

DISCLAIMER: APPLICABLE TO PASS/AVS EMPLOYEES ONLY UNTIL AGENCY-WIDE IMPLEMENTATION OCCURS.

**Human Resource Policy Manual (HRPM)
Volume 12: Work Life and Benefits
WLB 12.3**

Federal Aviation Administration (FAA) Telework Program

This Chapter applies to non-bargaining unit employees/positions and bargaining unit employees/positions. It does not apply to bargaining unit employees/positions where the applicable collective bargaining agreement contains conflicting provisions or the Agency still needs to meet its bargaining obligation.

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Background information: This policy chapter cancels and replaces WLB-12.3, FAA Telework Program, dated September 30, 2022. This chapter provides the FAA workforce with guidance on telework as a tool to support the Agency's mission in alignment with and under the authority, direction, and control of the FAA Administrator.

Use this policy chapter in conjunction with: [PADM-6.2, Determinations of Official Duty Station \(ODS\)](#); [WLB-12.3a, \(Foreign Duty\)](#), [Telework in Foreign Duty Locations](#); [FAA Order 1370.121\(Series\)](#), [FAA Information Security and Privacy Program & Policy](#); and [FAA Travel Policy](#).

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1. Purpose. The FAA Administrator establishes telework policies that allow the FAA to provide voluntary workplace flexibilities that, when utilized appropriately, have no adverse impact on the mission of the FAA and do not reduce the safe and efficient operation of the national airspace system.

This chapter provides policy to managers and employees on the FAA's Telework Program and describes the rules and procedures that apply to telework. Telework is a workplace flexibility, not an employee right or entitlement, and the location of employee work activities is always a management decision. FAA encourages and fully supports the use of workplace flexibilities and efforts to utilize these options in a way that enhances the agency's mission and reputation as an employer of choice.

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2. **Scope.** This applies to all employees who meet the requirements contained in this policy.

3. **Definitions.**

a. Alternative Worksite: A manager-approved worksite other than the official worksite, such as the employee's residence. The approved worksite must provide an environment, connectivity, and security appropriate to the work effort and agency requirements.

b. Conditional Telework: An arrangement based on a unique and temporary need that schedules the employee to telework (i.e., one (1) to 10 days in a pay period) for up to 90 calendar days. Such approval may be granted for short-term, personal injuries, illnesses, or other circumstances, substantiated by appropriate documentation, that prevent an employee from temporarily performing work at the assigned official worksite but allow the employee to perform their official duties at an alternative worksite.

c. Emergency Situation: An event, incident, or circumstance that interrupts or compromises operations at, or travel to, and/or from, the official worksite. This may include a range of situations including, but not limited to, civil disruptions, inclement weather, associated travel conditions, national security situations, natural disasters, public health emergencies, power outages, unusual traffic situations, water main breaks, or other incidents that compromise access to the official worksite, agency-designated location, or appropriate alternative worksite.

Emergencies include but are not limited to, those that result in an official announcement of an operating status under which telework, unscheduled telework, and/or unscheduled leave is allowed. See [Volume 11](#), Guidance on Emergency Situations, for further examples of emergencies.

d. Locality Pay Area: The region or geographic location of the employee's official worksite determines the Official Duty Station (ODS) for the purposes of identifying the correct locality pay rate. The FAA uses the locality pay areas as defined and maintained by OPM and documented on an employee's Standard Form (SF) 50, Notification of Personnel Action, block 39.

e. Mobile Work: A type of work that requires an employee to travel frequently away from their ODS to and from agency-designated locations (e.g., inspections, property management, investigations, site audits, etc.). For information regarding mobile work that extends beyond the ODS, refer to FAA Travel Policy, for applicable travel reimbursement. An employee may combine mobile work and telework if approved for telework under the criteria outlined in this policy chapter.

f. Non-co-located: An employee that is generally not located at the same official worksite as their first-level manager or workgroup (e.g., an employee who resides and works in Kansas City but reports to Headquarters). Employees may request telework if they meet telework eligibility requirements under the criteria outlined in this policy chapter.

g. Official Duty Station: The city, county, and state or foreign location where the official worksite is located. Block 39 of the SF-50, identifies the ODS and determines the employee's locality pay rate.

h. Official Worksite: The physical location of an employee's position of record where the employee's work activities are based and documented on an employee's telework agreement.

