United StateS

Department of the Interior

Telework Handbook

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**Purpose**

The Interior Telework Handbook is to be used as a guide to implement the Department of the Interior telework program. The Handbook sets procedures and guidance for Bureaus and Offices to develop their own programs following procedures in this document and the policy in 370 DM 226. The policy and procedure set forth in the DM and the Handbook are based upon public laws and regulations issued by the Office of Personnel Management (OPM), General Services Administration (GSA) and the Office of Management and Budget (OMB). Bureaus should consult the **“*Guide to Telework in the Federal Government,”*** in conjunction with this Handbook.

(<http://www.telework.gov/policies_and_procedures/telework_guide/index.aspx>)

If the above link is not working, please consult your servicing Human Resources Office for the appropriate link.

**General Parameters**

The Department of the Interior encourages a robust telework program in which all eligible agency employees may be authorized to telework. Telework, as defined by OPM, is a work arrangement in which an employee regularly performs officially assigned duties at home or at other work sites geographically convenient to the residence of the employee. The work agreement is a formal document signed by both the employee and first-level supervisor commonly called the telework agreement.

The Department’s policy is to provide eligible employees the maximum opportunity to telework in an alternate workplace when doing so is consistent with the bureau/office mission and where employees have received fully successful or greater performance appraisals, require minimal supervision, and whose responsibilities are not dependent on location.  Supervisors and employees may elect to set up a trial arrangement when employees telework regularly.  Telework is not an employee entitlement and participation in telework must be approved by the employee’s supervisor.

# Eligibility and Participation

The Telework Enhancement Act of 2010 makes a clear distinction between eligibility to telework and participation in teleworking. With the exception of two categories of employees, all federal workers (including supervisors) are eligible to telework. The two exceptions are employees who have:

* “been officially disciplined for being absent without permission for than five days in any calendar year;” or
* “has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive branch for reviewing, downloading or exchanging pornography, including child pornography on a federal computer or while performing Federal Government duties. “

*Everyone else is eligible for telework*.However, being eligible does not mean the supervisor will automatically approve participation in telework. Participation in telework depends on a number of things. These include:

* Employee performance (satisfactory or better);
* Duties of the position; and
* Access/use of classified information, etc.

Based on a variety of factors, the supervisor may not allow the employee to participate in telework even though the employee is technically eligible. See the section Successful Telework Criteria for more information.

**Why Telework?**

* Telework is an innovative management tool that provides employees with the opportunity to perform their duties at alternative worksites during an agreed portion of their workweek.
* Telework allows employees to balance work and home life.
* Telework reduces transit subsidy costs for bureau/offices, and the Department as a whole.
* Employees who telework are often more productive and generate better quality work due to the quiet environment where interruptions are minimized.
* Supervisors experience improved employee loyalty and commitment.
* Supervisors often report an increase in quality of work and cooperation from the teleworker in ensuring that office coverage is maintained. In short, employees want to perpetuate the benefit they have been afforded.
* Employees avoid difficult commutes to high-density urban areas reducing employee stress levels, which contribute to better employee health.
* Telework can reduce traffic congestion, emissions, and infrastructure impact in urban areas, thereby improving the environment.
* Telework helps supervisors to attract and retain high quality employees.
* Telework provides an opportunity to test the Continuity of Operations Plans (COOP) on an on-going, day-to-day basis.
* Supervisors can target specific demographics such as individuals with a disability.
* Technological advances enable supervisors to support the disabled employee with equipment that accommodates the individual's impairment, as well as permits flexibility in the location of the worksite.
* Employees who are injured, recuperating, and/or physically limited may be able to work at home and complete work assignments while minimizing time away from the job.

* Telework has been linked to reducing absenteeism, reducing training dollars by reducing employee turnover, as well as reducing parking and workspace issues in the office and associated long-term real estate costs.
* A robust routine telework program ensures a successful telework program during a pandemic or emergency situation.
* When combined with hoteling; telework results in tangible space savings by reducing the need for permanent, assigned workstations for all employees. Hoteling allows employees to schedule, and share work space (at either their telework site or at their permanent work location). But sharing space, facility-related costs are reduced.

**Bureau/Office Telework Coordinators**

Each bureau/office should designate a telework coordinator. The telework coordinator acts as the key contact for policy and program questions. The telework coordinator should be of sufficient position and grade as to allow them access to senior bureau officials and to speak with authority on the subject of telework. Employees and supervisors should maintain contact with their telework coordinator for support and assistance as well as to ensure they follow the Department’s and bureau/office policy and procedures.

Bureau/office telework coordinators are responsible for record keeping, collecting telework data and submitting the data to the Office of Human Resources in order to meet the reporting requirements for the overall telework program.

#  Telework Training

Employees (and their supervisors) who have been regular teleworkers at the time of publication of this document are not required to recomplete telework training if they have completed telework training. All other teleworkers and supervisors who manage teleworkers are required to complete telework training before signing a telework agreement. The Office of Personnel Management (OPM) and General Services Administration (GSA) offers training that will fulfill the telework training requirement. Telework training is found at:

<http://www.telework.gov/Tools_and_Resources/Training/index.aspx>.

Employees must also complete annual information security training prior to teleworking.

If the link is unavailable, contact your servicing Human Resource Office for the latest guidance.

**Supervisors**

* In order to reduce barriers that inhibit the use of this flexibility, supervisors may need to learn new or adjust current methods of leading to ensure the continued success of telework.
* The supervisor should establish clearly defined performance standards and use existing quality and quantity standards to evaluate work performance of a teleworker. Therefore, management for the teleworker remains the same as for employees in the traditional worksite in that performance is measured by results without daily, direct observation.
* The supervisor must provide teleworkers the same treatment/opportunities as non-teleworking employees (e.g., work assignments, awards and recognition, development opportunities, promotions).
* Supervisors will evaluate teleworkers consistent with the DOI performance management system found in [370 DM 430](http://www.doi.gov/hrm/guidance/370dm430.pdf). The supervisor should ensure that work assignments are conducive to telework and measurable (e.g., assignments can be completed utilizing equipment available to employee at alternate work site).
* The supervisor must be an effective communicator and must be able to clearly define tasks and expectations
* The supervisor should be supportive of the concept and willing to work through minor problems or obstacles that may occur.
* Supervisors may need to maintain frequent contact with their bureau/office telework coordinator to ensure policy and procedures are properly applied and are aware of the full range of support and resources available. The supervisor shall treat employees equitably and fairly when implementing telework in their organization.
* Supervisors are responsible for identifying eligible and ineligible employees using Department and bureau/office criteria.
* Supervisors need to be cognizant of opportunities to achieve savings by monitoring and coordinating teleworker schedules to share space. Supervisors must be proactive in pairing employees in the same location with opposite schedules (one employee present when another is not) in order to optimize the use of reduced space.
* Maintain a signed copy of their employee’s telework agreements.
* Report information as required by the bureau telework coordinator.

