



TELECOMMUTING GUIDE

For (Insert Company Name) Employees



WORKING FROM HOME: INTRODUCTION (SAMPLE LANGUAGE)

It is the policy of (Insert Company Name) to offer most employees the option of working from home, or from an alternative location, providing there is a valid business or personal reason to provide such accommodation.

Either an employee or a supervisor can suggest telecommuting as a possible work arrangement. Full Time employees who have been with (Insert Company Name) for 6+ months are eligible to participate. Employees will not be allowed to telecommute while on a performance improvement plan (PIP).

Because of the many personal and professional variables that can affect the success or failure of telecommuting, requests to work from home are evaluated on a case-by-case basis. Approval is at the discretion of direct managers.

Job performance must remain satisfactory to remain a telecommuter. Management has the right to remove any employee from the program if participation fails to benefit the company's needs, or if personal performance suffers.

All telecommuting arrangements will be instituted on a trial basis for three months, and may be discontinued at any time. Telecommuting schedules must be mutually agreed upon by employee and manager.

If a work from home request is approved, the following documents and forms must be reviewed and completed prior to initiating the telecommuting arrangement;

- Telecommuting Policy
- Telecommuting Equipment Checklist (Signed)
- Telecommuting Workplace Environment Checklist (Signed)
- Telecommuting Agreement/Contract (Signed)
- Supervisor/Employee Checkout List (Signed)
- Working from Home: Best Practices

For any questions regarding our telecommuting policy, please contact your manager.

(INSERT COMPANY NAME) TELECOMMUTING POLICY

Definition & Purpose

Telecommuting is a program under which employees work at a place other than their traditional workplace on specified days, while working at the (Insert Company Name) office the remainder of the time. (Insert Company Name) supports telework to maximize productivity, either by helping to reduce long commutes and/or by eliminating office disruptions.

This policy applies to work outside of the office for one or more days a week or month on a routine basis. The policy does not apply to temporary or occasional work arrangements such as dependent care, inclement weather, recovery from an illness, or caring for an ill family member.

Eligibility & Scheduling

Either an employee or a supervisor can suggest telecommuting as a possible work arrangement. Full Time employees that have been with (Insert Company Name) for 6+ months are eligible to participate on a case-by-case basis.

Employees will be required to keep their agreed upon work hours at home. This regular work schedule can be any of the following: 8am-5pm, 9am-6pm, or 7am-4pm, but ideally will follow (Insert Company Name)'s normal hours of operation. Whenever possible, telecommuters should take lunch from 12 noon to 1 PM.

This agreement will be valid until canceled by either party.

Communication

It cannot be stressed enough that communication and accessibility are critical to making telecommuting work for everyone. While teleworking, the employee shall be reachable by telephone, email, instant messaging (via Microsoft Teams), and SMS text messaging.

If unreachable for any reason, the employee shall return missed calls, emails, and messages as soon as possible, preferably within an hour. While telecommuting, office phones must be forwarded to either the employee's office phone in the home, or cell phone, whichever they prefer.

Telecommuters must also mark their Outlook calendars appropriately, to let coworkers know when they will be working from home. Whenever possible, telecommuting schedules should be uploaded into Outlook at least one month out.

On days when telecommuters are working from home, they must place a sign, clearly visible to others, on their office door and/or desk at (Insert Company Name)'s office, letting coworkers know they are working from home.

Maintenance of Equipment

Any equipment provided by (Insert Company Name) to facilitate telecommuting must be protected against damage and unauthorized use. This equipment will be serviced and maintained by (Insert Company Name), at no cost to the employee, providing the employee provides the proper level of maintenance and protection.

Cost

(Insert Company Name) will not be responsible for any costs (such as utilities) associated with the use of the employee's residence. The employee does not give up any reimbursement for authorized expenses incurred while conducting official business for the employer.

Liability

(Insert Company Name) will not be liable for damages to the employee's property resulting from participation in the telecommuting program. In signing this document, the employee agrees to hold the Company harmless against any and all claims, excluding workers' compensation claims.

Workers' Compensation

The employee is covered by workers' compensation if injured in the course of performing official duties at the telecommuting location.

Verification of Home Safety

In signing this agreement, the employee verifies that the home office provides workspace that is free of safety and fire hazards.

Evaluation

The evaluation of the employee's job performance while telecommuting will be based on established standards. Performance must remain satisfactory to remain a telecommuter. Employees will not be allowed to telecommute while on a performance improvement plan (PIP).

Records

The employee will apply safeguards, approved by (Insert Company Name), to protect records from unauthorized disclosure or damage. All records, papers, and correspondence must be safeguarded for their return to the office.

Curtailment of the Agreement

Job performance must remain satisfactory to remain a telecommuter. Management has the right to remove any employee from the program if participation fails to benefit the company's needs, or if personal performance suffers.