i. Recall Address: The address an employee would report to in the absence of a telework agreement and documented on an employee's telework agreement. The recall address may or may not be the same address as the official worksite (e.g., 10-day teleworker or non-co-located employee).

j. Routine Telework: Telework is performed from an alternative worksite on regularly scheduled

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telework day(s) up to eight (8) days per pay period (nine (9) – 10 days per pay period only with Head of Line of Business or Staff Office (LOB/SO) or designee approval) and an employee is required to report to the agency-designated location, on a routine basis as specified on an employee's telework agreement.

k. Situational Telework: Under this option, telework is approved on a case-by-case basis for an employee who does not telework routinely. The telework hours worked were not part of a previously approved, ongoing, and regular telework schedule.

l. Telework Agreement: Documentation that outlines the terms and conditions of telework participation.

m. Telework-Ready Employee: A telework-eligible employee with an approved telework agreement on file who has completed training related to workplace flexibilities. A telework-ready employee must have sufficient work for the agreed telework hours, necessary equipment, and proper technological connectivity, and must be able to work with minimal distractions to support mission effectiveness.

n. Unscheduled Telework: This option allows telework-ready employees to perform telework on a day they usually report to the official worksite when there is an emergency closure for weather or other emergencies. The closure is generated from Operating Status announcements made by the FAA, U.S. Department of Transportation (DOT), Office of Personnel Management (OPM), or Federal Executive Boards.

4. Roles and Responsibilities.

a. Office of Human Resource Management (AHR):

- (1) Provides policy oversight to assess compliance with applicable laws, regulations, and other applicable Government-wide guidance concerning the implementation and administration of telework throughout the FAA.
- (2) Determines telework options available for the agency.
- (3) Assigns a National Program Manager within AHR to oversee telework programs and operations throughout FAA.
- (4) Gathers, maintains, and provides available data necessary to prepare reports, as required.
- (5) Updates and maintains the employee's official personnel data.
- (6) Leads telework workgroups, initiatives, or programs and/or collaborates with telework LOB/SO workgroup initiatives.

b. Office of Finance and Management (AFN):

- (1) Provides the Information Security and Privacy (IS&P) Program policy and guidance, as needed.
- (2) Issues rules and guidance on Government Furnished Equipment (GFE).
- (3) Gathers, maintains, and relays data to prepare reports, as necessary.

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(4) Partners with LOB/SOs to address GFE technology issues concerning telework.

c. Lines of Business and Staff Offices (LOB/SOs):

- (1) Verify that the implementation of telework within the LOB/SO is equitable and consistent with this policy chapter.
- (2) Consider the organizational impact, monetary costs, and precedent-setting actions when approving telework options.
- (3) Task their LOB/SO budget office with identifying and approving applicable expenses related to telework by position.
- (4) Assign a Telework Coordinator.
- (5) Provide data for reporting and assist AHR in evaluating the overall effectiveness of all telework programs, as requested.
- (6) Accurately report each employee's telework status and duty station.

d. Managers:

- (1) Obtain and review all policies, operating instructions, reference materials, and collective bargaining agreement (CBA) requirements, if applicable, related to telework.
- (2) Complete FAA-approved training related to workplace flexibilities for managers.
- (3) May use telework as a scheduling flexibility if telework supports mission effectiveness and does not diminish individual, group/team, or organizational performance.
- (4) Require telework-approved employees to have secure network capacity, communications tools, necessary and secure safe access to appropriate agency data assets and Federal records, and equipment sufficient to enable such employees to be fully productive before telework approval.
- (5) Require telework-ready employees to telework when the Federal government closes due to inclement weather or other emergencies.
- (6) Hold all employees to appropriate performance standards, regardless of work arrangements.
- (7) Apply eligibility criteria, operational considerations, and current and future financial impact on the FAA before deciding whether to approve a request to telework.
- (8) Respond to employee telework requests in writing in accordance with applicable policy.
- (9) Review the telework agreement in which the employee certifies technology is available to conduct off-site work (i.e., employees have the required technology necessary, such as the internet, to perform their work activities).
- (10) Verify documentation of telework in time and attendance records each pay period and review/renew the telework agreement annually, at a minimum.
- (11) Consult with the LOB/SO Telework Coordinator regarding unusual situations not outlined in this policy. The absence of policy language allowing/prohibiting telework in specific

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circumstances does not automatically authorize management approval/disapproval of telework in that situation.