**Successful Teleworker Criteria**

* The employee demonstrates self-motivation, independence, and dependability in accomplishing work assignments.
* The employee works effectively in an isolated environment.
* The employee has good time management skills.
* The employee's overall performance evaluations are fully successful or higher.
* The employee’s performance standards are clearly defined.
* The employee satisfies alternative worksite requirements, including availability of necessary equipment; privacy and lack of personal interruptions; security of sensitive, non-classified data; and confidentiality of Privacy Act information.
* The employee does not require close supervision or constant, face-to-face interaction with co-workers and customers to complete his/her assignments.
* The employee communicates well with the supervisor, co-workers, and customers enabling a relatively seamless transition from onsite to offsite.
* By teleworking, there is no diminishment of employee performance or agency requirements.

**Positions Compatible for Telework**

Not all positions are appropriate for telework. Some positions can be restructured to permit work at an alternative workplace by separating the tasks that can be completed at an alternative location from those that must be performed at the official duty station. The tasks suitable for performance at an alternative workplace could be combined and performed during a full work day at the alternative workplace. Positions compatible for telework may have the following characteristics:

* Specific work activities that are portable and can be performed as effectively outside the office such as writing, data analysis, reviewing or editing proposals or reports, and telephone-intensive tasks.
* Performance can be judged either through quality and timeliness of assignments or quantity of tasks completed or a combination of these factors.
* Face-to-face contact with other employees and clients is predictable or contact can be managed through telephone or e-mail communication.
* Other employees in the primary office are not impacted by the physical absence of the teleworker, including personal interaction requirements and files taken to the telework site.
* The technology and equipment needed to perform the job offsite is available or can be adjusted for use on the days when the employee is in the primary office.
* Cyclical work does not present a problem.
* Data security and confidentiality including sensitive, non-classified, and Privacy Act information can be adequately assured.
* If tasks require contact with other employees or customers, those tasks can be performed efficiently via telephone, e-mail, or similar electronic means.
* Access to necessary reference materials is available to the employee electronically.
* Travel requirements for the position have been identified and anticipated. For example, trips may begin or end at the telework site rather than the employee’s parent organization’s location.

**Telework Checklist**

As employees prepare to telework they should assess their needs in order to be as productive as possible while working remotely. The following questions should be considered by employees preparing to telework:

* What files or other documents will I need to take with me when I leave my regular workplace the day before teleworking?
* What equipment will I need to take with me?
* Do I have the required property passes, if applicable, to remove equipment from the official duty station?
* Have I forwarded my office telephone or changed my telephone greeting to receive calls at my telework site?
* What other steps should I take before I leave my office?
* In the case of emergency telework, what should I have available at all times at my home office to be functional without coming to the duty site to retrieve materials?

**Telework Denials and Termination**

Telework requests may be denied and agreements may be terminated at any time by the supervisor or the employee with the approval of the supervisor. Denial and termination decisions by the supervisor must be based on business needs or performance, and not personal reasons. If staffing issues lead to inadequate coverage in the office, the telework agreement may be rescinded. Denials should be provided in a timely manner to employees. Written denials and terminations must be given to employees and kept by supervisors and must include the reason the agreement was denied or terminated. Copies of the denial/termination should be provided to the bureau/office Telework Coordinator and the appropriate servicing Human Resources Office. Timekeepers should be notified of the termination.

Employees who have been officially disciplined for being absent without permission for more than five-days in any calendar year or viewing, downloading, or exchanging pornography on a government computer or while performing official government duties are not eligible to telework.

Bargaining unit employees may file a grievance about the denial or cancellation of a telework agreement through the negotiated grievance procedure if there is a collective bargaining provision to that effect. Employees may contact their servicing Human Resources Office for their specific situation. Employees that are not in a bargaining unit may file a grievance under the provisions of the administrative grievance procedures which can be found in 370 DM 771.

**Telework Locations**

Telework locations are important considerations when evaluating a telework arrangement. The two most common options are teleworking at home or from a telework center.

**Working at Home**

Employees are allowed to work at home in a space where the employee can perform official work duties. Working from home requires the employee to understand that:

* They must ensure dependent care requirements are addressed so arrangements are in place and do not interfere with or impede the employee’s ability to work.
* Work-at-home telework may increase the employee’s home utility costs. The Department assumes no responsibility for any operational costs associated with the employee’s home residence, including home maintenance, insurance, or utilities.
* They may incur additional expenses. Bureaus/offices may choose to pay for part or all of the teleworker’s internet connections or phone lines if the employee volunteers to telework. Any additional costs to the teleworker are usually offset by the savings the employee realizes by reducing the cost of their weekly commute to the traditional worksite.
* Minimal use of government owned equipment (GOE) for personal use is permitted in accordance to the “Department of the Interior Policy on Limited Personal Use of Government Office Equipment.”
* Maintenance of Government owned equipment (GOE) may require access by approved repairers to the employee's home or the teleworker may have to transport the equipment to the traditional worksite for repairs
* They are expected to use their time performing official duties as if they were in the normal work setting. Regarding the alternative workplace in a residence, employees must:
* Maintain a safe alternative workplace at their home that complies with Federal Occupational Safety and Health Administration (OSHA) standards found at: http//www.osha.gov/SLTC/etools/computerworkstations/wkstation enviro.html

(If the link is unavailable, contact your servicing Human Resource Office for the latest guidance.)

* Immediately report to their supervisor any job-related incident that results in or has the potential to cause injury, illness, or property damage, and complete any required forms.
* Keep personal disruptions (e.g., non-business telephone calls and visitors) need to be kept to a minimum during duty hours.
* Employees maintain and pay for repairs of personally-owned equipment (e.g., peripheral equipment such as printers) used for teleworking.
* Maintenance of Government owned equipment should be completed by approved repairers. Employees should promptly report equipment problems. Bureaus/equivalent offices are responsible for payment of repairs and maintenance of equipment it owns and issues to employees for the purpose of completing duties and work as assigned.
* They must comply with current Department guidelines, policies, and Federal regulations regarding appropriate general use, FOIA, information collection, Privacy Act files, and records management. Department information management policies are available at: <http://www.doi.gov/ocio>. If the link is unavailable, contact your servicing Human Resource Office for the latest guidance.
* Teleworkers must have a designated workspace for performance of their work-at-home duties. Requirements will vary depending on the nature of the work and the equipment needed to perform the work. At a minimum, an employee should be able to easily communicate by telephone.
* The supervisor may inspect the home office for compliance with safety requirements when deemed appropriate. A supervisor may deny an employee the opportunity to participate or may rescind a Telework Agreement based on safety problems in the home. Inspections will be by appointment only.

**Telework Centers and Hoteling**

Employees may work at a telework center or an office near the employee's home, in space owned or leased by one or more agencies. Satellite center employees work at these locations primarily because it is close to their home, not necessarily because they belong to the same work unit. Some considerations for a telework center include:

* On-site technical support and full resources are generally provided.
* Telework centers generally provide more traditional work structure.
* Maintains a clear delineation of work and home life.
* There is usually a monthly/yearly cost associated with use of a telework center which the bureau/office will be required to pay.

Hoteling is a method of supporting unassigned seating in an office environment. Hoteling is *reservation-based* unassigned seating. Hoteling refers to "shared" workstations, which consist of a work surface, computer, and telephone, and are for use by employees who are working temporarily or part time in a specific place and/or on a specific project or who work in an environment where employees have flexible hours. They are generally located within an existing office environment, so that users have access to other equipment such as copiers, printers, and fax machines.

