Dear Employer,

Thank you for downloading WorkSmart’s resources. These sample documents provide a starting point for your company to implement successful alternative work arrangements.

Elham Shirazi, the WorkSmart team’s lead consultant has over 30 years of experience in developing Telework and Alternative Work Arrangement programs, and developed resource materials, conducted training workshops, worked with hundreds of employers, and evaluated the impacts of telework and flexible scheduling on employers, employees, and trip reduction. In addition, she has worked in the King County region since 2009 in implementing programs and being part of the WorkSmart team.

Elham will be able to provide one-on-one assistance in tailoring programs to best fit your company’s needs.

Please contact us at [worksmart@kingcounty.gov](mailto:worksmart@kingcounty.gov) for further assistance.

Sincerely,

The WorkSmart Team

**Sample Teleworker Guidelines**

TELEWORKER remains obligated to comply with all of EMPLOYER’s rules, practices, instructions and this Agreement. TELEWORKER understands that violation of the telework guidelines may result in termination of this arrangement.

Teleworking, or telecommuting, is the concept of working from home or another location on a full- or part-time basis. Teleworking is not a formal, universal employee benefit. Rather, it is an alternative method of meeting the needs of the Employer. The Employer has the right to refuse to make teleworking available to an employee and to terminate a teleworking arrangement at any time. Employees have the right to refuse to telework if the option is made available.

The Employer’s goals in allowing for teleworking are to:

* Provide business continuity
* Improve recruitment and retention of employees
* Increase productivity
* Reduce Congestion and Tardiness

**Compensation and Work Hours**

The employee’s compensation, benefits, work status and work responsibilities will not change due to teleworking. The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the teleworking program. Overtime needs to pre-approved by the manager in advance. The frequency of teleworking will be up to their immediate supervisor

**Eligibility**

The decision to allow an employee to telework will be made by the employee’s supervisor in consultation with Human Resources. Successful teleworkers have the support of their supervisors. Employees will be selected based on the suitability of their jobs, an evaluation of the likelihood of their being successful teleworkers, and an evaluation of their supervisor’s ability to manage remote workers. Each department will make its own selections. Candidates for teleworking must be a full-time employee.

Selection of employees to participate is the Teleworking Program shall be based on specific work-related criteria including:

* Employee responsibilities
* Need for, and nature of, interaction with other staff and external clients
* Need for use of specialized equipment
* Availability of other qualified employees on site
* Employee job performance

An employee that is considered for teleworking must be able to work independently, be a self-starter, and demonstrate skills managing time in a productive manner. An employee must have a satisfactory or better performance level with no record of performance or conduct issues. The resources that an employee needs to do his/her job must be easily transportable or available electronically.

**Equipment/Tools**

TO BE PROVIDED INTERNALLY BY the COMPANY’S IT DEPARTMENT

**Workspace**

The employee shall designate a workspace within the remote work location for teleworking. The employee shall maintain this workspace in a safe condition, and free from hazards. Any employer materials taken home should be kept in the designated work area at home and not be made accessible to others.

**Office Supplies**

Office supplies will be provided by the employer as needed. Out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval of the employee’s manager.

**Worker’s Compensation**

During work hours and while performing work functions in the designated work area of the home, teleworkers are covered by worker’s compensation.

**Liability**

The employee’s home workspace will be considered an extension of the employer’s workspace. Therefore, the employer will continue to be liable for job-related accidents that occur in the employee’s home workspace during the employee’s working hours.

The employee’s at-home work hours will conform to a schedule agreed upon by the employee and his or her supervisor. The Employer assumes no liability for injuries occurring in the employee's home workspace outside the agreed-upon work hours. The Employer is not liable for loss, destruction, or injury that may occur in or to the employee’s home.

**Dependent Care**

Teleworking is not a replacement for childcare or dependent care.

**Privacy and Security of Information**

Employees will adhere to all existing regulations, policies and procedures of the Employer. Employees will also protect the security of information according to policies and procedures.

**Communication**

Employees must be available by phone, email, and text during core hours. All client interactions will be conducted on a client or The Employer site. Participants will still be available for staff meetings, and other meetings as deemed necessary by management on telework days.

**Evaluation**

The employee shall agree to participate in all studies, training, inquiries, reports and analyses relating to this program.

