

Georgia Department of Public Safety Policy Manual

SUBJECT TELEWORKING	POLICY NUMBER 5.17
DISTRIBUTION HEADQUARTERS PERSONNEL	DATE REVISED 4/18/2017

5.17.1 Purpose

To establish policy and procedures governing teleworking activities of departmental employees.

5.17.2 Policy

It shall be the policy of the Georgia Department of Public Safety to offer a teleworking program that is in compliance with the statewide policy on teleworking. The department's participation in the Teleworking Program shall include authorized teleworking arrangements with employees where such arrangements yield specific, measurable results and/or benefits for the department.

5.17.3 General Provisions

- A. Teleworking is an authorized work arrangement in which some or all work is performed at a location other than the employee's primary work place. The alternate work place may include the employee's home, a satellite office, or a teleworking center.
- B. The teleworker and the telemanager shall attend Department approved training before being approved to telework.
- C. Teleworking is a management option, not an employee right. An employee's participation in teleworking is voluntary. The employee, the supervisor or manager, or other authorized official may terminate the teleworking arrangement at any time. Issues regarding teleworking are not appealable, grievable, or subject to review.
- D. Employees may be allowed to telework when there are tangible benefits to the department and all responsibilities of the employee's position are fully met. The responsibilities of the employee's position must be of such a nature as to be satisfactorily performed away from the primary work place in order for the teleworking option to be considered.
- E. While engaged in teleworking, an employee is governed by the same performance expectations as are applied in the primary work place. A supervisor or manager may require a teleworking employee to demonstrate their compliance with performance expectations at any time, with or without advance notice. Because measurable results are essential to the success of a teleworking arrangement, an employee's inability to provide evidence of expected performance may result in immediate termination of the teleworking arrangement, and may subject the employee to

disciplinary action. Supervisors and managers should confer with the Agency Telework Coordinator when issues of this nature arise.

- F. Teleworking employees are prohibited from conducting personal business while in official duty status at the alternate work location.
- G. The hours of work applied to a teleworking employee shall be the same as those applied in the primary work place. For example, if a teleworking employee normally works an eight hour day in the primary work place, the same hours shall be required in the alternate work location.
- H. Teleworking employees must obtain approval from their supervisor in advance to any changes to the employee's work schedule or before taking leave during a designated telework day.
- I. Non-exempt teleworking employees must obtain approval from their supervisor before performing overtime.
- J. All departmental policies, specifically including those governing hours of work, leave, and employee conduct, shall apply to the teleworking employee in the same manner as they are applied in the primary work place.
- K. Teleworking employees must remain accessible to their supervisor or manager, customers and co-workers during any period of teleworking via one or more of the following: telephone, pager, cellular telephone, e-mail, or other agreed upon methods. Specific methods of contact must be agreed upon in advance by the employee and the supervisor or manager.
- L. A teleworking employee may be required to report to the primary work place during periods of teleworking when, in the determination of the supervisor or manager, circumstances so require.
- M. Teleworking employees shall maintain a clean, safe workspace that is adequate for work and free of obstructions and distractions. To ensure that productive working conditions exist, it may be necessary on a case-by-case basis for the department to make on-site visits at mutually agreed upon times.
- N. The employee is expected to use his or her own furniture, telephone lines, and other equipment (with the exception of any equipment the Department may provide). Any use of private facilities of the employee will be at the employee's discretion and not at the expense of the state. This applies to physical improvements and conveniences as well as services
- O. If an injury occurs during teleworking hours, the employee shall immediately report the injury to their supervisor.
- P. Teleworking employees may not have business guests at the alternate workplace or any other location except approved state offices.
- Q. A Teleworking Agreement must be completed, signed and submitted to Human Resources for any employee approved to telework on a regular or occasional basis. This agreement must be reviewed and renewed annually. In addition, the teleworking agreement should be reviewed and revised if necessary when there is a change in supervisor, job responsibilities, work circumstances, or performance.

