

**Management System: Human Resources Advisory Office**

**Subject Area Description: Employee Benefits/Quality of Work Life**

**Program Description: Telework**

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**Subject Matter Expert:** Human Resource Advisory Office

**Issue Date:** 02/06/17  
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**1.0 Purpose/Introduction**

The purpose of this Program Description is to establish the requirements and responsibilities for the telework program. The goals of the program are to reduce energy consumption and emissions by avoiding commuting to work, limit employee travel in hazardous weather, improve employees’ work life, balance work-life needs, and ensure continuity of operations during emergency situations without sacrificing productivity. This program applies across the EMCBC at both the Cincinnati office as well as the Field Operation Site offices, and is applied at the discretion of the Field Operations Directors. This program may also be adopted by Service Level Agreement (SLA) sites, at their discretion.

**2.0 Policies**

1. PO-HRAO-322-01, EMCBC Work Schedule and Hours of Duty
2. PO-OD-322-02, EMCBC Telework Policy

**3.0 Roles and Responsibilities**

EMCBC Director	<ul style="list-style-type: none"> <li>• Establishes the EMCBC Telework Policy and Program Description.</li> </ul>
EMCBC Director/Deputy Director/Field Operations Directors	<ul style="list-style-type: none"> <li>• Approves or disapproves the Medical Telework Applications, and extensions thereof, in writing;</li> <li>• Provides a brief written rationale to employee of reason for any disapproval.</li> </ul>
Supervisors	<ul style="list-style-type: none"> <li>• May participate in routine telework one day per pay period.</li> <li>• Completes on-line manager training via the joint Office of Personnel Management (OPM) - Government Services Administration (GSA) website <a href="http://www.telework.gov/">http://www.telework.gov/</a> and provides Completion Certificate to EMCBC Telework Program</li> </ul>

	<p>Coordinator. Note: course needs to be taken only once prior to entering into a telework agreement with any subordinate.</p> <ul style="list-style-type: none"> <li>• Requests approval for himself/herself to work on a Situational or Medical (but not Routine) telework agreement by submitting package to the EMCBC Telework Program Manager for the EMCBC Director's/Deputy Director's approval or disapproval. All steps for employee package and training (Section 4) must be followed.</li> <li>• Identifies and provides the names of Continuity Emergency Response Group (CERG) employees to Continuity of Operations (COOP) Coordinator, Office of Technical Support and Asset Management.</li> <li>• Ensures CERG employees have been approved for Situational Telework for emergency situations. Ensures that all employees have been issued a Telework Eligibility notice (See 7.3.1) and issues a new notice when an employee's assignment changes significantly, as evidenced by a new or revised performance plan with different critical elements.</li> <li>• Requires certificate from employee for completion of telework training via the joint OPM-GSA website <a href="http://www.telework.gov/courses">http://www.telework.gov/courses</a> at time of employee's submission of initial telework package, and provides each employee's certificate with the telework package to the EMCBC Telework Program Manager.</li> <li>• Approves or disapproves Routine and Situational telework packages, and extensions thereof, in writing, within five (5) business days of receipt. (See 7.3.2 and 7.3.4)</li> <li>• Concurs or non-concurs with the request for Medical telework, and extension thereof, in writing, within five (5) business days of receipt. (See 7.3.3 and 7.3.5)</li> <li>• Maintains a copy of all approved telework packages and extensions in the Supervisor's Personnel File under File Code ADM 01-18-A, and provide a copy, without medical documentation, to the applicable timekeeper. Information in the Supervisor's Personnel Files is sensitive and must be protected accordingly.</li> <li>• Analyzes, evaluates and forwards signed EMCBC Telework packages to the EMCBC Telework Program Manager within five (5) business days of receipt of package from requesting employee.</li> <li>• Provides the original telework packages, extensions, and change in alternative designated worksite forms to the EMCBC Telework Program Manager.</li> <li>• Notifies timekeeper and EMCBC Telework Program Manager in writing of early termination of telework agreement (See 7.3.8).</li> <li>• Ensures employees do not telework before all training has been completed and without an approved telework package.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Approves or disapproves Situational Telework, in the Flexiplace Tracking System, specific days to work under an already approved Situational Telework package, and copies timekeeper on approval/disapproval.</li> <li>• Ensures that any EMCBC Telework/Flex employees working on Personally Identifiable Information (PII) complete the Cyber Security training prior to teleworking.</li> <li>• Approves or disapproves EMCBC Change in Telework Alternative Designated Worksite, for Routine and Situational telework and concurs or non-concurs for Medical Telework (See 7.3.6).</li> <li>• Approves or disapproves employee’s request to work more than one day a week under Situational Telework.</li> <li>• Approves telework, work schedules and tours of duty in accordance with policy and Collective Bargaining Agreement(s).</li> <li>• Approval of telework forms during annual recertification process.</li> </ul>
<p>Employees</p>	<ul style="list-style-type: none"> <li>• Completes on-line Employee Telework Training at the joint OPM-GSA website at <a href="http://telework.gov">http://telework.gov</a> and includes certificate of completion with telework package.</li> <li>• Completes on-line Cyber Security Training in the On-Line Learning Center (OLC).</li> <li>• Submits the completed telework package to include applicable Telework forms from the EMCBC Services forms page or Related Information within the Management System Description (MSD) database, to his/her immediate supervisor at least ten (10) workdays prior to requested effective date.</li> <li>• Once training is completed and teleworking is approved, employee will in accordance with approved plan:             <ul style="list-style-type: none"> <li>○ Request approval to Situational telework on specific days through the Flexiplace Tracking System located on the EMCBC Services page. If supervisor is out of the office, employee is responsible for notifying the designated supervisor by e-mail for approval.</li> <li>○ Satisfactorily complete all assigned work as agreed upon with supervisor and according to standards and guidelines in the employee’s performance plan.</li> <li>○ Properly document days of telework on his/her daily Time and Attendance record in the Automated Time Attendance and Production System (ATAAPS).</li> <li>○ Secure all official information, and protect any issued DOE equipment and property. Notify supervisor and security of any loss or compromised information, and the Office of Information Resource Management (IRM) of lost or broken DOE equipment.</li> <li>○ Notify supervisor, timekeeper and Servicing Human Resources Specialist in writing of early termination of</li> </ul> </li> </ul>

