

GSA ORDER

Subject: GSA Mobility and Telework Policy

1. **Purpose.** *Work is what we do, not where we are.* With this core belief, the U.S. General Services Administration (GSA) is taking a leadership role in utilizing mobility to most effectively accomplish our goals and meet our mission. With this policy, GSA is preparing itself to model, consult, and guide itself and the entire Federal government on essential workplace and workforce transformation.

GSA recognizes mobility as an overarching term describing the ability of employees, enabled by the robustness of information technology and progressive workplace policies, to perform work both within and outside the agency worksite as defined in this policy. It includes a range of separate and distinct modes of work, including:

- Alternative Officing (desk sharing, hoteling, hot desking)
- Conference attendance;
- Mobile work (site audits, client visits, site inspections, etc.);
- Satellite work;
- Telework;
- Training;
- Emergency Situations;
- Travel; and
- Virtual and distributed work.

These work modes allow flexibility in the selection of the space and place that is most appropriate for an individual employee's work at any given time.

For reporting purposes, these work modes are distinguished within the definitions section of this policy. With technology and proper oversight, GSA employees will meet standards of excellence by working in either a physical or virtual office to meet our client and the public's needs. Such mobility allows government savings in the cost of real property, commuting time, and environmental impact. This policy enables GSA to maximize its benefit from mobility.

GSA recognizes that mobility requires coordination and communication among team members. Success depends on the establishment of clear performance expectations that enable all employees, teams, and managers to understand how their work affects GSA goals and contributes to accomplishment of GSA mission. As teamwork and collaboration become more engrained in GSA's operations, this policy enables full participation among team members regardless of location.

Based on the provisions of Public Law No. 111-292, known as the Telework Enhancement Act of 2010, this policy focuses on the range of mobility work modes, and provides specific guidelines for implementation of telework within GSA.

This policy establishes the foundation from which GSA will enable an optimally responsive and productive workforce in delivering best value, services, and products to our customers and the American people through employee mobility, including telework. It applies to all Agency components, all GSA employees, and is designed to provide the structure needed for effective implementation and operation of mobility for GSA. Successful telework requires collaboration between employees, their supervisors and impacted work groups and each has responsibilities for successful implementation. Organizations must ensure compliance with the provisions of this policy, supporting Agency guidance, and fulfillment of applicable labor relations obligations.

2. **Background.** Mobility, including telework, facilitates the accomplishment of work. With that in mind, GSA is assuming a leadership role in support of mobility to fully enable GSA to achieve its mission. Mobility, including telework is critical to:

- a. Performance based business outcomes for individuals and work teams;
- b. Continuity of Operations Planning (COOP) and Business Continuity Plan;
- c. Sustainability; and
- d. Employee balance of work and non-work responsibilities.

3. **Policy.**

a. GSA supports mobility.

b. GSA supports the broadest possible use of telework, up to and including full time telework, by eligible Agency employees contingent upon:

- i. Supervisory authorization to the extent prescribed in paragraph 7;
- ii. Collaboration with teammates;
- iii. Availability of technological components, resources and equipment suitable for the work effort; and
- iv. Employee awareness of and agreement to his/her responsibilities related to telework.

c. Employee participation in telework is voluntary. Eligible employees (defined in paragraph 7) may:

- i. Choose to telework;
- ii. Decline to telework;
- iii. Select the appropriate alternative worksite(s) from which to telework in accordance with paragraph 8.g.iii; and
- iv. Be authorized to telework in the event of an emergency or other unforeseen situation that prevents access to the agency worksite, as defined in paragraph 6.

d. It is the responsibility of the employee to safeguard secure materials, including Personally Identifiable Information (PII).

e. The appropriateness of telework and the amount of telework is a decision based on a discussion between the supervisor and the employee.

4. **Cancellation.** This order cancels HCO 6040.1, Telework Program, dated April 2, 2008.

5. **Authority.**

a. Public Law No. 106-346 of October 23, 2000.

b. Public Law No. 111-292 of December 9, 2010 (The Telework Enhancement Act of 2010) requires the head of each executive Agency to establish and implement a policy under which

employees may be authorized to telework. This law does not establish telework as a right, nor does it make it mandatory.

c. Heads of Services and Staff Offices (HSSOs) and Regional Administrators (RAs), are delegated the authority to implement telework within their organizations in accordance with this policy. This authority may be redelegated.