For teleworkers who are full-time or close to full-time at remote locations, hoteling may be possible. Shared space can be set aside so teleworkers have access to necessary resources (computers, phones, etc.) when they are on-site, but they may not require a permanent office or even desk assignment. A large number of these hoteling teleworkers can share a space, as long as this space is managed effectively.

**Telework Tour of Duty**

Employees may work standard, flexible, or compressed schedules, depending upon the Alternate Work Schedule (AWS) agreement between the employee and the supervisor. Employees working an AWS schedule will follow the rules and procedures laid out in the AWS agreement.

* The supervisor and the employee may select the work-at-home day(s) together. There are no limits on the number of telework days vs. in-office days per week. If the official duty station is changed, employees must understand the possible implications.
* A Telework Agreement approved in writing by the supervisor must be in place. Unstructured arrangements where employees work at home at will are not permitted.

Bureaus and Offices may adopt a flexible approach in developing optimum arrangements for employees. Likewise, supervisors reserve the right to require employees to report to the Official Duty Station on scheduled telework days, based on operational requirements.

**Official Duty Station**

Certain location-based pay entitlements (such as locality payments, special rate supplements, and non-foreign area cost-of-living allowances) are based on the location of the employee's official worksite associated with the employee's position of record. The official worksite generally is the location where the employee regularly performs his or her duties. If the employee's work involves recurring travel or the employee's work location varies on a recurring basis, the official worksite is the location where the work activities of the employee's position of record are based, as determined by the employing bureau/office, subject to the requirement that the official worksite must be in a locality pay area in which the employee regularly performs work. A bureau/office must document an employee's official worksite on the employee's Notification of Personnel Action (Standard Form 50 or equivalent). (See "Duty Station" blocks 38 and 39 of the Standard Form 50 showing the City/Town, County, and State in which the official worksite is located.)

Bureaus/offices must determine and designate the official worksite for an employee covered by a telework agreement on a case-by-case basis using the following criteria:

* The official worksite for an employee covered by a telework agreement is the location of the regular worksite for the employee's position (i.e., the place where the employee would normally work absent a telework agreement), as long as the employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to that regular worksite.
* In the case of a telework employee whose work location varies on a recurring basis, the employee need not report at least twice each biweekly pay period to the regular worksite established by the bureau/office as long as the employee is performing work within the same geographic area (established for the purpose of a given pay entitlement) as the employee's regular worksite. For example, if a telework employee with a varying work location works at least twice each biweekly pay period on a regular and recurring basis in the same locality pay area in which the established official worksite is located, the employee need not report at least twice each biweekly pay period to that official worksite to maintain entitlement to the locality payment for that area.
* The official worksite for an employee covered by a telework agreement who is not scheduled to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite is the location of the telework site (i.e., home, telework center, or other alternative worksite), except in certain temporary situations, as explained below.

In certain temporary situations, a bureau/office may designate the location of the regular worksite as the official worksite of an employee who teleworks on a regular basis at an alternative worksite, even though the employee is not able to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite. The intent of this exception is to address certain situations where the employee is retaining a residence in the commuting area for the regular worksite but is temporarily unable to report to the regular worksite for reasons beyond the employee's control.

The fact that an employee may receive lesser pay or benefits if the official worksite is changed to the telework location is not a basis or justification for using this temporary exception. A key consideration is the need to preserve equity between the telework employee and non-telework employees who are working in the same area as the telework location. Also, the temporary exception should generally be used only in cases where the employee is expected to stop teleworking and return to work at the regular worksite in the near future, or the employee is expected to continue teleworking but will be able to report to the regular worksite at least twice each biweekly pay period on a regular and recurring basis in the near future. Examples of appropriate temporary situations include:

* Recovery from an injury or medical condition;
* Emergency situations preventing an employee from regularly commuting to the regular official worksite, such as during Continuity of Operations events, public health emergencies, severe weather situations, and other emergency situations where employees may not be able to work from their normal worksite. For instance, in the aftermath of a hurricane or flood, an employee may be forced to temporarily relocate, making commuting to the regular worksite twice each biweekly pay period on a regular and recurring basis not possible. If the employing bureau/equivalent office sets up telework arrangements for the employee, a temporary exception to the twice-a-pay-period requirement would be appropriate;
* An extended period of approved absence from work (e.g. paid leave);
* A period during which the employee is in temporary duty travel status away from the official worksite; or
* A period during which an employee is temporarily detailed to work at a location other than a location covered by a telework agreement.

An exception is not appropriate in all situations. For example, the bureau/office should designate the employee's telework site as the official duty station in situations such as the following:

* An employee is hired under a temporary or time-limited appointment and is authorized to telework, but the employee is never scheduled to work at, or report at least twice each biweekly pay period to, the regular worksite (or expected to do so in the near future); or

* An employee changes his or her place of residence to a distant location where commuting at least twice each biweekly pay period on a regular and recurring basis to the regular worksite is not possible (i.e., the employee no longer has a residence in the commuting area for the regular worksite and thus cannot reasonably be viewed as being part of the local labor market for the regular worksite).

**Time and Attendance Certification**

**Proper monitoring and certification of employee work time is critical to the success of the program.** Supervisors must certify employee time and attendance to ensure that employees are paid only for work performed and that absences from scheduled tours of duty are accounted for correctly by the employee. The procedures for entering telework hours worked into Quicktime can be found in Appendix 3 of this handbook.

* Absence and Leave: An employee’s participation in the telework program does not alter the governing rules, regulations, and policies concerning attendance, leave, and overtime.
* Telework Schedule: Teleworking provides eligible employees with an opportunity to work at an alternative location on a recurring basis (core) or an irregular basis (situational). Teleworkers will maintain hours of duty consistent with their bureau/office policies and documented in their Telework Agreement.
* Core Telework Schedule: Identifies the specific days each week, pay period, or month during which the employee will perform work at the alternative workplace.

Situational Telework Schedule: Employee and supervisor may agree beforehand when a teleworker is to work at an alternative work-site or situational telework may take place during emergency conditions where no such schedule can be determined beforehand.

* Overtime: Employees may be compensated for overtime, Sunday, holiday or night work performed only with a supervisor’s advance approval.

**Fair Labor Standards Act (FLSA)**

The existing regulations in title 5 U.S.C. and the FLSA governing overtime also apply to telework.

* **Overtime** is time worked at official duties in excess of the scheduled tour of duty that is **ordered and approved by the supervisor** in advance of that work.
* Supervisors should ensure that the employee's Telework Agreement includes a prohibition to working overtime or for other premium pay that has not been approved in advance by the supervisor.
* It is the responsibility of the supervisor to regulate and control the use of overtime.
* Employees are responsible for requesting, **in advance**, approval to work in excess of their normal hours of duty. This is particularly important when employees are working at a remote site without direct supervisory oversight.
* Supervisors must ensure only the work for which it intends to make payment is performed and clear instructions about overtime work and approval requirements should be provided to participating employees.
* Non-exempt teleworkers who work in excess of the hours approved by their supervisor should be counseled, and if the behavior continues, their Telework Agreement should be cancelled and management will consult with their servicing Human Resources Office regarding appropriate action to address this misconduct.
* If requested and approved in advance, employees can extend their work hours to accrue religious compensatory time. Employees must fulfill all the requirements for eligibility for religious compensatory time.

