

Procedure 2202:

1. Procedures

The employee understands and agrees to abide by Policy #2202 Flexible Work and its associated procedures.

Please note: Sections A and B pertain to all flexible work options. Sections C-F pertain to telework and remote work only.

A summary checklist is provided for employees in Section G and supervisors in Section H.

A. Overview (All Flexible Work Options)

1. After reading the policy and procedures, and upon coming to an agreement, the supervisor and employee will complete the appropriate form:

- For Telework/Remote Work - Complete a Telework/Remote Work Agreement
- For Flextime (within Policy Guidelines), Compressed Schedule, and Job Sharing - Complete a Flexible Work Agreement.

The original completed form with appropriate approvals is to be sent to Human Resources & Payroll for review.

2. Performance expectations, performance evaluations, and conditions of employment should not change as a result of flexible work options. The supervisor and employee will review the Telework/Remote Work Agreement or Flexible Work Agreement after three (3) months, and if necessary revise the work arrangement. Any changes in the agreement will be forwarded to Human Resources & Payroll.

3. Employees who travel as part of their regular work are not considered to be using a flexible work option.

4. Employees who are hired to work off-site with limited or no presence on campus (regardless of distance from a Mason campus) are considered to be remote workers for the purpose of this policy.

5. Employees who are on contract or working remotely for less than 6 months are exempt from this policy. Individual departments may establish telework/remote work policies that cover these employees.

6. Departments may create internal flexible work policies that are more restrictive than the University flexible work policy however any internal departmental policy must be reviewed by the Human Resources & Payroll department to ensure it meets all federal and state laws and

university policy.

B. Work Schedule and Communication (All Flexible Work Options)

1. The required number of work hours will not change due to the use of a flexible work option (unless job sharing) and employees are responsible for adhering to university and state attendance policies.
2. Employees must perform the official duties of their official position classification. The employee remains responsible for accurate and timely completion of his/her timesheet utilizing the same method of time reporting as when not on a flexible work agreement (e.g. PatriotWeb, departmental time, etc.).
3. The supervisor and employee will maintain a formal weekly schedule. The schedule will state the number of hours per week in the flexible agreement. The Telework/Remote Work Agreement will state the number of core hours spent on-site. On site core hours will include: 1) time for direct interaction between the supervisor and the teleworker, 2) time for direct interaction between the teleworker, departmental co-workers and other essential team members, and 3) time spent on job related meetings and training sessions.
4. The supervisor and employee will agree on the manner and timing of communication between the telework/remote work site and the central work site. The employee will be reachable via telephone, fax, pager and/or e-mail during agreed upon core hours of accessibility. The employee and supervisor will agree on how to handle telephone messages, and will designate what persons will be given the employee's alternate work site phone number.

NOTE: Sections C - F pertain to Telework and Remote Work Only

C. Position Suitability for Telework and Remote Work

1. To assess the use of Telework/Remote Work for a particular position or situation, the employee should complete the scorecard below and discuss the results with his/her supervisor.

Telework/Remote Work Scorecard

Review the topics and rate according to the scale with 1 being less likely and 5 being more likely to agree with the topic.

Position Suitability for Telework

Less Likely 1	2	Moderately Likely 3	4	More Likely 5	Job has:
					Limited face-to-face contact with customers
					Clearly defined tasks and work products with measurable work activities and objectives.
					Many writing, reading, word processing, data analysis or data input tasks

					Tasks that do not require direct supervision
					Work that is portable; tasks do not require you to be physically located at the university
					Tasks that can be done from an alternate location while maintaining data security standards (understanding that IT has tools that are available such as the Virtual Private Network (VPN))
					Can collaborate with colleagues and supervisor using phone, email, instant messaging, etc.

Personal Assessment for Telework

How do you rate yourself on some of the personal qualities that will help you be a successful teleworker? Would your supervisor agree?

Doesn't sound like me 1	2	Mostly sounds like me 3	4	Describes me to a T 5	Are you/do you... ¹
					Self motivated and comfortable working independently with minimal supervision?
					Have strong organizational and time management skills and meet established deadlines?
					Have a complete understanding of your job and performance expectations?
					Familiar with university policies and procedures?
					Adaptable to changing routines and environments?
					An effective communicator and team player both inside and potentially outside the office?
					Have an alternate worksite that provides a suitable professional environment
					Have a satisfactory performance rating?

Scoring: Add up the numbers on both tables. The higher the number the more likely that telework may be a good option for you.

2. The supervisor and the employee, in coordination with the Human Resources & Payroll Department, must complete a Telework/Remote Work Agreement, including a formal schedule, any Mason equipment utilized, and a safety confirmation which will set forth the conditions of the work arrangement. The agreement must provide details of the telework/remote work option and will be completed by the employee and approved by his/her supervisor, and the department head². It is then sent to the Human Resources & Payroll Department for review and filing.

¹ Adapted from Telework Arizona <http://www.teleworkarizona.com>

² Some departments require additional approval. The supervisor should check within his/her department for details.

3. The university assumes no responsibility for injuries occurring in the employees' at-home work space outside the agreed upon work hours or for liability damages to employees' real or personal property resulting from participation in the flexible work program.

4. Workers' compensation coverage is limited to designated work areas in employees' homes or alternate work locations. Employees agree to practice the same safety habits they would use while at the university and to maintain safe conditions in their alternate work locations. Employees will follow the normal reporting procedures for reporting illness or injury.

