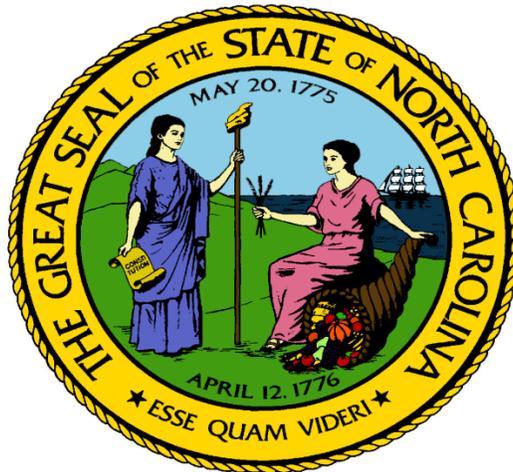


NORTH CAROLINA DEPARTMENT OF ADMINISTRATION

POLICIES AND PROCEDURES

HUMAN RESOURCE MANAGEMENT



STATE OF NORTH CAROLINA	SUBJECT:	
DEPARTMENT OF ADMINISTRATION	Telework Program Policy	
INTERNAL POLICY		NO. GA - 007

Approved by the Secretary of Department of Administration:	Machelle Sanders
Approval Date: 5/21/19	
Effective Date: 6/01/19	<u>Signature:</u> 
Revision Date: 5/02/19	

Introduction:

Telework is consistent with sound business practices and will enable the Department to be more competitive in attracting and retaining talented and skilled employees. Telework takes advantage of technological advances while adding to the budgetary and environmental efficiencies of the Department.

This policy applies to all covered employees of the Department of Administration participating in the Telework Program and sets forth the rules and expectations for performing work related tasks at an alternate location.

This policy is in addition to and in accordance with of the *State Human Resources Teleworking Policy* and does not supersede any State Human Resources policies.

Purpose:

The policy establishes a uniform process on how to implement the telework program and provides direction on how to determine the employee's eligibility to participate in the program.

Policy Statement:

This policy provides guidance regarding the establishment of the Telework Program. The Department supports telework where it is feasible and mutually beneficial for both the Department and the employee.

Eligibility:

The State Human Resources Teleworking Policy, Employment and Records, Section 3, page 37 states that covered employees are eligible to participate in this program. Covered employee is defined as permanent full-time, part-time (half time or more), probationary and time-limited.

Temporary and part-time (less than half time) are not eligible to participate in this program.

The type of position must lend itself to teleworking. Certain positions, particularly those that require providing phone coverage, supporting other staff or direct customer contact are unlikely to be suitable for teleworking.

Types of Telework Options:

See “Frequently Asked Questions” for the full description of the types of telework options. The following are teleworking options available to covered employees:

- Weekly/Bi-weekly
- Adverse Weather
- AD HOC
- Family Medical Leave-Related Telework (FML Telework)

Definitions:

See the [State Human Resources Manual, Employment and Records, Section 3, page 38](#) for full definitions of the following terms:

- Alternate Work Location
- Central Workplace
- DOA Executive Leadership
- Telework/Teleworking
- Teleworker
- Telework Agreement

General Requirements and Guidelines for All Telework Agreements:

General requirements and guidelines are listed below.

- Annual telework agreements will be for no longer than a period of 1 year (12 months) and will run from July 1 (or starting date of the agreement) until June 30 of the following year. Telework agreements are renewed annually.
- All telework agreements must be approved in advance.
- Customer service and quality of the teleworker’s work product must not diminish due to teleworking.
- Teleworking must have no more than a minimal effect on the division and co-workers.
- Only employees with a proven track record of good work performance and has sufficient experience in the job may be qualified to telework. A NCVIP rating of “Meets Expectations” is required.
- By entering into a telework agreement, the teleworker acknowledges that their telework location is free of recognized safety and health hazards.
- Teleworkers will work their regular schedule during teleworking days. Any changes must be approved by the supervisor.
- By entering into a telework agreement, the teleworker acknowledges that their alternate work location is free from distraction (i.e. noisy pets, children, etc.)
- Telework agreements may require additional record-keeping, performance, or other requirements to ensure employee accountability and work standards while teleworking.
- The division may choose to add additional clarifications beyond those found in this policy.
- Weekly Teleworkers will use Department-issued laptops for work done on a computer while teleworking.
- Teleworkers must have a high-speed internet connection.
- NC Department of Information Technology (NCDIT) will not provide on-site technical assistance for teleworkers. NCDIT will provides remote technical assistance 24 hours a day, 7 days. To report computer related incidents, visit [DIT service portal website](#).