**Labor-Management Relations**

Federal employee unions have a right to negotiate on programs that affect bargaining unit employees' conditions of employment. This right extends to telework. The Office of Personnel Management has consulted on telework with the national offices of Federal employee unions and the Department has fulfilled consultation requirements with the unions that have National Consultation Rights at the Department level (American Federation of Government Employees (AFGE), National Federation of Federal Employees (NFFE) and Federation of Indian Service Employees (FISE). Each bureau or office must ensure that they fulfill all bargaining obligations prior to implementing or changing their telework programs.

**Administrative Leave and Emergency Dismissals,**

Although a variety of circumstances may affect individual situations, the principles governing administrative leave, dismissals, and closings remain unchanged. The ability to conduct work, whether at home, in the office, or at a telework center determines when an employee may be excused from duty. For example, if the employee is working at home and the main office closes for reasons that do not impact the teleworker, the teleworker will continue working at home.

In a situation such as when an employee's electricity fails while working at home, the supervisor should determine the appropriate action on a case-by-case basis. The supervisor may:

* Require the employee to report for work at the traditional worksite;
* Grant administrative leave, particularly if the Government has shutdown due to inclement weather;
* Offer the teleworker the option to take annual leave, earned compensatory time off or earned credit hours under flexible work schedules.

When an employee knows in advance of a situation that would preclude working at home, they should report to the office or request leave.

**Emergency Closures**

Employees with telework agreements can be required to work during emergency closures even if that day is not a regular telework day or a day with specific approval for situational/episodic telework. If a bureau/office chooses to require an employee to telework during emergency closures on a regular telework day or on any day when the bureau/office is closed by an emergency, the requirement should be included as part of the employee's Telework Agreement. On a case-by-case basis, a bureau/office may excuse a telework employee from duty during an emergency if: the emergency adversely affects the telework site, the teleworker is unable to access the alternative telework center, the teleworker faces a personal hardship during the emergency ( the inability of telework center teleworkers to get to the centers, etc.) that prevent him or her from working successfully, or the teleworker's duties are such that he or she cannot continue to work without contact with the regular worksite. If the teleworker cannot find child care because of the emergency, the supervisor may approve leave.

Employees may consult the “Excused Absences in Emergency Situations” Personnel Bulletin for more information. The document can be found at: <http://www.doi.gov/hrm/guidance/PB%2010-05.pdf>. If the link is unavailable, contact your servicing Human Resource Office for the latest guidance.

# Washington, DC Area Closures

DOI employees that work in the Washington Metro area follow the OPM guidelines found in the “Washington, DC, Area Dismissal and Closure Procedures Handbook.” The Handbook is found at: <http://www.opm.gov/oca/compmemo/dismissal.pdf>

If the link is unavailable, contact your servicing Human Resource Office for the latest guidance.

**Telecommunications and Equipment**

Supervisors must identify tools and supplies the employee will need while working at the alternative workplace and ensure that the participating employee has access to the necessary reference sources and other materials. Existing Department and bureau/office IT policies apply to teleworkers.

* Each bureau and office may authorize the use of personally owned equipment or the purpose of telework as long as adequate security procedures are in place to ensure the effective security and management of government owned data.
* Each bureau/office must establish its own policy on purchase and installation of equipment and supplies.
* Some bureau/offices may agree to purchase or install telecommunications equipment, while others, due to budget constraints or other management reasons, may choose not to.
* Bureau/offices may make this decision on a case-by-case basis considering such factors as the nature of the work, availability of existing equipment, etc.
* Each bureau/office must establish its own policy on hoteling, if utilized, ensuring that teleworkers in the hoteling arrangements have access to necessary equipment and information, including files (paper and electronic, as needed), phones, voice mail, e-mail, shared and individual calendars; ensuring that teleworkers in the hoteling space have adequate privacy to accomplish their duties; and coordinating the schedules of hotelers to: 1) manage the shared space and equipment efficiently, and 2) ensure that supervisors and co-workers are aware of where they are and how they can be contacted.

Teleworkers are responsible for the transfer of computers, printers, external back up devices, and other data processing equipment from the office to the home residence and back.

For official Government business only and specific to telework, Bureau/offices may use appropriated funds to pay for telephone or internet installation and service in private residences.

Bureau/offices may also pay for the use of the employee's personal phone for business related long-distance phone calls or purchase calling cards for the employee to use for business use only.

**Government Owned Equipment (GOE)**

GOE, including computers and other telecommunications equipment, may be removed from the Department and used by employees. The Government retains ownership and control of hardware, software, and data.

If GOE is unsecured and consequently damaged by non-employees (for example, dependents) employees may be held liable for the repair or replacement of the equipment, software, etc.

**Employees must use appropriate technology to facilitate telework. If the bureau/equivalent office supplies the employee with a computer, the bureau retains ownership of and control of hardware, software, and data it provides to teleworking employees. Additionally, the Government is not liable for damages to the employee’s personal or real property while he/she teleworks at the alternative workplace, except to the extent the Government may be held liable by the Federal Tort Claims Act or the Military and Civilian Employees Claim Act.**

**Procedures must be established to document the temporary removal of any computer equipment, software, or peripherals from a Department office (i.e., property receipt). The employee is responsible for the safe transfer of loaned equipment to and from the office to his/her residence. A teleworking employee must employ commensurate precautions at home to secure and protect government issued equipment. Employees may be liable for damaged or stolen equipment. Government issued equipment is subject to the same monitoring as GOE at an employee’s official duty station. An employee must ensure that adequate security measures are in place to protect the GOE from being damaged, stolen, or accessed by unauthorized individuals, including other members of the employee’s family.**

**Computer Security**

Supervisors must ensure that the teleworker’s designated worksite has adequate physical or environmental security measures in place to protect the equipment from being accessed by unauthorized individuals.

* Bureaus/offices are required to set-up and inventory equipment in conformity with all applicable Department or Government-wide IT policies.
* Under normal circumstances the addition of non-Government owned or unauthorized hardware or software, such as bulletin board software or peer-to peer file share software to GOE is not authorized.
* The employee must certify in the Telework Agreement that appropriate security measures will be used at all times while mobile. Examples of measures that may be acceptable, depending upon the situation, include denying unauthorized access to the work area or securing the work area by locking it when it is not in use.
* **Bureaus/offices** must ensure adequate property management procedures for their property, whether owned or leased.
* Program officials and/or teleworkers should ensure that only authorized Department personnel are allowed to service government owned and issued equipment.
* Remote access to Government computers presents special security concerns.
* A combination of physical controls, unique user identifiers, passwords, terminal identifiers, access control software, and strict adherence to security procedures is required to protect the information from unauthorized access. Ensure that personal IDs, passwords, access codes, etc. that is assigned to the teleworker should be accounted for and maintained properly.
* Where the hard disk of a workplace computer is inoperable, arrangements must be made to remove sensitive information from the hard disk prior to having the computer serviced.

Teleworkers shall receive adequate training on the use of IT systems and applications needed for effective job performance if requested. This should include any specialized training associated with the effective use of remote access services and other resources needed for working remotely, as well as IT security awareness and responsibility.

