

**CITY OF TUMWATER
POLICY MANUAL – PART 2: OPERATING POLICIES**

**SECTION 19
REMOTE WORK**

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01 Purpose

To define the remote working program and to provide a framework for establishing, evaluating, and authorizing remote working arrangements where advantageous and appropriate. Where feasible, remote work options may help attract and retain a talented workforce, improve productivity and job satisfaction, increase customer service, and enhance work/life balance. It may also decrease carbon emissions, reduce office space and parking needs, and operating costs.

02 Scope

This policy applies to all employees of the City of Tumwater, hereafter referred to as City. Each remote work agreement is considered on a case-by-case basis, and each employee must meet and maintain eligibility requirements. Remote working employees must comply with all City policies and consistently demonstrate City organizational values of respect, accountability, integrity, and innovation in meeting the performance and behavioral standards of their respective position.

03 Definitions

“Remote working:” A work arrangement where the employee works from home or another remote work site away from the primary traditional work place. Also known as “teleworking.”

04 Policy

The City supports remote working as an alternative work arrangement and recognizes it to be a viable, flexible, sustainable work option when the employee, the position, and the specific work performed at any given time are suited to such an arrangement.

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Remote working arrangements can be temporary or a formal, recurring schedule where the employee works at a location other than a centralized worksite. Either an employee or a supervisor can propose remote working as a possible work arrangement. In some cases, remote working may be a condition of employment.

Additionally, remote working must be feasible for the employee to perform some or all of their essential work functions through remote capability (such as by phone or computer).

The employee's primary workstation must be within Washington State. Short-term remote work outside of the state may be allowed on a case-by-case basis with supervisory approval.

Remote working does not change salaries, benefits, job responsibilities, combination leave, major medical leave, or any other basic terms of employment.

Remote working is only feasible for those tasks within a job, which are amenable to being performed away from the regular office. The selection of employees shall not be arbitrary, but shall be based on the ability of the employee to be able to perform essential functions of work remotely through telework. Selection may be based upon reasonable accommodation provisions for employees with disabilities. Some employees, positions, or specific work performed at any given time may not be eligible. The criteria below are not meant to be an exhaustive or mandatory list, but more a guideline when determining eligibility. Final selection decisions shall be at the sole discretion of the City Administrator after taking into consideration the input of the applicable department director.

1. Employee.

Some employees may be better suited than others to manage the unique requirements of remote working. Supervisors should consider whether the employee has a record of high productivity and performance and has demonstrated:

- Consistent compliance with all organizational and department policies and work rules;
- A commitment to actively uphold the City's values;
- Effective communication with supervisors, coworkers, and customers;
- Ability to work with minimal supervision;
- Effective time management;
- Ability to achieve and maintain a high level of skill and knowledge of the job; and
- Ability to prioritize work and meet deadlines.

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2. Position.

Remote work may be suitable when the duties of the position:

- Are independent in nature;
- Are primarily knowledge-based;
- Lend themselves to measurable deliverables; and
- Support Citywide internal and external customer service needs using methods other than face-to-face interaction.

3. Work Performed.

The specific work required of an employee or position may change over time in response to seasonal workflow demands, staff team changes, special assignments, and other factors. Therefore, remote working arrangements may be appropriate at certain times and not others.

Remote work may be suitable when the specific work demands at any certain time:

- Allow for limited or infrequent in-person interaction;
- Do not require a significant amount of the employee's immediate physical presence at a work location;
- Can effectively support department processes, workflow, and customer service in a remote work environment;
- Do not require the use of specialized technologies or equipment that would be challenging to obtain, maintain, access or utilize in a remote work environment; or
- Can be done in a digital work environment.

As with any work schedule, changes in work schedules may be made to meet management needs or to accommodate an employee's request and shall be at the discretion of the department director.

Leave policies apply to any instance where the remote worker does not perform work either at the workplace or at the alternative workplace as scheduled.

