



HR702 – Telework

Overview

Telework is a program that authorizes employees to perform work at a location other than their usual and customary workplace. 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, the environment, and traffic congestion. Telework is not, however, applicable to all DOAS jobs, and there are potential drawbacks involved with the program. 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 February 28, 2006
- Office of Planning and Budget (OPB) Statewide Policy on Teleworking
- Statewide Security Awareness Program

Policy

1. General Provisions

- 1-1 Supervisors may allow employees to telework in accordance with this policy when it benefits the department and when employees are meeting or exceeding all employment expectations.
- 1-2 Telework is a voluntary work arrangement. As such, it may be ended by the employee, supervisor, or other authorized DOAS official at any time. Supervisors will not require employees to telework, unless it is a condition of employment included in the job description or performance plan.
- 1-3 Telework is a management option, not a universal employee right.

- 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, 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 their 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 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 telework.
- 1-10 Employees may be required to report to the DOAS office on a scheduled telework day based on customer or organization needs.

2. Eligible Positions

- 2-1 Employees must work in eligible positions in order to be considered for regular telework.
- 2-2 Eligible positions have the following characteristics:
 - 2-2-1 Measurable work activities with clearly defined results expectations,
 - 2-2-2 Infrequent face-to-face communication requirements (most communication can be handled by phone, fax, email, 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 Work flow can be controlled and scheduled, and
- 2-2-7 Work can be performed at least one day per pay period 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 Employed in or assigned to an eligible position,
- 3-1-2 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.*

- 3-1-3 Demonstrated self-motivation, responsibility, and ability to work independently,
- 3-1-4 Familiar with work requirements,
- 3-1-5 No active disciplinary action, and
- 3-1-6 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 operation.

3-3 Employees who would like to be considered for telework must complete and submit the *Telework Application* to their supervisor for review.

4. Telework Agreement

4-1 Before an employee can begin telework, the employee and supervisor must sign a *Telework Agreement*.

4-2 The *Telework Agreement* may be modified and reissued, as determined appropriate.

- 4-3 If circumstances are no longer favorable for telework, the *Telework Agreement* will be terminated.

5. Training

- 5-1 Before an employee can begin telework, both the employee and supervisor must complete telework training.
- 5-2 Supervisors who have already completed telework training are not required to repeat the training each time a new employee will begin telework.

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 applications 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 If the proposed telework workspace is within a residence (home of the employee or someone else), the employee is responsible for ensuring that the use of the space for a home office is permitted by local ordinances, zoning requirements, and neighborhood association guidelines, covenants, etc.
- 6-4 Teleworking employees are expected to maintain a telework workspace that is clean, safe, adequate for work, and free of obstructions and distractions.
- 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.

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 using leave or otherwise changing their 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, pager, etc.).
- 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 telework, the employee and supervisor must determine which equipment and supplies will be needed at the telework workspace.
- 8-2 Teleworking employees should take necessary basic supplies (e.g., pens, paper, etc.) from DOAS when they are working in-office. 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, and other equipment available at the telework site with no expense to DOAS. Exceptions may apply if employees are required to telework as a condition of employment.
- 8-4 DOAS may allow employees to use portable DOAS equipment (e.g., laptops, pagers, etc.) for telework. This equipment remains DOAS property and must be returned to DOAS when it is not being used for telework support.
 - 8-4-1 All DOAS equipment assigned for telework must be logged on employees' *Inventory Checkout/Deactivation* forms before it is removed from a DOAS office.
 - 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 DOAS information to non-DOAS computers. Rather, DOAS information is to be stored on separate portable devices (e.g., disks, CDs, flash drives, etc.) that are maintained in a secure manner.
- 9-4 Any computer used while teleworking must have virus protection, and all programs on the computer must be properly licensed.
- 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 an extension of DOAS while it is being used for work. Employees are, therefore, covered by Workers’ Compensation, in accordance with law, if they are injured while performing DOAS work in the telework workspace during telework work hours.
- 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.

12. Program**Coordination**

- 12-1 Human Resources manages the telework program within DOAS.
- 12-2 Each Division head will designate a division coordinator.
- 12-2-1 Division coordinators will meet with the employee and supervisor to complete a *Telework Checklist* at the time an employee first begins telework.
- 12-2-2 Division coordinators will gather and forward telework and alternative schedule data to Human Resources each month and as otherwise needed.

13. Records & Reporting

- 13-1 Human Resources will maintain the following records related to teleworking employees:
- Approved Telework Applications
 - Telework Agreements
 - Georgia CommuteSmart Information Forms
 - Telework Checklists
 - Training Certificates of Completion
 - Georgia CommuteSmart Monthly Reporting Forms – DOAS Divisions
- 13-2 Division coordinators will maintain the following records for employees within their respective Divisions:
- Denied Telework Applications
 - Telework Employee Monthly Reporting Forms
- 13-3 Employees are to use the *Telework Employee Monthly Reporting Form* to report the number of days they teleworked during the month to the division coordinator on the **first (1st) workday of the following month**.
- 13-4 No later than the **fourth (4th) workday of each month**, division coordinators are to forward to Human Resources a *Georgia*

CommuteSmart Monthly Reporting Form – DOAS Divisions that reports Division statistics for the previous month.

- 13-5 As a condition of approval for telework, employees agree to participate in studies, inquiries, reports, or analyses relating to teleworking.
- 13-6 Telework documents will be maintained for four years.

14. Assistance

- 14-1 Human Resources is available to assist employees and supervisors with questions related to telework.

Related Documents

- Telework Process
- Job Eligibility List

Forms:

- *Telework Application (Form HR702-1)*
- *Telework Agreement (Form HR702-2)*
- *Georgia CommuteSmart Information Form (Form HR702-3)*
- *Telework Checklist (Form HR702-4)*
- *Telework Employee Monthly Reporting Form (Form HR702-5)*
- *Georgia CommuteSmart Monthly Reporting Form – DOAS Divisions (Form HR702-6)*