- (12) Respond to employee telework agreement requests with approval/disapproval in writing or electronically, where applicable, within 30 calendar days of submission. For disapproved telework agreements, specify the reason(s) for disapproving the telework agreement in the response.
- (13) May grant the employee a “replacement” or “in lieu of” telework day if operational considerations permit.
- (14) Verify that the employee meets ODS requirements when approval occurs at least annually. Ensure that locality pay for an employee accurately reflects the telework status and duty station (refer to [PADM-6.2](#), Determinations of Official Duty Station (ODS)).
- (15) Assign a recall address and verify the correct recall address appears on the employee’s telework agreement.

e. Employees participating in a telework arrangement:

- (1) Obtain, review, and adhere to the FAA telework policy and applicable operating instructions.
- (2) Submit a telework agreement request to their manager.
- (3) Complete FAA-approved training related to workplace flexibilities for employees.
- (4) Use only FAA-approved IT equipment, peripherals, and software for efficient and effective work activities.
- (5) Designate an area appropriate for work activities when teleworking, maintain internet connectivity and a proper work environment, and ensure adequate technology, such as internet service, is available when conducting off-site work.
- (6) Ensure that ODS requirements are met (refer to [PADM-6.2](#), Determinations of Official Duty Station (ODS)).
- (7) Document telework by entering telework codes in time and attendance systems (refer to official timekeeping system Telework Instructions).
- (8) Understand that they must report to the official worksite or change their telework schedule to meet mission needs.
- (9) Collaborate with management to ensure organizational productivity continues if the alternative worksite is unavailable.
- (10) Understand that the cancellation of a telework day (e.g., telework day falls on a holiday or presence at a meeting is necessary, etc.) does not:
 - (a) Constitute a termination of the telework agreement; or
 - (b) Entitle the employee to a “replacement” or “in lieu of” telework day.

5. Agency Requirements.

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- a.** The FAA Administrator determines an agency-wide approach for telework for the FAA. The LOB/SOs have the authority to implement management-discretion limitations and processes for telework within their organization in alignment with the FAA Administrator's agency-wide approach, when applicable, and in accordance with this policy chapter.
- b.** A manager may terminate a telework arrangement at any time with at least one (1) pay period advance notice unless circumstances warrant a shorter notice period. A canceled telework agreement must contain the reason(s) for termination, and the employee must receive a copy of the terminated agreement.
- c.** Managers are encouraged to provide the option of teleworking to eligible employees in alignment with Agency and LOB/SO initiatives.
- d.** Teleworkers must be routinely available on a predictable basis for in-person and electronic communications with internal and external persons and not hindered from meeting with, visiting, auditing, or inspecting facilities or projects due to telework.
- e.** Teleworkers must attend and communicate during meetings as required, either in person or electronically through audio and/or video camera (i.e., camera to display the employee on live video using management-designated software applications and/or technology).
- f.** Management may require employees to report to the recall address after the start of a scheduled telework day based on essential operational requirements. In that case, the time required to commute from the telework location to the recall address counts as duty time.
- g.** Employees may request to report to the official and alternative worksites within the same day with management approval. Employees must commute during a non-duty time, such as during their meal break, use approved leave, or a combination of both.
- h.** Teleworkers must use the required security protections, such as encryption, for all classified and sensitive information and follow these precautions and other FAA policies pertaining to protecting information system resources. Refer to [FAA Order 1370.121\(Series\)](#), [FAA Information Security and Privacy Program & Policy](#).
- i.** Employees must adhere to the applicable FAA work schedule policy when teleworking. Employees must only work/earn overtime, compensatory time, shift differentials, or credit hours while teleworking if approved in advance by the manager. Employees may continue approved part-time or alternative work schedules when teleworking.
- j.** Telework employees must arrange for dependent care just as they would if working in a traditional office setting. Teleworkers should not engage in dependent care activities when performing official duties. With management approval:

 - (1)** Employees may telework when they have dependent care responsibilities during an announced emergency/disaster or other management-approved instances affecting the official worksite and upon demonstrating their ability to complete their job assignments without dependent care responsibilities before requesting such approval.
 - (2)** If the level of care needed for a dependent prevents or significantly disrupts work accomplishment, teleworkers must notify their manager as soon as possible about the situation preventing them from continuing work. Employees should then request approval for appropriate leave while performing dependent care responsibilities.

