

Human Resources Policy Manual (HRPM)

Volume 12: Work Life and Benefits

WLB-12.3 FAA Telework Program



This Chapter applies to: (1) non-bargaining unit employees/positions (2) bargaining unit employees/positions, except where the applicable collective bargaining agreement contains conflicting provisions or the subject has not been negotiated.

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1. **Purpose:** This policy chapter provides policy and guidance to managers and employees on the Federal Aviation Administration's (FAA's) Telework Program and describes the rules and procedures which apply to teleworking. Teleworking is synonymous with telecommuting, work at home, and alternate worksite.

2. Definitions

- a. **Ad Hoc Teleworker:** An employee who teleworks on an irregular basis or project oriented basis. This may be as a result of a medical condition, a need to be focus on a special project, or other situation that makes it beneficial for the employee and manager to agree to an ad hoc telework opportunity. Ad-hoc teleworking can also be used to address unexpected situations and potentially volatile situations such as mass demonstrations, water main breaks that flood a downtown city area, etc.
- b. **Alternate Work Arrangement:** An alternate work arrangement provides flexibility in work locations, work schedules, work hours, and other work arrangements. This may include the use of flexible and compressed work schedules, telecommuting, virtual offices, job sharing, and/or other distributed work arrangements.
- c. **Alternate Worksite:** A place away from the traditional worksite that has been approved for the performance of officially assigned duties. It may be an employee's home, a telework center, or other approved worksite including a facility established by state, local, or county governments or private sector organizations for use by teleworkers.
- d. **Classified National Security Information or Classified Information:** Information that has been determined classified pursuant to the provisions of Executive Order 12958, Classified National Security Information, to require protection against unauthorized disclosure.
- e. **Designated Emergency Teleworker:** An employee designated to telework in support of essential functions during an emergency.
- f. **Emergency Situation:** A situation when normal work facilities are not available or when public health situation guidance requires social distancing to avoid the spread of disease.
- g. **Encryption:** A technique used to protect information by coding the data so that it is unreadable. Encryption hides its content from everyone except its intended audience.
- h. **For Official Use Only (FOUO) Information:** Unclassified information and materials that may be exempt from mandatory release to the public under the Freedom of Information Act and/or the Privacy Act.
- i. **Hoteling:** Shared office space used by teleworkers on an as needed basis. These non-dedicated, non-permanent workspaces are reserved in advance and are used on a first-come, first-serve basis. The space can be equipped with standard office technology, such as phones, computers or laptop docking stations, faxes, printers, copiers, computer network connection, internet access, etc.
- j. **Ineligible Positions:** Certain positions are generally considered to be "ineligible" for teleworking. For example, a position is considered ineligible if it requires, on a daily basis (every work day), **direct handling of secure materials**, or **on-site activity** that cannot be handled remotely or at an alternate worksite; regular face-to-face personal contact; hands-on contact with machinery or equipment; or other physical presence/site dependent activity.

- k. **Mobile Virtual Office:** A telework arrangement that provides for continued functioning at various locations and/or environments (e.g., hotel, car, home, etc.) and facilitates roaming without loss of office capabilities, in support of activities that are in the field.
- l. **Official Duty Station:** The official duty station that is documented on the most recent notification of personnel action (e.g., SF-50) for an employee's position of record. Normally, an employee's duty station is the city/town, county, and state where he or she regularly works. For most employees, this will be the location of the employee's regular worksite. For an employee who teleworks from an alternate work site, the agency may designate the employee's official duty station as the location of the employee's main or reporting office, as long as he/she regularly commutes to that office at least once a week. An employee's official duty station must be changed to the location of the telework site (i.e., the location of his or her home, telework center, or other alternate worksite) if the employee does not regularly commute to the main or reporting office, except in certain temporary situations, such as when an employee is recovering from an injury or medical condition that prevents the employee from commuting to the normal worksite.
- m. **Optional Teleworker:** An employee who performs his/her duties at alternative worksites during an agreed-upon portion of the work week. Alternative worksites may include an employee's home, a telework center (commonly called a telecenter), or another FAA facility. Some teleworkers may also perform work from a "virtual office," by working off-site at locations such as airports, airline maintenance facilities, manufacturing plants, etc.
- n. **Personally Identifiable Information (PII):** Information about a human being, living or deceased, that is maintained by an agency. This includes information that permits identification of that individual to be reasonably identified by either direct or indirect means (i.e., as in data mining). Personally identifiable information includes, but is not limited to: name, home address, social security number, driver's license identification number, date and place of birth, mother's maiden name, biometric records, financial transactions, medical information, non-work telephone numbers, and criminal or employment history (including any other personal information that is linked or linkable to an individual).
- o. **Satellite Office:** A telework arrangement which allows workers to share an equipped remote office arrangement in the same geographical area, but remote from the usual worksite.
- p. **Secure Remote Access (SRA):** The ability of an authorized user to access a DOT network from outside the traditional network security boundary and to maintain that remote access link in a secure fashion.
- q. **Sensitive Information:** Public Law 100-235, the Computer Security Act of 1987, defines sensitive information as any information which, if subject to unauthorized access, modification, loss, or misuse, could adversely affect the national interest, the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense or foreign policy. Sensitive data also includes proprietary data.
- r. **Sensitive Personally Identifiable Information (SPII):** Personally identifiable information, that if released for unauthorized use, is likely to result in substantial harm to the individual to whom such information relates. The term refers to first and last name, address, or home telephone number of an

individual, in combination with any of the following related to the individual: social security number, driver's license or state issued identification number, taxpayer identification number, security code, access code, password, personal identification number, financial information, medical information protected under the Health Insurance and Portability Accountability Act of 1996, biometrics, and investigations which can link an individual to any item above.

s. **Sensitive Security Information (SSI):** Information obtained or developed in the conduct of security activities, including research and development, the disclosure of which the Secretary of Transportation, or the Secretary of Homeland Security, or the designee of either, has determined would constitute an unwarranted invasion of privacy (including, but not limited to, information contained in any personnel, medical or similar file); reveal trade secrets or privileged or confidential information obtained from any person; or be detrimental to transportation safety. 49 CFR Part 15, Protection of Sensitive Security Information, is the governing regulation for SSI within DOT.

t. **Sensitive Unclassified Information (SUI):** Any unclassified information in any form including print, electronic, and visual and audio forms that must be protected from unauthorized disclosure outside of the FAA. The SUI is subject to limited, controlled distribution within the FAA. This includes personally identifiable information, aviation and homeland security, and protected critical infrastructure information, all of which may qualify for withholding from the public under the FOIA, 5 United States Code #552.

u. **Social Distancing:** The mechanism used to separate employees to slow, halt or prevent the spread of a dangerous communicable disease.

v. **Telework Agreement:** A written agreement completed and signed by an employee and the appropriate approving official(s) that specifies the terms and requirements that must be met to permit the employee to telework.

w. **Telework Center:** A facility that provides workstations and other office facilities/services that is utilized by employees from several organizations, and is used as a geographically convenient alternative worksite for its users. The facility is typically on a fee-for-use or service basis.

x. **Teleworker:** An employee who performs duties at an alternative worksite under a telework agreement. The employee may be approved as a teleworker on a regular, recurring schedule; on a temporary or situational basis; or as an emergency or mission essential teleworker.

