

# TELEWORK GUIDELINES

With the approval of their supervisor, **telework** allows an employee to work remotely during their approved work schedule with access to regular work resources (e.g., email, phone, electronic materials).

Telework is also an important tool for achieving a results-oriented, mobile workforce. It allows state agencies to reduce their costs related to facilities and technology. A mobile workforce provides staff flexibility in how, when, and where work gets done so employees can improve their work/life balance, personal wellness, and job satisfaction.

[Executive Order 16-07](#) directs “*executive cabinet-level agencies and small-cabinet agencies to build a modern work environment and create an organizational culture that empowers employees with choice, enables excellent performance, supports all generations, and is mindful of our impact on the environment.*” Agencies must maintain written policies supporting mobility, including telework and flexible work hours, while maintaining or improving business operations and customer service.

## **Managing an agency-wide telework program**

Agencies may consider designating a telework coordinator to act as the primary contact for questions and coordination. Duties may include:

- Developing a telework strategic plan including outcomes, targets, and measurement.
- Creating or maintaining telework templates (applications, agreements, telework terminations, etc.) for the agency.
- Scheduling telework training for supervisors and employees.
- Reviewing telework agreements.
- Incorporating telework results into planning and reporting for other agency initiatives such as continuity of operations, commute trip reduction, sustainability and climate change, modern work environment, and facility and technology decisions.

## **General guidelines for employees**

Telework is a cooperative arrangement between the supervisor and employee. Prior to determining an employee’s eligibility for telework, their position must be approved as telework-suitable (see OFM’s guidance on [position suitability](#)). The following guidelines should be observed:

- No employee is entitled to, or guaranteed, the opportunity to telework.
- Agency policies and procedures, performance expectations, and rules that govern an employee’s employment remain applicable to teleworking employees.
- Employees’ salaries, benefits, worker’s compensation, and other employer insurance coverage remain unchanged for teleworking employees.
- Teleworkers’ work hours, overtime compensation, and the use of vacation and sick leave must conform to state and federal regulations as well as agency policies.
- A teleworker’s official workstation remains the office to which they are assigned.
- Any required travel to the official workstation is not compensated.
- Employees are responsible for ensuring the work environment is safe and free from hazards, regardless of the location.

- Home telework sites must not be used to meet customers in an official capacity.

### **Managing teleworkers**

It is the supervisor's responsibility to effectively and equitably manage the performance of all employees, both on-site and mobile. Clear and consistent performance management principles should guide managers as they work with employees to create mobility options, including telework. Supervisors are encouraged to take the Mobile Work for Supervisors course in the Learning Management System. Responsibilities of supervisors include but are not limited to:

- Determining if a position is eligible for telework (see [position suitability](#)).
- Reviewing the agency's telework agreement and associated policies.
- Discussing approval/denial with the employee and, if approved, submitting the signed telework agreement and forms according to agency policy.
- Consulting with the agency's IT department on requirements and equipment needs.
- Setting expectations for teleworking employees related to telework arrangements and job performance.

### **Telework agreements**

A telework agreement between the supervisor and the employee will ensure accountability for both the employee and the agency. The agreement should be kept in the employee's file or in a database according to agency policies. This agreement should include:

- Employee's telework schedule, number of days per week/month, hours of work, and specific days.
- Primary telework location.
- Employee's telework contact information.
- Date the agreement goes into effect, when it expires or needs to be renewed, and where it will be filed.
- Liability information in the event of an injury at the telework location.
- Links to policies and telework information.
- Information on cancellation of the telework agreement.
- Security and confidentiality information.

Other information to consider including as part of the agreement process:

- A safety checklist.
- A link to the agency's mobile workforce handbook.

### **Telework equipment**

- Agencies remain liable for state-owned equipment located at the employee's telework location and assume the risks associated with the equipment.
- All equipment and supplies furnished to teleworkers by their agency remain the property of the agency and are to be used only by authorized persons for state business.
- Office supplies for use by teleworkers at their alternate worksites should be provided by the state and should be obtained during the teleworkers' in-office work time.
- Agencies should create a check-in procedure for equipment and supplies if the employee leaves the agency.

### **Telework policy**

Telework policies should be based on the agency's business needs to ensure that the agency's

mission and quality of service are not negatively affected by the telework policy. For more resources on creating or updating a telework policy see OFM's [connectivity](#) website.