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k. The FAA is not responsible for providing operating costs or reimbursements to teleworkers for alternative worksite expenses. Employees can return to the official worksite if the alternative worksite is inadequate for work activities.

l. The term “Telework-Ready Employee” is not the same as an “Emergency or Mission-Critical Employee” (refer to paragraph 14, FAA Continuity of Operations Plan for guidance for employees with these designations). For guidance on bargaining unit employees (BUE), refer to the applicable CBA.

m. All employees covered by telework agreements must telework when the recall address is closed due to an emergency. The closure may be due to inclement weather or other emergencies affecting a geographic area, such as when OPM announces the closure of all federal offices in the Washington DC metropolitan area or a building-specific emergency leading to the closure of all or part of an FAA office or worksite (refer to paragraph 13 for individual circumstances affecting the alternative worksite).

n. Employee alternative worksites may not extend beyond the Contiguous United States (CONUS) if the employee’s ODS is CONUS (e.g., employees may not have an alternative worksite in Alaska or Hawaii if ODS is CONUS). Refer to the [FAA Travel Policy](#), [1C1 List of Defined Terms](#) for the definition of CONUS.

o. Alternative worksites may not extend beyond an OCONUS area if the ODS is OCONUS, except in emergencies. For example, an employee with an ODS of San Juan, Puerto Rico, may not have an alternative worksite outside of Puerto Rico (e.g., Miami, Florida) except in emergency situations, subject to management approval. (refer to the [FAA Travel Policy](#), [1C1 List of Defined Terms](#) for the definition of OCONUS).

p. Teleworkers are to be treated equitably as other employees for periodic appraisals of job performance, training, awards, reassignments, promotions, changes in grade level/pay band, work requirements, adherence to the Standards of Conduct, and other acts involving managerial discretion.

q. Teleworkers must receive work requirements/commitments, progress reviews, and annual performance appraisals from their manager per FAA performance management policies. Managers may use such tools as status reports, progress reviews, and milestones to measure and evaluate employee performance.

r. Employees participating in telework are to contact their immediate manager as soon as possible in case of an emergency affecting the alternative worksite (e.g., technical difficulties, loss of power, earthquake, etc.).

s. Employees will not receive reimbursement for travel expenses for commuting to the recall address even if otherwise allowed under other FAA policies. Employees are not required to live within a certain proximity of the recall address; however, the employee must be able to report to the recall address in a timely manner as required and when directed by management.

6. Manager Decision-Making Criteria. Before approving telework, managers must consider the following:

a. Administrative and operational considerations including delivery of quality customer service.

b. Cost considerations and the potential personnel and organization implications, including:

(1) Changes in locality pay, if applicable;

(2) Cost associated with travel expenses, if applicable;

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- (3) Future agency-directed changes in official worksite (including potential permanent change of station (PCS) costs); and
- (4) Lost work time (e.g., duty-time impact for recall).

Note: If 6a or 6b adversely impacts the organization, the telework request may be denied.

c. Eligibility. Managers determine the position based on work activities and/or employee eligibility appropriate for telework.

(1) Position Work Activities:

- (a) Are portable and not dependent on the employee being at the official worksite.
- (b) Appropriate for virtual management oversight because of clear and measurable performance standards and results.
- (c) Necessary materials and information to perform the position's duties are transportable to and from the agency-designated location, and consistent with data and systems security requirements, including Privacy Act protection requirements.
- (d) Necessary interaction with co-workers, subordinates, superiors, and customers occurs electronically or by telephone without adversely affecting customer service or unit productivity.
- (e) Non-located employees may request telework subject to the eligibility criteria outlined in this policy chapter.

(2) Employee:

- (a) Demonstrated dependability and the ability to work independently.
- (b) Can prioritize work effectively and use good time management skills.
- (c) Record of compliance with Agency's standards of conduct.
- (d) A performance rating of record of at least fully successful, or equivalent, with no documented need to improve performance.

d. Ineligibility.