3. **Background:** The U.S. Department of Transportation (DOT) issued its formal departmental policy on teleworking on April 1, 1994, authorizing participation in the program on a nationwide basis. In July 1994, FAA issued the first FAA Teleworking Handbook. The Handbook was revised in May 1997. On July 11, 1994, a Presidential directive called on each Executive department and agency to establish a program to encourage and support the expansion of flexible family-friendly work arrangements including teleworking and satellite work locations. Public Law 104-52, § 620 (31 USC 1348) of Nov. 19, 1995, permits certain executive agencies to reimburse employees from appropriated funds for the cost of installing telephone lines and any necessary equipment, and to pay monthly charges, in any private residence or private apartment of an employee who has been authorized to work at home in accordance with guidelines issued by the Office of Personnel Management and as cited in 5 CFR part 531, subpart F. Public Law 105-277, Omnibus Appropriation Act, Title IV, § 630, of Oct. 21, 1998, authorizes agencies to set aside a minimum \$50,000 for the necessary expenses of the Executive agency to carry out a

flexiplace work telecommuting program. P.L. 106-346, FY 2001 DOT Appropriations Act, enacted October 23, 2000, Section 359, contains a provision intended to substantially increase teleworking participation in the Federal sector over a four-year period. The law requires agencies to establish policies under which eligible employees may participate in teleworking to the maximum extent possible without diminished employee performance. The Office of Personnel Management (OPM) issued a memorandum, dated February 9, 2001, to the heads of executive departments and agencies that emphasized steps to aid in achieving compliance with the new law. This guidance advised agencies to review existing telework policies and procedures; identify and remove barriers that inhibit participation, and establish objective eligibility criteria to identify jobs suitable for teleworking. This guidance further stated that subject to any applicable agency policies or bargaining obligations, employees who meet agency eligibility criteria and want to participate in teleworking may be allowed that opportunity if they are satisfactory performers.

4. Nature of Program: It is FAA policy to actively encourage the use of teleworking to the extent possible. Because teleworking is a tool, used in the accomplishment of work, it must not have an adverse impact on any agency office or the mission of FAA. To work effectively, FAA's Telework Program relies on the integrity and work ethic of participating employees and the active oversight of managers. It is incumbent upon the manager to closely monitor the work products of the employee and upon the employee to exhibit honesty and trustworthiness in completing work assignments and complying with the telework agreement. The manager must ensure that the employee is producing quality products as agreed in the work plan and the employee must exert the same level of effort he or she does at the normal worksite. The program requires this mutual commitment to accomplishing the mission of the FAA. Managers are also responsible for ensuring that FAA's Telework Program does not adversely impact the organization's mission, office operations, work productivity, run counter to public service requirements, or threaten the security of FAA data, information or equipment. Teleworking is not appropriate in all situations or for all employees, however, it is a benefit that expands work options for employees for whom this type of arrangement is appropriate ([see paragraph 7. Optional Telework Participation Criteria](#)). In emergency situations, teleworking may be an invaluable means of ensuring that the necessary work of FAA continues.

5. Basic Principles for Teleworking in FAA: The following basic principles govern the operation of the Telework Program within FAA:

- a. Consistent with the intent of Section 359 of PL 106-346, DOT Order 1501.1 and this policy chapter, employees whose job characteristics and other eligibility criteria as defined in [paragraph 7. Optional Telework Participation Criteria](#) make it possible for them to telework at least one day per week may be provided this option. Employees who are unable to telework on a weekly basis, due to organizational or personal considerations, may be offered the opportunity to telework at least one day per pay period or on an ad-hoc basis.
- b. Teleworking is a management option rather than an employee entitlement.
- c. Managers are responsible for applying the eligibility criteria specified in [paragraph 7. Optional Telework Participation Criteria](#) to determine if the job characteristics of a position are appropriate for teleworking and if an employee is well-suited for working independently away from the normal worksite. Managers have the authority to approve or deny each employee's participation in the telework program.

- d. Teleworking is a manager-approved work option; therefore, employees have no automatic right to continue in the program in the event of a change of manager or position.
- e. Participation in the Telework Program is voluntary. Employees will not be required to telework, except in emergency situations.
- f. Teleworking for bargaining unit employees may be implemented only after appropriate labor relations obligations have been fulfilled, except in emergency situations.
- g. Employees are required to use telework codes in their time and attendance timekeeping systems to ensure the FAA can properly track telework as required by OPM.
- h. Employees are bound by Federal Government, DOT, and FAA standards of conduct and other policies while working at an alternate worksite.
- i. Appropriate information security measures and procedures will be maintained in accordance with FAA Order 1370.82, 1350.1A Record Management, Information Systems Security, Protecting Personally Identifiable Information, FAA Order 1280.1, Encryption Policy, FAA Order 1370.103, Media Sanitizing and Destruction Policy, FAA Order 1370.100, Wireless Technologies Security Policy, FAA Order 1370.94, Password and PIN Management, FAA Order 1370.92, etc. For additional DOT and FAA policies and updates [refer to AIO library](#).
- j. Employees who telework are to use only required security protections that comply with Office of Management and Budget (OMB), DOT, and FAA policies as they pertain to the protection of FAA owned/controlled information and information systems resources. Information generated by or entrusted to the FAA that is SUI, proprietary, SPII, or PII and is in digital form must be encrypted using Federal Information Processing Standard (FIPS) 140-2 approved cryptography when removed from the FAA government controlled facilities or systems. For more information, contact your office's Chief Information Officer or contact your [LOB/SO Information System Security Manager \(ISSM\)](#).
- k. Secure remote connections to FAA-owned or controlled networks must use FAA authorized internet access points and VPN services using two-factor authentication. Contact FRAC to coordinate the implementation of two-factor authentication at:
 - [FRAC Information](#):
 - [FRAC Registration](#)
- l. DOT policy only allows the downloading and storage of PII on FAA-owned equipment or systems and authorized support contractor systems. Storage of PII on unauthorized non-FAA-owned equipment and mobile devices is prohibited.
- m. Teleworking may be considered in providing reasonable accommodation for employees with disabilities and for addressing short-term agency or employee needs. Short-term uses could include allowing an employee to telework while the employee recovers from a minor injury or while working on a special work-related project with identifiable timeframes and deliverables.
- n. Teleworking may be considered for an emergency situation, such as safety concerns at the agency office or a pandemic-type event, that may require employees to work temporarily at alternative sites.

