



POLICY & PROCEDURE

EMPLOYEES WORKING REMOTELY

Category: Human Resources/
Personnel

Number: 700-07

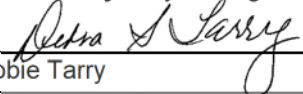
Classification: Internal

Effective Date:
Nov. 1, 2021

Supersedes:
N/A

Policy Originator:
Human Resources

Approved By: City Manager


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1.0 PURPOSE AND SCOPE:

Shoreline is an inclusive City that endeavors to build a work culture which embraces diversity, encourages participation, supports employees, promotes equity, and is focused on service delivery and customer service. The City is committed to Regular Remote Work and it is the City's intent that Regular Remote Work will support and enhance the City's work culture.

The purpose of this policy is to set forth the City's philosophy and guidelines for Regular Remote Work. Regular Remote Work is a discretionary, management approved alternative work arrangement in which an employee who occupies a job that is conducive to remote work, spends some portion of the workweek working from an alternative work location, typically their home. Not all jobs/positions are eligible for Regular Remote Work.

Regular Remote Work, when utilized appropriately, can improve employee productivity, allows for a more effective use of workspace, helps attract and retain a diverse and talented workforce, provides environmental benefits, such as reduced traffic congestion and associated air pollution, and increases employee satisfaction. It is the expectation of the City that Regular Remote Work will not impair or disrupt service to our customers, impede collaboration, nor otherwise negatively impact operational or individual performance. Remote Workers, like all City employees, are here to serve and deliver services to the Shoreline community and as such; customer service, availability, and connection to, and knowledge of, the community must not be diminished by Regular Remote Work.

This policy will be reviewed on a periodic basis to make sure that it continues to meet the operational needs of the organization and is in alignment with the City's mission, vision, and work culture.

2.0 AFFECTED PARTIES:

This policy applies to all employees whose position and job duties are compatible with Regular Remote Work.

3.0 DEFINITIONS:

Partial Day Remote Work: A Regular Remote Work arrangement in which the employee spends part of their workday at a City Facility and part at their Remote Worksite on a regular ongoing basis.

Regular Remote Work: An alternative work arrangement in which an employee, who holds a position that is conducive to remote work, spends some portion of the workweek working from an alternative work location, typically their home, on a regular, ongoing basis.

Remote Work Agreement: A documented agreement between an employee and the City, authorized by the employee's supervisor and Department Director, that outlines the conditions, schedule and other considerations under which an employee is authorized to work at a location other than an official City Facility.

Remote Worker: An employee who is authorized for Regular Remote Work.

Remote Worksite: A location or site at which an employee is authorized to conduct Regular Remote Work. Such locations may be the employee's home, or another location.

Remote Workstation: A work space containing a suitable work surface and other equipment necessary to conduct an employee's daily work tasks.

Shared City Workspace: A workspace located in a City facility that is utilized by multiple employees but done so at separate and individual times. This includes a single workspace, such as a cubicle or office, that could be dedicated to two or more employees, or a workspace that could be used by an unlimited number of employees based on activity, workgroup, etc. (i.e., cubicle 'hoteling', flex deskling, collaboration pods, etc.)

Situational Remote Work: Remote work that is approved on a case-by-case basis, in which the hours worked or location at which the work takes place are not part of a previously approved, ongoing, regular Remote Work Agreement. Examples of Situational Remote Work include times of inclement weather, emergencies, natural disasters, or instances based on special work needs or requests of the individual or organization.

4.0 APPLICABLE POLICY REFERENCES:

- City of Shoreline Employee Handbook
- Use of City Technology Resources
- Use of Calendar, Phone, and Messaging
- Use of Personal Accounts and Equipment for City Business
- Use of Text Messaging for City Business
- Overtime Administrative Policy
- Safety and Accident Prevention Policy and Procedure
- Allowable Business Expenses

5.0 REMOTE WORK AGREEMENT, AUTHORIZATION AND REVOCATION:

Regular Remote Work is discretionary and requires a Remote Work Agreement, which must be approved by an employee's supervisor and Department Director. Situational Remote Work requires similar approval but does not require a Remote Work Agreement.

Employees interested in a Remote Work Agreement should complete and submit a Remote Work Agreement Request Form to their supervisor. The Agreement Request Form can be obtained from the Human Resources Department. A decision by a Department Director to deny a Remote Work Agreement is final and not subject to appeal. If denied, the Department Director will provide the employee with an explanation for their decision.

A Remote Work Agreement may be discontinued at any time by request of the Remote Worker or by decision of their supervisor and Department Director. All Remote Work Agreements will be reviewed on a periodic basis, no less than annually, and require reauthorization by the supervisor and Department Director for continuation into the next year.