(1) Position work activities and/or employees are ineligible to telework if any of the following criteria are met:

(a) If the position's work activities require:

- i. Handling controlled unclassified information determined to be inappropriate for telework by the LOB/SO or delegated authority;
- ii. On-site work that cannot be performed routinely, reoccurring, or at an appropriate alternative worksite, such as greeting visitors, hard copy filing, mailing, supporting other staff and office needs, and other similar tasks;

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- iii. Daily, in-person contact with co-workers, managerial officials, customers, or the general public to be effective; or
- iv. Being present at a specific work location due to operational requirements.

(2) If the employee:

- (a)** Has documented deficiencies that indicate telework hinders the employee's ability to meet performance standards for any critical objective/outcome in the performance plan.

Note: Managers may implement additional ineligibility criteria based on performance or misconduct issues and must apply them consistently.

- (b)** An employee is generally prohibited from participating in a telework arrangement if they have been officially disciplined for:
 - i. Absence and leave misconduct within the past 12 months; or
 - ii. Violations of Subpart G of the [Standards of Ethical Conduct of Employees of the Executive Branch](#) including the misuse of Government Property or misuse of official time (e.g., viewing, downloading, or exchanging pornography, including child pornography, on a Federal government computer or while performing official Federal government duties (see [ER-4.1](#), Standards of Conduct)).

Note: During an emergency, managers of employees ineligible to telework under these circumstances (paragraph 6(2) must consult with their assigned [Labor and Employee Relations \(LER\), Headquarters, or Regional Office](#) before taking any action. Actions may include:

- (1)** Report to the official worksite or, with managerial approval, be assigned to another official worksite in an FAA location;
- (2)** Be offered administrative leave, in limited circumstances, until an office in another location is available;
- (3)** Be approved for appropriate leave; or
- (4)** Offered telework in rare circumstances where extended office closures exist (e.g., pandemic). The employee may be subject to additional monitoring and/or investigative measures. The employee must return to an official worksite as soon as possible upon the availability of the official worksite.

7. Routine Telework. This describes an employee's request to telework on a regular and recurring schedule of one (1) to eight (8) days per pay period. The employee retains the ODS for the location of the official worksite to which they would otherwise report.

a. In-office presence of less than two days a pay period requires approval from the Head of the LOB/SO or designee. Approval may require a change in the ODS (e.g., nine (9) or 10 days of telework). A regular day off (RDO) does not count as a day the employee is available for in-office presence.

b. The employee can be recalled to an agency-designated location within a reasonable timeframe.

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c. Employees who telework are generally not entitled to PCS when the ODS (block 39 on SF-50) changes.

8. Situational Telework. Under this option, telework is approved on a case-by-case basis for an employee who does not telework routinely. The telework hours worked were not part of a previously approved, ongoing, and regular telework schedule. Managers may approve situational telework as the need arises, such as:

- a. To prepare for continuity of operations (e.g., telework exercise);
- b. To perform special projects or complete complex tasks;
- c. Conduct web-based training;
- d. In combination with personal leave; and
- e. When opting for unscheduled telework when OPM announces the Federal Government operating status in the area of the employee's regular worksite as "Open with an Option for Unscheduled Leave or Unscheduled Telework."

9. Conditional Telework. Under this provision, a manager may approve a telework request to accommodate a temporary and unique need that the current agreement does not meet. An example of an appropriate situation might be an employee's need to spend time away from their official worksite to help attend to a health crisis involving an elderly family member in a different geographic location during non-duty time. For further information, please refer to your assigned [Labor and Employee Relations \(LER\), Headquarters, or Regional Office](#). In addition to the telework requirements outlined in this policy chapter, the specific requirements for a conditional telework arrangement are as follows:

- a. Conditional telework is not an entitlement and a separate telework agreement is required.
- b. This arrangement is temporary and valid for up to 90 consecutive calendar days, including any paid or unpaid absence. Extenuating circumstances may allow an extension of no more than 90 additional calendar days with written approval from the Head of the LOB/SO or designee upon receipt of appropriate documentation/justification from the employee.
- c. An approved conditional telework agreement does not cancel an existing telework agreement.
- d. The manager should require appropriate documentation or supporting evidence. The manager may accept a written statement from the employee as supporting evidence.
- e. Managers should reach out to the [Office of Civil Rights \(ACR\)](#) before requesting medical documentation to verify that a conditional telework request does not overlap with request for a reasonable accommodation.
- f. The manager is responsible for the security and confidentiality of all medical information received and must ensure documentation complies with the provisions for safeguarding information. Managers must treat supporting medical evidence as a confidential medical record.
- g. An employee determined ineligible for routine telework is not eligible for conditional telework.
- h. When the arrangement affects the ODS, a personnel action may be required (refer to [PADM-6.2](#), Determinations of Official Duty Station (ODS)).