- o. A written telework agreement is required for all participants. Employees must use FAA's Telework Agreement.
- p. When the telework agreement has been breached, managers may suspend telework privileges and, depending on the severity of the infringement, may propose disciplinary action.
- q. Teleworkers may not care for children or other dependents or perform household chores or other personal activities while teleworking. Working at home is not a substitute for child care, elder care, or personal leave.
- r. An employee's off-site work must not adversely affect the organization's mission and functions. If, at any time, it is determined that an employee's participation in the telework program is having an adverse impact on work operations, the manager may terminate or modify the employee's participation immediately, subject to fulfilling pertinent labor relations obligations.

6. Telework Options

a. **Optional Teleworkers:** FAA employees may participate in one or a combination of the following telework options based upon their manager's approval and as a condition of the telework agreement. Various telework options include:

- Work at home in a safe space specifically set aside as an office or workplace.
- Work at a teleworking center (often called a telecenter) operated by the federal, state or local government, by private industry, or by a combination of organizations working together. Telecenters typically allow employees from a variety of public and private sector employers and provide worksites that reduce commuting time.
- Work at another FAA facility or office that may be closer to the employee's home and where there is available space to accommodate additional agency employees.
- Work in a virtual office or mobile virtual office situation where the nature of the employee's position requires that his/her primary duties be performed on the road or at a customer's worksite. In this situation, the employee reports to a designated worksite only occasionally in order to perform administrative and other functions that cannot be performed while working off-site.

b. **Teleworking During an Emergency Event:** In the event of an emergency, the employee will be notified by his/her manager or other higher level management of his/her status during the emergency. This could include teleworking or working from an alternate location unless other circumstances make it impossible to do so (such as loss of power at home). The employee's immediate manager, or other appropriately identified official representing the employee's organization, will communicate to the employee the work schedule established (including the starting and ending times for the work day) and its duration; the work to be performed; and, if necessary, the times an employee must be on call. At a minimum, the employee must be reachable by telephone during the hours established for the employee's work day. To address possible bandwidth issues with internet service providers that may occur with a large amount of teleworkers, it may be necessary for managers to stagger work schedules. Under a pandemic-type event, agencies are expected to continue operations to the extent possible which may require the use of social distancing. Social distancing means reducing the frequency, proximity, and duration of contact between people to reduce spreading virus from one person to another. It does not mean social isolation or eliminating contact between people. Therefore,

employees may be required to report to their duty location during a pandemic-type event. Certain exceptions may include employees who have a chronic or serious health condition that would make them more vulnerable to the virus, however, does not affect their ability to continue to work. During a severe pandemic, the FAA may use increased use of teleworking to slow the spread of disease by keeping face-to-face contact to a minimum while maintaining operations as close to normal as possible. Telework can be used to help agencies retain functionality as infrastructure issues and other challenges make the main worksite difficult to access. This may entail creative thinking beyond current implementation of telework, drawing in employees who otherwise might not engage in remote access and ensuring their effectiveness as a distributed workforce. Managers will need to make the determination as to whether work is available that can be performed from another location by an employee. This may include performing duties assigned by management, even if they are outside usual or customary duties. Managers will need to make these determinations and communicate expectations to employees. A telework agreement will still be required to ensure accurate timekeeping, however, some of the elements such as established schedules may not apply, and the agreement may be signed after the teleworking begins. The employee is prohibited from working overtime, compensatory time and/or credit hours while in conditional emergency telework status unless approved in advance by his/her manager or other higher level management.

c. **Designated Emergency Personnel:** Employees identified as emergency workers will be required to support FAA's essential functions. In the event of an emergency, the employee will be notified by his/her manager or other higher level management to assume conditional (designated) emergency functions. This could include reporting to the office or teleworking. The terms and requirements set forth in this section for designated emergency teleworking may also apply to periods of simulated deployment for training and exercises as well as actual deployment for an emergency situation. During the designated emergency telework status, the employee should have at his/her disposal, equipment and systems necessary to be productive in his or her assigned emergency duties and to perform expected essential functions. While serving in a designated emergency telework status, the employee's immediate manager, or other appropriately identified official representing the employee's organization, will establish the employee's work schedule (which may be significantly different than his/her normal work schedule at the official duty station) and its duration; the work to be performed; and, if necessary, the times an employee must be on call. At a minimum, the employee must be reachable by telephone during the hours established for the employee's work day. A designated emergency teleworker may be required to report to a DOT/FAA emergency relocation facility for part, or all, of the designated emergency telework period. The employee is prohibited from working overtime, compensatory time and/or credit hours while in designated emergency telework status unless approved in advance by his/her regular manager or other higher level management.

7. **Optional Telework Participation Criteria** The keys to successful teleworking lie in the functions and tasks which the employee will be performing at the remote worksite, in the caliber and commitment of the employee, and in the oversight and monitoring of the manager. The following job, employee and managerial characteristics and eligibility criteria must be considered prior to approving an employee's request for teleworking:

a. **Job Characteristics Appropriate for Teleworking:** Not all jobs are appropriate for teleworking. A job may be restructured to permit work at alternative worksites by separating the tasks which can be completed at a telework location from those tasks which are dependent on the employee being at the normal worksite. The telework tasks can then be combined and performed during full-day telework

sessions. Managers are responsible for reviewing the duties of positions and determining if they are appropriate for teleworking. The jobs most appropriate to telework possess the following characteristics:

- Some work activities are portable and can be performed effectively outside the normal office or facility environment.
- Some job tasks are easily quantifiable or primarily project-oriented so that progress can be measured by results rather than by direct observation.
- Contact with other employees and customers is predictable and can be performed electronically or by telephone without loss of productivity.
- Classified materials are not required for accomplishing the telework tasks.
- Appropriate technology is available to perform tasks off-site.
- The telework tasks do not require access to materials not available at remote worksites (i.e., reference files, manuals, databases, equipment, etc.).
- The work has clearly-defined performance measures.
- The work flow is steady and will not result in periods of inactivity.
- Data and systems involving sensitive, non-classified, and Privacy Act information can be adequately secured outside the normal worksite.
- Close supervision or daily input from sources accessible only on site is not required.
- Other position characteristics that management determines to be appropriate.