## 6. **Definitions.**

### **Worksite:**

a. Agency worksite - the regular worksite for the employee's position of record; the physical address or place where the employee would work if not teleworking.

b. Appropriate alternative worksite - worksite other than the Agency worksite, including employee's residence or other work location that supports productive work and provides an environment, connectivity, and security appropriate to the work effort.

c. Employing organization - the specific organizational unit within GSA to which the employee reports as listed in the official Human Resources (HR) Documents located in the Consolidated Human Resources Integrated System (CHRIS).

d. Official worksite/duty station - pursuant to the OPM definition and as set forth in 5 CFR 531.605, official worksite is the location where the employee regularly performs his or her official work duties. Changes in an employee's official worksite may affect employee pay, locality pay and travel funding responsibilities and must be processed by the servicing Human Resources Office (HRO). Designation of the official worksite must be determined on a case-by-case basis using the following considerations:

i. The official worksite is the location of the Agency worksite for the employee's position - the place where the employee would normally work if not teleworking - as long as the employee is scheduled to report physically at least twice each biweekly pay period to that Agency worksite;

ii. The official worksite for an employee who is not scheduled to report at least twice a biweekly pay period to the Agency worksite (includes virtual workers/full time teleworkers) is the location of the appropriate alternative worksite (except in certain temporary duty situations);

iii. The official worksite for an employee whose work location varies on a recurring basis (mobile work), and who does not report at least twice each biweekly pay period to the Agency worksite, is the Agency worksite, as long as the employee is performing work within the same geographic area (established for the purpose of a given pay entitlement) as the Agency worksite.

### **Work Mode:**

e. Alternative officing - a work arrangement in which an employee has no dedicated/ assigned workspace at the regular (Agency) worksite, but instead uses one of the following arrangements when working at that location:

i. Desk sharing - an arrangement in which two or more employees share use of a single workspace where each employee has a designated day or time for use of the workspace;

ii. Hoteling - an arrangement where employees use non-dedicated, non-permanent workspaces assigned for use by reservation on an as-needed basis;

iii. Hot desking (also known as free address or touchdown workstations) - an arrangement in which employees use non-dedicated, non-permanent workspaces assigned on an unreserved first come, first served basis (typically drop-in).

f. Emergency situation - an event, incident or circumstance that interrupts or compromises operations at, or travel to or from the Agency or appropriate alternative worksite. May include a range of situations including, but not limited to civil disruptions, inclement weather and associated travel conditions, national security situations, natural disaster, public health emergencies, power outages, unusual traffic situations, water main breaks, or other incidents where access to the Agency or appropriate alternative worksite is compromised. Emergency situations include but are not limited to those that result in an official announcement of an operating status under which unscheduled telework is allowed, as defined below. Emergency situations that rise to the level of COOP activation fall outside of GSA Mobility and Telework Policy, as outlined in paragraph 10.

g. GSA satellite worker - GSA satellite workers are teleworkers if and only if they work at home or other appropriate alternative worksite (other than a GSA facility) according to the telework definition in this policy. A GSA satellite worker's official worksite is a GSA facility that is not the same as the employee's agency worksite. For example, an employee who works for a GSA Central Office organization, but whose official worksite (duty station) is a regional office building, is a GSA satellite worker.

h. Mobile work - work which is characterized by regular travel to and work in customer or target [designated] worksites as opposed to the Agency worksite. Mobile work may consist of work such as site audits, site inspections, investigations, and property management. It is distinguished from telework in that the work being done by the employee is specific to a target site or location. Mobile work may be combined with telework.

i. Mobility – an overarching or “umbrella” term that describes the ability of employees, enabled by information technology and progressive workplace policies, to perform work both within and outside of the agency worksite and encompasses a wide range of modes of work, including: alternative officing, conference attendance, mobile work, satellite work, telework, training, emergency situations, travel, and virtual and distributed work.

j. Telework - a work flexibility arrangement under which an employee performs the duties and responsibilities of such employee's position, and other authorized activities, from an appropriate alternative worksite other than the location from which the employee would otherwise work. Telework does not include:

- i. Any part of work performed while on official travel (travel regulations and policy takes precedence over telework);
- ii. Work performed while commuting to and from work (except as stipulated in paragraph 8.h.iv); or
- iii. Mobile work as defined above (including site audits, site inspections, investigations, and property management).

k. Unscheduled telework - a form of telework that allows employees to telework without previous supervisory approval in response to specific announcements by OPM or other local government deciding/authorizing officials regarding emergency situations. It is a means for Agency employees to continue work operations and maintain productivity during emergency situations. See guidance on the use of unscheduled telework in paragraph 8.j and Appendix 2.

l. Virtual officing/distributed work environment – a work arrangement in which a work group, team, or organization has no permanent physical worksite (building or other physical location) to which the employees report for meetings or other work related matters. Instead, the work setting is characterized by employees using a communications medium such as computer

network access and/or other communications applications that enhance collaborative work and/or other interpersonal business interactions. The physical locations of employees working in a virtual office or distributed work environment may be any appropriate alternative worksite.

m. Virtual worker - a full time teleworker whose official worksite (duty station) is an appropriate alternative worksite. The appropriate alternative worksite may be inside or outside the local commuting area of the Agency worksite and include such places as the employee's residence.