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10. Telework in Foreign Duty Locations. Refer to [WLB-12.3a](#), Telework in Foreign Duty Locations. Managers cannot approve telework from a Foreign Duty Location unless it is specifically approved under WLB-12.3a, Telework in Foreign Duty Locations.

11. Telework Agreements Requirements. Telework agreements are required for all employees approved to participate in routine, situational, or conditional telework. Employees must submit a telework agreement form to participate in the telework program.

a. The telework agreement, at minimum, must contain:

- (1) The employee's name;
- (2) Alternative worksite address (e.g., employee's residence if teleworking from home 1-8 days and not applicable for nine (9) or 10-day telework approval exceptions);
- (3) The official duty station (ODS) (Blocks 39 of the SF-50);
- (4) The official worksite address;
- (5) The management designated recall address. The recall address may or may not be the same as the official worksite address (e.g., address may differ for nine (9) or 10-day telework agreement exceptions or non-located employees);
- (6) Work Schedule with the telework schedule;
- (7) Self-certification safety checklist;
- (8) Telework Type (i.e., routine, situational, or conditional (with up to a 90-day extension));
- (9) Requirement to telework during an emergency;
- (10) Travel expense waiver from the alternative worksite to the recall address. This does not apply while on Temporary Duty (TDY); and

b. Employees must complete training related to telework completing a telework agreement.

c. A change in manager, position, alternative worksite address/contact number, or employee telework status requires a new or modified telework agreement.

d. If a telework agreement has an adverse impact on employee or agency performance, or/and the employee no longer meets eligibility criteria, a manager can terminate and/or modify the employee's agreement as appropriate by providing notice to the employee in writing.

e. A telework arrangement does not alter the terms and conditions of the appointment as specified on the employee's SF-50. However, an employee's ODS may change if they do not regularly commute into the office. The employee's ODS determines all pay, leave, and travel entitlements. The telework arrangement must not affect other conditions of employment (e.g., hours of duty) unless otherwise specified in the telework agreement.

f. The manager and employee must review the agreement annually, at a minimum.

g. Employees may request up to two (2) alternative worksites on their telework agreement.

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12. Review of Disapproval. An employee may request a second-level manager review, within their chain of command, of a disapproved telework agreement within 10 calendar days of receiving the disapproval. The second-level manager review should determine if the first-level manager properly applied the policy criteria in disapproving the telework agreement and consider any issues or concerns identified by the requesting employee. The second-level manager review decision must be communicated to the requesting employee in writing.

13. Teleworking during Early Dismissals, Delayed Arrivals, or Federal Office Closures. See [Facility Closures, Dismissals, & Other Operating Status Information](#) and [FAA Operating Status Options](#).

a. Early Dismissal/Release. Employees who begin their workday in a telework status will not receive excused absences unless otherwise stated.

b. Delayed Arrival: Employees who are scheduled to telework or request to work unscheduled telework when a delayed arrival for inclement weather or other emergency is announced are expected to begin working at their normal start time. Employees scheduled to telework or requesting unscheduled telework for the delayed arrival will not be granted excused absence.

c. Federal Office Closures: To the extent possible, telework-ready employees scheduled to work on announced office closure days must be prepared to work the entire tour of duty, take leave, or use a combination of both when Federal offices are closed.

d. Individual Circumstances during Early Dismissals, Delayed Arrivals, or Federal Office Closures: In the event an employee is unable to perform telework at their alternative worksite due to circumstances beyond their control (e.g., power failure or loss of internet connectivity), the manager may grant excused absence on a case-by-case basis. The employee may request to use leave or other paid time off (e.g., earned compensatory time off or credit hours) if an excused absence is not granted.

14. FAA Continuity Program. To ensure the agency can continue to perform Mission-Critical Functions and Primary Mission-Critical Functions during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies, the FAA may implement the Continuity of Operations Plan (COOP). If the COOP activates, the situation may require exceptions to this policy chapter.

