



Department of Administrative Services

Policies & Procedures

Customer Focused, Performance Driven



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HR702 – Telework

Overview

Telework is a program that authorizes employees to perform work at a location other than their conventional worksite. The telework site may be an employee's home or other approved location.

The Department of Administrative Services (DOAS) recognizes that an employee telework program may positively affect the workplace with potential for increased productivity, enhanced employee recruitment and retention, cost reduction, work/life balance and environmental sustainability. Regular telework is not, however, applicable to all DOAS jobs. This policy defines the DOAS telework program and sets the guidelines and rules under which it will operate.

References

- 29 USC, Chapter 8, §201, *et al.* -- Fair Labor Standards Act
- 29 USC, Chapter 9, §251, *et al.* -- Portal-to-Portal Act
- 29 CFR Part 516, *et al.* -- US Department of Labor FLSA Regulations
- OCGA §34-9-1 *et seq.* -- Workers' Compensation
- Governor's Executive Order, dated January 14, 2019
- Office of Planning and Budget (OPB)/DOAS Statewide Telework Policy
- Statewide Security Awareness Program
- IT 106 DOAS Acceptable Use Policy
- IT 103 DOAS Cloud Storage Policy

Policy

1. General Provisions

- 1-1 Supervisors may allow employees to telework in accordance with this policy when it benefits the department..
- 1-2 Telework is generally a voluntary work arrangement. As such, it may be ended by the employee, supervisor, or other authorized DOAS official at any time. Telework may be required in some instances.

- 1-3 Telework is a management option, not an employee right or entitlement.
- 1-4 All requests to telework will be considered based on policy eligibility requirements, customer needs, department/unit operating needs, employee performance, and availability of appropriate alternate workspace.
- 1-5 Telework does not change an employee’s conditions of employment, performance expectations, salary, benefits, or employer-sponsored insurance coverage.
- 1-6 While teleworking, employees must continue to follow all applicable laws, unit and department policies, rules, and regulations.
- 1-7 Employees must devote telework time to completing DOAS assignments. They must not engage in secondary employment activity or otherwise conduct personal business while in official work status.
- 1-8 Telework may be either regular or occasional.
 - 1-8-1 Regular telework is scheduled for each week or at least, each pay period.
 - 1-8-2 Occasional telework is scheduled on an infrequent, as-needed basis.
- 1-9 Use of an employee’s home or other personal property as a telework site is at the discretion of the employee and not required by DOAS. Employees are responsible for maintaining and using their homes and personal property in a safe manner when used for teleworking.
- 1-10 Employees may be required to report to the DOAS office on a scheduled telework day based on customer or organization needs.
- 1-11 Employees agree to participate in studies, inquiries, reports, or analyses relating to teleworking, upon request.

2. Eligible Positions

- 2-1 Supervisors will make the determination if a position is appropriate for regular teleworking.
- 2-2 Eligible positions have the following characteristics:
 - 2-2-1 Measurable work activities with clearly defined results and expectations,

- 2-2-2 Infrequent face-to-face communication requirements (most communication can be handled by phone, email, video and/or audio conferencing, etc.),
- 2-2-3 Job duties can be performed independently and away from the office (examples -- research, writing, report preparation, analysis, etc.),
- 2-2-4 Job duties do not require close supervision,
- 2-2-5 Minimal need for support or special equipment,
- 2-2-6 Workflow can be controlled and scheduled, and
- 2-2-7 Work can be performed at an alternate worksite without negatively affecting service quality or unit operations.

2-3 The eligibility of a position is subject to change depending on specific circumstances.

3. Eligible Employees

3-1 Unless the Division Director grants a specific exception, employees must meet the following criteria in order to be eligible for telework:

3-1-1 Demonstrated successful job performance as documented on the most recent performance evaluation,

***NOTE:** If the employee has not yet received a performance evaluation, the supervisor may certify that all expectations are being met.*

3-1-2 Demonstrated self-motivation, responsibility, and ability to work independently,

3-1-3 Familiarity with work requirements, and

3-1-4 Access to a suitable alternate workspace.

3-2 The Division Director may grant an exception and allow an otherwise ineligible employee to telework based on the needs of the organization.

4. Telework Agreement

4-1 Before an employee can begin teleworking, the employee and supervisor must sign a *Telework Agreement*. Exceptions may be

necessary, but a telework agreement should be completed as soon as practicable under such circumstances.

4-2 The *Telework Agreement* may be modified and reissued, as determined appropriate. For example, an agreement may be modified due to a change in job duties and responsibilities or the method in which they are executed which impacts suitability for telework. 4-3 If circumstances are no longer favorable for telework, the *Telework Agreement* will be terminated.

4-4 The *Telework Agreement* must be reviewed and discussed annually and when there is a position change for either the employee or supervisor.

5. Training

5-1 Before an employee can begin teleworking, both the employee and supervisor must complete telework training in the DOAS Learning Management System.

5-2 Supervisors who have already completed telework training are not required to repeat the training each time a new employee will begin teleworking.

6. Workspace

6-1 As a condition of permission to telework, employees must verify that the proposed workspace, whether it is within their homes or elsewhere, is safe and suitable for productive working.

6-2 Supervisors may deny telework if the proposed workspace would not be suitable for work production or if it would expose the department to unreasonable risk for liability because of safety concerns.

6-3 Teleworking employees are expected to maintain a telework workspace that is clean, safe, adequate for work, and free of obstructions and distractions.

