or other leave on teleworking days.

## Equipment & Expenses

The employee and supervisor shall determine the minimum equipment and software necessary for the employee to complete assignments from the remote location in a timely, efficient, and professional manner.

Intercity Transit will maintain all equipment owned by the organization, and support VPN and agency owned software. The employee is responsible for all maintenance and repairs of employee-owned equipment.

Only Intercity Transit-owned software may be installed in Intercity Transit owned equipment. The employee may not install or download any other software without approval.

The employee is responsible for ongoing operating costs, including but not limited to telephone service fees, Internet fees, utility costs, and homeowner's or renter's insurance.

## Safety

The employee confirms that they have a suitable place to work at the alternate work location and that to the best of their knowledge the worksite is safe from conditions that could pose a hazard to health and safety or danger to equipment.

## Limitations

Teleworkers must observe the following limitations when working from the telework site:

- Employees cannot conduct in person meetings at the telework site.
- Employees cannot operate a business or work for another employer during work hours.
- Employees cannot conduct unauthorized personal business during work hours.
- Employees cannot allow others to use Intercity Transit equipment or access the organization network.
- Employees must arrange for dependent care during work hours, except for situations approved by the supervisor.

## Termination

The agreement is not a guarantee of employment and can be terminated at any time by either Intercity Transit or the employee.

In the event this agreement is terminated, the supervisor will make every attempt to provide sufficient notice to allow the employee to make appropriate arrangements.

Intercity Transit will not be held responsible for costs, damages or losses to the employee resulting from termination of the agreement.

## Agreement

This Agreement may be amended at any time by Intercity Transit. A copy of this agreement and application will be placed in the employee's personnel file.

**EMPLOYEE:** By signing, the employee states they have read, understood, and agree to the terms and conditions of this agreement:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**SUPERVISOR:** By signing this statement, the supervisor agrees to work with the employee to implement telework as described in the telework policy and this agreement.

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date



## TELECOMMUTING CANCELATION NOTICE

Employee Name:		Employee Number:
Department:	Job Title:	
Supervisor:	Department Director:	
Telework Cancelled Effective Date:		

**Briefly describe your purpose for discontinuing your telecommuting agreement:**

**I understand that by signing this cancellation notice, I agree to return, in good working condition, Intercity Transit owned hardware, software, supplies, documents, and other information or property.**

Employee Signature	Date
Manager Signature	Date
Department Director Signature	Date