



Defense Human Resources Activity Handbook on Teleworking for Supervisors and Employees

Jan 2014

DHRA

SUBJECT: DHRA Telework Program

Reference: (a) Office of Personnel Management, "Guide to Telework in the Federal Government," April 2011
(b) DoD Instruction 1035.01, "Telework Policy," April 4, 2012

1. PURPOSE. This handbook provides guidance on the implementation of the Telework Program throughout the Defense Human Resources Activity (DHRA), in accordance with Office of Personnel Management (OPM), "Guide to Telework in the Federal Government," and DoD Instruction 1035.01 (References (a) and (b)). Telework is an arrangement in which employees perform their official duties at a location other than the traditional worksite. The alternate worksite may be the employee's home or other approved location.

2. APPLICABILITY. This handbook applies to DHRA-HQ and its Components, and is published in accordance with the authority outlined in Reference (b). The Telework Program will be actively promoted and implemented throughout DHRA to all eligible employees in support of the DoD commitment to workforce efficiency, emergency preparedness, and quality of life.

3. RESPONSIBILITIES

a. Director, DHRA. The Director, DHRA:

- (1) Actively promotes telework within DHRA, consistent with mission requirements.
- (2) Establishes annual telework participation goals.
- (3) Monitors and assesses telework implementation to ensure compliance with DoD policies.

b. Director, DHRA Policy and Program Support (PPS). The Director, DHRA PPS:

(1) Implements and administers the DHRA Telework Program in accordance with Reference (b).

(2) Performs an annual review to determine impact on productivity and whether the program is meeting the stated objectives.

(3) Prepares consolidated reports on participation rates and other data, on an annual and/or as required basis.

(4) Provides guidance to and conducts training for DHRA employees.

c. Directors, DHRA Components. The Directors, DHRA Components:

(1) Administer the Component's Telework Program in accordance with DHRA published guidelines.

(2) Designate a coordinator to administer and oversee implementation of the program within the Component.

(3) Ensure eligible employees are offered the opportunity to telework.

(4) Report statistics on Telework participation to Director, DHRA PPS, as required.

(5) Require all employees who are authorized to telework to complete the [DD Form 2946, Department of Defense Telework Agreement](#) (attached).

d. Supervisors, DHRA HQ and DHRA Components. Supervisors in DHRA HQ and DHRA Components:

(1) Review and approve or disapprove telework participation requests, and notify employee of decision.

(2) Ensure the program is not compromised or abused.

(3) Revoke privileges if abuse is suspected or mission requirements do not support continued participation.

e. Employees, DHRA HQ and DHRA Components. Employees in DHRA HQ and DHRA Components:

(1) Request and obtain approval to telework if interested.

(2) Complete and submit to the supervisor all appropriate telework documents.

(3) Adhere to the DHRA Telework Program guidelines.

(4) Maintain an appropriate work environment at the alternate worksite.

(5) Contribute to the identification of performance expectations and produce expected results.

4. **TELEWORK CRITERIA AND QUALIFICATIONS.** Telework is an effective strategy for mission accomplishment, ensuring Continuity of Operations (COOP) in a crisis, and recruiting and retaining valued talent. Employees must meet certain criteria to qualify for telework.

a. **Mission Support.** Mission support is the underlying factor in determining suitability for telework in a given situation. Telework must support the organization's mission and is not an employee entitlement. Management may disapprove or terminate telework if it is not compatible with or does not contribute to the organization's mission.

b. **Position Eligibility.** Position eligibility is determined by the supervisor according to the functions and duties of the position. Telework may be appropriate if work activities are portable and may be performed effectively outside the office. In determining position eligibility, organizations should consider what actual work an incumbent might do, and not simply consider the job series, grade, or supervisory status of the position.

(1) Tasks that are suitable for telework include intensive writing, policy development, research and analysis, telephone-intensive tasks, and computer-oriented tasks.

(2) Tasks that are NOT suitable for telework include requirements for extensive face-to-face contact with supervisors, co-workers, or customers, and/or access to classified material or to special facilities or equipment that the agency cannot readily or economically provide at an alternate worksite.

(3) When a position is ineligible for telework, there may be circumstances or portions of employee's work that allow employee to be considered for telework on a situational basis. This determination will be made by the supervisor.

c. **Eligibility.** To qualify for telework, an employee must demonstrate characteristics indicating his or her ability to work effectively away from the traditional worksite.

