

[INSERT COMPANY LOGO HERE]

# Telecommuting Guidelines

## TELEWORK AGREEMENT

From time to time, [Insert Company Name] may permit employees in qualified positions to work from home and telecommute. Our expectation is that you are working during your normal shift hours so that you can be contacted by your supervisor and coworkers.

For some of you, changing to working from home will be seamless; for others the change will be much more challenging. We ask that you support each other in all ways necessary to ensure that all of us maintain a consistent workflow and continue to be productive and resourceful during this time.

Below are guidelines to assist you in being a successful virtual employee:

- Establish a daily routine and stick to it. Routinely check your calendar and allow enough time to dial in promptly for video and teleconferences.
- Be a good communicator and collaborator. Check in frequently with you co-workers if you have questions, just as you would in a normal office environment.
- Accountability is important. Determine with your manager how often you need to check in with status updates.
- Be a good self-advocate. If something is not working, speak with your supervisor or manager.

### TIMEKEEPING

If you are a non-exempt (hourly) employee you are expected to follow [Insert Company Name's] policies for timekeeping and include meal and rest periods.

### INFORMATION SECURITY

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment. Maintain information security by not transferring confidential company information to personal devices. The employee shall not use any company provided equipment at home for personal use or allow people outside the company to use company equipment for personal use. Employees should take care to use secured Wi-Fi networks while telecommuting. Using public or open Wi-Fi networks is strongly discouraged as this is a common attack vector into corporate networks. Employees shall follow all in office policies related to web usage and prohibited websites.

### TERMS OF TELEWORK AGREEMENT

Work schedules and hours of duty may be modified as necessary but are subject to management procedures and approval. A copy of the employee's approved work schedule should be kept on file with the

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signed telework agreement. In an emergency, the teleworker's work hours may be subject to change. Emergency schedules are created based on mission needs.

In advance of signing this Telework Agreement, the supervisor and employee will discuss:

- a. Office procedures (e.g., procedures for reporting to duty, procedures for measuring and reviewing work, time and attendance, procedures for maintaining office communications)
- b. Safety, technology, and equipment requirements
- c. Performance expectations.

Employee will not work in excess of the prescheduled work hours (e.g., overtime, holiday work, or Sunday work) unless he or she receives permission from the supervisor. By signing this form, the employee acknowledges that failure to obtain proper approval for overtime work may result in cancellation of the telework agreement and may also include appropriate disciplinary action.

Teleworkers may be required to return to the regular worksite on scheduled telework days based on operational requirements. In situations where the employee is called to return to the office outside normal work hours, the recall shall be handled in accordance with established policy.

The employee agrees to comply with the terms of computer software license and copyright agreements, and computer virus protection requirements and procedures.

The employee may be reimbursed for authorized expenses (e.g., installation of broadband or telephone lines) incurred while conducting business for [Insert company name].

[Insert company name] may inspect the home worksite by a pre-arranged appointment. If [Insert company name] has reason to suspect that safety standards are not being met, [Insert company name] may terminate this agreement.

[Insert company name] is not liable for damages to an employee's personal or real property while the employee is working at home.

Any accident or injury occurring at the alternative workplace must be brought to the immediate attention of the supervisors who will investigate all reports as soon as is practical following notification.

Management will terminate the telework agreement should the employee's performance or conduct not meet the prescribed standard or the teleworking arrangement fails to meet organizational needs. The employee may be required to work at the regular worksite on scheduled telework day(s) if necessary.

### **LET'S KEEP EACH OTHER ACCOUNTABLE:**

**Telework must be approved in advance.**

**Deliverables need to be approved before starting telework.**

**Teleworkers must answer all phone inquiries within one hour.**

**Teleworkers must respond to all direct emails from their supervisor within one hour.**

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## HOME OFFICE SAFETY GUIDELINES

[Insert company name] is committed to providing all employees with a safe and healthy work environment. Because employees work from home in a virtual office, it is each employee's responsibility to keep his or her work area free from potential hazards, and to request assistance when necessary to achieve this goal.

