

<b>SOP -I-0002</b>	<b>DELTA Telecommuting Procedures</b>	<b>Companion Document(s):</b> DELTA Telecommuting Agreement DELTA Equipment Authorization Form
<b>SOP Type:</b>	<input checked="" type="checkbox"/> <b>Internal SOP - DELTA-level that does not directly affect entities outside of DELTA</b> <input type="checkbox"/> <b>External SOP - DELTA-level that affects these entities:</b> <input type="checkbox"/> <b>Unit SOP - DELTA individual unit(s) affected:</b>	
<b>Contact:</b>	<b>DELTA Business Office</b>	
<b>Effective Date:</b>	<b>December 2, 2008</b>	<b>Last revision date: July 16, 2018</b>

## 1. Purpose

The purpose of this SOP is to allow units within DELTA the opportunity for employees to work at alternate work locations in order to:

- Promote general work efficiencies
- Ensure that all employees can operate from home in case of an emergency. This is essential for a successful business continuity plan
- Create an environmentally sensitive unit
- Reduce fuel consumption
- Create a family-friendly workplace

**Permanent Employees:** The decision to allow a permanent employee to telecommute is solely within management’s discretion; however, employees can choose not to telecommute IF telecommuting is not a requirement for the position. Telecommuting is allowable to full-time or part-time (.5 FTE or more) permanent EHRA and SHRA employees.

**Temporary Employees:** (DELTA staff may only hire student and/or University Targeted Staffing (UTS) temporary employee)

- Student Temporary Employees, with managerial approval, may telecommute under adverse weather or pandemic/disaster conditions only. Additionally, student temporary staff may work (not telecommute) from a remote location on campus if there is a need to work directly with faculty/staff for which DELTA's staff is required.
- UTS Temporary Employees, on assignment with DELTA, may telecommute with mutual approval from the DELTA Manager and UTS, when performing duties assigned by the supervisor.

## 2. Determining if a Position is Telecommutable

In order for a position to be deemed telecommutable, the following criteria must be met:

- a) The work assigned to the position must be able to be moved from the central work location to the alternate work location.
- b) Work-related criteria established by management are met; normally based on employee’s position description and work plan proving amenable to telecommuting if the job or large components of it can be done off-site without disruption to the flow of work and communication.
- c) The work assigned to the position must be measurable and/or the performance of the employee must be determinable.
- d) The work must not require direct supervision or face-to-face communication with management, staff, vendors, or clients.
- e) In some cases, there may be a departmental need for the position to be telecommutable due to factors such as lack of workspace, budgetary constraints, weather, or on-site equipment availability.

The appropriate member of the DELTA Senior Management Team will determine which positions in the units that he/she supervises are telecommutable. The Vice Provost will determine if Senior Management positions are telecommutable. A list of telecommutable positions will be maintained by the DELTA Business Office and shared with Human Resources.

## 3. Reimbursement for Internet Connectivity

Reimbursement of internet connectivity charges at the alternate work location will not be allowable unless the employee is specifically required by management to telecommute **and** internet use is a requirement of the job while telecommuting. The appropriate member of the Senior Management Team must verify that the employee meets the criteria for reimbursement of internet connectivity and determine the level of reimbursement allowable in order for reimbursement requests to be processed.

#### 4. Telecommuting Agreement

Even though a position is deemed telecommutable, the position may or may not have occasion to telecommute. If the position is deemed telecommutable and the supervisor and employee determine there is a need for telecommuting, a written telecommuting agreement must be initiated and approved. The original telecommuting agreement should be submitted to the DELTA Business Office to be kept in the personnel file within DELTA. The standard DELTA Telecommuting Agreement form should be used for this purpose. The template for the agreement will be posted on the DELTA Business Office website.

Terms delineated in the agreement are as follows:

- a) Policies and procedures that apply to the central workplace remain the same for telecommuting employees. Telecommuting assignments do not change the conditions of employment or required compliance with policies and rules. All leave policies are applicable regardless of telecommuting status.
- b) The amount of compensation and benefits will not change as a result of telecommuting. Tax implications of telecommuting are the responsibility of the employee.
- c) The supervisor and employee will plan telecommuting hours in advance, which in most cases would include developing an agreement on a specific schedule for each telecommuting occasion. A telecommuting employee that is subject to overtime provisions of the Fair Labor Standards Act (FLSA) will not work more than a total of 40 hours during a work week, to include telecommuting time, without prior supervisory approval. Additionally, supervisors are required to monitor the hours of "subject" employees to ensure compliance with the FLSA, nonexempt telecommuters must follow normal working procedures of punching in/out of the WolfTime time keeping system at the beginning, lunch time and at the end of each telecommuting session.
- d) The University's liability for job-related accidents continues to exist during the employee's approved hours at the alternate work location. The employee will report any injury immediately to his/her supervisor. The supervisor must assure that university-owned materials, equipment, and furniture used by the employee for work-related purposes at the alternate work location comply with safety standards.
- e) University-owned property remains the property of the University. The employee agrees to return university-owned property within five business days of being notified of termination of this agreement. A copy of the Home Use Authorization form should be attached to the agreement listing any equipment to be used at the alternate work location. Maintenance, repair, or replacement of equipment owned by the employee is his/her responsibility.
- f) The employee will apply herself/himself to assigned work during designated work hours while telecommuting and will not engage in activities that are not work-related. The employee is responsible for maintaining the same levels of production as if he/she were at the central work location.
- g) Managers may rescind telecommuting privileges if the employee is not performing satisfactorily. The return of telecommuting privileges to a permanent employee is at the manager's discretion and will be reviewed and documented at the next performance review event.
- h) The employee must be able to be contacted by management and/or staff within his or her unit, or others they routinely do business with, when needed. Each unit should maintain and distribute internally a call tree to facilitate contact of telecommuting employees. Employees should note telecommuting days on the official NCSU work calendar with the telecommuting event made public, even if other event details on their calendar are not shared. A way to reach the telecommuting employee, if different than on usual (non-telecommuting) days, should also be noted on the employee's work calendar. Telecommuting employees should set their voicemail to state that they are telecommuting and how best to reach them (such as via their home phone or email) OR they can opt to transfer their work phone to reach them at home. Additionally, university personnel may visit the employee's alternate work location during normal business hours with appropriate advance notice.
- i) The employee has permission to work on restricted-access information or materials at the alternate work location and agrees to follow department-approved security procedures. He/she will take reasonable precautions to prevent disclosure of confidential information to third parties. The employee agrees to follow all software licensing provisions agreed to by the university. The employee may also access university-owned and licensed software via Remote Desktop. Restricted access data should only be accessed remotely, and NO copies of restricted data should be made to privately-owned computers at alternate work locations.
- j) Extended telecommuting may be available for special circumstances provided the circumstance adheres to HR policies and has DELTA SMT approval. These circumstances will be reviewed on a case-by-case basis.
- k) A revised Telecommuting Agreement form must be completed if the "Alternate Work Location" changes.