**Privacy Act, Sensitive or Classified Data**

Decisions regarding the proper use and handling of sensitive data, as well as records subject to the Privacy Act, are delegated to individual supervisors who permit employees to work at home or a telework center. Off-site access to sensitive data may be permitted provided that the security for such access is adequate.

* Care must be taken to ensure that records subject to the Privacy Act and sensitive non-classified data are not disclosed to anyone except to those who are authorized access to such information in order to perform their duties.
* Bureau/offices allowing employees to access records subject to the Privacy Act from a remote worksite must maintain appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of the records.

Positions or duties that use information from a Privacy Act System of Records (records on individuals retrievable by their name or other identifier) are normally considered not suitable for telework. Management must coordinate with bureau/office records officers, security supervisors, and Privacy Act coordinators to ensure that the records contained in a Privacy Act System of Records may be used for telework. When it is permissible under the Privacy Act System to use covered records in telework, management must develop a privacy plan to ensure that appropriate physical, administrative, and technical safeguards are used to protect the security and confidentiality of such records. Failure to ensure the protection of sensitive information at the alternative workplace may result in termination of the Telework Agreement, at the supervisor’s discretion.

**Records Management Requirements**

No original records should be removed from the official duty station and taken to a telework site. Employees should only work with copies of records at a telework site.

Federal records created or received during the course of official bureau/office business while at a telework site must be maintained, stored, and preserved in accordance with the requirements of the Federal Records Act, the FOIA, the Privacy Act, the Federal Information Security Management Act of 2002, bureau/equivalent office records management policy and bureau/equivalent office Records Retention Schedule. All records must be returned or electronically transmitted back to the official duty station and incorporated into Interior’s official recordkeeping system.

Employees must ensure there are safeguards in place to protect sensitive information. This includes the physical security of paper and electronic records, access controls to the records maintained on the computer, and transmission of sensitive information. Bureaus/offices may provide employees with a locking cabinet to maintain records.

“Loss of DOI equipment and or data must be reported immediately to the employee’s respective helpdesk personnel or IT Security staff.  DOI Computer Incident Response Center (DOI CIRC) personnel are required to report lost Personally Identifiable Information (PII) or Privacy information within one (1) hour to the United States Computer Emergency Readiness Team (US CERT).”

**Ethics and Standards of Conduct**

Employees who telework must:

* Comply with Federal and Department regulations, policies, and procedures for standards of conduct. Failure to comply may result in termination of the Telework Agreement and disciplinary action for misconduct;
* Use GOE for official purposes as outlined in the Department’s Limited Use policy; and
* Complete IT Security Awareness training annually

**Dependent Care**

The telework program is not intended to reduce dependent care costs or serve as a substitute for child care, day care, elder care, or any other type of dependent care. Employees who have small children or adults that require supervision must arrange to have day care or other appropriate dependent care during the work day. Personal distractions such as non-business telephone calls and visitors must be kept to a minimum. However, telework may reduce dependent care costs by reducing the number of hours of care necessary due to time saved commuting. In some cases, it could eliminate the need for before or after school daycare as long as work hours are not used to provide that care.

The opportunity to participate in the DOI Telework Program is offered only with the understanding that it is the responsibility of the employee to ensure that a proper work environment is maintained (e.g., dependent care arrangements are made so as to not interfere with the work, personal disruptions such as non-business telephone calls and visitors are kept to a minimum, etc.). The employee and his/her family should understand that the home office is just that, a space set-aside for the employee to work. Family responsibilities must not interfere (to the extent they are controllable with work time at home.)

**Accommodating Disabled Employees**

The DOI Telework Program may be used to allow employees to recuperate from a work or non- work related medical condition that is not a disability or to provide reasonable accommodation for nonqualified employees. This includes employees who have partially recovered from work-related or other injuries/illnesses and who can perform work on a full or part-time basis from an alternative workplace. When appropriate, employees may be provided reasonable accommodations through telework in accordance with Section 508 of the Americans with Disabilities Act found at <http://www.section508.gov>. More information on accessible technology for persons with disabilities can be found at: <http://www.doi.gov/accessibility.cfm>. If the link is unavailable, contact your servicing Human Resource Office for the latest guidance.

**Safety**

Occupational Safety Health Administration (OSHA) rules govern Federal employee workplace safety. The designated home office work area is the only area in the employee’s residence that is subject to the Government’s potential exposure to liability. The employee must complete a self-certification safety checklist to certify that the work area is safe in accordance with OSHA standards. Management may deny an employee the opportunity to participate in telework or may rescind a Telework Agreement based on safety problems in the home office. With advance notice of at least 24 hours, the supervisor or designee has the right to inspect the alternative workplace before the telework arrangement begins and at periodic intervals during the telework arrangement to ensure that the proposed workplace is safe and fully functional.

Employees must immediately report any work-related accident occurring at the telework site and provide the supervisor with all relevant medical documentation related to the accident. It may be necessary for a bureau/office representative to access the home office to investigate the report.

Teleworkers and/or the bureau/office need to ensure the telework site has an appropriate telework space, with ergonomically correct chair, desk and computer equipment.

**Workers’ Compensation**

Teleworking employees are covered by the Federal Employees’ Compensation Act (FECA), and may qualify for continuation of pay or workers' compensation for an on-the-job injury or occupational illness.

* The supervisor's signature on the request for compensation attests only to what the supervisor can reasonably know as to whether the event occurred at a conventional work site or at an alternative work site (e.g., home or a telework center) during official duty.
* Under normal circumstances, supervisors are often not present when an employee sustains an injury.
* Employees, in all situations, are responsible for informing their immediate supervisors of an injury at the earliest time possible. They must also provide details to the Department of Labor when filing a claim and input any such claim into the Safety Management Information System (SMIS).It is also essential for a supervisor to require the employee to designate one area in the home as the official workstation. The Government's potential exposure to liability is restricted to the designated area.
* Telework arrangements can help to put injured employees back to work and off the compensation rolls. The bureau/office may wish to determine which employees currently on the compensation rolls might be able to perform some portion of their work at home. Accommodations of special equipment or restructuring assignments may enable an employee to resume work and terminate workers’ compensation.

[http://www.usdoj.gov/jmd/ps/wortelecommute.htm - top#top](http://www.usdoj.gov/jmd/ps/wortelecommute.htm#top#top)**Travel**

Travel provisions that apply to employees working at their official duty stations also apply to employees who telework. When an employee’s workplace has been designated his/her official duty station (e.g., he/she teleworks full-time from home or a location outside of the local commuting area where their organization is located), the employee’s bureau/office is responsible for all work-related travel time and costs outside his/her normal commuting time to the telework site-including travel to the location of the employee’s organization..

**Continuity of Operations (COOP)**

Telework can play a vital role in helping the Federal Government preserve its essential functionality during Continuity events, public health emergencies, severe weather situations, and other emergency situations where employees may not be able to work from their normal worksite. Teleworkers and their managers/supervisors should discuss the implications of an unexpected emergency with their managers/supervisors at the time they enter into a telework agreement. Teleworkers should be knowledgeable about their roles and responsibilities during COOP operations and other emergency situations, including:

* When and how to report their individual telework status to their manger/supervisor or bureau/office human resources representative.
* How to continue receiving work assignments from their manager/supervisor, if necessary.