6.0 REMOTE WORK SCHEDULE AND PARTIAL DAY REMOTE WORK:

Schedules for Remote Workers will be determined between the employee and their supervisor and Department Director and included in the Remote Work Agreement, to the extent practicable. Schedules may provide for flexibility. Remote Workers must publish their schedule so that it is accessible to co-workers. Any variation of a Remote Worker's schedule should be approved by their supervisor in advance.

The City has worked to build a culture of innovation and collaboration to support the execution of our mission. In-Facility work allows for rapid communication, connection between colleagues, and spontaneous collaboration and innovation which are critical to maintain this culture. Additionally, as a service-centric organization, which includes the delivery of in-person customer service to members of the community and staff throughout the organization, in-Facility work provides the opportunity for all staff to serve our customers in person. To this end, Remote Worker schedules will include a minimum of four (4) days per pay period during which they will report to their Workstation at a City Facility.

Partial Day Remote Work is allowed if it meets the organization/operational needs of the City and is not used solely for the Remote Worker's convenience. If Partial Day Remote Work is approved, the workday will be evenly divided into a morning shift and an afternoon shift. On these days, when the Remote Worker is traveling between their Remote Worksite and a City Facility during the mid-day, the travel time between the locations is considered non-work time and is not compensable. The Remote Worker may take up to an hour (60 minutes) of unpaid time for the purpose of travel and personal activities including lunch. On partial Remote Work days, the Remote Worker's work schedule will be adjusted to the extent that the time taken to travel between locations and to conduct personal activities exceed the Remote Worker's regularly scheduled lunch period. Travel

time between one's place of residence and their designated worksite, and the reverse, is considered normal commute time and is non-compensable.

7.0 POSITION ELIGIBILITY FOR REMOTE WORK:

Whether a particular position is suitable for a Remote Work Agreement depends on job responsibility and duties, rather than job title, work schedule or salary grade. For example, Remote Work may be appropriate for positions that require data analysis, quality review, report writing, research, data entry, project or program management, or other tasks that regularly make use of a computer and software, but which do not require in-person face-to-face interaction to do the work.

7.1 In general, a position may be suitable for Remote Work if:

- Work activities are portable and can be performed effectively outside of the office.
- Job tasks are easily quantifiable or primarily project oriented.
- Remote Work will not adversely affect the workload or performance of other employees.
- Internal and external customer needs can be satisfied from a Remote Worksite.
- Technology and equipment needed to perform the job at a Remote Worksite are available.
- Customer service and coworker collaboration needs can be met without compromising quality or response times.

7.2 A position may not be suitable for Remote Work if:

- Regular direct face-to-face contact with an employee's supervisor, customers, or coworkers is necessary to perform core job duties.
- The position is exclusively field based with no job tasks that can be performed from a Remote Worksite.
- Duties of the position require immediate response to emergency or urgent situations.
- The employee needs daily access to material or information which may not be removed from a City Facility or is not easily accessible by remote computer access.
- Special facilities or equipment that are necessary to perform the job are not available at a Remote Worksite.
- Privacy, security, or health safety concerns cannot be adequately addressed at a Remote Worksite.

8.0 EMPLOYEE ELIGIBILITY CONSIDERATIONS:

Factors that are considered when determining eligibility for Regular Remote Work include if the employee:

- Has achieved sufficient competency in their job performance and does not require direct in-person day-to-day oversight by their supervisor.
- Has established that their Remote Worksite is within the State of Washington.

- Is able to come into a City Facility/location to perform work within a reasonable amount of time, if needed.
- Has a suitable Remote Worksite and Workstation with the necessary tools and equipment to perform their work.
- Demonstrates the ability to work independently for extended periods of time.
- Possesses good time-management skills.
- Has demonstrated responding to requests from customers, coworkers and their supervisor in a timely manner.
- Can perform their work without unnecessary risks to the security of the organization's data, networks, or confidential information.
- Is not in an active disciplinary process or on a performance improvement plan.

9.0 REMOTE WORKER RESPONSIBILITIES:

Remote Workers are expected to perform the full range of their job duties without undue disruptions or compromise to customer service. Their duties, obligations, responsibilities, and conditions of employment remain unchanged by Regular Remote Work. While not an exhaustive list, the following provides additional clarity about what is expected of staff that elect to enter into a Remote Work Agreement.