	<p>telework agreement.</p> <ul style="list-style-type: none"> <li>○ Adhere to all terms of the telework agreement, including ensuring that no child or dependent care is being conducted while on telework.</li> <li>○ Ensure that teleworking is not accomplished after the expiration date of the agreement unless an extension is requested and approved prior to the expiration of the agreement or a new agreement is submitted and approved (See 7.3.4 and 7.3.5).</li> </ul> <ul style="list-style-type: none"> <li>● During mid-year and annual performance reviews, supervisors and employees should review telework agreements and make appropriate changes. Significant changes in work duties or in supervisors will necessitate new telework agreement(s).</li> <li>● Complete EMCBC Change in Telework Alternative Designated Worksite (see 7.3.6) when an employee’s alternative worksite changes.</li> <li>● If identified by supervisor as a Continuity of Operations Emergency Relocation Group (CERG) employee, completes the EMCBC Telework application package in accordance with DOE O 150.1A, Continuity Programs.</li> <li>● Notifies the supervisor immediately of any accident or injury at the alternative designated worksite, provides details of the accident or injury and completes the Department of Labor (DOL) Form CA-1, Federal Employee’s Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation.</li> </ul>
<p>EMCBC Telework Council</p>	<ul style="list-style-type: none"> <li>● Provides advice and assistance to the EMCBC Management Team (EMCBC Director, Deputy Director, Field Operations Directors, Assistant Directors, and Supervisors).</li> <li>● Serves as an advocate for telework by eliminating barriers, improving proficiency through advancements in technology, and evaluating and recommending training needs.</li> <li>● Supports the revision, enhancement, and implementation of the EMCBC Telework Program.</li> <li>● Serves as one of the EMCBC’s conduits of communication between management and employees in regards to telework matters.</li> </ul>
<p>EMCBC Telework Program Manager</p>	<ul style="list-style-type: none"> <li>● Maintains local EMCBC Telework Policy.</li> <li>● Ensures that updated telework forms are provided to appropriate individual for posting on the EMCBC Services forms page.</li> <li>● Provides the Emergency or Continuity Emergency Response Group Employee EMCBC Telework Application, Agreement &amp; Safety Checklist (See 7.3.2) to identified employees for completion, and maintains completed forms.</li> <li>● Reports telework data annually to DOE Headquarters in the Call for Telework Data, as well as any other periodic requests for similar data.</li> </ul>

	<ul style="list-style-type: none"> <li>• Establishes and maintains official telework files under File Code ADM-01-42-A for the program and Individual Employee Telework Agreement Files.</li> <li>• Reviews telework packages and notifies employee and supervisor of any incomplete requirements for teleworking that have been submitted, and provides advice/support for completing them correctly.</li> <li>• Provides guidance and assistance to supervisors, timekeepers, and employees, as needed.</li> <li>• Provides Medical Telework Requests to the EMCBC Director for final approval or disapproval.</li> <li>• Provides employee and supervisor a copy of approved telework packages.</li> <li>• Coordinate annual telework recertification process (collection of telework forms)</li> </ul>
Human Resources Advisory Office	<ul style="list-style-type: none"> <li>• Advise Program Management on local telework policies</li> <li>• Provide advice and guidance on alternate work schedules and tours of duty (e.g., Telework, Gliding Schedule, etc.)</li> <li>• Coordinates quarterly review of the Telework Program</li> </ul>

## 4.0 Approach

4.1 More than one type of telework agreement may be in place for a particular employee. For example, an employee may request a Routine Telework Agreement plus a Situational Telework Agreement for things such as hazardous weather conditions. The same employee may also request a Medical Telework Agreement for the time period during which a medical condition hampers ability to use the official duty station but does not hamper ability to perform normal work duties.