D. Supplies, Equipment and Furniture

1. The supervisor, prior to purchase or installation of University owned equipment, furniture or supplies, must authorize any additional costs. Any and all purchasing will follow the guidelines outlined by Mason's Purchasing Department. The department may provide standard office supplies.

2. The employee will be responsible for providing furniture and equipment at the telework/remote work site, unless otherwise specified in the Telework/Remote Work Agreement. University loaned equipment must be noted on the Telework/Remote Work Agreement. The department and teleworker/remote worker must follow the guidelines of Administrative Policy #2104 Inventory Control of Office and Educational Equipment and Furniture (<http://www.gmu.edu/facstaff/policy/newpolicy/2104adm.html>) regarding the loan and care of university property.

3. The employee's telework/remote work computers shall be in compliance with all university guidelines for uses of hardware and software including virus protection software, licensing provisions, system security and passwords. Departments with remote workers are strongly encouraged to provide them with Mason computers for data security purposes.

4. The university is not responsible for loss, damage, or wear of the teleworker/remote worker's owned equipment. Repair and/or replacement costs and liability for privately owned equipment and furniture used during telework/remote work is the responsibility of the teleworker/remote worker. The university will be responsible for loss, damage, or wear of the university's owned equipment, subject to the terms and conditions of the university's insurance policies. All university equipment must be returned to Mason for servicing by the teleworker/remote worker or delivered by a trackable insured shipper (e.g. UPS, FedEx, and USPS). Repair and/or replacement costs and liability, for normal use and wear of Mason property are the responsibility of the university. Mason may pursue recovery from the teleworker/remote worker for university property that is deliberately or through negligence damaged or destroyed while in the employee's care.

5. Employees agree to use Mason equipment and supplies for business purposes only.

E. Reimbursable Expenses

The department and the employee will negotiate the possible reimbursement of costs relating to

long distance calls and/or Internet Service Providers (ISP). If reimbursement is approved, on a monthly basis the employee will submit a copy of the phone or ISP bill to the supervisor with the reimbursable items highlighted and proof that the bill has been paid. Please note: Purchasing will not reimburse an employee for ISP charges unless there is a Telework/Remote Work Agreement on file in Human Resources & Payroll. Teleworkers/remote workers who are being reimbursed for phone or internet charges must be in compliance with Administrative Policy #[2113 Payment of Telework or Remote Work Expenses](#).

F. Recordkeeping

All University records and files temporarily stored at the teleworker/remote worker's alternative work site remain the property of the university. Products, documents, and records that are used, developed, or revised while teleworking/remotely working must be copied and/or restored to the university when requested, at the end of the Telework/Remote Work Agreement, or at termination of employment. Procedures for storage and transfers of university records should be based on the department's needs and equipment availability.

1. The employee will protect all confidential university documents from unauthorized access.
2. Employees who are working from an alternate work site will not take restricted access materials from the office without the written consent of their supervisor.
3. All products, documents and records that are used, developed, or revised while teleworking/remote working remain the property of the university.

G. Employee Checklist

✓	Process
	Read the flexible work policy and procedures. Review the necessary forms to complete and consider whether a flexible work option is right for you, the department, and the university.
	For additional assistance regarding Telework/Remote Work, complete the scorecard. Think through how you will complete your work and interact with your colleagues and customers while maintaining service standards utilizing a flexible work option.
	Initiate a conversation with your supervisor regarding flexible work.
	If an agreement is reached, complete the Telework/Remote Work Agreement OR Flexible Work Agreement. Review the completed document with your supervisor. Upon completion and approval, submit it to your department head for approval. ³
	Submit the approved agreement to HR & Payroll for review.
	Visit TelcomAdmin's Enabling Telework webpage if you have telework technology requirements including a Virtual Private Network (VPN), softphone,

³ Some departments require additional approval. The supervisor should check within his/her department for details.

	or unified communications.
	Trial period (3 months) – Upon completion of trial period, sit down with your supervisor and discuss how the flexible work option is working out from each of your perspectives.
	At least annually revisit the agreement. If the agreement is working effectively, renew it by sending an updated and approved agreement to HR & Payroll.

H. Supervisor Checklist

✓	Process
	Be familiar with the flexible work policy, procedures, and forms.
	Be open to any conversation from a member of your staff regarding flexible work options. If approached, help the employee think through the various choices and see which, if any, will work for both the department and the employee.
	Be proactive and consider whether a flexible work option can help your department achieve its goals (including recruitment and retention) or improve someone’s productivity or quality of work/life.
	Provide a rationale for the final decision (either to approve or deny a request).
	If an agreement is reached, have the employee complete the Telework/Remote Work Agreement OR Flexible Work Agreement. Review the completed document with the employee. Upon completion and approval, submit it to your department head for approval.
	Submit the approved agreement to HR & Payroll for review.
	Encourage your employee to visit TelcomAdmin’s Enabling Telework webpage if he/she has telework technology requirements including a Virtual Private Network (VPN), softphone, or unified communications.
	Trial period (3 months) – Upon completion of trial period, sit down with your employee and discuss how the flexible work option is working out from each of your perspectives.
	At least annually revisit the agreement. If the agreement is working effectively, renew it by sending an updated approved agreement to HR & Payroll.

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