- Maintain a safe and distraction free Remote Worksite where focused work can be performed without unnecessary interruptions or safety risks.
- Comply with all City and department policies and procedures.
- Record and report work hours accurately and in accordance with City time reporting requirements. For audit and oversight purposes, a Remote Worker may be asked to provide documentation and/or verification of the work activities performed, and time spent on those activities while working remotely.
- Publish work schedule and hours.
- Schedule in-person work-related interactions/meetings at a City Facility or other appropriate office or authorized work location. Do not have residents, vendors, or other customers visit and/or meet at the Remote Worksite.
- Collaborate with the supervisor to establish a workplan that outlines performance expectations, work projects/tasks to be completed, work schedule, communication flow and timelines for completing job duties.
- Be available and accessible during scheduled work hours.
- Do not engage in dependent care or other personal activities that require significant time away from work. In exceptional circumstances when personal matters arise during the regular work day that require the immediate time and attention of the Remote Worker, they should inform their supervisor of the situation and discuss ways to mitigate the impact to their work. The Remote Worker should also seek direction on how to account for the time spent attending to these personal matters. In situations where the Remote Worker is unable to perform any work during their regularly scheduled work day due to illness or dependent care responsibilities, the Remote Worker must utilize appropriate leave to account for their absence from work.
- Maintain a Remote Worksite with an internet connection where work can be

reliably performed.

- Ensure for a reliable method of receiving and responding to work communication during scheduled work hours.
- Respond to requests from customers, coworkers, and the supervisor in a timely manner.
- Meet performance standards as communicated by their supervisor.
- Act in a professional manner consistent with how one would act if working in a City Facility.

10.0 SUPERVISOR RESPONSIBILITIES:

Supervisory oversight and support are critical factors for a successful Remote Work program. While supervisory tasks are basically the same, managing a Remote Worker may require additional effort and responsibility. Establishing good communication, monitoring performance, providing regular feedback, and encouraging teamwork and collaboration takes on more complexity in a Remote Work setting. To ensure program success, supervisors of Remote Workers are expected to:

- Explain the Remote Work Policy to the Remote Worker and respond to any questions they may have about the policy.
- Together with the Remote Worker, develop and discuss their workplan and their performance and development goals prior to the start of a Remote Work Agreement.
- In conjunction with the Department Director, determine and continue to evaluate job functions which are suitable and appropriate for Remote Work.
- Ensure the Remote Worker understands performance expectations, including establishing internal and external communication, responsiveness, and work schedule expectations. This may include scheduling periodic check-ins separate from more general performance discussions and check-ins to discuss their Regular Remote Work and how the Remote Worker is performing at their Remote Worksite.
- In collaboration with the Remote Worker, ensure that the Remote Worksite and Workstation meets health and safety requirements.
- Coordinate with the Information Technology Division to ensure that the Remote Worker has the appropriate and approved equipment, tools, and resources to perform their duties effectively and efficiently.
- Ensure that information and system security procedures are in-place and being followed by the Remote Worker.
- Regularly communicate with the Remote Worker to keep them informed of relevant work unit, Departmental and organizational information, developments, and updates.

11.0 REMOTE WORKSITE AND WORKSTATION REQUIREMENTS:

The location of a Remote Worksite shall be included in a Remote Work Agreement. Remote Worksites must be safe and distraction free and have no privacy, security, or health safety concerns.

A Remote Worker is responsible for equipping and maintaining their Remote Worksite and Workstation so that they can accomplish their work in an efficient, expeditious, and safe manner. This includes providing and maintaining office furnishings, such as a desk, chair, file cabinets, and lighting, at their own expense. The City will provide common, basic consumable office supplies, such as paper, pencils, pens, sticky notes, paper clips, etc., for use in a Remote Worksite.

Additional requirements for Remote Workers regarding their Remote Worksite include:

- Agreement to report work-related injuries to their supervisor at the earliest reasonable opportunity.
- Agreement to protect City owned equipment, records, and materials from unauthorized or accidental access, use, modification, destruction, or disclosure, and to report any incidents of loss, damage, or unauthorized access immediately.
- Responsibility for the establishment, maintenance, and repair of their Remote Worksite and Workstation.
- Agreement to self-certify that their Remote Worksite and Workstation are suitable, include the necessary tools and equipment to perform their work, and have no privacy, security, or health safety concerns.

For resources or assistance with setting up ergonomically appropriate Remote Workstations, contact the Human Resources Department.

If the Remote Worker is unable to perform their job duties at their Remote Worksite due to power failure, equipment failure, or other reasons, the Remote Worker will either report to their City Facility to complete their scheduled work hours or request use of accrued leave to cover the hours they were scheduled but not able to work.

The City may make on-site visits, with 24-hour advance notice, to the Remote Worksite for purposes of determining that the Worksite is safe and free from hazards, and to maintain, repair, inspect, or retrieve equipment, software, data, or supplies owned by the City.

12.0 REMOTE WORKSITE LOCATION AND TRAVEL:

The location of a Remote Worksite must be within the State of Washington and in a location where, if needed, the Remote Worker is able to come into their City Facility to perform work within a reasonable amount of time. Employees wishing to perform Situational Remote Work from a location outside a reasonable distance to their City Facility shall obtain prior approval from their supervisor.

