

## Telework Best Practices & Work Agreement

GoTriangle supports telework as a component of work-life balance. The agency recognizes the increased productivity and focus that it can bring to the company and our employees. *Telework is a work arrangement option, and is not an employee benefit of the company, and is decided on an individual basis.* The telework arrangement may be terminated at the sole discretion of the supervisor if a determination is made that the employee either cannot handle the responsibilities of working remotely or the work justifies more direct supervision.

Employees who are approved to work remotely must demonstrate they can safely and efficiently perform all their duties and responsibilities in an environment that closely replicates the one provided by GoTriangle. Work areas are to remain free of all dangers, safety hazards, and risks of endangerment to the employee, family members, and others. Employees must agree to take all steps necessary to safeguard and protect GoTriangle property and associated confidential, sensitive and proprietary information.

### Telework Best Practices

1. Sign and submit the Employee Telework Agreement, and follow policies outlined in the Employee Manual.
2. Place signs on your office door, cubicle entrance or computer that notify other employees that you are teleworking, and that you are checking emails and available by phone (list cell phone if call forwarding is not enabled).
3. Update your Outlook calendar so that coworkers know you are teleworking and a phone number where you can be reached.
4. Forward your phone, or if that option is unavailable, remotely check voicemail every 90 minutes.
5. Send your plan of work for your telework day at the beginning of the week, the day prior to teleworking or when you check in with your supervisor at the start of the workday.
6. When online, you should sign in and be available through chat and collaboration software provided by the company.
7. Notify your supervisor if you are logging off to work on projects offline if not included in online calendars or scheduled in daily work plans.
8. Complete timesheets each Friday or no later than COB of the Friday that ends a pay period.
9. If approved by your supervisor, telework days may include a flexible schedule. The workday is not mandated to begin at 8 a.m. Employees should email their supervisor when signing on and off for the day.
10. Although start times may vary, employees must work core business hours. With the exception of lunch breaks or approved leave, employees should be online no later than 9:30 a.m. and not log off for the day earlier than 3:30 except for individual cases approved by your supervisor in advance. This allows a 90 minute leniency on either side of the standard workday of 8 a.m. - 5 p.m. and allows a minimum of 5 hours of overlap for employees in the office and working remotely.

11. On telework days, employees may be required to commute to the office or other locations for meetings, presentations, etc. when required to attend in person.
12. Employees may swap telework days from regularly scheduled days when approved by a supervisor.
13. Due to illness or inclement weather, supervisors may approve telework that is not during regularly scheduled telework arrangements.
14. If employees experience IT issues they should notify their supervisor, and contact IT staff by phone or email for assistance. Employees may temporarily check and send email through Microsoft Exchange. If IT issues are not resolved in a timely manner, as decided by the supervisor, the employee may be required to come into the office to complete work until IT issues are resolved.
15. Telework is not a replacement for childcare or eldercare arrangements.

Visit [www.GoTriangle.org/telework](http://www.GoTriangle.org/telework) for:

- *Safety Checklist for the Home Office*
- *Ergonomics for the Home Office*

# EMPLOYEE TELEWORK AGREEMENT

## **SCOPE OF AGREEMENT**

Employee agrees to perform services for GoTriangle as a participant in the Teleworking program. Employee agrees that teleworking is voluntary and may be terminated at any time, by either the supervisor or the employee, with or without cause. Telework is a work arrangement option, and *is not an employee benefit of the company.*

## **CONDITIONS**

The duties, obligation, responsibilities and conditions of the Employee's employment remain unchanged. Employee's participation in salary, pension, and benefit plan remain unchanged.

Employee agrees to participate in all review, inquiries, and analyses relating to teleworking.

Employee remains obligated to comply with company policies and practices and understands that violation of such may result in termination of telework work arrangements.

Employee understands that he/she/they remains liable for injuries to third person and/or members of Employee's family on Employee's premises.

## **EQUIPMENT**

Employee agrees that use of equipment, software, data supplies and other accessories are limited to authorized persons and for purposes related to the organization, including self-development, training and tasks.

At its sole discretion, GoTriangle may choose to grant the Employee use of laptops and similar equipment but as a normal course of action, the Employee is expected to have personal equipment that makes teleworking possible.

GoTriangle does not assume liability for loss, damage or wear of Employee-owned equipment.

Employee agrees to designate a work space within Employee's remote work location for creation of a productive environment. Employee shall maintain work space in a safe condition, free from hazards and other dangers to Employee and others.

In event of equipment failure or malfunction, Employee agrees to notify supervisor immediately. Employee understands that any malfunction that is not repaired in a reasonable amount of time will temporarily suspend the teleworking privilege.

## **SECURITY**

Employee understands that working remotely carries the same responsibility and confidentiality one would expect in the office environment.

### **Agreement:**

Employee's Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

### **Approval:**

Supervisor's Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_