**Support roles:**

n. Telework Managing Officer (TMO) - an established senior level position within the Office of the Chief People Officer (OCPO), with direct access to the Administrator, responsible for:

- i. Telework advocacy;
- ii. Policy development and implementation related to Agency telework programs;
- iii. Providing expertise and guidance to Agency leadership, including the Administrator, and CPO;
- iv. Primary senior level Agency point of contact for OPM on telework matters; and
- v. Resource for managers and employees on telework matters.

o. Telework coordinator - a GSA employee who as part of their official duties serves as a point of contact providing advocacy, local telework implementation support, and data collection on implementation of this policy, at the Regional, Service or Staff Office level. Telework coordinators provide information to and receive support from the Telework Managing Officer.

**Key guidance**

p. Public Law No. 106-346 of October 23, 2000.

q. Public Law No. 111-292 of December 9, 2010 (The Telework Enhancement Act of 2010) requires the head of each executive Agency to establish and implement a policy under which employees may be authorized to telework. This law does not establish telework as a right, nor does it make it mandatory.

r. Fair Labor Standards Act (FLSA) - a federal law that establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in Federal, State, and local governments. In addition, the FLSA exempts specified employees or groups of employees from the application of certain of its provisions. As such, every employee is categorized, based on his or her job, as either exempt or nonexempt. The FLSA is published in sections 201-219 of title 29, United States Code (U.S.C.). Additional guidance may be found in the GSA Time and Leave Administration Handbook, OAD P 6010.4, Chapters 11 and 12. OPM has more information at: <http://www.opm.gov/flsa>.

s. Office of Personnel Management (OPM) Guide to Telework in the Federal Government, April 2011.

t. Personally identifiable information (PII) - as specified in OMB M-06-19, means any information about an individual maintained by an Agency, including, but not limited to, education, financial transactions, medical history, criminal or employment history and information that can be used to distinguish or trace an individual's identity, such as name, Social Security Number, date and place of birth, mother's maiden name, biometric records, including any other personal information that is linked or linkable to an individual.

u. Telework Agreement - a formal written agreement between a supervisor and an employee to permit the employee to telework as defined within this policy. For telework agreements to be effective there must be collaboration with teammates. See Appendix 1.

7. **Eligibility and Participation.**

a. All GSA employees are eligible for telework, and all eligible employees are authorized to telework to the maximum extent possible without diminished individual or organization performance, with the exceptions outlined in subparagraph b.

b. In certain specific situations based on the criteria below, as set forth in The Telework Enhancement Act of 2010, positions or employees may be identified as ineligible for telework as follows:

- i. An employee in a position that requires, on a daily, every work day, basis:
  1. Direct handling of secure materials determined to be inappropriate for telework by the Administrator of General Services or designee. Secure materials are those materials (a) for which there exists a written policy (at the Government, Agency or organizational level) restricting the use/access outside of a specific government installation or area within a government installation and/or (b) for which appropriate mitigating IT security measures do not exist. Secure materials may include PII.
  2. On-site work effort activity that cannot be handled remotely or at an appropriate alternative worksite.
  3. In emergency or other unforeseen situations, an employee in such a position as defined in 7.b.i.1 and 7.b.i.2 (above) may be authorized to telework to the extent possible without accessing secure materials. This may include other duties as assigned including, but not limited to self-paced and/or on-line training.
- ii. Positions or employees may be identified ineligible for telework under any circumstance for conduct resulting in the employee being officially disciplined (i.e. a warning, reprimand, suspension or removal) for
  1. Being absent without leave (AWOL) for more than five (5) days in any calendar year; or
  2. Violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties.
- iii. Employees disciplined for conduct identified in 7.b.ii above are ineligible for telework under any circumstances, including emergency situations including COOP activation. In such cases the employee must report to his/her regular official agency worksite or, with supervisory approval, be provided with alternative officing in an Agency location or offered administrative leave until such time as official alternative officing in an Agency or other federal location is available.
- iv. An employee may be considered ineligible for telework in the event telework can be demonstrated to have resulted in diminished individual or organizational performance, or continuation of telework will interfere with the employee's ability to attain or return to a fully successful performance level. In such situations, the supervisor and employee must prepare a plan designed to improve the telework related performance problem of the employee with a goal of returning the employee to telework eligibility.

v. Employees may not be authorized or allowed to continue to telework if the performance of that employee does not comply with the terms of the written telework agreement between the supervisor and that employee.

c. All GSA job announcements will indicate whether the position is eligible for telework, based on the criteria in paragraph 7.b.i above.

d. All employees regardless of their tenure or designation (e.g. new employee, new to position, intern or on detail) are eligible to telework pursuant to the criteria in paragraphs 7.a and 7.b above.

e. The limitations on eligibility even in emergency or other unforeseen situations set forth in paragraph 7 above are not intended to constitute an exhaustive listing of all of the possible reasons for limiting or restricting telework.