In the event a Remote Worker is directed to report to a City worksite after the Remote Worker has started working for the day, the time spent traveling from the Remote Worksite to their City Facility shall be treated as "job site" to "job site" travel, and the Remote Worker's travel time shall be counted as hours worked and compensated accordingly. However, if the Remote Worker is directed to report to any City Facility to begin their workday, travel time to the City Facility shall be treated as regular commuting, or "home

to job site" travel, and considered time spent commuting, which is not compensable. Whenever possible, supervisors should give at least one day's notice when directing Remote Workers to report to a City Facility. Mileage reimbursement shall be administered according to the City's established travel reimbursement policies.

13.0 SHARED CITY WORKSPACE POLICY:

Remote Workers may be required to utilize Shared City Workspaces following the implementation of this Policy. A separate policy or procedure is anticipated to guide the criteria, requirements, and implementation of Shared City Workspaces.

14.0 INFORMATION TECHNOLOGY AND SECURITY:

The City recognizes that technology is critical to the success of Remote Work and is committed to exploring and implementing hardware and software options that enable successful Remote Work where practicable. Generally, Remote Workers receive the same technology options as all employees of the City. Additional technology resources and/or equipment may be provided to Remote Workers based on individual needs and work demands. Any additional technology requests and equipment allocations beyond the standard issuance of technology options will require supervisor, Department Director and Information Technology Division approval.

The use of computer equipment, software, or other information technology or resources, when provided by the City for use at a Remote Worksite, is limited to Remote Workers and only for City business and de minimis (marginal) personal use. The City will provide repairs and maintenance to its equipment and software. The City will, on occasion, require Remote Workers to return technology and equipment so that it may be serviced, updated and/or replaced.

If Remote Workers use their own equipment for Remote Work, the City will provide the appropriate software for Remote Workers to connect to the City's network and information systems. Remote Workers are responsible for the repair and upkeep of their own equipment and software, except for City-provided software.

If the City implements the use of Shared City Workspaces, the City will evaluate additional technology resources required/desired for employee use of these Shared Workspaces.

Remote Workers are expected to maintain the same security procedures and protocols at their Remote Worksite as employed at their City Facility, including the use of locked file cabinets for sensitive or confidential documents, password protection and maintenance, and other appropriate information technology security measures. The City reserves the right to terminate a Remote Work Agreement when necessary to protect the security, integrity, and availability of the City's information system/network.

15.0 ALLOWABLE AND NON-ALLOWABLE REMOTE WORK-RELATED EXPENSES:

As stated in Section 11 of this Policy, Remote Workers are responsible for providing their own Remote Workstation at their Remote Worksite. This includes providing at the Remote Worker's own expense office furnishings, such as a desk, chair, file cabinets, and lighting, and the cost of all utility and data charges, such as internet/broadband/data costs and electricity, water and other utility costs generated at the Remote Worksite. The City is not liable for damages to the Remote Worker's personal or real property.

Additional regulations regarding work-related expenses related to Remote Work are as follows:

- The City will provide common, basic office supplies, such as paper, pencils, pens, sticky notes, paper clips, etc., for use in a Remote Worksite. These consumable office supplies should be obtained during the Remote Worker's in-Facility days. The City will not reimburse Remote Workers for supplies such as this if they are purchased by the Remote Worker.
- Remote Workers may seek reimbursement for all authorized and pre-approved expenses while conducting business on behalf of the City as per City's Allowable Business Expense Policy and other financial policies.
- All equipment issued to Remote Workers by the City remains the property of the City and must be returned upon separation of employment. Upon discontinuation of a Remote Work Agreement, any supplemental technology equipment issued specifically for use at the Remote Worksite, and no longer needed, must be returned to the Information Technology Division.
- The responsibility for tax implications of Remote Work, if any, and conformance to any local zoning regulations, will also be the responsibility of Remote Workers.

16.0 PUBLIC RECORDS REQUESTS AND RETENTION:

All records created in the performance of City business may be subject to disclosure in response to a public records request, regardless of whether the record was created at a City Facility or Remote Worksite. While records should not reside on a Remote Worker's personal computer, if this does occur, it does not affect a record's status as a public record. An employee who is working remotely must maintain all records on the Remote Worksite computer consistent with the Washington State Public Records Act and the City's Records Management policies.

17.0 INJURIES, WORKERS COMPENSATION AND ADA ACCOMMODATIONS:

Remote Workers are covered under the Washington State Department of Labor and Industries Workers Compensation Program for job-related injuries that occur while performing their job duties at their Remote Worksite. This insurance program does not apply to non-job-related injuries that occur at the Remote Worksite. Employees who are injured while performing official job duties at their Remote Worksite during their regularly scheduled work hours should notify their supervisor and Human Resources immediately and complete the necessary injury report form.

Employees with disabilities, regardless of whether the employee is City Facility-based or a Remote Worker, may request Americans with Disabilities Act (ADA) work-related accommodations through the Human Resources Department.