

CITY OF MANITOWOC

Telework Policy and Procedure

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Distribution: All City of Manitowoc Employees		

Objective

Telework allows employees to work from home or from a satellite location. The City of Manitowoc considers telework to be a flexible work option to be used occasionally when both the employee and the job are suited to such an arrangement. Telework may be appropriate for some employees and jobs but not for others. Telework is not an entitlement, it is not a City-wide benefit, and it in no way changes the terms and conditions of employment with the City of Manitowoc.

Telework arrangements may be approved for circumstances such as inclement weather, unanticipated school closures, special projects, business travel, or other reasons on a case-by-case basis. These arrangements will be approved on an as-needed basis only, with no expectation of ongoing continuance.

Other short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee’s health care provider, if appropriate.

All telework arrangements are made on a case-by-case basis, focusing first on the business needs of the City.

Procedures

Either an employee or a supervisor can request occasional telework as a possible work arrangement. Any telework arrangement made may be discontinued at will and at any time at the request of either the employee or the City.

Eligibility

Individuals requesting telework arrangements must be employed with the City of Manitowoc for a minimum of 12 months of continuous, regular employment, have a proven work history showing the ability to work independently, and have their manager and department head’s approval.

Before being approved for any telework, the employee and manager, with the assistance of Human Resources, will evaluate the suitability of such an arrangement, reviewing the following areas:

- **Employee suitability:** The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful teleworks.
- **Job responsibilities:** The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telework arrangement.
- **Equipment needs, workspace selection, and scheduling issues:** The employee and manager will discuss the physical workspace needs and the appropriate location for the telework.

- Tax and other legal implications: The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee as this is an optional benefit being offered to the employee for their convenience.

Evaluation of telework performance will include regular interaction by phone and e-mail between the employee and the manager throughout the telework period. Evaluation of telework performance will be consistent with that received by employees working at the office in both content and frequency and will focus on work output and completion of objectives.

An appropriate level of communication between the employee and supervisor will be agreed to as part of the process, and at a level consistent with employees working at the office or in a manner and frequency that is appropriate for the job and the individuals involved.

Equipment

All employees performing remote work are responsible for the cost and maintenance of their own internet and telephone service. The City of Manitowoc will not provide any financial reimbursement for these costs. Employees are responsible for the reliability of their own internet connection and telephone service. If an employee cannot furnish their own internet and phone, then they may not be eligible for telework.

Employees may be issued City equipment to conduct work remotely. Employees should work with supervisors to determine whether the equipment necessary to telework is available. Employees using City-issued equipment will be responsible for its care, and upon completion of authorized telework, will return it in the same condition it was first given to them. Replacement costs for City-issued equipment which is unreturned, or returned in worse condition than first given, may be assessed to the employee. Equipment supplied by the City is to be used for business purposes only. Upon request by the City or because of termination of employment, all City property will be returned to the City, unless other arrangements have been made.

The City of Manitowoc will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary.

The employee will establish an appropriate work environment within his or her home for work purposes. The City will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture, or lighting, nor for repairs or modifications to the home office space.

Employees are responsible for testing their home equipment prior to asking for telework to confirm that they are able to connect to the City's remote desktop and transfer their office phone to their cell phone or home phone using the City's phone software (i.e. Mitel). Employees who telework are expected to forward their phone using City phone software.

Security

Consistent with the City's expectations of information security for employees working at the office, telework employees will be expected to ensure the protection of confidential information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

Employees working remotely must also ensure their home internet is password protected, preferably with a strong password consisting of at least 8 characters, numbers, and symbols. Open internet networks and weak password protected networks expose the City to security vulnerabilities and attacks. Do not perform remote work using an open network. Other best practices in security and software include having functional and up-to-date antivirus software and an upgraded browser such as Google Chrome.

Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. Injuries sustained by the employee while performing telework, and in conjunction with his or her regular work duties, are normally covered by the company's workers' compensation policy. Employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite, as employees should not be hosting meetings at their homes.

Child Care/Distractions while Performing Telework

Telework is not designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting work demands.

Employees must demonstrate that they are able to perform a full days' work to be eligible for telework. Supervisors may permit flexible hours at their discretion, including split shifts, but a teleworking employee is expected to complete their regularly scheduled hours of work or supplement with PTO or vacation. If an employee cannot fulfill their work requirements due to childcare issues or any other distractions, telework will not be permitted in the future for that employee.

Time Worked

While teleworking, employees are required to check their email at the beginning of their day, and regularly throughout the day, and perform normal work duties as able. Employees must be available during their work day and will work with their supervisor to determine the best form of communication.

Employees will be required to accurately record all hours worked using a timekeeping log. For non-exempt employees, hours worked in excess of those scheduled per day and per workweek require the advance approval of the employee's supervisor. Failure to comply with this requirement may result in the immediate termination of the telework agreement and further discipline.

Managers will be periodically auditing employees throughout the work day to confirm work is being performed, and the City may install monitoring software for this purpose.