

# **SAO Teleworking POLICY**

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**STATE ACCOUNTING OFFICE**  
Human Resource Policy

**SAO Teleworking Policy**

**EFFECTIVE DATE:** October 2014

**RELEASE DATE:** October 16, 2014

**REFERENCE:** State Law (O.C.G.A. §34-9-1 through §34-9-367—Workers' Compensation)  
State Law (O.C.G.A. §45-7-9 Special Injury)  
State Law (O.C.G.A. §45-10-1 Ethic)  
Governor's Executive Order September 2012  
State of Georgia Telework Policy: Georgia CommuteSmart

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**POLICY**

Full-time and part-time employees who meet eligibility requirements may enter into a teleworking arrangement mutually agreed upon by the Manager, Division/Director (or delegate) and the employee. This policy is created to outline agency specifics and augment the State Telework Policy

**JOB RESPONSIBILITIES**

Employee job responsibilities will not change due to teleworking. Professionalism in terms of job responsibilities, work quality and output, participation in meetings and customer service will continue to follow the standards set by SAO. The amount of time an employee is expected to work will not change due to teleworking. Employees will work their normal work hours, and must be accessible, unless the Manager and/or Division/Director (or delegates) mutually agree upon different hours.

Employees who are teleworking will manage dependent care and personal responsibilities in a way that will not distract from successfully meeting job responsibilities. Employees agree to obtain advance manager approval prior to taking leave of any kind.

**ELIGIBILITY**

Employees working an alternate work schedule (9/8 or 4/10 are not permitted to telework). Additionally, all SAO new-hire employees are eligible to apply for a teleworking arrangement after they have been employed for 3 months.

Any employee of SAO may request a teleworking agreement. However, job function, customer service, and other job related considerations will be reviewed on a case-by-case basis when approving the request. A teleworking agreement must be approved by the employee's Manager and Division/Director (or delegate). Permission to telework must be given in writing, and in advance. Written permission may include e-mail. An electronic copy of the telework documents must be given to all approving parties and SAO Human Resource department. Telework agreements should be updated when substantial changes are made to the arrangement.

The teleworking agreement can be modified or terminated at any time by the Manager, Division/Director, State Accounting Officer, or employee. Notice of termination must be in

writing with an electronic copy to the employee, employee's manager, and SAO Human Resource department.

Telework agreements may be terminated due to:

- Annual performance reviews receiving a rating of 2 or lower
- Employees that are placed on a performance improvement plan
- Employee desire to work in the office

**Specific Eligibility for TeamWorks employees:** TeamWorks employees, working outside of the Customer Service Center, are not eligible to arrange a telework agreement to telework on Tuesdays and Wednesdays.

Telework days and employee contact information must be available at all times on the employee's office/cube exterior whiteboard. In cases of one off telework day changes - the employee should update their whiteboard accordingly.
If 3 or more T3 time submittals are late or not submitted for a given TeamWorks employee in any given 10 week period, the employee will lose all telework eligibility until a 4 week period has been achieved with no late T3 time submittals.
Employees who telework must remain logged into Brosix during normal business hours of 8AM to 5PM EST, or hours as agreed upon with the employee's manager.
Employees that do not have forecasted work hours within T3 in any given week should report to the office until that time has been assigned.

## PROCEDURES

Employee must meet with immediate manager and/or supervisor to determine ability to telework based on above eligibility statements. Once a determination has been made and the employee is eligible to telework the employee is then required to follow the steps below:

- (1) Complete the SAO Telework Training
- (2) Complete and Sign the SAO Telework Agreement
- (3) Must be in compliance with the GA Telework Policy
- (4) Must be in compliance with the SAO Appropriate Use and Monitoring Policy

These documents will be filed within the employee's personnel file within SAO Human Resource department. Follow-ups to all teleworking agreements are done during coaching sessions and within the annual telework recertification process.

The following are the categories of teleworking:

## Recurring

### **Regular Out of Office Telework**

**Agreement:** Employees may be assigned to work out of the office, normally the employee's home, on some kind of regular basis.