5.17.4 Procedures

A. Agency Telework Coordinator

1. The Human Resources Division shall be responsible for coordinating the department's participation in the State of Georgia Teleworking Program.
2. The Deputy Director of Human Resources is identified as the Agency Telework Coordinator and will oversee and coordinate compliance with all requirements of this policy. The Agency Telework Coordinator will also report Teleworking Program participation to the Statewide Telework Coordinator with the Georgia Department of Administrative Services.

B. Identification of Eligible Positions

1. Due to the nature of the department's public safety operations, many of our positions will not be suitable for teleworking arrangements. Only those positions with responsibilities conducive to teleworking will be considered eligible positions within the meaning of this policy.
2. Division Directors may request the Agency Telework Coordinator to review the duties and responsibilities of a position and make a recommendation regarding the suitability of the position for teleworking participation.
3. Division Directors shall make the final determination regarding position eligibility for employees under their command.

C. Identification of Eligible Employees

1. In order to be considered eligible to participate in a teleworking arrangement, a departmental employee must:
 - a. Be employed in an eligible position;
 - b. Have been employed by the department for a minimum of six months;
 - c. Not have received any formal disciplinary action in the previous twelve months, and
 - d. Have received overall performance ratings of at least "3-Successful Performer" on the most recent performance evaluation.
2. Prior to beginning an authorized teleworking arrangement, an eligible employee must complete the mandatory teleworking training program. The Agency Telework Coordinator will provide or arrange for the required training.

D. Responsibilities of the Teleworking Employee

1. Review and understand the provisions of this policy and the DPS Teleworking Agreement.
2. Complete the Teleworker Self-Assessment.
3. Complete the Teleworker Work Space Self-Certification.
4. Discuss a potential teleworking arrangement with their supervisor, including:

- a. Performance expectations and work schedule,
 - b. Availability of a safe office space at the alternate workplace,
 - c. Any state equipment that will be needed.
 - d. How the teleworker will maintain regular contact with customers, office, co-workers, and supervisors,
 - e. Determine how restricted access materials will be handled,
 - f. Security issues and/or access to electronic and paper records away from the primary work space.
5. Complete the Teleworking Agreement and submit it to their supervisor or manager along with the completed Teleworker Self-Assessment and Teleworker Work Space Self-Certification for review.
 6. Establish a home work area or office and ensure the site is safe for teleworking.
 7. Manage work practices and behaviors in such a way as to ensure a successful teleworking arrangement.
 8. Take necessary and appropriate steps to ensure that confidential departmental information, files, documents, etc. are protected and secure when removed from, or accessed away from, the primary work place in conjunction with a teleworking arrangement.
 9. Take necessary and appropriate steps to ensure the protection and security of any departmental equipment (laptop computer, cell phone, etc.) utilized away from the primary work place in conjunction with a teleworking arrangement.
 10. Comply with all provisions of departmental policies and procedures.

E. Supervisor Responsibilities

1. Review and understand the provisions of this policy and the DPS Teleworking Agreement.
2. Review all documents submitted by the employee and objectively consider the employee's teleworking request within the provisions of this policy.
3. Determine whether a teleworking arrangement is beneficial to the department and the employee.
4. Ensure adequate staffing for the work unit prior to approving any teleworking request.
5. Assess the eligibility of the position and the employee within the provisions of this policy.
6. Ensure that performance expectations are measurable and communicate these expectations to the employee prior to the start of a teleworking arrangement. Ensure that sufficient work exists to enable the teleworking employee to work a productive day from an alternate location.

7. If determined to be appropriate, review the proposed DPS Telework Agreement, discuss any needed changes with the employee and forward the final version along with the employee's Telework Self-Assessment and Work Space Self-Certification to Division Director for final review.
8. If the teleworking arrangement is to be denied, meet with the employee to discuss the reason(s) for denial.
9. Continue normal supervisory activities including feedback, performance management, etc.

F. Record Keeping

All approved Teleworking Agreements, including the Teleworking Self-Assessment and Work Space Self-Certification, shall be forwarded to the Agency Telework Coordinator in Human Resources for tracking and filing in the employee's 201 file.