[Insert company name] requests that teleworkers follow these guidelines for your home office:

- The space should be adequately ventilated
- The space should be relatively quiet and free of distractions
- All electrical equipment should be free of recognized hazards that could cause physical harm (e.g. frayed wires, bare conductors, loose wires, etc.)
- Computer equipment should be connected to a surge protector
- Aisles, doorways, and corners should be free of obstructions to permit visibility and movement
- File cabinets and storage closets should be arranged so drawers and doors do not open into walkways
- The space should not be crowded with furniture
- Phone lines, electrical cords, and extension wires should be secured under a desk or alongside a baseboard
- Floor surfaces should be clean, dry, level, and free of worn or frayed seams
- Computer workstations should follow ergonomic standards to prevent eye irritation, back, neck or shoulder pain, or other cumulative stress or trauma disorders.

### ACKNOWLEDGMENT:

I have read the [Insert company name] Telecommuting Guidelines and understand the expectations to perform my job remotely.

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Employee Print Name

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Employee Signature

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Date

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## HOME OFFICE SAFETY CHECKLIST

Item	Safety Feature	Yes	No
1.	Temperature, ventilation, lighting, and noise levels are adequate for maintaining a home office.		
2.	Electrical equipment is free of recognized hazards that would cause physical harm (frayed, exposed, or loose wires; loose fixtures; bare conductors; etc.).		
3.	Electrical system allows for grounding of electrical equipment (three-prong receptacles).		
4.	Office (including doorways) is free of obstructions to permit visibility and movement.		
5.	File cabinets and storage closets are arranged so drawers and doors do not enter walkways.		
6.	Phone lines, electrical cords, and surge protectors are secured under a desk or alongside a baseboard.		
7.	If material containing asbestos is present, it is in good condition.		
8.	Office space is free of excessive amount of combustibles, floors are in good repair, and carpets are well secured.		
	I verify that this safety checklist is accurate and that my home office is a reasonably safe place to work.		
10.	Employee Signature _____		
11.	Date: _____ Time: _____		

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## TECHNOLOGY EQUIPMENT CHECKLIST

1.	COMPUTER EQUIPMENT	Required	Ownership	Condition
	LAPTOP			
	DESKTOP			
	OTHER			
2.	NETWORK ACCESS			
	VPN			
	RDP			
3.	CONNECTIVITY			
	DIALUP			
	BROADBAND			
4.	REQUIRED ACCESS CAPABILITIES			
	EMAIL			
	INTERNET			
	CS AUTOMATION VENDOR			
5.	OTHER EQUIPMENT			
	COPIER			
	SCANNER			
	PRINTER			
	CELL PHONE			
	OTHER			

### INSTRUCTIONS TO CHECK VOICEMAIL REMOTELY [Customize as necessary – see example below]

1. To check your voicemail, dial your direct phone number.
2. When you hear the recording, start press (\*\*) the system will ask you for the mailbox number.
3. Your mailbox number is your extension. Enter your 3-digit extension
4. The system will ask for your pass code. Enter your 6-digit passcode.
5. You are now logged into your voicemail and can check your messages.

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## VPN ACCESS INSTRUCTIONS [Customize as necessary – see example below]

[List products needed to access VPN] For example: On your desktop you will find access to the SSL VPN client. Follow the step-by-step instructions below to connect to the network VPN. **If the software is already installed on your laptop, or you have used the VPN before, you can jump to Step 9.**