8. **Terms of telework participation.**

a. Telework is voluntary except in certain emergency situations. Employees are not required to telework, except in response to emergency situations as defined in paragraph 6.

b. The requirement to telework in response to emergency situations must be reflected in the employee's Telework Agreement.

c. All GSA employees are required to complete a Telework Agreement.

i. Employees who decline to telework will complete a Telework Agreement and may be required to telework in an emergency situation as defined in paragraph 6.

ii. Employees whose positions are determined to be ineligible to telework based on criteria set forth in paragraph 7.b.i. will complete a Telework Agreement and may be required to telework in emergency situations.

iii. Employees determined to be ineligible to telework based on the criteria set forth in paragraph 7.b.ii will complete a Telework Agreement indicating that they are ineligible to telework, and will not be required to telework in emergency situations.

d. Subject to space and availability at the Agency worksite, employees utilizing an assigned workspace for two or fewer days per week may be required to participate in alternative officing as defined in paragraph 6. Employees utilizing an assigned workspace for more than two days per week may volunteer for alternative officing.

e. Supervisors and teleworkers will ensure that telework does not place a hardship or extra workload on other employees.

f. GSA supervisors will be responsible and accountable, pursuant to The Telework Enhancement Act of 2010, for treating all teleworking and non-teleworking employees the same in acts involving managerial discretion, including but not limited to:

i. Distribution of assignments among all employees in the work unit, whether working at the Agency worksite or at appropriate alternative worksites.

ii. Use of appropriate work tracking and communication tools regardless of whether they telework.

iii. Performance management. Good performance management practices, including appropriate formal and informal feedback, are essential for all employees to work effectively. As outlined in GSA's Associate Performance Plan and Appraisal System (APPAS) (CPO P 9430.1) policy for all GSA employees, performance expectations are the level of individual performance

that must be met for an employee's performance to be appraised at a particular level. All employees (teleworkers and non-teleworkers) will be evaluated consistent with the performance expectations in their performance plans.

iv. Other issues involving managerial discretion, including training, reassignment, promotions, reduction in grade, retention and removal of employees.

g. GSA employee responsibilities include:

i. While teleworking, employees are in an official duty status. Failure to adhere to applicable policies may result in, among other things, the imposition of specific limitations on telework, the termination of a Telework Agreement, and/or other penalties as outlined in Maintaining Discipline (CPO 9751.1).

ii. Union representatives who telework while performing union activities are responsible for adhering to applicable policies and negotiated agreements consistent with their performance of union activities at the Agency or appropriate alternative worksite.

iii. It is the employee's responsibility to ensure that the appropriate alternative worksite provides the work environment, connectivity, technology, resource access, and security consistent with the work effort in which the employee is engaged. Supervisors retain the authority to overrule an employee's selection of a particular appropriate alternative worksite location if in the supervisor's opinion that location is not a business appropriate location and/or fails to provide a working environment compliant with the conditions outlined in this policy.

iv. As outlined in paragraph 14.f, employees are expected to procure and provide internet service appropriate to the work effort at their own expense.

v. Employees are responsible for meeting organizational and work team requirements, including but not limited to all requirements regarding communication, accessibility, and collaboration.

vi. Employees are responsible for maintaining flexibility and responsiveness to the needs of the supervisor, employing organization and work team. As with all work, employees are accountable for required individual contributions to the efforts of their work team, and must communicate and collaborate as appropriate with team members, ensuring that telework supports the work of the team and does not result in diminished individual, group/team or organizational performance.

vii. Employees may be required to report to the Agency worksite, or other required location, pursuant to legitimate Agency needs, for all or part of the workday during which they would otherwise telework. Cases of cancelled or interrupted plans to telework require appropriate advance notice to the employee, as outlined in the Telework Agreement. Except as otherwise provided in this policy, such cases do not (a) constitute a termination of the telework arrangement or (b) entitle the employee to a "replacement" or "in lieu of" telework day.

viii. Employees or timekeepers are responsible for documenting their telework in accordance with established processes including Agency-determined codes and tracking/reporting processes, e.g., completion and submission of time sheets or entering telework codes in GSA's electronic time and attendance system.

h. Pay, leave, hours of work, and official responsibilities.

i. Telework is work time (hours of duty) and is not to be used for any purposes other than official duties.

ii. HR rules are unchanged by telework. The governing rules, regulations, and policies concerning time and attendance, leave, compensatory time, and overtime remain in effect, regardless of whether the employee works at the Agency worksite or appropriate alternative worksite.

iii. Management is responsible and accountable for supervising work in accordance with the FLSA. All employees (teleworking or not) are required to follow established office

practices, Agency policies and laws for requesting and obtaining approval of leave, overtime, or any change to the work schedule.