6-4 Employees may not have business guests at their telework location or any other location except DOAS offices.

6-5 If necessary equipment or other resources are temporarily unavailable at the telework site, telework may be suspended until the site is fully functioning and usable. Examples may include but are not limited to interruption and/or loss of phone, internet or power sources.

7. Work Hours

- 7-1 While teleworking, employees are expected to work their normal work schedule, unless another schedule has been approved by their supervisor.
- 7-2 Employees must receive permission from their supervisor (or designee) before altering telework schedules.
- 7-3 Employees who are non-exempt from the minimum wage and overtime requirements of the Fair Labor Standards Act (FLSA) and who work overtime without permission are subject to removal from the telework program and other appropriate action.
- 7-4 Any travel between home and the telework site (if different from home) on telework days is not considered work time and is not compensable.
- 7-5 Teleworking employees must be accessible to their customers, supervisors, and co-workers during telework hours (e.g., by telephone, cell phone, email, etc.) Text messages may also be utilized as a means of communication on agency provided cellphones and for those using their personal cell phones.
- 7-6 Supervisors may require teleworking employees to maintain a log or other report of work completed while teleworking.

8. Equipment & Supplies

- 8-1 Before an employee begins teleworking, the employee and supervisor must determine, in consultation with IT, equipment and supply needs required for the telework workspace. Employees must read and abide by IT 106 DOAS Acceptable Use Policy.
- 8-2 Teleworking employees should request necessary basic supplies (e.g., pens, paper, etc.) from DOAS Central Supply while they are working in-office when possible. Employee is responsible for picking up needed supplies from the office. Supplies will not be mailed to telework sites. Such supplies are to be used for work-related purposes only. If employees choose to use personal supplies while teleworking, DOAS is not responsible for reimbursement, unless their supervisor previously approved a specific out-of-pocket expense for reimbursement.
- 8-3 Teleworking employees are expected to use the furniture, utilities, phone lines, internet access and other equipment available at the telework site with no expense to DOAS. Employees are responsible for the cost of maintenance, repair and operation of personal equipment not provided by DOAS.

NOTE: Desk chairs, standing desks, stands for printers and scanners, etc. are considered furniture items and are not to be removed from the office.

- 8-4 DOAS may allow employees to use DOAS equipment (e.g., laptops, monitors, docking stations or other job specific hardware assigned to them etc.) for telework. This equipment remains DOAS property and must be returned to DOAS when the employee is no longer in telework status.
 - 8-4-1 All DOAS equipment assigned for telework must be logged on employees' IT Asset Inventory before it is removed from a DOAS office.
 - 8-4-1.1 Equipment appropriate for occasional telework or 1-2 days per week away from the office should include no more than a laptop, headphones, laptop case and portable power charger.
 - 8-4-1.2 Monitors, docking stations, scanners, printers and other job specific hardware should not be removed from the worksite unless teleworking will be prolonged or permanent with the office being the alternate work site.
 - 8-4-1.1 No additional equipment will be assigned in order to facilitate telework.
 - 8-4-2 Teleworking employees are responsible for transporting their DOAS-issued equipment between the DOAS office and alternate work site.
 - 8-4-3 DOAS equipment is intended for DOAS work-related purposes and must be used in compliance with department and statewide policies.
 - 8-4-4 Employees are not to use personal software on DOAS equipment.

**9. Security/
Confidentiality**

- 9-1 Teleworking employees are responsible for protecting the security, integrity, and confidentiality of DOAS information at the telework site. This responsibility includes preventing unauthorized access to DOAS computer systems.
- 9-2 Teleworking employees are expected to comply with all provisions within the statewide security awareness program.
- 9-3 Employees are not to save state of Georgia information to non-DOAS devices. Employees must read and abide by IT 103 Cloud Storage Policy. DOAS information is to be accessed securely through VPN.

9-4 Employees are expected to use only DOAS issued computers and other IT related devices when teleworking.

9-5 Employees are expected to use reasonable care to safeguard DOAS equipment and information from loss, damage, or destruction.

10. Workers’ Compensation/ Liability

10-1 The telework workspace is generally considered an extension of DOAS while it is being used for work.

10-2 Telework does not change the manner in which Workers’ Compensation procedures are followed.

10-3 Employees who are injured in the telework workspace during telework work hours are to immediately report the injury to their supervisor.

10-4 Neither DOAS nor Workers’ Compensation is responsible for injuries to non-employees in the telework workspace.

10-5 DOAS is not responsible for loss or damage to personal or real property at the telework site (including any attached structure).

10-6 DOAS is not responsible for employee tax implications related to teleworking, for insuring the telework workspace, or for utility costs associated with teleworking.

11. Work Expectations

11-1 Employees are expected to use the telework time for performing DOAS duties and are to refrain from engaging in secondary employment or other personal business during this time.

11-2 Employees are expected to make arrangements for dependent care, as appropriate, on telework days and to keep work interruptions, such as personal phone calls, to a minimum during telework hours.

NOTE: *Exceptions may be made for specific circumstances in emergency situations.*

12. Records & Reporting

13-1 Human Resources will maintain telework agreements and training certificates of completion related to teleworking employees.

13-2 Telework records will be maintained for four years in accordance with records retention standards.

13. Assistance

- 13-1 Human Resources is available to assist employees and supervisors with questions related to telework.

Related Documents

Forms:

- *Telework Agreement (Form HR702-1)*