8. Characteristics Associated with Successful Teleworkers: Not all employees are appropriate candidates for teleworking. Teleworking requires an especially responsible and trustworthy individual who can work independently with little supervision. Employees with performance, attendance or self-motivation issues are not viable candidates for teleworking.

a. Employees who make successful teleworkers exhibit the following characteristics:

- The employee can function independently and has demonstrated dependability.
- The employee does not require close or constant supervision or guidance that may only be provided at the normal worksite.
- The employee is highly motivated and is a self-starter.
- The employee has good time-management skills.
- The employee's current overall performance rating is fully successful, or the equivalent.
- The employee has a full understanding of the operations of the organization.
- The employee is willing to sign and abide by the FAA telework program policy, a written telework agreement, and any addendums the office may require.

b. Employee Eligibility Criteria: In addition to the characteristics listed above, employees must:

- Maintain performance of at least fully successful, or the equivalent
- No documented need to improve performance.
- Meet Federal Government and agency standards of conduct.
- Comply with the terms of the telework policy contained in this policy chapter.

c. Manager Characteristics Associated with Successful Teleworking: Managers of teleworkers must have full confidence in the individuals they approve to telework. They must monitor the employee's performance, provide feedback when necessary if work products do not meet

expectations, and withdraw telework privileges when the telework agreement has been violated or if teleworking has a negative effect on the accomplishment of work.

Successful managers of teleworkers exhibit the following characteristics:

- The manager effectively works together with employees to ensure that the telework program meets the work needs of the FAA.
- The manager effectively applies the eligibility criteria specified in **paragraph 7. Optional Telework Participation Criteria** to determine if the job characteristics of a particular position and the incumbent of that position are eligible for teleworking.
- The manager ensures that denials of telework requests are based on sound business practices (e.g., to ensure adequate office coverage, to provide closer oversight to new employees, or employees who are not performing successfully, etc.).
- The manager is comfortable with evaluating work performance by measuring results and assessing work products via project schedules, key milestones, regular status reports and team reviews, etc., instead of relying upon direct observation.
- The manager monitors the employee's work products on a regular basis and provides feedback and direction as needed.
- The manager is an effective communicator and can clearly define tasks and expectations.
- The manager trusts that the employee will honor the telework agreement.
- The manager takes appropriate action when the telework agreement is violated in order to maintain the integrity and effectiveness of the telework program.
- The manager is willing to ensure that the telework program does not adversely impact the organization's mission, office operations, work productivity, run counter to public service requirements, or threaten the security of FAA data, information or equipment.
- The manager is willing to ensure that a decision to terminate or modify a telework agreement is not arbitrary and is in compliance with collective bargaining agreements where applicable.

9. **Telework Agreements:** Each employee who wishes to telework, including employees who telework on an ad hoc basis and for temporary medical reasons, must complete and **sign an FAA Telework Agreement** (MS Word, 113 KB). The telework agreement, which specifies the terms and conditions of participation in the program, is then submitted to the employee's manager for signature. The telework agreement documents the employee's and manager's commitment to adhere to applicable guidelines and policies except for emergency events, and allows the agency the ability to track and report accurate telework numbers to OPM. The Telework Agreement **must** be in place before the employee begins teleworking, except in the case of an emergency; however in the event of an emergency a telework agreement should be submitted as soon as possible. Failure to adequately document a telework arrangement in advance may raise questions regarding the employee's on-duty status while teleworking. All telework agreements, either approved or denied, need to be forwarded to the servicing Telework Coordinator for tracking purposes. A manager maintains the ability to cancel a telework agreement, approve and/or adjust work schedules, and request the employee's presence in the office. Cancellation of a telework agreement may be permanent or temporary. Temporary cancellations generally result because of special projects, office coverage, and/or travel. Home-based teleworkers must also complete and sign a safety checklist that certifies their alternate worksite is safe. Telework agreements must be reviewed and renewed annually. A new telework agreement must be submitted in the event of a position or manager change. The decision to terminate a telework agreement should be documented and a copy of the telework termination document should be submitted to the Telework

Coordinator. Employees must use **FAA's Telework Agreement** (MS Word, 113 KB) and **Self-Certification Safety Checklist** (MS Word, 28 KB) (if appropriate).

10. Telework Work Schedules

a. **Frequency of Teleworking:** The amount of time an employee may work away from the normal worksite will vary depending upon the individual arrangement made between the employee and the manager. DOT Order 1501.1 and this policy chapter state that eligible employees should be given the opportunity to telework at least one day per pay period. Generally, teleworking should be limited to a maximum of two or three days per week. This will ensure that the employee is available at the normal worksite during the week for face-to-face meetings, direct interaction with the manager, coworkers and customers, and has access to equipment, files, and reference materials. Experience has shown that employees usually need to spend at least part of the week in the office or facility to minimize isolation and communication problems and to facilitate integration with those in the office. Under rare circumstances, upon agreement of the employee and the manager, employees may telework for greater percentages of time, even up to five days per week. Typically, this would be appropriate only in unusual circumstances, such as during recovery from surgery or during an extended illness where the employee is able to perform work but is not able to commute to the normal worksite. However, this is a management option and not an employee entitlement. Employees whose work assignments and duties permit them to function in a virtual office environment may telework for extended periods of time, depending upon the agreement signed by the employee and the manager. However, it is highly recommended that all employees report to a designated facility or office location at least once during a specified period (e.g., at least one day per pay period) even when teleworking extensively. An employee that does not report to their assigned duty station at least once per pay period is required to document their virtual worksite on the Notification of Personnel Action (Standard Form 50 or equivalent) as his/her official duty station and is subject to the locality pay associated with the location of where s/he is working.

b. **Telework Schedules:** The specific days and work hours the employee will telework must be identified in advance and included in the telework agreement. A set schedule makes it easier for managers, coworkers, and clients to reach teleworkers. It helps to ensure that the employee's time and attendance can be properly certified and precludes any unplanned liability for premium or overtime pay. For employees working at telecenters, a set schedule is necessary in order to ensure availability of workstations. Telework agreements for employees who work in a virtual office situation, however, may specify how often the employee is expected to telework (e.g., the number of days per week or pay period), without necessarily identifying which specific days the employee will telework. Generally, the agreed-upon telework schedule should be adhered to unless it is necessary to alter it for work-related reasons (e.g., to attend a planned meeting in the office on a scheduled telework day). Any temporary or permanent change in the telework work schedule must be approved in advance by the employee's manager, although it is not normally necessary to alter the written telework agreement for a temporary change in the work schedule. However, unstructured arrangements where employees telework at will, on a day-to-day basis, based on personal choice are not permitted.