During continuity operations and other emergency situations, teleworkers should continue to perform their duties, if so instructed by their managers, and if the DOI infrastructure continues to support telework capabilities. Teleworkers should expect to receive instructions from a manager/supervisor soon after an emergency situation is declared. A serious disruption at the Interior Complex may require employees on part-time telework status to assume a full-time telework status. Teleworkers should maintain normal working hours during emergencies, unless otherwise directed by a manager/supervisor.

If a disruption affects DOI’s ability to support telework agreements, such agreements may be terminated. Employees would be required to report to an established DOI on-site work facility if needed.

DOI bureaus/offices may determine their own COOP telework policies as appropriate according to 370 DM 226.

**Supervisor COOP Responsibilities**

* Understand the Department and bureau/equivalent office COOP plan and management roles in executing the plan with regards to telework.
* Notify employees designated as essential personnel for Continuity of Operations (COOP) and integrate COOP expectations into telework agreements as appropriate.
* Communicate expectations both to COOP and non-COOP employees regarding the use of telework during emergencies.
* Allow identified personnel who might telework in case of an emergency to telework regularly to ensure functionality.

**Teleworker COOP Responsibilities**

* Maintain a current telework agreement detailing any COOP responsibilities as appropriate.
* Practice telework regularly to ensure effectiveness.
* Be familiar with agency and workgroup COOP and individual expectations during COOP events.

**Appendix I: Telework Agreement**

The telework agreement is critical to the successful implementation of telework. The agreement creates a binding document that lays out the expectations of the employee and supervisor within Department and bureaus/offices policies and/or procedures and, if applicable, collective bargaining agreements.

The supervisor and teleworker, in most cases, should work together to create the telework arrangement and must sign a Telework agreement after required training is completed. In the initial stages of telework, updates to the telework schedule may need to be made after the first few months of teleworking. Employees and supervisors should update and sign the agreement as circumstances change, ideally at least once a year. A copy of the signed telework agreement will be submitted to the servicing Human Resources Office.

Telework agreements **should** be reviewed annually to ensure circumstances have not changed that were in place when the agreement was first signed.

**The following document is a sample telework agreement. Bureaus/offices may create and tailor telework agreements to meet their mission requirements using the guidelines provided below.**

|  |  |
| --- | --- |
|  | **U.S. Department of the Interior****Sample Telework Agreement** |
| The following constitutes the terms and conditions required by the Department of the Interior to establish the necessary assignments, requirements, procedures, and signatures for teleworking.  |
| **Employee** |
| Last Name | First Name | Middle Initial |
|  |
| **Title** | **Series/Grade** |
|  |  |
| **Bureau/Office** |
|  |
| **Telework Type** (Circle or Check ) |
| Core | Situational | Trial |
|  |
| **Designation under Temporary or Emergency Situation** (Circle or Check) |
| Emergency | Mission Critical |
| Each of the elements below must be read and understood by both the supervisor and the employee. Employees and supervisors are encouraged to sit down together to go through the following elements so each individual understands the other’s expectations. Definitions of the elements below can be found in the attachment to this sample agreement. |
| **Element****Number** | **Supervisor Initials** | **Employee Initials** |
|  |  |  |
| **Element 1: Participation** |  |  |
| **Element 2: Salary and Benefits** |  |  |
| **Element 3: Duty Station and Alternative Workplace** |  |  |
| **Alternate Work Place #1 Details**Address :   |  |  |
| Phone (H):Phone (C):  |
| Fax Number: | Alternate E-mail Address: (Personal E-mail Address) |
| **Alternate Work Place #2 Details** |  |
| Address: | Phone (H):Phone (C): |
| Fax Number: | Alternate E-mail Address: (Personal Internet Address) |
| **Element** **Number** | **Supervisor Initials** | **Employee Initials** |
| **Element 4**: **Official Duties** |  |  |
| **Element 5**: **Tour of Duty Trial** |  |  |
| If Supervisor agrees to a trial Tour of Duty, please indicate the months the trial will last and the days the teleworker will work from an alternative site. Indicate the date in which the trial will terminate:  |
| **Element 6**: **Days of Work:**If employee works core telework, please indicate the days the participant shall telework.  |
| Pay Period Week 1 | M | T | W | TH | F |
|  |  |  |  |  |  |
| Pay Period Week 2 | M | T | W | TH | F |
|  |  |  |  |  |  |
| **Element 7:** Time and Attendance |  |  |
| **Element 8:** Changes to Telework |  |  |
| **Element 9:** Leave |  |  |
| **Element 10:** Overtime |  |  |
| **Element 11:** Equipment  |  |  |
| **Element 12:** Security Level |  |  |
| **Element 13:** Records Management Considerations |  |  |
| **Element 14:** Work Area and Liability |  |  |
| **Element 15:** Workplace Inspection |  |  |
| **Element 16:** Alternative Workplace Costs |  |  |
| **Element 17:** Safety and Workers’ Compensation |  |  |
| **Element 18:** Work Assignments/Performance Standards |  |  |
| **Element 19:** Standards of Conduct |  |  |
| **Element 20:** Disciplinary Actions |  |  |
| **Element 21:** Termination of Telework Agreement |  |  |
| **Element 22:** COOP Requirements |  |  |
| **Element 23:** Pandemic/Emergency Closure Requirements |  |  |
|  |
| The effective date of this Telework Agreement is: \_\_\_\_\_\_By signing this agreement, the employee and supervisor certify any required training has been completed.  |
| Employee's Signature  | Date: |
| Supervisor's Signature  | Date: |
| Employee and Supervisor are each required to keep a copy on file.  |
| If telework agreement was denied, Please indicate the reason/s: |
| Eligible for reconsideration: (Check Box) |
| **Yes** when above conditions are addressed |  |  **No** |  |

**Telework Agreement Attachment**

**1. Participation**

Employee agrees to work at the bureau/office approved alternative workplace indicated below (see No. 3) and to follow all applicable policies and procedures. Employee recognizes the telework arrangement is not an employee entitlement but an additional method the bureau/office may approve to accomplish work.

**2. Salary and Benefits**

The employee understands his/her salary and benefits remain the same as those at his/her official duty station.

**3. Duty Station and Alternative Workplace**

The employee understands that his/her official duty station remains \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and that all pay, leave, and travel entitlements are based on the official duty station.

The employee’s approved alternative workplace is:

Address:

Phone Number:

Fax Number:

Cell Phone Number:

Alternate E-mail Address:

(Personal E-mail Address)

GSA Telework Center Location:

**4. Official Duties**

Unless otherwise instructed, employee agrees to perform official duties only at the official duty station or Bureau/Office-approved alternative workplace. Employee agrees not to conduct personal business (e.g., caring for dependents or making home repairs) while in official duty status at the alternative workplace. The Supervisor may choose to attach a general list of duties expected to be performed at the general work site.

**5. Tour of Duty Trial**

Employee and First-Line Supervisor agree to try the telework arrangement for no more than \_\_\_\_ months unless unforeseeable difficulties require earlier cancellation.