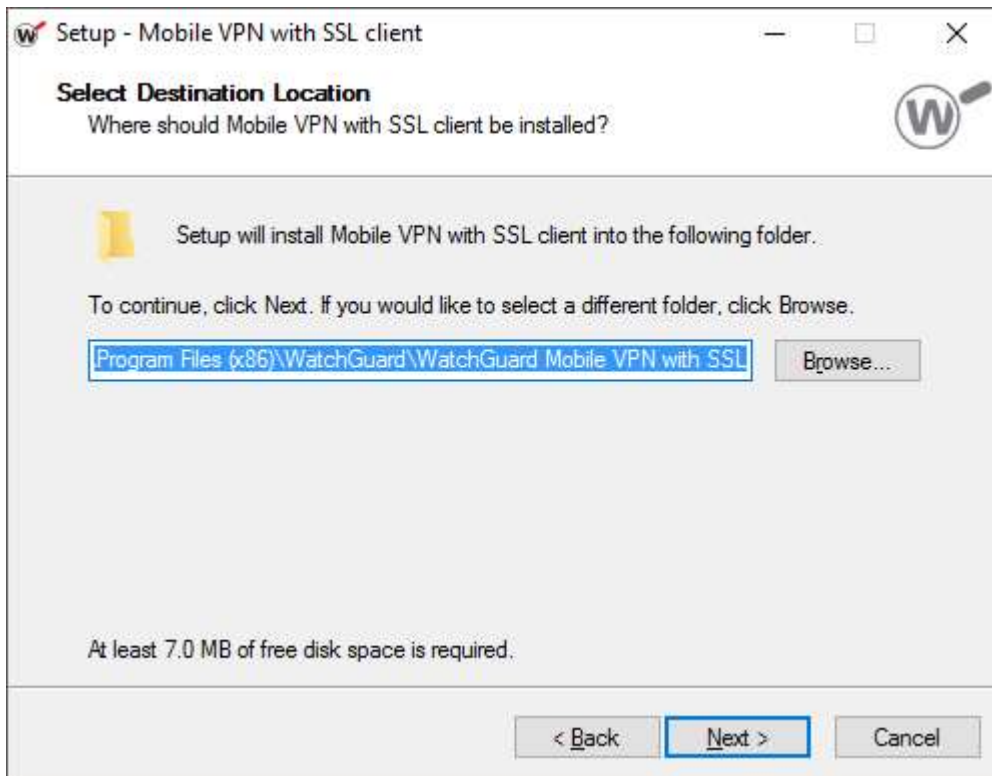
1. Click Next



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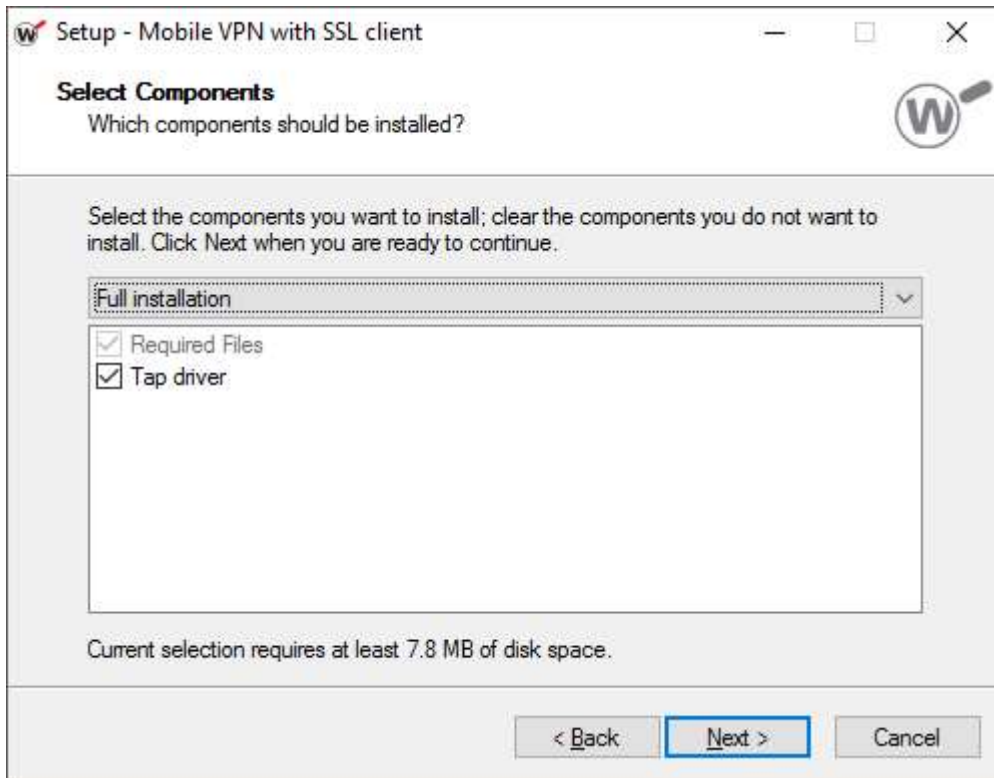
2. Click Next



