

Telecommuting Policy

Telework is a work arrangement in which management may permit employees to perform their duties away from their official worksite in accordance with their same performance expectations and other approved or agreed upon terms. Telework is a cooperative arrangement between supervisor and employee based on the needs of the job, work group, and organization, and the employee's past and present levels of performance, not an entitlement.

There are two types of telework:

1. Routine Telework, in which telework occurs as part of an ongoing, regular schedule.
2. Situational Telework, approved on a case-by-case basis where the hours worked were not part of a previously approved, ongoing, and regular telework schedule.

Routine Telework

Due to the small size of our organization and integration of job responsibilities into the spheres of customer support and development process, management considers routine telework to be a viable alternative work arrangement on a limited basis and in only a limited number of circumstances.

Routine Telework Arrangements (examples include but are not limited to the following):

- Assist disabled workers and those returning to work after a job injury.
- Improve the organization's ability to recruit and retain well-qualified employees who have high expectations of a technologically forward-thinking workplace and work/life balance.
- Helping employees manage long commutes and other work/life issues that, if not addressed, can have a negative impact on their overall effectiveness, or lead to employees leaving the organization.
- Ensuring continuity of mission critical organizational functions in the event of national or local emergencies.

Routine Telework is subject to the Telework Requirements listed later in this policy.

Situational Telework

Our organization understands that there are times when life happens. Management desires to have a forward-thinking workplace, however, due to the size of our team, this cannot compromise our commitment to customer service, teamwork and communication. Therefore, we have developed this policy to allow some flexibility and also to provide balance and equity amongst our team members.

Situational Telework Arrangements (examples include but are not limited to the following):

- An employee has a short-term need for uninterrupted time to complete work on a complex project or report.
- An employee is recovering from illness or injury and is temporarily unable to physically report to the official worksite.
- Due to inclement weather, an employee calls his or her supervisor to ask for an unscheduled telework day.
- An employee has an appointment sometime during the day where the time and/or location make it inconvenient to work normal hours at the official worksite that day.

Situational Telework days are limited to 12 days per calendar year.

Because of the non-recurring nature of this type of telework, employees must obtain their immediate supervisor's approval in advance each time they wish to telework on a situational or ad hoc basis. Situational telework is not an entitlement and may be denied on a case by case basis depending upon other workplace considerations (including but not limited to: other attendance issues, travel schedules, client meetings, training sessions, meeting schedules, project deadlines).

The employee and his or her supervisor must have a clear understanding and agreement as to what work will be performed during the time requested for teleworking.

Situational Telework is subject to the Telework Requirements listed below.

TELEWORK REQUIREMENTS

- Workload must be of a nature where face-to-face and phone interaction is minimal.
- Workload must be of a nature where the quality of customer service to external and internal customers is not diminished.
- The employee must, at his or her own expense, establish an appropriate work environment; possess the appropriate equipment, and have an approved bandwidth to allow the job to be performed away from the central worksite.
- The employee will be in compliance with all applicable IT, security, privacy and confidentiality policies and procedures. Consistent with expectations of information asset security for employees working at the office full-time, telework employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include, but are not limited to, use of locked file cabinets, desks, regular password maintenance, and any other steps appropriate for the job and the environment.
- The employee must make arrangements with their co-workers and manager for coverage of on-site job demands that arise on telework days.
- Telework must not create problems for customers, projects or staff.
- The needs of internal and external customers can be satisfied without adverse impact to the organization.
- The employee must make and maintain dependent care arrangements to permit concentration on work assignments at home.
- Employee must sign into the phone queue.
- Employee should participate in all scheduled meetings via conference/video calls.
- The teleworker must abide by the terms of the telework agreement and the guidelines of the telework policy.
- Telework is not intended to be used in place of sick leave, family or medical leave, or any other type of leave.
- If an office closure or emergency excuses other employees from working and work can proceed at the employee's telework site, teleworkers are not excused from working.
- The performance standards for employees working at alternative work places should be equivalent to the standards used when the employees are working at the official worksite. Nothing in the Telework Policy waives or changes the standards of performance or behavior in the workplace.

Injuries sustained by the employee while at their home work location and in conjunction with their regular work duties are normally covered by the company's workers' compensation policy. Telework employees are responsible for notifying of such injuries in accordance with the company workers' compensation procedures. The employee is liable for any injuries sustained by visitors to their work site.

Tax and other legal implications for the business use of the employee's home based on IRS and state and local government restrictions may apply. Responsibility for fulfilling all obligations in this area rests solely with the employee.

Management will periodically consider the adequacy of our ability to successfully function and meet our client needs within the tolerances provided by the Situational Telework policy. Based upon the findings from the review process, management may determine that the policy attributes, such as number of days per calendar year among others, may need to be further restricted or may be allowed to be increased or further loosened.