c. **Work Hours:** All rules regarding federal employee work schedules must be observed when teleworking. For example, an employee on a fixed 8-hour-a-day work schedule with a half-hour lunch break will work the same schedule when teleworking. However, teleworkers may wish to change their

scheduled work hours or change to or from a flexible or compressed schedule when they begin teleworking, subject to managerial approval and work schedule policies. For example, an employee may request to begin his/her shift at an earlier time when teleworking from home than when at the normal worksite since no time is spent commuting to the worksite. Just as is the case at the normal worksite, in most cases teleworkers are not permitted to split their work day (i.e. to work several hours in the morning, stop working for several hours, and then resume working for the remainder of their shift). Any breaks during the work day or other absence from the telework worksite, other than for the employee's normal meal break, must be approved in advance and accounted for as annual leave, sick leave or other approved type of leave. Employees may **not** telework for a portion of a day and then commute to the normal worksite for the remainder of the day without express permission of the employee's manager since time spent commuting to work cannot be counted as duty time. In addition, benefits of teleworking such as reduced commute time and reducing emissions into the environment are not met if an employee is allowed to work at home part of the day and in the office part of the day. Under unusual and unexpected circumstances, however, an employee may be required by his/her manager to report to the normal worksite during a telework day. In that case, the time required to commute from the telework location to the normal worksite may be counted as duty time.

d. **Alternative Work Schedules:** Employees on approved alternative work schedules (AWS) may continue to work a flexible or compressed schedule when teleworking if their manager approves this type of schedule. The tours of duty for teleworkers should be consistent with those found in FAA alternative work schedules policies, which may vary by location and organization. Employees on flexible work schedules are not prohibited from earning credit hours; or compensatory time (maxiflex and compressed alternative work schedules, respectively) while teleworking. However, managers must grant approval in advance and must be advised prior to each instance when an employee plans to work credit hours while teleworking. Some managers may require teleworkers to discontinue working an AWS schedule when working on an optional telework basis. For example, a manager may decide that having an employee telework and work an AWS schedule would result in too much time away from the normal worksite, or that it would be difficult to ensure adequate office coverage if both AWS and teleworking are approved. It is within the manager's authority to make approval of teleworking conditional on the discontinuance of an AWS schedule. See also **LWS-8.15, Alternative Work Schedules**.

e. **Leave:** The policies for requesting and using annual leave, sick leave, or leave without pay remain unchanged when an employee teleworks. Employees are responsible for requesting leave in advance from their manager and for keeping their timekeeper informed of leave usage. Employees **may not** telework in place of using sick leave when they are not well enough to work or must care for an ill relative. Employees may not telework in place of using annual leave when they need to be at home to take care of personal business.

f. **Certification and Control of Time and Attendance:** Proper monitoring and certification of employee work time is critical to the success of the telework program. Managers must review and certify time and attendance records to ensure that employees are paid only for work performed and that absences from scheduled tours of duty are properly documented. Managers must obtain a reasonable assurance that employees are working when scheduled. Reasonable assurance may include occasional planned manager visits to the employee's worksite (with at least 24 hours advance notice to the employee) and a review of work products to assure that an acceptable level of output

results during the time spent teleworking. Employees are required to track their telework hours each pay period in the CASTLE System or other regular approved time keeping system.

g. **Dismissals and Emergency Closings:** FAA issues emergency dismissal or closure procedures for employees (including telework employees). These procedures apply to hazardous weather conditions (snow emergencies, floods, earthquakes, hurricanes, etc.) and various types of emergency situations (air pollution, disruption of power/water, interruption of public transportation, etc.). The FAA has the authority to require telework employees to continue to work at their alternative worksites on their telework day when the agency is closed or has authorized delayed arrival or early dismissal due to an emergency. Because a teleworker's ability to work at an alternate worksite is not affected by a closure, early dismissal, or delayed arrival at the FAA facility, teleworkers will be expected to telework in such situations unless other circumstances make it impossible to do so (such as the loss of power at home resulting from the emergency event). Telework employees are not expected to work from home when the normal worksite is closed on his/her **non-telework** day (i.e. office is closed due to a snow storm and it was the employees scheduled day in the office). When an employee knows in advance of a situation that would preclude working at home or an assigned telework center, either leave should be scheduled or the employee should arrange to work at the normal worksite during that time. If, however, an employee's electricity unexpectedly fails while working at home, the manager may grant administrative leave. If a situation occurs which is not covered by OPM emergency dismissal procedures which causes employees at the traditional worksite to be unable to continue working, i.e., an organization is dismissed due to a lack of heat or cooling, employees who are teleworking would not be affected and would not be excused from duty.

11. **Pay Issues:** Teleworkers continue to be subject to the same pay rules that apply at the normal worksite.

a. **Official Duty Station:** A telework employee's official duty station is the location of the employee's main or reporting office, when he or she regularly commutes into that office (at least twice each biweekly pay period on a regular and recurring basis). The official duty station for employees who telework, but do not regularly commute into the main or reporting office, is the location of the telework site (i.e., the location of his or her home, telework center, or other alternate worksite). In certain temporary situations, the main or reporting office would remain the official duty station of an employee who teleworks on a regular basis at an alternative worksite, such as when an employee is recovering from an injury or medical condition that prevents the employee from regularly commuting to the normal worksite.

b. **Geographic Pay:** Locality pay rates, wage grade pay schedules, and any compensation based on geographic location are based on the employee's official duty station.

c. **Overtime/Compensatory Time/Credit Hours:** Employees may work overtime (or earn compensatory time or credit hours) while teleworking if it is scheduled and approved in advance by their manager, using the same criteria that would be used for approving overtime in the normal worksite. Employees are responsible for requesting, in advance, approval to work in excess of their normal hours of duty. This is particularly important when employees are working away from the normal worksite without direct managerial oversight.

d. **Other Premium Pay:** The normal rules for night differential, Sunday pay, holiday pay, and other forms of premium pay continue to apply when an employee is teleworking. An employee's official

work schedule, as approved by the manager, determines the entitlement to premium pay. Managers and employees, however, should ensure that the hours and days included in telework schedules do not incur additional premium pay costs beyond those that would occur at the normal worksite.

12. Position and Performance Issues

a. **Duties To Be Performed While Teleworking:** As part of the telework agreement, teleworkers and their managers must identify specific duties and assignments to be performed while teleworking. The list of duties and assignments may need to be updated periodically. Managers and teleworkers may review work that was accomplished each time the employee teleworks. This can help to ensure that the teleworker has adequate work to remain productive and will minimize possible concerns about whether an employee is truly at work while teleworking. Managers and employees must discuss performance expectations including the scope and status of work assignments. A teleworker's work performance should be viewed in terms of the quality and timeliness of his/her work products. Managers may, and should, require teleworkers to identify the types of assignments to be completed. Managers shall utilize the same performance management plan for employees regardless of their telework status.

b. **Performance Assessment:** The performance elements and standards of teleworkers must remain the same as non-teleworkers performing the same or similar duties. Performance outcomes, expectations, and assessment mechanisms and schedules will not normally be affected by teleworking. The manager of a teleworker will have a reasonable basis for assessing performance by focusing on work products and results rather than by direct observation of the employee.