iv. Commuting time from home to work and from work to home is not hours of work and is not compensable (see 5 CFR 551.422(b) and 5 CFR 550.112(j)(2)), except:

1. A FLSA non-exempt employee may be compensated for commuting time if he or she is officially directed to perform work while commuting (e.g., productive work of a significant nature that is an integral and indispensable part of the employee's principal activities);
2. A FLSA-exempt employee's commuting time may be hours of work if he or she is officially directed to perform work while commuting.

i. Alternative work schedules (AWS). AWS includes compressed and flexible work schedules. Compressed work schedules enable full-time employees to complete the basic 80-hour biweekly work requirement in less than 10 workdays. GSA employees may work approved AWS in combination with telework without restriction to either arrangement (telework/AWS) if consistent with organizational and work team needs.

j. Telework in emergency situations / use of unscheduled telework.

i. The following operating status announcements allowing unscheduled telework (defined in paragraph 6) may be made by OPM, the local Federal Executive Board (FEB), or other authorized official:

1. Federal Offices are open with option for unscheduled leave or unscheduled telework;
2. Federal Offices are open with (as specified) hour delayed arrival with option for unscheduled leave or unscheduled telework;
3. Federal Offices are closed to the public.

ii. Emergency situations that affect a single agency or building may result in similar responses at the agency level, but not result in one of the specific announcements identified above.

iii. When an emergency situation occurs that results in an announcement as identified in 8.j.i or a similar announcement as outlined in 8.j.ii, GSA employees and supervisors should refer to Appendix 2, which outlines work options available to GSA employees in a variety of routine and emergency situations.

iv. When as a result of an emergency situation outlined in 8.j.i or 8.j.ii, the Agency worksite is unavailable, employees not eligible for telework based on conduct as outlined in paragraph 7.b.ii, or eligible teleworkers who do not have work, resources, or an appropriate environment to telework will be:

1. Provided an accessible alternative Agency worksite from which to work; or
2. Granted Administrative Leave.

## 9. **Telework Agreement.**

a. Telework Agreements remain in effect indefinitely, but may be modified in response to a supervisor's or employee's request, changes in position eligibility or employee eligibility, or to address the impact of telework on individual or organizational performance. All Telework Agreements and modifications of the agreement require mutual agreement of the employee's supervisor and the employee.

b. The Telework Agreement shall include the designation of regular or variable telework which may be modified by mutual agreement between the employee and the supervisor.

c. The Telework Agreement must be signed by the individuals or organizations as indicated. This authority may be delegated at the discretion of individual HSSOs, RAs or RCs, pursuant to paragraph 5.

10. **Continuity of Operations Plan (COOP) and Business Continuity Plan.**

a. GSA is fully dedicated to leverage its robust telework capabilities to augment, when feasible, its continuity of operations efforts. However, the use of telework shall be situation specific in accordance with the GSA National Continuity Plan and Annex G of Federal Continuity Directive 1. Due to the nature of GSA's mission, certain functions must be performed at dedicated continuity facilities, with access to National Communications Systems Directive 3-10 compliant communications capabilities. Furthermore, the nature of a continuity event may preclude the ability to use telework (e.g., communications capabilities may be severely degraded or staff may be incapacitated).

b. COOP supersedes GSA Mobility and Telework Policy. During any period that GSA is operating under an activated COOP, that COOP plan supersedes this policy.

11. **Safety.**

a. GSA encourages a proactive approach by teleworkers to ensure safe appropriate alternative worksites as well as safe work habits.

b. While in the act of performing official duties at an appropriate alternative worksite, teleworkers may be covered by the:

- i. Military Personnel and Civilian Employees Claims Act of 1964, as amended (31 U.S.C. 3721).
- ii. Federal Tort Claims Act (28 U.S.C. 2671-2680).
- iii. Federal Employees' Compensation Act (FECA), 5 U.S.C. Chapter 81.

12. **Reasonable Accommodation.** Employees seeking a reasonable accommodation are required to follow procedures outlined in ADM P 2300.3 Policy and Procedures for providing reasonable accommodation for individuals with disabilities, found at: [http://internotes.gsa.gov/Insite/gsad.nsf/wp\\_InsiteDirectivesDisplay/10250D2552FBF23385256D900069AB90?OpenDocument](http://internotes.gsa.gov/Insite/gsad.nsf/wp_InsiteDirectivesDisplay/10250D2552FBF23385256D900069AB90?OpenDocument)

13. **Telework training.** GSA telework training, as required by The Telework Enhancement Act of 2010 is required for all employees, including employees who decline to participate in or are otherwise determined to be ineligible for telework. Employees are required to complete GSA telework training as part of the Telework Agreement development and to undertake such refresher or modified training as may be specified by the TMO.