## Non-Recurring

### **Work Related Telework Agreement-**

Occasionally, an employee may be working on an assignment that can be better executed at an Alternate Work Area due to work outside of normal business hours.

### **Personal Circumstance Telework**

**Agreement-** Occasionally, an employee may be working at an Alternate Work Area due to personal circumstances. For example, an employee is injured with Doctor's note.

Regardless of the type of telework agreement, employees must agree to develop a work schedule with the employee's manager. The employee understands that his or her manager must agree, in advance, to any changes in the work schedule. Employee agrees that outside the time of work or outside the place designated for work will be deemed to be in Employee's own personal time and place, unconnected to work activities.

Employee agrees to perform only official duties and not to conduct personal business while on work status at the alternate work location. Personal business includes but is not limited to caring for dependents or making home repairs.

## **INSURANCE RELATED TO TELEWORKING**

Please note that ALL company issued equipment is insured by SAO. If company issued equipment is lost or stolen the first occurrence replacement will be covered by insurance. ALL subsequent occurrences that require replacement will be the financial responsibility of the employee. Any lost or stolen equipment must be reported to both to the SAO office administrator and DOAS. Refer to the **DOAS website** and refer to the Property Insurance Publications and forms section for specific instructions.

## **ALTERNATE WORK AREA**

SAO will provide workers' compensation and liability protection as obligated by State statutes for the employee while in the course of employment within the agreed upon location and defined work schedule. SAO assumes no responsibility for any activity, damages, or injury not directly associated or resulting from the official job duties for which SAO has no ability to exercise control. SAO assumes no responsibility for the employee's personal property.

A designated workspace should be maintained by the employee in a clean, professional and safe condition. Any change in the approved job assignment, location, or defined work schedule must be reviewed and approved by the employee's Manager or Division/Director (or delegate) in advance. Questions concerning the alternative work location should be directed to the employee's manager, the Division Director (or delegate), or SAO Human Resources.

Liability may extend to accidents which could occur in the Alternate Work Area; therefore, SAO reserves the right to make on-site inspections of this work area, at a mutually agreed upon time, to ensure that safe work conditions exist. Employees shall not conduct any business-related meetings at the Alternate Work Area, unless via teleconference call or webinar.

The employee remains liable for injuries to third persons or members of the employee's family on the employee's premises.

## **EQUIPMENT AND SUPPLIES**

SAO / State of Georgia owned/ leased data, software, equipment, facilities, and supplies must not be used to create Employee-owned software, products, or personal data. Any software, products, or data created as a result of all work-related activities are owned by the SAO and must be produced in the approved format and medium.

Office supplies (e.g., pens and paper, etc.) may be provided by SAO and should be obtained during the telecommuter's in-office work period. Reimbursement of employee expenses must be approved in advance and in writing by the employee's manager or Division Director (or designee), and will be dealt with on a case-by-case basis.

The employee is expected to use his or her own furniture, telephone lines, internet access ability, printer, and other equipment. Any use of private facilities of the employee will be at the employee's discretion and not at the behest or expense of the State. This applies to all physical

improvements and conveniences as well as services. No employee expenses under this policy shall be reimbursed without prior written approval by the employee's manager and Division Director (or designee).

In no situation should State-owned equipment be installed in an employee's home. SAO may, however, give written permission for certain equipment, for example laptops, mobile devices, wireless cards, pagers, and other business related equipment identified by the employee's manager to be checked out and used at the Alternate Work Area. However, the equipment and supplies remain SAO owned property. SAO will retain the responsibility for the inventory and maintenance of its property following State laws and procedures. See section Insurance Related to Teleworking.

## **SECURITY**

Confidential, sensitive, or difficult to obtain original documents (such as personnel files, procurement documents, original contracts, etc.) may not be taken out of the office. Employees working at an Alternate Work Area will take all precautions necessary to secure sensitive information, equipment, and prevent unauthorized access to SAO systems. Employee's need to comply with the following SAO Policies located on SharePoint:

- Remote Access Policy and Procedures
- Appropriate Use and Monitoring Policy