13. **Workers' Compensation:** Federal employees are covered by the Federal Employees Compensation Act (FECA) during official duty. This includes employees working at alternate worksites. Employees working at home are responsible for ensuring that their worksites are safe and in compliance with safety guidelines as described in the [Self-Certification Safety Checklist](#) (MS Word, 28 KB). Should an accident occur, an employee must notify his/her immediate manager of an injury at the earliest time possible, but no later than 30 days from the date of injury. Managers must ensure that claims are brought to the attention of the servicing human resource management office. A manager's signature on a claim for workers' compensation attests only to what the manager can reasonably know, regardless of whether the event occurred at the regular worksite or at an alternative worksite during official duty time.

14. **Telephone Access:** Since teleworking should not inhibit the accomplishment of work, teleworkers must ensure that they remain available to communicate with their office and their clients. Several options exist for ensuring that employees may be contacted while teleworking. Employees working at telecenters should provide their office and regular clients with the telephone number of their work station at the telecenter. Those who telework from home should ensure they can be contacted through their home telephone number or cell, or the number provided through a FAA-installed phone. If possible, a teleworker may transfer the work phone to a home telephone during telework days. (Note: This may require programming the employee's telephone at the official duty station). Employees with voice mail should modify their message while teleworking to indicate that they will check their messages regularly and to ask clients to leave a number where they may be reached.

15. **Minimizing Impacts of Employees Working Away From the Normal Worksite:** Numerous methods can be used to minimize the impact of teleworkers being away from the normal worksite. For example:

- a. To reduce employee isolation, managers should ensure that efforts are made to include teleworkers in the organization's normal routine and to keep them apprised of events in the office or facility while they're off-site.
- b. Where practical, staff meetings should be held on days when teleworkers are scheduled to be at the normal worksite. Teleworkers may also participate in meetings or conference calls via telephone.
- c. Managers and teleworkers are encouraged to identify fixed times during the day for telephone conversations to ensure ongoing communication. Upon returning to the normal worksite following a telework day, employees should provide their managers with a brief summary of the work that has been accomplished while teleworking and managers should advise employees of any issues which occurred while they were out of the office.

16. Work-at-Home Issues

- a. **Home Office Space:** Employees who telework from home must have a designated work space or work station for performance of their work-at-home duties in order to maintain a professional working environment. Requirements will vary depending upon the nature of the work and the equipment needed to perform the work. At a minimum, an employee needs an accessible telephone in order to easily communicate with the manager, co-workers and others during the work-at-home day.
- b. **Self-Certification Safety Checklist:** Each employee working at home must complete and sign a **Self-Certification Safety Checklist** (MS Word, 28 KB) that proclaims the home safe. The manager must sign in acknowledgment of the employee's self-certification and the completed form should be submitted to the servicing Telework Coordinator. The Self-Certification Safety Checklist may be used as is or supplemented, as agreed by the employee and manager. A manager may not approve an employee's request to telework without a completed and signed Self-Certification Safety Checklist. Employees are responsible for ensuring that their homes comply with health and safety requirements. Home offices must be clean and free of obstructions, unsafe conditions, or hazardous materials, and must be in compliance with building codes. A manager may rescind approval to telework based on actual or potential safety problems in the home or suspected hazardous materials in the home. The manager may also inspect the home office for compliance with safety requirements when deemed appropriate. Inspections will be by appointment only, with at least 24 hours advance notice to the employee. If unable to telework due to safety deficiencies at a home worksite, at the employee's expense, all home safety deficiencies must be corrected or telework agreement is immediately rescinded.
- c. **Home Utility Expenses:** No part of home utility costs (electricity, gas, etc.) associated with working at home will be paid by FAA. Potential savings to the employee resulting from reduced commuting, meals, clothing, and other expenses typically offset any incidental increase in utility expenses.

17. **Telecommunications and Equipment:** Organizations should ensure that information technology requirements for home-based teleworking are factored into long range capital planning efforts. Lack of technical equipment and support can impact an employee's teleworking performance, therefore, organizations should ensure sufficient support by IT and other related functions.

a. **Telephones:** Organizations may reimburse employees for the use of their personal phones for business-related long distance phone calls. Current GSA regulations (41 CFR, 101-7i) allow for reimbursement of expenses incurred as a result of official duties, which includes agency-approved telephone expenses. However, Federal agencies are exempt from Federal taxes and, in some cases, from State taxes as well. Therefore, FAA is not authorized to reimburse employees for Federal taxes and, in some cases, State taxes, associated with the additional telephone line. Employees who participate in teleworking are encouraged to obtain a FAA calling card to use for official business calls in order to avoid having to submit reimbursement forms (SF-1164) for business-related long distance calls. To obtain a FAA calling card, employees should contact the Administrative Officer who will provide information about the procedure for his/her line of business. Federal agencies may use appropriated funds to pay for installation and basic service for an additional telephone line in the homes of those employees who telework from home. These phones are for official government business only and specifically for telework participation. Approval for payment of telephone installation and service rests with each telework employee's organization, and may be based on any factors which the organization deems pertinent, including budget considerations.

b. **Computers and Government-Owned Equipment:** Managers may authorize teleworkers to remove government-owned equipment, including computers and other telecommunications equipment, from the agency to use in their private residences or while working in a virtual office situation, provided the equipment is used only for official business. The government retains ownership and control of the hardware, software, and data. Only government-authorized software can be used on government-owned computer equipment. Surplus or excess computer equipment may often be available for use by teleworkers, thereby minimizing the direct costs associated with teleworking. However, organizations may also purchase computer equipment for employees to use while teleworking. Each FAA organization may establish its own policy on purchase and installation of equipment. Some organizations may agree to purchase or install equipment, while others, due to budget constraints or for other management reasons, may choose not to purchase equipment. Organizations may make this decision on a case-by-case basis considering such factors as the nature of the work, the availability of existing equipment, etc. In some instances, participation in the program may be contingent on equipment costs if equipment is needed to perform the job. Organizations should coordinate with their property custodians and follow agency procedures for acquiring surplus computer equipment. Established procedures must be followed to document the temporary removal of any computer equipment, software, or peripherals from government property. Procedures for transfer of computers, printers, modems, and other data processing equipment from the office to an employee's home and back are determined by the employee's organization. However, safe transportation of government-owned equipment will normally be the responsibility of the employee. The agency is responsible for maintenance, repair, and replacement of computer equipment loaned to teleworkers. The employee must notify his/her manager immediately following a malfunction or loss of government-owned equipment. If extensive repairs are required, the employee may be asked to report to the normal worksite until the equipment is usable. Teleworking employees are expected to use the same precautions to secure and protect their at-home computer equipment as they do at their normal worksites and must follow security practices that are the same as or equivalent to those required by the primary workplace (e.g., ensuring doors are locked, liquids are kept away from the computer, security configurations on equipment, etc.). If government-owned equipment is unsecured or appropriate care is not taken and the equipment is consequently damaged by the employee or by non-employees (for example, dependents of the employee) or stolen, employees may be held liable for the financial cost of repair or replacement of the equipment, software, etc., to the same extent they are

presently held accountable when loaned equipment is damaged or stolen due to negligence. Employees must ensure that equipment is up to date with virus protection, application software updates, and system applicable patches. Employees who wish to telework may elect to use their personal computer equipment while teleworking provided no security risks are present. Any repair costs associated with employee-owned equipment, however, are strictly the responsibility of the employee. Organizations may provide government-authorized software for an employee to use on employee-owned equipment while teleworking. However, this software may only be used for official business and will be removed from the employee's equipment when participation in the telework program terminates or the employee separates from FAA.