14. **Information Technology (IT).**

a. GSA will provide and support one computer per employee. No additional computer will be provided for telework.

b. GSA employees are responsible and accountable for reading, understanding, and complying with the IT Security Home User's Guide (CIO 04-24). (See paragraph 14.h).

c. GSA-provided computers and equipment.

i. Employees have a continuing responsibility to safeguard Government property and are responsible for the care, security and effective utilization of the Government property,

including computers and related equipment, they use to perform official duties (see 5 C.F.R. §§ 2635.101(b)(9), 2635.704(a) and 2635.705). Employees may be financially liable for the property if it is stolen, damaged, lost or destroyed as a result of negligence, improper use or other willful actions.

ii. Office of the Chief Information Officer (OCIO) Local Support will not provide equipment installation outside an Agency worksite. Teleworkers will be provided with installation instructions and all required software will be installed at an Agency worksite (or by remote control) by OCIO Local Support. Teleworkers will be expected to plug in cables, add paper and ink/toner and perform basic user maintenance on their own at the appropriate alternative worksite. If additional maintenance or repair is required, the teleworker may be required to:

1. Bring the GSA-provided equipment to an Agency worksite, or;
2. Ship the product as directed by the GSA service desk, to a location where an IT technician can provide complete support of the device.

iii. Employees who telework are expected to provide their own printers or other peripherals, if required to successfully telework. Services/Staff Offices (S/SO) retain the option, on a case-by-case basis, to pay for an employee's printer or other peripheral, depending on job requirement, business need, and funding availability. Services/Staff Offices will be expected to fund any peripherals they desire for their teleworkers out of business line funds, as funding for these non-standard devices is outside of the S/SO OCIO Memorandum of Understanding funding model.

iv. Issuance of equipment such as cellular phones, smartphones, or other mobile devices is based on job requirements. Employees whose jobs require such equipment must request it through a Service Catalog request.

d. Non-GSA-provided computers and equipment.

i. Teleworkers may use non-GSA provided computers and peripherals (printers, etc). Teleworkers using non-GSA provided equipment are responsible for its service and maintenance. The IT Service Desk will provide only basic connectivity support, and will not troubleshoot or repair non-GSA provided equipment.

ii. Teleworkers using non-GSA provided computers must:

1. Enable an up-to-date commercially available firewall;
2. Have installed an up-to-date version of a commercially available virus scan product; and
3. Maintain current security (patch) levels for the computer's operating system and any application software prior to connecting to the GSA network (see OCIO Home User's Guide, IT Security 04-24).

iii. Teleworkers may request that printer driver software be installed on their GSA laptop via a Service Desk ticket, to enable them to use non-GSA provided printers while teleworking. GSA will not issue toner/ink or paper for employees using non-GSA provided printers.

e. IT support for telework.

i. GSA's OCIO retains ownership and control of all GSA-provided IT hardware, software and peripherals and is responsible for maintaining, providing support for and repairing the equipment regardless of whether it is used in an Agency worksite or at an appropriate alternative worksite. IT support for GSA-provided equipment is provided by GSA IT employees or authorized contractors.

ii. When an IT issue cannot be resolved remotely, employees working at appropriate alternative worksites may be directed to bring their GSA-provided devices to the nearest Agency worksite, or to ship the product as directed by the GSA service desk, where

local support and/or replacement parts can be dispatched. GSA will not provide on-site IT support at appropriate alternative worksites.

iii. Support for teleworkers using telework centers or similar facilities is dependent on whether the teleworker is using telework center supplied computers or using a GSA provided computer and just plugging into a network jack at the telework center. Teleworkers using telework center supplied computers must obtain support from the telework center and not from the national IT Service Desk. Teleworkers using their GSA provided laptop and simply plugging into a network jack at the telework center should contact the GSA IT Service Desk for support.

f. Network communication lines for Teleworkers.

i. Teleworkers whose positions require access to GSA electronic files or business applications are expected to personally provide internet service. Services/Staff Offices retain the option, on a case-by-case basis, to pay for an employee's internet service, depending on job requirements, business case and funding availability. To enable maximum productivity, a 'persistent' broadband internet connection such as cable or other broadband connection is required for all teleworkers. Dial up, and tethering, e.g., via smartphone, is not acceptable as a regular telework communications solution.

ii. If high-speed internet service is not available, and lack of remote access would adversely impact an employee's productivity, alternative options, including the use of telework centers, should be explored with the local IT manager and management, as appropriate.

g. IT security requirements.

i. IT security requirements defined in GSA Order CIO P 2100.3A (GSA IT Security Policy) (Mandatory IT Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities), CIO 2104.1 (GSA IT Rules of Behavior), and CIO 2100.2A (GSA Wireless Local Area Network (LAN) Security Policy) apply to telework. (See paragraph 14.h). Teleworkers are responsible for reading, understanding and complying with these policies, regardless of where this equipment is used, including appropriate alternative worksites. These policies are available on GSA InSite.