Emergency and mission-critical employees may be required to work from an alternative worksite if directed by management (refer to [EMS-11.5, Identifying Essential Supporting Activities and Designating Emergency and Mission-Critical Employees for Emergency Situations](#)). When this occurs, personnel designated as COOP cadre members must follow the COOP guidance.

Note: During any period when the agency is operating under a COOP, requirements of that plan supersede this policy chapter and supplement chapters for the period during which the COOP is in effect.

15. Equipment and Expenses.

a. Equipment:

(1) Computer equipment and software on GFE must be coordinated with the servicing information and technology office to satisfy all information and technology requirements.

b. Expenses:

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- (1) LOB/SOs must approve agency-sponsored expenses, as determined by AFN and the position requirements.

16. Records Management Requirements. The filing, retention, and safeguarding of telework files/records are covered by the [FAA Order 1350.14B, Records Management](#), FAA/National Archives and Records Administration (NARA) [retention schedules](#) (i.e., [General Records Schedule \(GRS\) 2.2: Employee Management Records](#) (Item 030)), Office of Personnel Management's (OPM's) [Guide to Personnel Recordkeeping](#), and [FAA Order 1370.121B, FAA Information Security and Privacy Policy](#).

17. Point of Contact. For more information, contact the Office of Human Resource Management, [Worklife Division, AHB-100](#).

Related Information

Policies

- [PADM-6.2, Determinations of Official Duty Station \(ODS\)](#)
- [WLB-12.3a, \(Foreign Duty\), Telework in Foreign Duty Locations](#)

Reference Materials

- [CASTLE Telework Instructions](#)

Websites

- [FAA Telework Program](#)

Orders

- [FAA Order 1370.121\(Series\), FAA Information Security and Privacy Program & Policy](#)
- [FAA Order 1400.12 Processing Requests for Reasonable Accommodations](#)
- [Executive Order 14035 Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce](#)
- [DOT Drug and Alcohol Testing Guide](#)

Revision History Log

Date	Revision
09/20/2022	<p>This policy chapter canceled and replaced WLB-12.3, FAA Telework Program, dated July 2, 2018. No policy changes resulted from this revision. Administrative revisions made were to:</p> <ol style="list-style-type: none">(1) Update links;(2) Reference new policy chapter supplement WLB-12.3a, Telework in Foreign Duty Locations;(3) Change the mention of his/her or he/she to non-binary gender consistent with Executive Order 14035 Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce;(4) Reference PADM-6.2, Determinations of Official Duty Station (ODS); and(5) Include editorial modifications to ensure compliance with current HRPM formatting and plain language requirements.

DISCLAIMER: APPLICABLE TO PASS/AVS EMPLOYEES ONLY UNTIL AGENCY-WIDE IMPLEMENTATION OCCURS.

07/02/2018	This policy chapter canceled and replaced WLB-12.3, FAA Telework Program, dated November 29, 2013. This policy revision provided guidance for an employee to report to the official worksite and alternative worksite within the same workday. Additionally, minor corrections throughout this policy chapter were made to ensure clarity, consistency, and compliance with plain language.
11/29/2013	<p>This policy revision encouraged telework to reduce commute days and addressed specific changes in the Telework Enhancement Act of 2010 (Public Law No. 111-292). It also included provisions addressed in the DOT Departmental Personnel Manual (DPM), Chapter 650, Telework Policy (June 2013).</p> <p>Major changes included:</p> <ul style="list-style-type: none"> • An introduction of terms, such as Alternative Work Arrangement, Hoteling, and Desk-Sharing; Specification for the criteria for making eligible and ineligible decisions for telework-ready employees; • Placing all procedures in the HROI; and • Adding a provision set forth in the DOT DPM Chapter 650, Telework Policy, for reconsidering ineligible determinations. <p>Enhancing the policy provided the FAA with a robust program and an effective management tool for greater flexibility in managing its workforce.</p>
09/09/2010	FAA Telework Program policy was moved to Volume 12: WorkLife and Benefits. No changes were made to policy content, just the policy number.
06/30/2006	Issued LWS-8.19, FAA Telework Program, which canceled the FAA Teleworking Handbook. This policy chapter included changes in DOT Order 1501.1, dated March 2003.
05/1997	Issued LWS-8.19, FAA Telework Program, which canceled the FAA Teleworking Handbook. This policy chapter included changes in DOT Order 1501.1, dated March 2003.
07/1994	Issued FAA Teleworking Handbook.