TELECOMMUTING EQUIPMENT CHECK LIST

(MUST BE FILLED OUT AND SIGNED BY BOTH EMPLOYEE AND DIRECT MANAGER)

Location / Hours / Equipment

Official Work Location

(Insert company name)
 (Insert company street address)
 (Insert company city, state and zip code)

Telecommuting Location

 Street Address

 City, State, ZIP

General Work Hours (Provide Separate Schedule If Telecommuting Monthly)

Location	Monday	Tuesday	Wednesday	Thursday	Friday
(Insert Company Name) Office					
Telecommute Office					

Company-Owned Equipment Inventory

(Please include all provided equipment including telephones, cables and accessories.)

Device Description

(ex. mobile phone, laptop, camera)

Brand / Model

(ex. Toshiba / Tecra C40-D1400ED)

Serial Number

(will vary by manufacturer)

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Employee Signature

 Date

Employer Signature

 Date

TELECOMMUTING WORKPLACE ENVIRONMENT CHECKLIST

Describe the designated work area in the telecommuting location:

Telecommuting Workplace Environment Checklist:

	YES	NO
1. Are temperature, noise, ventilation, and lighting levels adequate for maintaining your normal level of job performance?	<input type="radio"/>	<input type="radio"/>
2. Are all stairs with four or more steps equipped with handrails?	<input type="radio"/>	<input type="radio"/>
3. Are all circuit breakers and/or fuses in the electrical panel labeled as to intended service?	<input type="radio"/>	<input type="radio"/>
4. Do circuit breakers clearly indicate if they are in an open or closed position?	<input type="radio"/>	<input type="radio"/>
5. Is all electrical equipment free of recognized hazards that would cause physical harm (frayed wires, bare conductors, loose wires, flexible wires running through walls, exposed wires to the ceiling)?	<input type="radio"/>	<input type="radio"/>
6. Will the building's electrical system permit grounding electrical equipment?	<input type="radio"/>	<input type="radio"/>
7. Are aisles, doorways, and corners free of obstructions to permit visibility and movement?	<input type="radio"/>	<input type="radio"/>
8. Are file cabinets and storage closets arranged so drawers and doors do not open into walkways?	<input type="radio"/>	<input type="radio"/>
9. Do chairs have any loose casters (wheels) and are the rungs and legs of the chairs sturdy?	<input type="radio"/>	<input type="radio"/>
10. Are the phone lines, electrical cords, and extension wires secured under a desk or alongside a baseboard?	<input type="radio"/>	<input type="radio"/>
11. Is the office space neat, clean, and free of excessive amounts of combustibles?	<input type="radio"/>	<input type="radio"/>

Telecommuting Workplace Environment Checklist (cont):

	YES	NO
12. Are floor surfaces clean, dry, level, and free of worn or frayed seams?	<input type="radio"/>	<input type="radio"/>
13. Are carpets well secured to the floor and free of frayed or worn seams?	<input type="radio"/>	<input type="radio"/>
14. Is there enough light for reading?	<input type="radio"/>	<input type="radio"/>
15. Is your chair adjustable?	<input type="radio"/>	<input type="radio"/>
16. Do you know how to adjust your chair?	<input type="radio"/>	<input type="radio"/>
17. Is your back adequately supported by a backrest?	<input type="radio"/>	<input type="radio"/>
18. Are your feet on the floor or fully supported by a footrest?	<input type="radio"/>	<input type="radio"/>
19. Are you satisfied with the placement of your computer and keyboard?	<input type="radio"/>	<input type="radio"/>
20. Is it easy to read the text on your monitor?	<input type="radio"/>	<input type="radio"/>
21. Do you need a document holder?	<input type="radio"/>	<input type="radio"/>
22. Do you have enough legroom at your desk?	<input type="radio"/>	<input type="radio"/>
23. Is the monitor free from noticeable glare?	<input type="radio"/>	<input type="radio"/>
24. Is the monitor eye level?	<input type="radio"/>	<input type="radio"/>
25. Is there space to rest the arms while not typing?	<input type="radio"/>	<input type="radio"/>
26. When typing, are your forearms close to parallel with the floor?	<input type="radio"/>	<input type="radio"/>
27. Are your wrists fairly straight when typing?	<input type="radio"/>	<input type="radio"/>