ii. Any GSA-provided IT device or electronic media discovered lost or stolen must be immediately reported to the appropriate Information System Security Officer (ISSO) or the employee's OCIO IT Manager, as stipulated in the current IT Security Incident Handling Guide (CIO IT Security 01-02). If the incident occurs outside of business hours, initial notification should be to the IT Service Desk. This is vital, both to ensure that appropriate Agency personnel are aware of the potential data breach, as well as to attempt to recover the lost or stolen GSA IT asset.

iii. Employees who access any GSA data through wireless local area networks, either at an appropriate alternative worksite or at a contractor facility, must comply with GSA Order 2100.2A, "GSA Wireless Local Area Network (LAN) Security Policy" (see paragraph 14.h).

iv. Employees accessing the GSA network through a GSA Virtual Private Network (VPN) connection must allow a full GSA security scan of the accessing computer that checks for the presence of a running, installed firewall, up-to-date virus protection software and up-to-date security patches. This GSA security scan is a process that will run every time a VPN enabled computer connects to the GSA network. The GSA security scan will verify that no malicious software (e.g., trojans, worms, malware, spyware, etc.) is present on the computer. Computers (GSA and non-GSA-provided) that fail this scan will not be allowed access to the GSA network.

v. Only GSA employees and authorized contractors are allowed to use GSA-provided computers, a GSA VPN connection, or a GSA-provided internet connection. GSA employees may not, under any circumstances, allow any unauthorized personnel (including

family members or friends) to use a GSA-provided computer, or to connect to the GSA network via any means.

vi. All remote access connections into the GSA network will automatically terminate within 30 minutes of “inactivity”. Inactivity is defined as no mouse movement or clicks or keyboard keys pressed within a set period. When an employee is logged onto the GSA network via VPN or Citrix and will not be working on the computer for a period of time to exceed 30 minutes, the employee should log off of all applications to ensure that unsaved data is not lost.

h. The IT Security documents referenced below can be found at

[http://insite.gsa.gov/wps/portal/gsa\\_insite/information\\_technology/it\\_security](http://insite.gsa.gov/wps/portal/gsa_insite/information_technology/it_security).

i. To locate the following documents, click on the link on left side of the screen labeled “**IT Security Policies**”:

1. IT Rules of Behavior
2. GSA Wireless Local Area Network Security Order
3. GSA IT Security Policy
4. GSA Privacy Act Program

ii. To locate the following additional documents, click on the link on the left side of the screen labeled “**Procedural Guides**”:

1. Home User’s Guide (CIO IT Security 04-24)
2. Password Generation and Protection (CIO IT Security 01-01)
3. Security Incident Handling Guide (CIO IT Security 01-02)

15. **Reporting Requirements.**

a. GSA will establish reporting requirements in accordance with OPM and Agency-determined data collection elements and metrics.

b. Employees and supervisors will monitor, track and report telework as required by GSA in support of this policy.

16. **Implementation Action.** Implementation of this Order as it affects employees represented by a labor bargaining unit is contingent upon completion of labor relations obligations.

ANTHONY E. COSTA  
CHIEF PEOPLE OFFICER

## APPENDIX 2

### GSA Telework Options During Normal and Emergency Situations

GSA Mobility and Telework Policy provides for numerous work options, associated with telework, during normal and emergency situations. The following table displays a graphic outline of work options. The table:

- Is intended as a quick and convenient reference and should not be construed as exhaustive of all possible options covering individual situations;
- Addresses normal and emergency situations that do not rise to the level of COOP activation;
- Addresses the activities of non-emergency employees, as well as emergency employees not acting in an emergency status.

To use the table, determine your Telework Status in the first column, then move along that row to the applicable Work Situation/Option column to determine the pertinent option available to you.

Questions on this information, including questions about telework during special emergency situations not covered in the table, should be directed to your local telework coordinator. For additional information, see the GSA Telework Desk Guide.