05 Equipment and Software

Equipment. If use of a computer is required, at the start of remote working, the City shall provide the remote worker with a laptop computer, if available, or the remote worker may, at his or her discretion, use personal computer equipment. The City shall not furnish two equal and duplicate work stations for remote workers with one being at an office environment and the other at a remote station without proper authorization through the department director and the

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ASD IT department.

Owner. Any software purchased by the City to assist the remote worker shall remain the property of the City and the remote worker shall comply with City policies. Employees should pay special attention to public records laws and the Information Technology Use operating policy. Installation of software on City computers shall be performed by or under supervision by the City's IT staff.

Network Connections. Remote workers connecting their own personal computer equipment to City equipment must obtain advance approval and must follow instructions provided by the City. Changes to a personal computer or the City's laptop that results in an incompatible or unsupported PC configuration are not allowed. Remote workers must immediately notify their department director of any changes that may negatively affect City equipment. The remote worker must take adequate measures to protect against computer viruses.

Maintenance, Repair and Replacement. In the event of equipment or software malfunction, the remote worker must notify his/her department director immediately. The City will not provide onsite assistance at the alternative workplace, but may be able to provide troubleshooting assistance over the telephone. If repairs will take some time, the remote worker may be asked to report to the regular office or worksite until the equipment is usable.

Repairs to remote worker owned equipment shall be the responsibility of the remote worker. If necessary equipment belonging to the remote worker is stolen or malfunctions and the remote worker determines not to replace or repair the equipment, the remote working agreement shall be terminated. The City must be notified if any City owned equipment is stolen or malfunctions.

Confidential and Sensitive Information. Remote workers shall adhere to all laws, policies, regulations and procedures regarding security and confidentiality regarding the computer, its data and information and any other information handled in the course of work. Remote workers must protect confidential information and irreplaceable documents.

Alternate Workplace Environment. Alternate workplaces must be clean and free of safety hazards. The alternate workplace must be in compliance with all building codes. The facility must be free of hazardous materials. The remote worker is responsible for ensuring his or her alternate workplace complies with these health and safety requirements. Employees may request a virtual ergonomic assessment. Department directors may deny an employee the opportunity to remote work or may rescind a remote working agreement based on safety of the alternate workplace. Department directors may also have the alternate workplace inspected for compliance with health and safety requirements. Inspections and ergonomic assessments will be by appointment only.

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If a remote worker incurs a work-related injury while remote working, worker's compensation law and policies apply. In the case of such injury, remote workers must notify their supervisors immediately and complete all necessary and/or management requested documents regarding the injury.

The opportunity to participate in the remote working program is offered with the understanding that it is the remote worker's responsibility to ensure a proper work environment is maintained and to continue to provide essential services to the City of Tumwater.

06 Termination

Termination of Remote Working Agreement. The remote worker's department director may terminate the City's Remote working Agreement for any reason, at any time, without prior written notice to the employee(s).

Termination of Individual Remote Worker's Participation in Program. Unless the position is designed specifically as a remote-only position, participation in remote working is a bilateral agreement, the department director or remote worker may terminate an individual remote worker's participation in the program. A return to an office work station is dependent on station availability. Termination of a remote worker's participation for misconduct or poor performance may be immediate and does not require advance written notice.

Remote working opportunities are based upon program requirements and work available as determined by management.

Remote Worker Agreement and Department Director Policy Checklist. The Remote Worker Agreement documents the mandatory policies in effect and any other understandings between the supervisor and the remote worker. This Agreement must be signed by both the remote worker and the department director prior to the start of remote working. The Department Director's Policy Checklist provides a way to verify that all essential parts of the start-up of a remote working arrangement with an employee have been covered prior to the actual start of remote working.