Employee Signature

Employer Signature

Date

Date



TELECOMMUTING AGREEMENT/CONTRACT

1. Any telecommuting arrangement made will be on a trial basis for the first three months and may be discontinued, at will, at any time at the request of either the telecommuter or the organization.
2. Employees will have an evaluation of telecommuter performance during the trial period (3 months) which will include formal meetings to discuss work progress and problems. At the conclusion of the trial period, the employee and manager will each complete an evaluation of the arrangement and make recommendations for continuance or modifications. If your manager fails, on three or more attempts, to reach you or hear from you within a reasonable amount of time, the telecommuting arrangement will end.
3. Employees who telecommute must have working access to the shared drive before telecommuting can commence.
4. HIPAA and PHI security standards will remain at the highest level while telecommuting, all documents will be saved to the the shared drive and emails containing sensitive personal information will be sent through our secure email tools, without exception.
5. (Insert Company Name) employees must understand that the policies and procedures relating to legal compliance, safety and ethics obligations remain in full force and effect while off-site.
6. All (Insert Company Name) employees are responsible for any company equipment used off-site. The employee may be responsible for the cost of repair or replacement of any equipment if handled in a careles or reckless manner. (Insert Company Name) is not responsible for personal equipment used without express written authorization from the company. (Insert Company Name) accepts no responsibility for damage or repairs to employee-owned equipment and reserves the right to make determinations as to appropriate equipment, subject to change at any time. Any equipment supplied by (Insert Company Name) is to be used for business purposes only. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made.
7. Employees must maintain their work product in a safe and secure environment. Any confidential materials, trade secrets or proprietary information should be maintained under lock and key and appropriately discarded.
8. Employees must help the company protect against computer viruses and use of unlicensed software. Unlicensed (pirated) software may not exist or be installed on computers that are being used for telecommuting.

TELECOMMUTING GUIDE FOR EMPLOYEES

9. Employees must comply with all the safety regulations that apply to an office. That means having a safe work environment free of clutter, exposed wiring, slippery surfaces, and other potential hazards. Any injuries occurred at home, or off-site, are covered by the company's worker's compensation insurance coverage. The reporting requirements for a telecommuter related to a workplace injury are the same as if they worked on company premises.
10. Employees must meet with their manager and agree on the number of days of telecommuting allowed each week, the work schedule the employee will customarily maintain, and the manner and frequency of communication. The employee agrees to be accessible by telephone, email, instant messaging (via Microsoft Teams), and SMS text messaging while telecommuting.
11. If unreachable for any reason, telecommuters shall return missed calls, emails, and messages as soon as possible, preferably within an hour.
12. While telecommuting, office phones must be forwarded to either the employee's office phone in the home, or cell phone, whichever they prefer.
13. Telecommuters must mark their Outlook calendars appropriately, to let coworkers know when they will be working from home. Whenever possible, telecommuting schedules should be uploaded into Outlook at least one month out.
14. On days when telecommuters are working from home, they must place a sign, clearly visible to others, on their office door and/or desk at (Insert Company Name)'s office, letting coworkers know they are working from home.
15. Before entering into any telecommuting agreement, the employee and manager will evaluate the suitability of such an arrangement:
 - **Employee Suitability** The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.
 - **Job Responsibilities** The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
 - **Workplace Adaptability** Equipment needs for out of office work, workspace design considerations, and scheduling issues.

TELECOMMUTING GUIDE FOR EMPLOYEES

16. An appropriate level of communication between the telecommuter and supervisor will be agreed to as part of the discussion process and will be more formal during the trial period. After conclusion of the trial period, the manager and telecommuter will communicate at a level consistent with employees working at the office or in a manner and frequency that seems appropriate for the job and the individuals involved.
17. Employees must maintain a work environment that is free from distractions or interference. This includes having proper day care assistance. Employees are also not allowed to conduct child care, elder care, or similar duties during work hours under any circumstances. Employees are strictly prohibited from performing any work for another employer, such as, but not limited to freelance activities, during normal business hours, including lunch breaks.
18. Telecommuters shall not allow business visitors to their home or off-site work location without the express written permission from their supervisor.
19. Employees entering into a telecommuting agreement may be required to forfeit use of a personal office or workstation at (Insert Company Name)'s office in favor of a shared arrangement to maximize organization office space needs.

This agreement establishes the terms and conditions of telecommuting. I understand and agree to the above.

Employee Signature

Date

Employee's Printed Name

The employee volunteers to participate in the telecommuting program and to follow the applicable guidelines and policies. The employer agrees with the employee's participation.

Supervisor Signature

Date

Supervisor's Printed Name

SUPERVISOR / EMPLOYEE CHECKOUT LIST (SAMPLE)

Action Completed	Date
Employee has read guidelines outlining policies and procedures of the pilot program.	
Employee has been provided with a schedule of core hours.	
Employee has been issued equipment.	
Equipment issued by (Insert Company Name) is documented.	