c. **Computer Security Issues:** Before approving an employee to telework from home, managers must be assured that the employee's designated work space has adequate security measures in place to protect the equipment from being accessed by unauthorized individuals. This can be accomplished by having the employee specifically identify the proposed work area and the security measures that will be used to protect the equipment. Similarly, employees who work in a virtual office situation should ensure that adequate measures are taken to prevent unauthorized use of government-owned equipment provided to them. Telecommunication access to government computers presents special security concerns. A combination of physical controls, unique user identifiers, passwords, terminal identifiers, access control software, and strict adherence to security procedures is required to protect information from unauthorized access. Organizations must ensure that personal ID's, passwords, access codes, etc., that are provided to teleworkers are accounted for and maintained properly.

d. **Government-Owned Furniture:** The FAA telework program prohibits the removal of government-owned furniture and related non-controlled materials for employees to use while teleworking from their homes. Concerns about transportation of furniture, potential for damage, and tracking of loaned items preclude the use of government-owned furniture and materials while teleworking.

18. **Safekeeping of Government Materials, Documents and Equipment:** Employees must not authorize any other person to use any government-furnished equipment. Employees who telework must follow FAA Order 1280.1B, Protecting Personally Identifiable Information (PII). This order implements the Privacy Act of 1974, as amended, within the FAA.

a. Transfer of sensitive unclassified information, including Sensitive Security Information, FOUO data, PII, and proprietary information to an alternate worksite shall be minimized. An employee should take from the worksite only the sensitive information absolutely necessary for the expected telework. Documents and other information must be under the continuous direct control of the teleworker whenever it is being transported from the traditional worksite to the alternative worksite. It should be transported only in a closed container (e.g., briefcase or zipped case). At no time should a teleworker openly review sensitive information while using public transportation or in a car or vanpool where unauthorized persons might be able to observe it. Teleworkers are reminded that any files containing sensitive information, including PII, introduced into a computer at an alternative worksite must be permanently deleted (i.e. at minimum, deleting the file and then permanently deleting it from the recycle bin before their departure from the site. This includes properly disposing of sensitive information (i.e., by shredding).

b. Sensitive unclassified information, including the categories of information mentioned in the above paragraph, must be stored in a locked device (e.g., desk, briefcase, or file container) at the alternative

worksite (home, telework center, satellite location, etc.) when not under the employee's direct control. Computer privacy screens which block PC screen visibility to other persons shall be used when sensitive information is displayed on a computer monitor at an alternative worksite where others have access.

- c. Employees shall minimize transfer of hard copy records containing SPII from the permanent worksite to an alternate worksite. An employee must have a supervisor's specific written approval to take hard copies that contain SPII to an alternate workplace. Employees must transport documents containing SPII in a locked container. Employees may not remove from their worksite documents containing SPII about multiple individuals and may not under any circumstances remove an Official Personnel Folder (eOPF) from the government worksite.
- d. Employees must immediately notify their supervisor of any lost or stolen equipment, media, or data. Supervisors are responsible for immediately notifying their servicing security organization and their Operating Administration CIO. Employees and managers are required to report any suspected cyber PII incidents immediately to the Cyber Security Management Center (CSMC) at voice 1-866-580-1852 or e-mail 9-awa-csmc@faa.gov.
- e. Some restrictions may be suspended in an emergency situation when more records are needed for continuity of operations. Employees shall be notified by management of any changes.
- f. Neither family members nor other non-government individuals are authorized to handle and/or view any government sensitive unclassified information.
- g. Employees must provide an inventory of sensitive information that they physically take to an alternate worksite with their supervisor, so proper notifications may be made regarding the information in the event of loss or theft.

19. Privacy Act, Sensitive or Classified Data: Telework employees must comply with FAA security procedures to protect government information and data integrity. Decisions regarding the proper use and handling of sensitive data, as well as records subject to the Privacy Act, are delegated to individual managers who permit employees to telework. Off-site access to sensitive data may be permitted provided ADP/security officials certify the adequacy of the security for such access. Classified data, however, may not be removed to non-secured off-site locations. Refer questions regarding protection of classified information to your Servicing Security Element (SSE). In regions your SSE is the Security and Hazardous Materials Division, AXX-700; at the Washington Headquarters, the SSE is the Office of Internal Security, AIN-1. Care must be taken to ensure that records subject to the Privacy Act and sensitive non-classified data are not disclosed to anyone except to those who are authorized access to such information. Organizations allowing employees to access records subject to the Privacy Act from a remote worksite must maintain appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of the records. See FAA Order 1280.1B Electronic records containing SPII and PII cannot be saved to personal equipment or media. Secure Remote Access prevents accessed information from being written to non-government computer storage devices. (Order 1600.75). Agency standards of conduct address a government employee's duty to protect FOUO and other agency SUI. (FAA Human Resources Policy Manual, ER 4-1, Standards of Conduct). When SPII/PII is not in secure storage, it must be under the protection and control of an authorized person (FAA Order 1600.75).

20. Security and Equipment:

- a. Classified data can not be removed to non-secured offsite locations. Refer questions regarding protection of classified information to your Servicing Security Element (SSE). In regions your SSE is the Security and Hazardous Materials Division, AXX-700; at the Washington Headquarters, the SSE is the Office of Internal Security, AIN-1.
- b. Employees who telework must protect SPII/PII from uncontrolled release to persons outside FAA and indiscriminate dissemination within FAA (see FAA Order 1600.75).
- c. Employees who telework are to utilize required security protections in compliance with OMB, DOT, and FAA policies as they pertain to the protection of information and information system resources, specifically FAA Order 1600.2E, Safeguarding of Classified Information, DOT 2006-17, Peer-to-Peer Software Policy, FAA Order 1280.1B, Protecting Personally Identifiable Information, FAA Order 1370.81A, Electronic Mail, May 13, 2002, FAA Order 1370.82A, Information Systems Security Program, FAA Order 1370.92, Password and PIN Management, June 28, 2004, FAA Order 1370.100, Media Sanitizing and Destruction, FAA Order 1370.103, Encryption Policy, Peer-to-Peer File Sharing Software Policy Memo, FAA Order 1600.75, Protecting Sensitive Unclassified Information, Wireless Technologies Security Policy, FAA Order 1370.94, Password and PIN Management, FAA Order 1370.92, etc. . For additional DOT and FAA policies and updates [refer to AIO library](#).
- d. The employee is responsible for installation, service, and maintenance of all personal equipment. The agency shall be responsible for the maintenance of all government-furnished equipment. The employee may be required to bring government-equipment into the office for maintenance. The employee must return all government-furnished equipment and material to the agency at the conclusion of telework arrangements or upon the agency's request.
- e. The employee must sign appropriate user agreements to install government-furnished software on personal equipment.