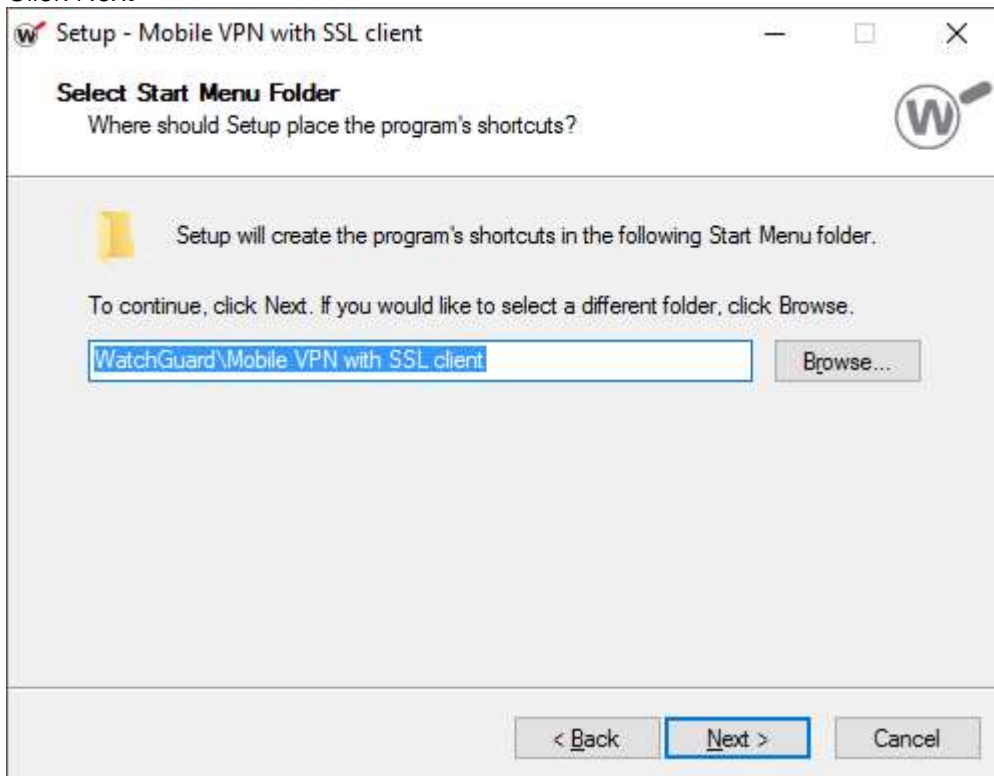
3. Click Next

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4. Click Next

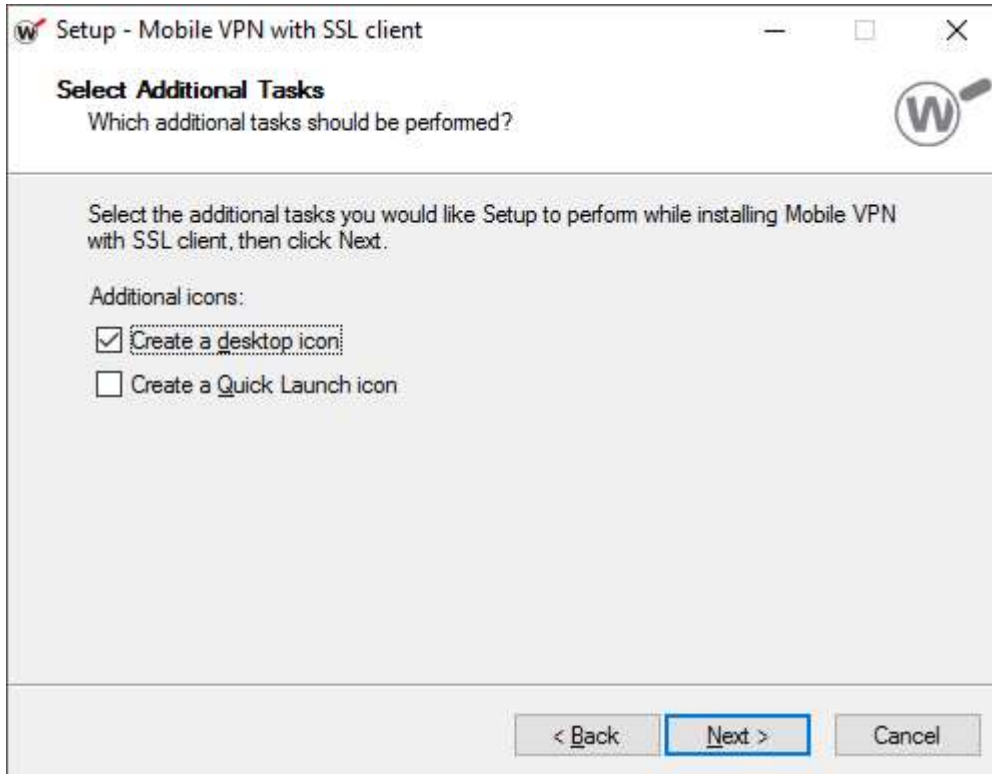


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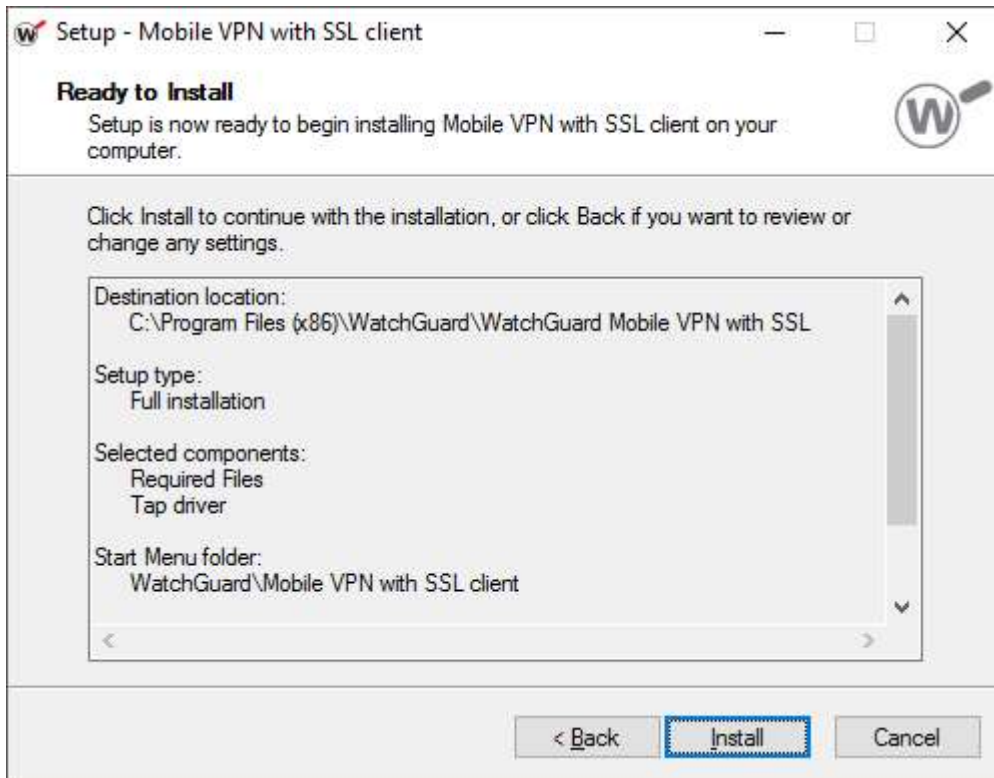
5. Click the check box for desktop icon
6. Click Next



7. Click Install

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8. Click Finish
9. Enter the information below
  - a. Server [Insert Server IP address]
  - b. (Your Network Username)
  - c. (Your Network Password)



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10. Click Connect

11. Click Yes



12. It is against policy to save your password. You will need to reenter your password every time you log-in.

You are now connected to the VPN.

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