(1) Employees eligible for telework will usually display the following characteristics:

(a) Dependable, responsible, and conscientious.

(b) Able to work independently and without close supervision.

(c) Highly motivated and self-disciplined.

(d) Able to prioritize work and manage time wisely.

(e) Consistently demonstrate an acceptable level of performance.

(2) Telework is not suitable for employees who must be in the office to learn the organization, who require on-the-job training, who need close supervision, or who thrive on interaction with co-workers. Employees who are NOT eligible for telework include those:

(c) In entry-level positions or in a probationary status.

(b) Requiring daily face-to-face interactions at the office.

(c) On a performance improvement plan or on leave restriction letters.

(3) Employees shall not be authorized to telework if:

(a) Employee has been officially disciplined for being absent without permission for more than five days in any calendar year.

(b) Employee has been officially disciplined for violations of of Subpart G of the Standards of Ethical Conduct of Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal or government computer or while performing Federal Government duties consistent with the guidance set forth in Section 2635.704 of Title 5, Code of Federal Regulations.

(c) Employee has been given a leave control letter within the past year.

d. Suitability of Alternate Worksite. The alternate worksite for telework is any approved location other than the official duty station or main worksite of the employee. Generally, this is the employee's home but other locations may be found suitable. The supervisor may also approve multiple sites based on the needs of the mission and the individual needs of the employee.

(1) Considerations for working at an alternate worksite include:

(a) Employee must complete the telework agreement and safety checklist for each alternate worksite from which he or she would like to telework.

(b) Employee must designate one area in the home as the official workstation.

(c) The organization is not responsible for employee's operating expenses (e.g., utilities, phone/fax bills).

(d) Telework limits the organization's liability for an employee's property or injury.

(e) Telework is not a substitute for dependent care.

(2) Teleworking employees must be available and willing to report to and work at the main worksite on telework days if the organization's mission requires it. If the employee is directed to travel to the main worksite while he/she is teleworking, the teleworking employee's travel time will be credited as hours of work.

(3) On rare occasions, an employee will request to telework in an area outside the normal commuting area. Special attention needs to be made to ensure:

(a) The official worksite for the employee covered by a telework agreement is the location of the regular worksite for the employee's position (i.e., the place where the employee would normally work absent a telework agreement). The employee must report to the regular worksite at least twice each biweekly pay period on a regular and recurring basis.

(b) If the employee's official worksite is changed from the regular worksite to the telework site in a permanent arrangement, a Standard Form (SF) 50, Notification of Personnel Action, or equivalent form, must be completed by the servicing human resources office. Supervisors and employees should be aware of the implications of this arrangement.

1. Employees are compensated based on the location of their official worksite and locality pay will be based on the location of the telework site, not the regular worksite.

2. Employees are entitled to reimbursement for official business travel to the regular worksite when the employee teleworks full-time from a location outside of the local commuting area, and his or her telework site has been determined as his or her official duty station.

3. The supervisor must initiate a request for personnel action to document the change.

(c) The supervisor will work with the employee to determine:

1. Necessary equipment/supplies required within budgetary constraints.

2. How the employee will be reimbursed for phone calls, faxes, copies, and mailings.

3. How the employee will forward government furnished equipment for maintenance/upgrade.

(d) The organization funds all work-related travel outside the employee's normal commuting area, including travel to the regular worksite.

(4) Certain employees with a debilitating illness or health condition may be permitted to work at an alternate worksite on a full- or part-time basis, when supported by documentation from the employee's physician. DHRA management will also continue to provide teleworking options to enable employees to remain active and productive while faced with a medical situation

or condition. This alternative has also been extended to severely disabled employees and employees who, for a limited time, may be required to care for an ill child or relative where no other reasonable alternative is available. All requests must be supported by medical documentation.

5. PROCEDURES

a. Eligibility Determination. The first step in initiating telework is to determine the eligibility of the position and of the employee, and ensure the suitability of the alternate worksite.

(1) Supervisors should identify positions that are eligible for telework and inform employees of the opportunity to telework.

(2) Employees interested in telework should assess their own eligibility and interest, and should discuss with their supervisor.

(3) Supervisors should consider the request and determine whether telework is appropriate.

b. Telework Agreement. When the supervisor and employee agree that telework is a viable option, they should:

(1) Establish work requirements and job expectations.

(2) Determine a telework schedule (recurring or ad hoc).