Terms and Conditions:

The following terms and conditions apply:

- The Department assumes that all teleworkers will perform their job duties while teleworking. Teleworkers are fully accountable for their work performance and personal conduct during teleworking hours.
- Teleworkers are responsible for reading, understanding, and following the Telework Policy. Teleworkers who have questions about the Teleworking Policy or their teleworking agreements should contact their supervisor as appropriate.
- The Department will not incur any expenses for the purpose of maintaining and preparing an alternate work site.
- Teleworkers agree to comply with all Department internal security regulations pertaining to internet use, e-mail functions, and telephone use as well Department of Information Technology Policies.
- Teleworkers must be available via telephone and/or email during agreed upon work hours.
- Teleworkers will not be paid for time or travel between the alternate work location and their main office location if the teleworker's presence is needed by the supervisor or applicable authority.
- Products, documents, and records used and/or developed while teleworking shall remain the property of the organization and are subject to organization policies regarding confidentiality and records' retention requirements.
- Restricted-access materials shall not be taken out of the central work site or accessed through the computer unless approved in advance by the supervisor. A supervisor should discuss off-site use of restricted-access materials with teleworking employees in advance, including safeguards needed to protect these materials.
- Repair and/or replacement costs and liability for department-owned equipment used during telework is the responsibility of the t Division. Should any Department owned equipment be damaged as a result of negligence or deliberate action by the teleworker or any private persons in the teleworker's household, the teleworker is responsible for full reimbursement of the damaged equipment or replacement costs to the Department.
- A supervisor or teleworker can decide to end the telework agreement at any time. Supervisors are encouraged to give as much notice to employees as is practicable if terminating the telework agreements for reasons other than poor work performance or conduct issues. Teleworkers should also provide notice to supervisors if they wish to terminate their telework agreements, particularly if office work space is affected.
- Failure to adhere to the conditions of employment, policies, rules and procedures may result in termination of the Telework Agreement and/or disciplinary action including termination of employment.

Appeals:

The decision whether to allow a position or an employee to telework is solely within supervisor discretion. The decision not to allow telework is not appealable to the Human Resources Division but is subject to the [Employee Grievance Policy](#).

STATE OF NORTH CAROLINA DEPARTMENT OF ADMINISTRATION	SUBJECT: Telework/Flexible Work Schedule Program Frequently Asked Questions (FAQ)	
INTERNAL POLICY		NO. GA - XXX

1. What are the types of teleworking available?

There are four (4) basic types of Telework recognized by the Department:

- Weekly/Bi-Weekly Telework (“Weekly Telework”)**: This type of Telework is approved annually and requires use of the Department’s Annual Telework Agreement form. Weekly Telework agreements are valid for the period of July 1- June 30. In Weekly Telework, and employee teleworks a regular schedule on a weekly or bi-weekly basis. (For example, an employee could telework every other Wednesday.)
- Adverse Weather/Business Continuity (“Adverse Weather Telework”)**: This type of Telework is approved annually and requires use of the Department’s Annual Telework Agreement Form. Adverse Weather telework agreements are valid for the period of July 1-June 30. In Adverse Weather telework, an employee who does not normally telework is receiving advanced approval to telework in the event of certain specific, temporary situations such as adverse weather or reasons of business continuity. An example of a reason of business continuity would be if the work building is rendered inhabitable.
- Ad hoc Telework (“Ad hoc Telework”)**: This type of Telework is approved on an as-needed, temporary basis. While Ad hoc Telework does require advanced approval by a supervisor, it does not require use of a Department Telework Agreement Form. This type of agreement is designed to allow employees and supervisors to have a temporary telework agreement for a specific purpose or situation. If an employee does not have a current Adverse Weather Telework agreement in place at the time of an adverse weather event, any telework hours taken for purposes of adverse weather or business continuity are considered ad hoc telework.
- Family Medical Leave-Related Telework (“FML Telework”)**: This type of Telework is approved on an as-needed, temporary basis and requires use of the Department’s FML Telework Agreement form.

The purpose of FML Telework is to allow employees who may otherwise request a longer period of FMLA leave to return to their work duties earlier and in a manner that may accommodate their FMLA-related condition. For example, an employee who has had knee replacement surgery and has limited mobility may wish to telework on days of physical therapy appointments during a period of limited mobility.

2. Can the telework agreement be changed or updated during the telework period?

Yes. All changes to the agreement require advanced approval by the supervisor and must be attached to the original agreement.

3. Who may terminate the Telework Agreement?

The telework agreement can be discontinued at any time by the teleworking or the supervisor. The teleworker will normally be given a two week notice of the termination, but the period can be shortened if the supervisor determines that the work performance or conduct requires this.

4. How may telework days be allotted to covered employees?

The supervisor makes the final determination and approval of requested telework days. The supervisor may also determine which days teleworking is allowed.

5. Currently, I have a desktop computer. Will this keep me from applying for Telework?

No. However, the supervisor/division will make the determination on whether to provide a laptop to teleworkers.

6. Will the teleworker be responsible for supplying office supplies for the alternative work site?

No. The employee agrees to obtain all office supplies needed for the alternative work site from the Department. Expenses for supplies available at the Department will not be reimbursed.

7. I have transferred to another division within the Department. Am I able to continue to telework?

Upon changing jobs within the Department, the telework policy will terminate. However, the employee may request to telework in the new position.

8. I currently don't have a telework agreement. Am I able to work from an alternate work location during an adverse weather events or if the main office is deemed inhabitable?

In the above stated situations, supervisors are encouraged to have an adverse weather/ business continuity agreement with all employees. Having a Telework Agreement on file means that there is no last-minute negotiating about telework approval, duties or other details. Adverse Weather/Business Continuity Telework agreements are for a 1-year period (12 months).

9. My telework agreement began after the start of the fiscal year. Will I be required to renew my agreement at the end of the fiscal year?

Yes. In order to have all employees on the same schedule, all telework agreements will terminate at the end of the fiscal year and will be renewed at the start of the next fiscal year.