**6. Days of Work**

**Core:** Employee agrees to telework the days indicated on the table during the pay period.

**Situational:** If telework is situational (medical telework may be considered situational) the approving bureau/office must follow its applicable procedures for approval of specific days/hours at the alternative workplace.

**7. Time and Attendance**

The bureau/office agrees to ensure the teleworking employee’s timekeeper has a copy of the employee’s work schedule. The supervisor agrees to certify biweekly the time and attendance for hours worked at the alternative workplace in the same manner as if the employee reported for duty at the official duty station. The employee will be required to self-certify time and attendance in a format determined by the supervisor.

**8. Changes to Telework**

Employees who telework must be available to work at the official duty station on their telework day(s), normally with a one-day notice, when management makes a determination their presence is required. The teleworkers may request to telework on an alternative day when they are required to report to the official duty station.

Requests by the employee to change his/her scheduled telework day in a particular week or biweekly pay period must be submitted in advance and approved by management.

A permanent change in the telework arrangement requires a new Telework Agreement.

**9. Leave**

Employee agrees to follow established office procedures for requesting and obtaining approval of leave.

**10. Overtime**

Employee may work overtime for pay only when overtime is scheduled and approved in advance by his/her supervisor. Employee understands there is no compensation for unauthorized overtime work. Administrative or disciplinary action may result if the employee performs unauthorized overtime work.

**11. Equipment/Supplies**

The bureau/office will assess the equipment needed for the employee to accomplish his/her job and determine whether such equipment needs to be supplied to the employee or whether employee-owned equipment can be used. The bureau/office agrees to service and maintain any GOE issued to the telework employee, provide the employee with all necessary office supplies, and reimburse the employee for business-related long distance phone calls.

Employee agrees to protect any Government-owned equipment, use the equipment only for official purposes, report any malfunctions in Government-owned equipment to the supervisor, and to bring such equipment to the official duty station for maintenance and/or repairs if necessary.

**12. Security**

The Employee agrees not to remove classified or proprietary material (hard copy or electronic) from the official duty station and to safeguard all information, including sensitive data, removed from his/her official duty station and/or created at an alternative workplace in accordance with the Federal Records Act, FOIA, Privacy Act, etc. The employee agrees to protect Federal records from unauthorized disclosure or damage and will comply with requirements of the Privacy Act of 1974, 5 U.S.C. 552a.

The use of Government computers at home is a privilege. If the Government provides computer equipment for use at the alternative workplace, the employee agrees to comply with current DOI guidelines, policies and Federal regulations regarding appropriate general use, FOIA, information collection, Privacy Act, Records Management, and Security. The employee also agrees to comply with Interior security procedures and ensure adequate security measures are in place to protect the equipment from being damaged, stolen, or accessed by unauthorized individuals. The employee understands and agrees to accept responsibility and will be liable for damaged or stolen equipment.

The employee must certify in writing the security level of the information used at the alternative worksite according to the security level guidelines in the **DOI Security Policy Handbook**.

Security level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**13. Records Management Considerations**

Employee agrees he/she will ensure that files, records, and reference material used or created at the alternative workplace are properly safeguarded, returned to and incorporated in the official office files as appropriate, to include adherence to the provisions of records management policy, the Privacy Act, Freedom of Information Act, and the Federal Records Act.

**14. Work Area and Liability**

If the alternative workplace is the teleworking employee’s home, he/she agrees to designate one area in the home as the official work or office area for performance of official duties. The employee understands the home office is an area set aside for work, and telework shall not be treated as an opportunity to conduct personal business.

The designated home office work area is the only area in the employee’s home subject to the Government’s potential exposure to liability. The employee must complete a self-certification safety checklist to certify the work area is safe in accordance with Federal Occupational Safety and Health Administration (OSHA) standards.

The employee understands the Government will not be liable for damages to an employee's personal or real property while the employee is working at the approved alternative workplace, except to the extent the Government is held liable by the Federal Tort Claims Act or the Military Personnel and Civilian Employees Claims Act.

**15. Workplace Inspection**

The employee agrees to grant bureau/office representatives access to the alternative workplace during the employee's normal working hours with prior notice of at least 24 hours to ensure proper maintenance of Government-owned property and conformance with safety standards, as necessary.

**16. Alternative Workplace Costs**

The employee understands the Government will not be responsible for any operating costs associated with the employee using his/her home as an alternative workplace such as home maintenance, insurance, or utilities. The employee understands he/she does not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for the Government, as provided for by statute and regulations (e.g., work-related long distance phone calls).

**17. Safety and Workers’ Compensation**

The Employee understands he/she is covered by the Federal Employees’ Compensation Act (FECA) for injuries and work-related illnesses sustained while performing official Government duties at the official duty station or the alternative workplace. The employee agrees to notify the supervisor immediately of unsafe and/or unhealthful conditions and practices at the alternative workplace and personal conditions (physical or mental) that adversely affect his or her ability to perform work in a safe and healthful manner.

The employee agrees to report to his/her supervisor immediately any job-related incident that results in or has the potential to cause injury, illness, or property damage and to complete any required forms. The supervisor accepts the responsibility to investigate the incident immediately and to complete and submit a safety report to the bureau/office safety supervisor. Where internet access is available, the supervisor will enter the report of the incident in the Department’s Safety Management Information System (SMIS) at the Web address <http://www.smis.doi.gov>.

If the link is unavailable, contact your servicing Human Resource Office for the latest guidance.

**18. Work Assignments/Performance Standards**

Teleworking will seldom require major changes in position descriptions or performance standards. The employee agrees to satisfactorily complete all assigned work in accordance with procedures, guidelines, standards, and elements in the employee performance plan issued by the supervisor.

The employee agrees to provide regular reports if required by the supervisor for evaluating performance. The employee understands a decline in performance to less than fully successful may be grounds for canceling the alternative workplace arrangement. The bureau/office agrees to ensure the employee is properly notified of job-related training, conferences, workshops, office meetings, etc as needed.

**19. Standards of Conduct**

While working at the alternative workplace, the employee agrees he/she continues to be bound by all conduct and ethics statutes, regulations and policies that would apply while working at the official duty station.

**20. Disciplinary Actions**

Nothing in this agreement precludes the bureau/office from taking any appropriate disciplinary or adverse action against employees for any conduct issues including issues associated with telework such as failure to comply with terms and conditions of the Telework Agreement as well as other misconduct or abuse.

**21. Termination of Telework Agreement**

The employee understands he/she may voluntarily terminate participation in the telework program at any time with the approval of their supervisor. The employee also understands the bureau/office—following applicable administrative or negotiated procedures—may suspend the Telework Agreement and the supervisor may require the employee to resume working at the official duty station.

Suspension of a Telework Agreement could be for such circumstances as the following:

* The arrangement no longer meets the Bureau/office’s needs.
* The employee does not conform to the terms of the teleworking agreement (e.g., performance standards are not met or conduct is unacceptable).
* Costs of the Agreement become impractical.
* Reassignment causes a change in workload.
* Office vacancies/coverage issues warrant employee’s presence at the official duty station.

**22. COOP Requirements**

The supervisor specifies in the telework agreement employee expectations during a COOP crisis. If the employee is designated as essential personnel, the employee agrees to telework regularly to ensure functionality.