(a) Recurring telework is performed on a routine basis at least one day per biweekly pay period.

(b) Situational telework is performed on a situational, non-routine, or ad hoc basis.

(3) Complete telework training prior to signing the [DD Form 2946](#).

(4) Complete [DD Form 2946](#) for each proposed alternate worksite.

(5) When the [DD Form 2946](#) has been approved, the employee is considered telework ready and should have all equipment necessary to perform their duties at the approved location.

c. Time and Attendance. There is no prescribed limit to the number of days allowed for telework. Supervisors and employees should work out arrangements that best suit the needs of the organization. Although it is performed in an alternate location, time and attendance are still required and are essential elements of the telework schedule.

(1) Duty hours. Telework becomes part of an employee's regular work schedule and employees must maintain their regularly scheduled hours of duty while teleworking. The duty day includes an unpaid 30-minute lunch period.

(2) Alternate Work Schedules. Telework is compatible with alternate work schedules. Subject to other eligibility requirements, employees on compressed or flexible work schedules may telework.

(3) Emergency Situations or Closure. When normal government operations are interrupted (i.e., natural disaster or weather-related closure, or some other event that may affect the ability to work at the main worksite), supervisors may direct teleworking employees to continue to work from their alternate worksites. This contingency should be written into the telework agreement.

(4) Timekeeping Codes. Timekeepers will use the following codes to account for telework:

(a) "TW" for regular or recurring telework.

(b) "TS" for situational telework.

(c) "TM" for telework to accommodate a medical condition. The use of TM requires medical documentation to establish the requirement.

d. Emergency Situations and Inclement weather. All employees who are authorized to telework should telework each regularly scheduled workday during an emergency situation when the capability to telework is available at the alternate worksite. Emergency situations include office closure or dismissal from a natural or man-made emergency event, or when OPM makes an unscheduled telework announcement. Any requirement that a teleworking employee continue to work during an office closure or early departure will be included in the employee's [DD Form 2946](#).

(1) Telework-Ready Employee Expectations

(a) Delayed Arrival. Telework is voluntary during these announcements and employees will be given the opportunity to perform unscheduled telework, take leave, use a combination of the two, or report to the official worksite. OPM announcements include:

1. Open with Option for Unscheduled Leave/Unscheduled Telework.

2. Open –XX hour(s) Delayed Arrival with Option for Unscheduled Leave/Unscheduled Telework.

3. Open – Delayed Arrival – Employees Must Report To Their Office No Later Than XX:XX with Option for Unscheduled Leave or Unscheduled Telework.

(b) Early Departure. Employees who are already performing telework should continue to telework the entire day. OPM announcements include:

1. Open –XX hour(s) Staggered Early Departure.

2. Open –XX hour(s) Staggered Early Departure – Employees Must Depart No Later Than XX:XX at Which Time Federal Offices are Closed.

3. Immediate Departure – Federal Offices are Closed.

(c) Federal Office Closure. Employees required to perform telework according to their written telework agreements will telework when Federal offices are closed. The OPM announcement is, “Federal Offices are Closed – Emergency and Telework-Ready Employees must Follow their Agency’s Policies.”

(2) Other Circumstances

(a) Employees who are unable to work due to personal situations, impact by the emergency, or other circumstances (e.g., illness, dependent care responsibilities, loss of electrical power) should attempt to contact a supervisor to request leave appropriate for the circumstance.

(b) Supervisors may administratively excuse designated telework employees from teleworking on a case-by-case basis.

(c) If the regular worksite is open and circumstances prevent the employee from teleworking, the employee may report to the regular worksite or request leave as practicable.

e. Maintenance

(1) Telework agreements shall be reviewed on a periodic basis (at least every two years), when the telework location changes, or when DHRA, DoD, or OPM policy changes.

(2) If the employee’s official worksite is the telework site, locality pay would be based on the location of the telework site, not the main worksite.

(3) Reassignment of the employee from the official worksite to the telework site may have implications for a reduction in force (e.g., the telework site may be a different competitive area than the official worksite).

f. Termination. A telework agreement may be terminated at any time by either the supervisor or the employee. Written notice is required for all terminations.

(1) When an employee’s telework agreement is terminated by the supervisor, the notice should be documented in writing and given to the employee.

(2) Employees may dispute the denial of telework, the reasons given for the denial, and the termination of an existing telework agreement through Component administrative grievance procedures.