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**City of Tumwater
*Remote Work Agreement***

Name of Employee _____ Supervisor _____

Employee's Title _____ Supervisor's Title _____

Department _____

The City of Tumwater and the undersigned employee, hereinafter referred to as “remote worker”, agree as follows:

Workplace Health and Safety

The remote worker represents that the alternate workplace has adequate light, heat, ventilation, electrical service and other conditions that make a safe and healthful work environment. The remote worker shall maintain the alternate workplace in a safe and healthful condition including proper ergonomics.

The remote worker shall act in a responsible manner to avoid injury. The remote worker understands that failure to take proper health and safety precautions in the alternate workplace may result in termination of the Remote Work Agreement and/or disciplinary action.

Inspection

The supervisor or the supervisor's delegate *may* inspect the remote worker's alternate workplace for safe conditions or to repair, maintain or inspect City equipment with two (2) days advance notice.

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Calling In

The remote worker must check voice mail and messages on a daily basis and maintain regular contact with department leads and management.

Equipment

The remote worker is responsible for the modification, repair and maintenance of any personal equipment.

The remote worker shall only use properly licensed software for City business. The remote worker is advised to consult with the employee's homeowner's or renter's insurance policy agent regarding the coverage for the employee's personal equipment used for business to ensure coverage is adequate. (The remote worker is to pay for this expense, if any.)

Office Supplies, Postage, Faxing & Copying

The remote worker shall obtain any office supplies, postage, faxing services or copying as authorized from their home department worksite with supplies available through the City. The City will not reimburse employees for personally purchased office supplies unless authorized by the employee's Department Director.

Other Expenses

The City will only pay for a claimed expense which has been separately and expressly pre-approved.

Confidential Information

The remote worker agrees to carry out the steps needed for good information security in the alternate workplace. The remote worker agrees to check with his/her supervisor when security matters are at issue.

Policies

The remote worker will follow all laws and City policies, including those public records and Information Technology Use operating policy.

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Termination

Both the department director and the remote worker understand that remote working is a bilateral option (unless otherwise contracted) and can be discontinued at either party’s request. Unless terminated through other means, this agreement is in effect through _____.

I have been given a copy of the City of Tumwater Remote Work Policy, have read it and all my questions have been answered.

Signatures below signifies agreement with the provisions of this document and with the City of Tumwater Remote Work Policy.

Department Director Date

Remote worker Date

Supervisor Date

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Scheduled remote work days:

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

WEEK #1

	Sun.	Monday	Tues.	Weds.	Thurs.	Friday	Sat.
Start / Stop Times							
Lunch Start/ Stop							
Total Hours Work							

WEEK #2

	Sun.	Monday	Tues.	Weds.	Thurs.	Friday	Sat.
Start / Stop Times							
Lunch Start/ Stop							
Total Hours Work							

Employee Signature:

_____ DATE _____

Department Review and Approval By:

_____ DATE _____

City Administrator Review and Approval:

_____ DATE _____

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City of Tumwater
**Department Director/Supervisor/Remote Worker Policy
Checklist**

Name of Remote Worker _____

Name of Department Director _____

	Date
Completed	
1. Remote worker has read the orientation documents and the City's Remote Work Policy.	_____
2. Remote worker has been provided with a schedule of core hours or guidelines for flexing work hours.	_____
3. Equipment issued by the City is documented. Equipment is to be used only for City work and remains the property of the City. At the end of the agreement, it is to be returned to the City.	_____
4. Performance expectations have been discussed and are clearly understood. Assignments and due dates are documented.	_____
5. Requirements for adequate and safe office space at the alternate workplace have been reviewed with the remote worker and the remote worker certifies that those requirements have been met.	_____
6. Requirements for care of assigned City equipment have been discussed with the remote worker and are clearly understood.	_____
7. The remote worker understands all steps that need to be taken to provide for computer information security and will ensure that they are taken.	_____
8. Phone contact procedures have been clearly defined and any affected support staff have received necessary training.	_____
9. The remote worker has read and signed the Remote Work Agreement and submitted the Alternate Work/Remote Work Schedule Request Form.	_____