**Telework Agreement**

Name of TELEWORKER:\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name of SUPERVISOR:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Conditions for teleworking agreed upon by TELEWORKER and his/her supervisor:*

|  |  |
| --- | --- |
| The TELEWORKER agrees to telework at the following location | Location: |
| The TELEWORKER will telework \_\_\_\_\_\_ day(s) | **Day(s) if identified ahead of time\_\_\_\_\_\_\_** |
| The TELEWORKER’s hours will be | **Teleworking hours are from \_\_\_\_\_\_ AM to \_\_\_\_\_ PM** |
| The following are the types of assignments to be worked on by the TELEWORKER at the remote location: | **Assignments:** |
| The following equipment will be used by the TELEWORKER at the remote location: | **Equipment:** |
| The TELEWORKER agrees to check voicemail at least | **\_\_\_\_\_times per day** |
| TELEWORKER agrees to check and respond to email messages no later than | **\_\_\_\_\_hours after receipt of the communication day** |
| Additional conditions agreed upon by the supervisor and TELEWORKER are as follows: | **Additional conditions:** |

**Signatures**

We have read and understand this agreement and accept its conditions. We have reviewed the Telework Agreement prior to the employee’s participation in the EMPLOYER’s teleworking program.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Name Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Name (TELEWORKER) Signature Date

**Teleworker Do's**

**COMMUNICATION**

* Do confer with your supervisor on organizing work for the telework days
* Make sure that team members and supervisors have a clear idea of the day(s) you will be teleworking
* Forward office phone to your home phone if possible
* Keep your boss informed of the progress you are making as needed
* Attend on site or virtual essential department and group meetings
* Respond to communications such as calls, emails and texts
* Inform family members and neighbors about when you may be interrupted

**PRODUCTIVITY**

* Do select assignments and deliverable that can be performed remotely
* Develop tasks and deliverables
* Make sure you develop a routine for the telework days
* Stick to all deadlines and keep you work organized
* Do treat your telework day as you would a regular day in the office

**ERGONOMICS AND SAFETY**

* Have a dedicated work space at home
* Set up the workspace in an area that is safe and free from hazards
* Do pay attention to the ergonomics of your dedicated workspace at home
* Items to consider are desk height, chair, lighting, safety, electrical support, noise
* Take breaks throughout the day
* Have lunch away from your desk

**Teleworker Don'ts**

**HABITS**

* Don’t develop bad habits at home
* Don’t start sleeping late on telework days
* Don’t stay in your bed clothes all day
* Don't let pet or other noise impair your professional image, especially when you are talking on the phone

**PRODUCTIVITY**

* Don't forget that your employer is paying you to do you work during the agreed upon hours
* Don’t run errands for everybody in the neighborhood just because you are home
* Don’t telework if you have an infant or an elderly person who requires your attention
* Don't answer personal calls during telework day
* Don't do household chores during telework day
* Don't visit personal social media web sites such as Facebook and Instagram, they are distracting
* Don’t telework, if it is not working for you

**Manager Do's for Teleworking**

**COMMUNICATION**

* Develop good communication and access procedures for your employees so they are clear about meeting times and availability when teleworking, for example, suggest that teleworker email their team when starting and ending their telework day
* Integrate teleworkers in innovation exchange such as brainstorming with the use of technology
* Communicate with the teleworker like you would in the office
* Plan meetings when your teleworkers can participate
* Consider short team huddles, or online meetings
* Encourage good communication skills, such as responding to emails and voicemails in a timely manner

**PRODUCTIVITY**

* Manage by measuring results
* Build trust through troubleshooting with the teleworkers
* Encourage goal setting - use the Telework Task Schedule or Daily Log
* Delegate assignments equitably among your teleworkers and non-teleworkers. Think creatively of how work can be re-organized for the purposes of teleworking
* Provide feedback in timely manner
* Ensure that you have a performance evaluation process in place for both teleworkers and non-teleworkers

**MANAGING**

* Be prepared if telework doesn’t work well and allow the employee to terminate participation
* Do consider expanding the telework program after the emergency period
* Use telework as an opportunity to strengthen your management skills
* Make sure teleworker has IT contact information
* Ask for feedback on the teleworking program
* Trust your teleworkers

**Manager Don'ts for Teleworking**

**COMMUNICATION**

* Don’t call teleworker every hour to check on progress

**PRODUCTIVITY**

* Don’t set unattainable goals
* Don’t expect perfection; there will be adjustments needed
* Don’t set unrealistic deadlines for projects
* Don't select employees that are not productive in the office to telework

**MANAGING**

* Don’t neglect problems
* Don’t expect everyone to be a successful teleworker
* Don't begin new projects during the telework period
* Don't require face to face or team meetings during the emergency period unless necessary - some alternatives are Skype or conference call
* Don't feel obligated to continue the arrangement if it's not working