6. RELEASABILITY. This handbook is approved for DHRA and DHRA Components.

A handwritten signature in black ink, appearing to read "Sharon H. Cooper".

Sharon H. Cooper
Director

Attached:

[DD Form 2946, Department of Defense Telework Agreement](#)

**DEPARTMENT OF DEFENSE
TELEWORK AGREEMENT**

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 113, Secretary of Defense; DoD Instruction 1035.01, Telework Policy.

PRINCIPAL PURPOSE(S): Information is collected to register individuals as participants in the DoD alternative workplace program; to manage and document the duties of participants; and to fund, evaluate and report on program activity. The records may be used by Information Technology offices to determine equipment needs, to ensure appropriate safeguards are in place to protect government information, and for assessing and managing technological risks and vulnerabilities.

ROUTINE USE(S): None.

DISCLOSURE: Voluntary; however, failure to provide the requested information may result in your inability to be a participant in the telework program.

TERMS OF TELEWORK AGREEMENT

The terms of this agreement must be read in conjunction with Department of Defense (DoD) telework policy, available on the DoD Issuances Web Site at <http://www.dtic.mil/whs/directives/> or on the Civilian Personnel Management Service Web Site at www.cpmc.osd.mil and any additional guidance provided by the employing organization. Signatories certify they will abide by this agreement, DoD telework policy, and all supplemental terms established by the employing organization.

1. Work schedules and hours of duty may be modified as necessary, but are subject to local management procedures and approval and/or collective bargaining agreement requirements. A copy of the employee's approved work schedule should be kept on file with the signed telework agreement. In emergency situations (as indicated in Section I, Block 12 of the telework agreement), the teleworker's work hours may be subject to change. Emergency schedules will be set based on mission needs.
2. If the employee reports to the regular worksite at least twice per pay period, the regular worksite is the official worksite as defined in part 531.605, subpart F of title 5, Code of Federal Regulations.
3. If the employee does not report to the regular worksite at least twice each biweekly pay period, the official worksite is the location of the employee's telework site. Exceptions to the twice each biweekly pay period requirement may be made during emergencies (including a pandemic) and for short-term situations (e.g., special projects, medical accommodation).
4. All pay (to include locality pay or local market supplement), leave, and travel entitlements are based on the employee's official worksite as documented on a Notice of Personnel Action.
5. Prior to 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; and
 - c. Performance expectations.
6. Employee will not work in excess of the prescheduled tour of duty (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.
7. If designated employee (as indicated in Section I, Block 12 of this agreement) is unable to work due to illness or dependent care responsibilities, the employee must take appropriate leave. Supervisors may, on a case-by-case basis, administratively excuse the designated teleworker from teleworking if circumstances, such as a power failure or weather related emergency, prevent the employee from working at the telework site. To the extent practicable, managers will include a description of emergency duties with this agreement if emergency duties are different from the employee's prescribed duties and responsibilities.

8. 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 and/or collective bargaining agreements, if applicable.
9. If the employee uses Government-furnished equipment (GFE), the employee will use and protect the equipment in accordance with the DoD Component's procedures. GFE will be serviced and maintained by the Government.
10. The employee agrees to comply with the terms of computer software license and copyright agreements, computer virus and protection requirements and procedures.
11. **No classified documents (hard copy or electronic) may be taken to, or created at, an employee's alternative worksite.** If classified telework is authorized at an approved alternative secure location, teleworkers must comply with the procedures established by DoD 5200.01-R and the DoD Component regarding such work. **For Official Use Only (FOUO) and controlled unclassified information (CUI) data may be taken to alternative worksites if necessary precautions are taken to protect the data, consistent with DoD regulations.**
12. When CUI including competition sensitive or source selection data is authorized for use at the telework location, criteria for the proper encryption and safeguarding of such information and data must be consistent with Enclosure 3, subparagraphs 3.f.(1) through (3) of DoDI 1035.01, Telework Policy. Component specific instructions must be included in the space allowed for Component specific comments or cite the appropriate Component references that contain these instructions.
13. The supervisor will determine how frequently, if at all, backup copies of data onto network drives or removable disks must be made to protect against loss of data. The supervisor may also require the employee to periodically send backup copies to the main work facility.
14. The employee may be reimbursed for authorized expenses (e.g., installation of broadband or telephone lines) incurred while conducting business for the Government, as provided by statute and implementing regulations and as articulated in this agreement. (Approved authorizations are filed with this agreement.)
15. **The employee will apply approved safeguards to protect Government records from unauthorized disclosure or damage and will comply with Privacy Act requirements set forth in the Privacy Act of 1974, and codified at section 552a of title 5, United States Code.** The use of personal email accounts for transmission of Personally Identifiable information (PII) is strictly prohibited. PII may only be emailed between government email accounts and must be encrypted and digitally signed.
16. The DoD Component may inspect the home worksite, by appointment only, if the DoD Component has reason to suspect that safety standards are not being met and GFE is not being properly maintained.
17. The DoD Component will not be responsible for operating, maintenance, or any other costs (e.g., utilities) associated with the use of the employee's residence.
18. The DoD Component is not liable for damages to an employee's personal or real property while the employee is working at home, except to the extent the Government is held liable by the Federal Tort Claims Act or from claims arising under the Military Personnel and Civilian Employees Claims Act.