21. Costs of Teleworking: For employees, the costs of teleworking will generally be minimal or non-existent, and may typically be offset by reduced commuting costs while teleworking.

The following types of up-front and on-going expenses may be incurred by the agency:

- Long distance telephone charges;
- Installation charges and monthly fees for an additional telephone line in an employee's home (other than Federal and some State taxes, as noted above);
- Computer and other equipment on loan to the employee for use while teleworking;
- Computer software;
- Modem and possible additional computer usage charges;
- Modifications to central computers or networks to allow remote dial-in;
- Equipment maintenance and repair charges;
- Remote technical assistance costs; and
- Rental of work stations at telecenters.

In order to offset costs and meet Agency space needs, space sharing may be considered.

Possible employee expenses associated with teleworking may include:

- Computer and modem, if not provided by the agency;

- Installation and monthly charges for an additional telephone line, if not paid for by the agency;
- Office furniture (e.g., desk, chair);
- Additional electrical outlets or other home repairs, if necessary; and
- Increased utility expenses.

22. **Child/Family Member Care, Personal Business:** Employees who telework are required to spend their time performing their official duties, just as they would if they were in the normal work setting. Employees may not provide child care or care for ill family members while teleworking. Teleworking, however, can provide other benefits to employees who are responsible for caring for children and others. For example, teleworking may reduce child care costs by reducing the number of hours of care necessary due to reduced commuting times or by eliminating the need for before or after school daycare. However, teleworking is not to be used as a means of providing care for family members who require assistance or monitoring. Employees who are approved for teleworking have a responsibility to ensure that a proper work environment is maintained (e.g., dependent care arrangements are made so as to not interfere with work, personal disruptions such as non-business telephone calls and visitors are kept to a minimum, etc.). The employee and his or her family must understand that the home office is a space set aside for the employee to work. Family responsibilities must not interfere with work time at home. An employee's failure to fulfill his or her responsibility to separate work from personal matters will be grounds for termination of participation in the telework program.

23. **Tax Benefits:** Generally, employees who telework from home cannot claim additional tax deductions as a result of using an area of their home for work. Employees should consult their tax advisor or the Internal Revenue Service for information on tax laws and interpretations that address their specific circumstances.

24. **Process for Using the FAA Telework Program:**

- a. **Employee Actions:** To begin the process of becoming a teleworker, the employee is required to:
 - (1). Review WLB-12.3, FAA Telework Program
 - (2). Complete the **FAA Telework Agreement** (MS Word, 113 KB) and submit to manager for review.
 - (3). Meet with his/her manager to review the agreement. If the manager approves the telework agreement, the employee and the manager sign and/or initial (as indicated) and date all four pages of the **FAA Telework Agreement** (MS Word, 113 KB). If the manager disapproves the agreement, only the first page needs to be signed by both parties. Discuss and develop a telework work schedule with the manager.
 - (4). If teleworking from home, complete and sign a **Self-Certification Safety Checklist** (MS Word, 28 KB). If using a GSA Telecenter, obtain a copy of the Telework Facility Reimbursement Sheet (TFRS) from the Telework Coordinator, complete the top portion of the up to the "Approved Funding Level for this User" line, and submit with the remainder of the Telework Agreement documents. The Telework Coordinator will complete the rest of the form.
 - (5). FAA Managers must complete the Telework 101 for Managers: Course OPM-Learner-00001 in eLMS prior to allowing employees to Telework, except in emergency situations.
 - (6). Employees with an approved Telework Agreement are required to complete a brief Telework Training: Telework 101 for Employees: Course OPM-Learner-00001 in eLMS and submit to his/her Manager prior to beginning Telework.
 - (7). Employees must record telework hours on time and attendance records.

b. **Upon Determination by the Employee's Manager:** Once an employee's manager has made a determination regarding the telework agreement, either approved or disapproved, it is the employee's responsibility to take the following actions:

- (1). Send a copy of the signed agreement to the Telework Coordinator with all the required documents attached.
- (2). Contact the **Telework Coordinator** for any further guidance.
- (3). Request assistance with any property and/or equipment concerns from the property custodian or the organization's technical support unit, if obtaining FAA equipment.

c. **Review Process:** The Telework Coordinator will review the completed telework agreement to ensure it is properly filled out and signed. If the telework agreement is not properly completed, the Telework Coordinator will contact the employee and/or the manager so that a correct telework agreement can be completed and kept on file with the FAA. The Telework Coordinator will provide confirmation that the telework eligibility indicator in FPPS has been changed to **yes** if the employee has been approved to telework. If the employee will telework at a GSA telecenter, he/she must use the Telework On-line Billing System (TOLBS). The employee should visit www.telework.gov for information, including the Telecenter locations and contact information. Once the employee identifies a Telecenter, the employee will need to contact the **Telecenter Director** to determine availability and to obtain specific information. The employee will need to register through the **Telework On-Line Billing System**. Once this is complete, an email is sent to the employee's manager and he/she needs to approve the request. The Telework Coordinator will then approve your registration in TOLBS. At this point, the Telecenter Director receives an email from TOLBS confirming registration. He/She will contact the employee to arrange a time to start working at the Center. Finally, AHR's Funds Certifier confirms in TOLBS that the FAA will pay GSA for telework center use.

d. **Reporting Requirements:** Annual summary reports on telework shall be submitted to the Department of Transportation (DOT). The Telework Coordinator must keep an updated file of all telework agreements received; including approved, disapproved, and terminated. Periodically the Telework Coordinator will be required to report on the telework program utilization to the Telework Program Manager.

Related Information

Policy

- **LWS-8.15 Alternative Work Schedules**
- **FAA Order 1400.12 Processing Requests for Reasonable Accommodations**

Related Material

- **FAA Telework Agreement** (MS Word, 113 KB)
- **Self-Certification Safety Checklist** (MS Word, 28 KB)

Websites

- **FAA Telework Program**

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