4.2 The EMCBC assumes no responsibility for any operating costs, to include home maintenance, insurance, and utilities, associated with an employee using his or her personal equipment and residence as an alternative worksite, except to the extent the Government is held liable by the Federal Tort Claims Act.

4.3 Related to Workers Compensation and Other Liabilities, employees who are directly engaged in performing the duties of their jobs are covered by the Federal Employees Compensation Act (FECA) regardless of whether the work is performed on the agency's premises or at an approved alternative worksite.

4.4 Supervisors reserve the right to require employees to report to the official duty station on scheduled telework days, based on operational requirements. If a routine telework day is missed, a situational telework request can be approved, at the discretion of the supervisor, as an alternate for that missed routine day, as telework is a privilege and not a right.

- 4.5 Non-concurrences, denials and terminations are based on business reasons, poor performance, or misconduct. In cases where the telework is based upon a reasonable accommodation request, the request should be accommodated unless it would cause the Department “undue hardship.” (see SAP-OCRD-311A-03, Request Reasonable Accommodation )
- 4.6 Telework agreements are limited to the current supervisor/employee reporting relationship and may be honored when a change in supervisory relationship occurs. The new supervisor reserves the right to require a resubmission of a telework application.
- 4.7 The EMCBC will make maximum use of Telework to continue essential EMCBC operations during a natural, national, or local emergency that makes the EMCBC official duty station unavailable.
- 4.7.1 The EMCBC Director/Deputy Director, and Field Operations Site Directors, or his/her duly authorized designee will determine if an emergency situation is present and the appropriate action to continue EMCBC operations.
- 4.7.2 The EMCBC Cincinnati office will utilize the severe weather communication tools to communicate to essential employees when an emergency has been declared by the EMCBC Director/Deputy Director and if DOE-Flex has been implemented to continue EMCBC essential operations.
- 4.7.2.1 In cases when the office is operational and weather emergencies have been declared in other locales within the EMCBC commuting area, the EMCBC will operate under an Unscheduled Leave and Unscheduled Telework policy. In this case, employees may use different forms of leave, request approval to change their tour of duty for the day, or change their AWS day off if it hasn't already occurred during the pay period.
- 4.7.2.2 Employees are responsible for communicating with their supervisor to notify them of their situation, including (as appropriate) their intention to use leave or telework in accordance with PO-OTSAM-151-04, EMCBC All Hazards Work Reporting/Commuting Policy.
- 4.7.3 EMCBC Field Operations Directors will follow applicable site office procedures.
- 4.8 The existing rules on tour of duty (PO-HRAO-322-01, EMCBC Work Schedule and Hours of Duty) apply to Teleworking employees. Telework will be performed during an employee's regularly scheduled work hours unless supervisory approval is received in advance. Management approves the employee's work schedule including the days and times that the employee will work at their official duty station and/or their alternative work site.

4.9 Once the situational telework package is approved, requests for situational telework on specific days are accomplished through the Flexiplace Tracking System. This system will only be used for requesting telework and employees are not required to place accomplishments into the system. If a partial day is requested, employees will indicate such in the Flexiplace Tracking System.

## **5.0 Requirements**

5.1 Employees must have a current annual performance rating of “meets expectations” or higher to be eligible for participation and continued participation in the telework program. New employees are assumed to be at a “meets expectation” level until they are notified otherwise by the supervisor (e.g., performance counseling session, progress review, annual rating). Additionally, employees must have portable work and not be under sick leave restriction, or on a Performance Assistance Plan (PAP) or a Performance Improvement Plan (PIP). The only exclusion to above requirements is in the case of Situational telework for a pandemic event.

5.2 Employees should show a demonstrated ability to work independently and have a minimum orientation time of 90 days in their current position for all new employees and existing employees (as determined by the supervisor).

5.3 Employees are not eligible to telework if they have been officially disciplined for one of the following and for the period of time the action is documented in the official personnel file.

5.3.1 Being absent without permission (AWOL) for any part of a day for more than 5 days and/or officially disciplined for more than 5 days for being AWOL in any calendar year, or 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 Government computer or while performing official Federal Government duties.