TERMS OF TELEWORK AGREEMENT (Continued)

19. Employees paid from appropriated funds are covered under the Federal Employee's Compensation Act if injured in the course of performing official duties while at the official alternative worksite. Employees paid from nonappropriated funds are covered under the Longshore and Harbor Workers' Compensation Act. 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 practical following notification.

20. The employee acknowledges that telework is not a substitute for dependent care.

21. The employee acknowledges that telework is a discretionary alternative workplace arrangement. The employee may be required to work at the regular worksite on scheduled telework day(s) if necessary to accomplish the mission.

22. Either the employee or the supervisor can cancel the telework agreement. When possible, advance written notice should be provided. Management will terminate the telework agreement should the employee's performance or conduct not meet the prescribed standard or the teleworking arrangement fail to meet organizational needs.

23. The employee continues to be covered by DoD Component standards of conduct while working at the alternative worksite.

24. The employee has assessed the telework location against the attached safety checklist and certifies the location meets all safety requirements.

25. DoD Component-specific conditions may be included below.

COMPONENT-SPECIFIC TERMS AND CONDITIONS

SECTION II - SAFETY CHECKLIST

SAFETY FEATURE	(X) 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 into 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.

9. EMPLOYEE SIGNATURE	10. DATE (YYYYMMDD)
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SECTION III - TECHNOLOGY/EQUIPMENT CHECKLIST

(1) TECHNOLOGY/EQUIPMENT <i>(Indicate all that apply)</i>	(2) REQUIREMENT <i>(Y or N)</i>	(3) OWNERSHIP: AGENCY OR PERSONAL <i>(A or P)</i>	(4) REIMBURSEMENT BY COMPONENT <i>(Y or N)</i>
1. COMPUTER EQUIPMENT			
a. LAPTOP			
b. DESKTOP			
c. PDA			
d. OTHER:			
2. ACCESS			
a. IPASS/VPN ACCOUNT			
b. CITRIX - WEB ACCESS			
c. OTHER:			
3. CONNECTIVITY			
a. DIAL-IN			
b. BROADBAND			
4. REQUIRED ACCESS CAPABILITIES			
a. SHARED DRIVES (e.g., H or P Drive)			
b. EMAIL			
c. COMPONENT INTRANET			
d. OTHER APPLICATIONS:			
5. OTHER EQUIPMENT/SUPPLIES			
a. COPIER			
b. SCANNER			
c. PRINTER			
d. FAX MACHINE			
e. CELL PHONE			
f. PAPER SUPPLIES			
g. OTHER:			
6. SUPERVISOR'S SIGNATURE			7. DATE (YYYYMMDD)
8. EMPLOYEE SIGNATURE			9. DATE (YYYYMMDD)

SECTION IV - NOTICE OF TELEWORK ARRANGEMENT CANCELLATION

(Complete this section when the telework agreement is cancelled.)

1. CANCELLATION DATE (YYYYMMDD)

2. INITIATED BY (X one)

EMPLOYEE

MANAGEMENT

3. REASON(S) FOR CANCELLATION

4. GOVERNMENT-FURNISHED EQUIPMENT/PROPERTY RETURNED
LIST PROPERTY AND DATE OF RETURN:

YES

NO

5. SUPERVISOR'S SIGNATURE

6. DATE (YYYYMMDD)

7. EMPLOYEE SIGNATURE

8. DATE (YYYYMMDD)