**23. Pandemic/Emergency Closure Requirements**

The supervisor identifies and communicates what the employee’s expectations will be in the event of a pandemic, emergency closure (including weather related closures).

**Appendix 2: U.S. Department of the Interior Work-At- Home Telework Safety Checklist Employee Certification**

The following checklist is designed to assess the overall safety of the alternative workplace. Each telework employee should read and complete this self-certification safety checklist. Upon completion, the checklist should be signed and dated by the participating employee and returned to his/her immediate supervisor. Both the supervisor and employee should retain a copy of this certification for their records.

|  |  |
| --- | --- |
| Employee Name  | Title  |
| Bureau/Equivalent Office Supervisor’s Name  |
| Home Address  | City and State  | Zip Code  |
| Telephone (Home)  | Telephone (Work)  | Telephone (Cell)  |
| Title  | Series, Grade  |
| Describe worksite in home:  |
| I believe the Safety Checklist below is accurate and my home is a reasonably safe place to work. Employee Signature and Date: |
| Supervisor Signature and Date  |

|  |  |  |  |
| --- | --- | --- | --- |
| LIST OF ITEMS/CONDITIONS TO INSPECT – Check Yes, No, or Not Applicable (N/A) as appropriate | YES | NO | N/A |
| 1. Is the workspace free of asbestos-containing materials? |  |  |  |
| 2. If asbestos-containing material is present, is it undamaged and in good condition? |  |  |  |
| 3. To the extent it can be determined, is the work area free of indoor air quality problems? |  |  |  |
| 4. Is the space free of noise hazards? |  |  |  |
| 5. Are temperature, noise levels, and lighting adequate for your normal level of job performance? |  |  |  |
| 6. Is all electrical equipment free of recognized hazards that would cause physical harm (e.g., frayed wires, bare conductors, loose wires, flexible wires running through walls or doorways, exposed wires fixed to the ceiling, missing ground prongs on plugs, etc.)? |  |  |  |
| 7. Will the building’s electrical system permit the grounding of electrical equipment? |  |  |  |
| 9. Are file cabinets and storage closets arranged so drawers and doors do not open into hallways or exit ways? |  |  |  |
| 10. Are the phone lines, electrical cords, and surge protectors secured under a desk or alongside a baseboard? |  |  |  |
| 11. Is there a smoke detector in or near the work area? |  |  |  |
| 12. Is adequate ventilation present for the desired occupancy? |  |  |  |
| 13. Do chairs have any loose casters or wheels? |  |  |  |
| 14. Are the rungs and legs of chairs sturdy? |  |  |  |
| 15. Is the office space neat, clean, and free of excessive amounts of combustibles? |  |  |  |
| NOTE: Employees are responsible for informing their supervisors of any significant change to work area or space. Safe workspace guidelines can be found at: <http://www.osha.gov/SLTC/etools/computerworkstations/index.html>If the link is unavailable, contact your servicing Human Resource Office for the latest guidance. |

**Appendix 3: Tracking Telework through Quicktime**

Employees and timekeepers who use Quicktime should use it to keep track of hours that were used teleworking. First, the servicing Human Resources Office should indicate in FPPS that an employee has a signed telework agreement. The timekeeper must change the employee’s profile to indicate he/she is approved to telework. Then, when completing the timesheet, the employee or timekeeper should click the cursor in the Telework Indicator (TI) column (to the right of the Account Number – see Figure 1, below) to access the Telework Indicator Codes. Choose the appropriate code (See Section 4, below) to indicate the type of telework worked that payroll period and the corresponding number of hours.

Figure 1 - Telework Indicator (TI) Column

Figure 2 shows the list of Telework Indicator Codes, which are indicated by a specific uppercase letter. The list that follows Figure 2 outlines the definitions for these codes. The Telework Indicator Code is to be used by employees or timekeepers in the Quicktime system to indicate the employee’s particular telework status attributed to the specific number of hours during that payroll period.

Figure 2 - Telework Indicator Codes

* A - Frequent Regular Telework Center. Employee teleworks at an established telework center at least 3 days per week on a regular, recurring basis.
* B - Frequent Regular Alternate Telework Center. Employee teleworks at a work site other than an established telework center at least 3 days per week on a regular, recurring basis.
* C - Frequent Regular Employee Home. Employee teleworks at home at least 3 days per week on a regular basis.
* D - Regular Telework Center. Employee teleworks at an established telework center at least 1-2 days per week on a regular, recurring basis.
* E - Regular Alternate Telework Center. Employee teleworks at a work site other than an established telework center at least 1-2 days per week on a regular, recurring basis.
* F - Regular Employee Home. Employee teleworks at home at least 1-2 days per week on a regular reoccurring basis.
* G - Periodic Telework Center. Employee teleworks at an established telework center less than once per week, but at least once a month.
* H - Periodic Alternate Telework Center. Employee teleworks at a work site other than an established telework center less than once per week, but at least once a month.
* I - Periodic Employee Home. Employee teleworks at home less than once per week, but at least once a month.
* J - EMRG/INT COOP Telework Center. For continuity of operations (COOP) purposes, employee teleworks at an established telework center on an emergency/intermittent basis for a period of not more than 30 days.
* K - EMRG/INT COOP Alternate Telework Center. For continuity of operations (COOP) purposes, employee teleworks at a work site other than an established telework center on an emergency/intermittent basis for a period of not more than 30 days.
* L - EMRG/INT COOP Employee Home. For continuity of operations (COOP) purposes, employee teleworks at home on an emergency/intermittent basis for a period of not more than 30 days.
* M - EMRG/INT Pandemic Telework Center. Due to a designated pandemic, employee teleworks at an established telework center on an emergency/intermittent basis for a period of not more than 30 days.
* N - EMRG/INT Pandemic Alternate Telework Center. Due to a designated pandemic, employee teleworks at a work site other than an established telework center on an emergency/intermittent basis for a period of not more than 30 days.
* O - EMRG/INT Pandemic Employee Home. Due to a designated pandemic, employee teleworks at home on an emergency/intermittent basis for a period of not more than 30 days.
* P - EMRG/INT Practice Telework Center. Employee teleworks at an established telework center for a period of not more than 30 days to practice for a continuity of operations (COOP) or pandemic situation.
* Q - EMRG/INT Practice Alternate Telework Center. Employee teleworks at a work site other than an established telework center for a period of not more than 30 days to practice for a continuity of operations (COOP) or pandemic situation.
* R EMRG/INT Practice Employee Home. Employee teleworks at home for a period of not more than 30 days to practice for a continuity of operations (COOP) or pandemic situation.

# Appendix 4: Reporting Requirements

Bureaus and staff offices are required to report telework data quarterly. Reports are due to DOI Human Resources – Telework Coordinator by the 15th of the month after the close of the quarter (e.g. January 15 for the period of October-December).

Telework should be properly recorded in the time and attendance system. Use Table 1 to determine how to report teleworkers.

**TABLE 1 – DOI MANUAL-QUICKTIME REPORTING CROSSWALK**



If an employee is permanently working remotely from their parent organization, report the person as a teleworker in the category of “3 or more days per pay period.” For example, if the employee’s duty station is in Charleston WV and their organization is headquartered in Denver, CO, they would be reported as a teleworker. This requirement is based guidance in the OPM telework guide.