5.4 Employees will complete a Self-Certification Safety Checklist to affirm their alternate workstation meets the safety requirements. Once the checklist is submitted and approved, employees will not have to re-certify unless an address change occurs.

5.5 All record material, regardless of media created or received while on Telework are the custody of DOE in accordance with appropriate records management regulations. Records that are sensitive or confidential, or otherwise have disclosure limitations such as records subject to the Privacy Act may not be disclosed to anyone except those authorized access as a requirement of their official duties and responsibilities.

5.6 All EMCBC Offices shall ensure that appropriate physical, administrative, and technical safeguards are used to protect the security and confidentiality of such records. Only non-record copies of such documents may be removed from the EMCBC official duty station, and they may be taken only on a temporary basis and not permanently stored out of the

official duty station. Under no circumstances are employees authorized to perform work on classified information while teleworking.

5.7 Employees on a work-at-home Telework arrangement will supply their own computer, high speed internet connection and have approved spyware, malware, and virus protection in accordance with Information Resource Management (IRM) technical specifications. Employees issued EMCBC laptops for job-related purposes may use a laptop for teleworking.

5.7.1 EMCBC laptops will not be issued for the sole purpose of teleworking.

5.7.2 Requests for laptops as part of a reasonable accommodation request will be considered on a case-by-case basis.

5.7.3 EMCBC will supply access to network drives, EMCBC management systems, and other EMCBC applications, which include word processing, spreadsheet and other such software through the remote server.

5.7.4 Office phones shall be forwarded by teleworking employees to an alternate phone number (e.g., home/cell) to ensure the employee can receive communications, and teleworking employees must provide their supervisor with a phone number for their alternative work site.

5.8 While teleworking, employees must be able to access the EMCBC remote system website and all other IT applications that are necessary for them to perform their work duties.

5.8.1 Teleworking employees must be connected to the EMCBC remote system as necessary to perform their work duties.

5.8.2 If connection with the EMCBC remote system cannot be made, employees must immediately notify the IT Help Desk and their supervisor.

5.8.3 If the connectivity issue is on the part of the employee and cannot be readily rectified, then the employee may be required to report to the office or take requisite leave as agreed upon with the supervisor.

5.9 Employee's teleworking will use "door signs" on office doors to indicate when they are teleworking and the corresponding contact information.

5.10 If early dismissal is authorized at the official duty station for inclement weather or an emergency situation, the teleworker continues teleworking until the end of the workday or requests appropriate leave/time-off for the remainder of the workday



## **7.0 Exhibits**

### 7.1 REQUIREMENTS:

7.1.1 DOE O 150.1, Continuity Programs

### 7.2 REFERENCES:

7.2.1 SAP-OCR-311A-03, Request Reasonable Accommodations

7.2.2 PO-OTSAM-151-04, EMCBC All Hazards Work Reporting/Commuting Policy

7.2.3 PO-HRAO-322-01, EMCBC Work Schedule and Hours of Duty

7.2.4 Department of Labor (DOL) Form CA-1, Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation

### 7.3 FORMS:

7.3.1 PD-OD-322-03-F1, EMCBC Employee Telework Eligibility Notification

7.3.2 PD-OD-322-03-F2, EMCBC Routine/Situational Telework Application, Agreement & Safety Checklist

7.3.3 PD-OD-322-03-F3, EMCBC Medical Telework Application, Agreement & Safety Checklist

7.3.4 PD-OD-322-03-F4, EMCBC Extension of Routine/Situational Telework Agreement

7.3.5 PD-OD-322-03-F5, EMCBC Extension of Medical Telework Agreement

7.3.6 PD-OD-322-03-F6, EMCBC Change in Telework Alternative Designated Worksite

7.3.7 PD-OD-322-03-F7, EMCBC Telework Recertification

7.3.8 PD-OD-322-03-F8, EMCBC Change in Routine Telework Schedule

7.3.9 PD-OD-322-03-F9, EMCBC Telework Termination Notification

**8.0 Definitions** – See the Master Definitions List located at the top of the Management System Descriptions

**EMCBC RECORD OF REVISION**

**DOCUMENT TITLE: Telework**

If there are changes to the controlled document before the two-year review cycle, the revision number stays the same; one of the following will indicate the change:

**I** Placing a vertical black line in the left margin adjacent to sentence or paragraph that was revised; or

**I** Placing the words GENERAL REVISION at the beginning of the text. This statement is used when entire sections of the document are revised.

If changes and updates occur at the two-year review cycle, the revision number increases by one.

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<b>Rev. No.</b>	<b>Description of Changes</b>	<b>Revision on Pages</b>	<b>Date</b>
0	Update in new format	All	2/6/2017