

# Procedure 2202:

## 1. Procedures

### A. Overview (All Flexible Work Options)

- The supervisor and employee must complete for:
  - \*Telework/Remote Work - a Telework/Remote Work Agreement noting the alternative work schedule.
  - \*Flextime (within Policy Guidelines), Compressed Schedule, and Job Sharing - a Flexible Work Agreement outlining the terms of the arrangement.

The original completed and signed form is to be sent to Human Resources & Payroll for review.

- Human Resources & Payroll will audit all Telework/Remote Work Agreements and Flexible Work Agreements for compliance with all University and Department of Human Resource Management (DHRM) policies as well as state and federal laws, retain records, and provide training and guidance on all aspects of the policy and procedures as well maintaining all forms and documentation on the HR & Payroll home page ([hr.gmu.edu](http://hr.gmu.edu)).
- Performance expectations and performance evaluations should not change as a result of flexible work options. The supervisor and employee should initially 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.
- Salary, benefits and employer sponsored insurance coverage will not change as a result of a flexible work arrangement. The employee's conditions of employment shall remain the same as under the non-flexible work or standard workweek arrangement.
- George Mason University does not assume responsibility for injury to any person(s) other than the flexible work employee and the teleworker or remote worker for injuries arising out of and in the course of performing official duties at the telework/remote work site during the set work hours. Human Resources' Workers Comp Office must be immediately notified of an injury sustained at a telework/remote work site.
- Employees who travel as part of their regular work are not considered to be using a flexible work option.
- 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.

- 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.
- 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 and Payroll department to ensure it meets all federal and state laws and university policy.

### **B. Work Schedule and Accessibility (All Flexible Work Options)**

- 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 reporting time worked, leave used, and for adhering to university and state attendance policies.
- Compensatory time or eligible overtime must be pre-approved by the supervisor.
- Flextime and compressed schedules will not necessarily result in compensatory time or overtime pay.
- The Commonwealth of Virginia mandates that all employees working more than six consecutive hours must be afforded a meal break. This break is **not** included in worked hours and may not be used for late arrival or early departure.
- The supervisor and employee must maintain a formal weekly schedule. The schedule should state the number of hours per week in the flexible agreement. The Telework/Remote Work Agreement must state the number of core hours spent on-site. On site core hours should 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.
- The supervisor and employee should agree on the manner and timing of communication between the telework/remote work site and the central work site. The employee must 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**

- To assess the use of Telework/Remote Work for a particular position, complete the scorecard below.

### 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.

Rarely 1	2	Occasionally 3	4	Frequently 5	Topic:
					Satisfactory Performance Rating
					No face to face contact with customers
					Many report writing, data analysis or data input tasks
					Quiet atmosphere needed without constant interruptions
					Job tasks do not require direct supervision
					Job tasks do not require you to be physically located at the university
					The alternate worksite provides a suitable, professional environment

Scoring: Add the numbers. The higher the number, the more likely that the job is conducive for teleworking. The highest score is 35.

Other topics to consider in "scoring" the position's suitability for telework

Less Likely 1	2	Moderately Likely 3	4	More Likely 5	Job requires:
					Access to desktop files
					Access to email
					Access to Mason phone number
					Access to Banner and/or other Mason databases
					Alternative computer has proper hardware and software configurations
					Access to internet

- The supervisor and the employee, in coordination with the Human Resources and Payroll Department, must complete a Telework/Remote Work Agreement -- including a formal schedule and any Mason equipment utilized -- which will set forth the conditions of the work arrangement. The agreement will provide details of the telework/remote work option and will be signed by the employee and the supervisor. It is then sent to the Human Resources and Payroll Department for review and filing. Telework and remote work employees will not act as primary caregivers for dependents during the agreed upon work hours. Dependent care arrangements should be made to permit concentration on work assignments.

- The employee will maintain a telework/remote site that is free from potential hazards. (Please see the Safety Confirmation contained in the Agreement).
- 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. General liability insurance protecting the actions of all university agents is provided 365 days per year subject to the provisions of the insurance policy in effect at the time.
- 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 must follow the normal reporting procedures for reporting illness or injury.

#### **D. Supplies, Equipment and Furniture**

- 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.
- 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 (<http://www.gmu.edu/facstaff/policy/newpolicy/2104adm.html>) regarding the loan and care of university property.
- Employee's telework/remote work computers shall be in compliance with all George Mason University guidelines for uses of hardware and software including virus protection software, licensing provisions, system security and passwords.
- George Mason 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. George Mason University will be responsible for loss, damage, or wear of the George Mason University's owned equipment, subject to the terms and conditions of the George Mason University's insurance policies. All University equipment must be returned to Mason for servicing. Repair and/or replacement costs and liability, for normal use and wear of Mason property are the responsibility of the University. George 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.

- 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.

**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, and/or at termination of employment. Procedures for storage and transfers of University records should be based on the department's needs and equipment availability.

- The employee will protect all confidential University documents from unauthorized access.
- All products, documents and records that are used, developed, or revised while teleworking/remote working remain the property of George Mason 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, 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. Each of you sign it.
	Submit agreement to HR & Payroll for review.
	Arrange any IT needs through Telecom Admin at <a href="http://telecomadmin.gmu.edu/Telework/telework.htm">http://telecomadmin.gmu.edu/Telework/telework.htm</a>
	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 copy with signatures and dates 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 (both 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. Each of you sign it.
	Submit the Agreement to HR & Payroll for review.
	Arrange any IT needs through Telecom Admin at <a href="http://telecomadmin.gmu.edu/Telework/telework.htm">http://telecomadmin.gmu.edu/Telework/telework.htm</a>
	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 copy with signatures and dates to HR & Payroll.

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