Equipment Issued (check as applicable)

	YES	NO
Computer	<input type="radio"/>	<input type="radio"/>
Printer/Scanner	<input type="radio"/>	<input type="radio"/>
Monitors	<input type="radio"/>	<input type="radio"/>
Desk	<input type="radio"/>	<input type="radio"/>
Chair	<input type="radio"/>	<input type="radio"/>

Please initial when completed

- Policies and procedures for care of equipment issued by (Insert Company Name) have been explained and are clearly understood.
- Policies and procedures covering classified, secure, or privacy act data have been discussed, and are clearly understood.
- Requirements for an adequate and safe office space and/or area have been discussed, and the employee certifies those requirements are met.
- Performance expectations have been discussed and are clearly understood.
- Employee understands that the supervisor may terminate employee participation at any time, in accordance with established administrative procedures and union negotiated agreements.

Employee Signature

Supervisor Signature

Employee's Printed Name

Supervisor's Printed Name

WORKING FROM HOME: BEST PRACTICES

1. SET A DESIGNATED WORK AREA.

Though this may seem trivial, choosing a spot in your home that is designated for working from home is an important step you can take to set yourself up for success. Choose a spot that you can work from every day that you are working from home. This could be spare bedroom that you've turned into a home office, a desk located in the corner of the living room or even the dining room table. However, you should try to stay away from working in your bed or on the couch, as these areas are associated with relaxation in your brain, which could negatively impact your productivity.



Make sure your workspace functions efficiently for you and your work style. Treat your home work area as you would an office cubicle. Make your workspace a place you enjoy going to each day, an area where you can focus and do your best work.

2. PLAN AND TEST COMMUNICATIONS.

To ensure that you aren't left out of the loop, make sure to schedule regular meetings and communications with your team, supervisors and managers. It can be easy to feel disconnected with what's going on in the office, so remaining engaged with your co-workers is key. Communications can include the following:



VIRTUAL
MEETINGS



PHONE CALLS



INSTANT
MESSAGING

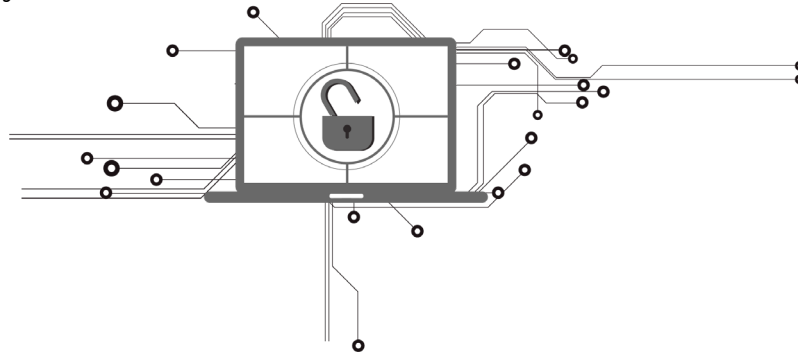


REGULAR
EMAILS

Of course, make sure that your communication method of choice functions properly before you consistently telecommute.

3. MAKE SURE YOUR NETWORK AND WORK PROGRAMS ARE PROTECTED.

Telecommuting introduces another set of potential cyber security risks. Make sure you speak with your manager about cyber security and strategies you can use for mitigating the risk of a cyber-attack while you are working from your home.



4. DRESS LIKE YOU'RE GOING TO WORK IN THE OFFICE.

The way you dress has been proven to affect you psychologically. This means that although it may sound like a great idea to work from home in your pajamas, in reality, it isn't. While you do not need to dress up in business formal attire if you are working from home, you should take the time to shower, brush your teeth and get ready for the day. Aim to dress in casual—not sloppy—attire.



5. AVOID DISTRACTIONS AND STAY ON TASK.

One big challenge of telecommuting is accountability. Without co-workers or managers nearby, it's easy to become distracted and fall behind on work. Remember that working from home is a privilege, and that it will become apparent if you are not putting in the same effort into your work at home as you did in the office.

Stay focused on work throughout the day to maintain consistent productivity. Avoid online distractions as well. Limit the time spent on email, social media and websites unrelated to work. Set a timer on your phone or computer if necessary.



6. EVALUATE YOURSELF PERIODICALLY.

To ensure that telecommuting is working for you, be sure to conduct self-assessments periodically. Things to include in your assessment could include the following:

- What is working as far as your hours?
- What are you accomplishing in the office versus out of the office?
- Are you meeting all your deadlines?
- Are you feeling connected with your co-workers?



7. REMEMBER TO TAKE BREAKS WHEN YOU NEED TO.

Just like you are encouraged to take breaks while you're in the office, remember to allow yourself time throughout the day for quick breaks. If you need a short break to gather your thoughts, try walking around the house or down the street, stretching, or making a snack or meal.

If you need to take a longer break or socialize, plan time in your schedule for this. A major advantage of working from home is having flexibility. Before you take an hour or two out of your day, though, make sure to communicate and check with your manager so that you remain compliant with company policies.

8. BE HONEST WITH YOURSELF.

Telecommuting is not a viable option for every employee. If you find that working from home is negatively impacting your productivity or making you feel disconnected from your team and your work, speak to your manager.