## Work Options According to Telework Status and Worksite Status in Normal and Emergency Situations

| Employee Telework Status   | Work Situations/Options   |  |  |  |   |
|--|---|--|--|--|---|
|  | Normal Work Day   | Emergency Situation Status   |  |  |   |
|  | No OPM/FEB or GSA Announcement of Local Emergency Status  | OPM/FEB or GSA Announcement of Local Emergency Status:<br><br><b>Agency Worksite Open – Option for Unscheduled Telework or Leave</b>   | OPM/FEB or GSA Announcement of Local Emergency Status:<br><br><b>Agency Worksite Open – Delayed Arrival<sup>1</sup> – Option for Unscheduled Telework or Leave</b>   | OPM/FEB or GSA Announcement of Local Emergency Status:<br><br><b>Agency Worksite Open – Early Departure<sup>1</sup> – Request Unscheduled Telework or Leave</b>  | OPM/FEB or GSA Announcement of Local Emergency Status:<br><br><b>Agency Worksite Closed to the Public</b>           |
| <b>Eligible:</b><br><i>Telework Agreement indicates that employee may be required to telework in the event of an announcement of local emergency status.</i> | -Telework (as scheduled);<br>-Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off | -Telework (as scheduled);<br>-Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off;<br>-Unscheduled telework;<br>-Unscheduled leave or other time off | -Telework (as scheduled);<br>-Report to agency worksite (delayed arrival);<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off;<br>-Unscheduled telework;<br>-Unscheduled leave or other time off | -Telework (as scheduled);<br>-Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off;<br>-To leave agency worksite prior to early departure time, request unscheduled telework or leave | -Telework required as outlined in Telework Agreement<br>-Scheduled AWS day off;<br>-Request leave or other time off |
| <b>Eligible:</b><br><i>Telework Agreement</i>  | -Telework (as scheduled);<br>-Report to   | -Report to agency worksite;<br>-Scheduled AWS  | -Report to agency worksite (delayed arrival);  | -Report to agency worksite;<br>-Scheduled AWS  | -Scheduled AWS day off;<br>-Unscheduled   |

<sup>1</sup> Employees who report under “delayed arrival” to the agency worksite will be granted administrative leave (excused absence) for up to the designated number of hours past their normal arrival time. Employees working at the agency worksite, who are dismissed from their office early relative to their normal departure time from work, will be granted administrative leave for the number of hours remaining in their work day beyond their designated early departure time. For example, if a 3-hour early departure is announced, employees who normally leave their offices at 5 pm will be authorized 3 hours of administrative leave and authorized to leave at 2 pm.

|   |   |   |  |   |   |
|---|---|---|--|---|---|
| <i>indicates that employee may be required to telework in the event of an announcement of local emergency status. Due to emergency, employee does not have work, resources, or an appropriate environment to telework</i> | agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off | day off;<br>-Scheduled leave or other time off;<br>-Unscheduled telework - perform GSA-designated alternative duties;<br>-If applicable, work at a GSA-designated alternative worksite <sup>2</sup> ;<br>-Unscheduled leave or other time off | -Scheduled AWS day off;<br>-Scheduled leave or other time off;<br>-Unscheduled telework - perform GSA-designated alternative duties;<br>-If applicable, work at a GSA-designated alternative worksite (delayed arrival);<br>-Unscheduled leave or other time off | day off;<br>-Scheduled leave or other time off;<br>-Unscheduled telework - perform GSA-designated alternative duties;<br>-To leave agency worksite prior to early departure time, request<br>(a) to work at a GSA-designated alternative worksite or<br>(b) unscheduled leave or other time off | telework - perform GSA-designated alternative duties;<br>-If applicable, work at GSA-designated alternative worksite;<br>-If the two bullets immediately above are not applicable, GSA will grant Administrative Leave;<br>-Request leave or other time off |
|---|---|---|--|---|---|

|   |  |   |   |   |   |
|---|--|---|---|---|---|
| <b>Eligible:</b><br><i>Telework Agreement indicates that the employee declines to telework. Telework Agreement indicates that employee may be required to telework in the event of an announcement of local emergency status.</i> | -Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off | -Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off;<br>-Unscheduled telework;<br>-If applicable, work at a GSA-designated alternative worksite;<br>-Unscheduled leave or other time off | -Report to agency worksite (delayed arrival);<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off;<br>-Unscheduled telework;<br>-If applicable, work at a GSA-designated alternative worksite;<br>-Unscheduled leave or other time off | -Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off;<br>-To leave agency worksite prior to early departure time, request unscheduled telework or leave | -Scheduled AWS day off;<br>-Unscheduled telework;<br>-If applicable, work at a GSA-designated alternative worksite;<br>-If bullet above is not applicable, GSA will grant Administrative Leave;<br>-Request leave or other time off |
| <b>Ineligible:</b><br><i>Telework Agreements indicates ineligibility due to position requirements</i>   | -Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other          | -Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off;   | -Report to agency worksite (delayed arrival);<br>-Scheduled AWS day off;<br>-Scheduled leave or other   | -Report to agency worksite;<br>-Scheduled AWS day off;<br>-Scheduled leave or other time off;   | -Scheduled AWS day off;<br>-Unscheduled telework while performing GSA-designated alternative duties;  |

<sup>2</sup> A GSA-designated alternative worksite is a temporary alternative worksite established and/or provided by GSA to serve as an alternative to the agency worksite and any employee-selected appropriate alternative worksite. Typically, this option is used by GSA when the agency worksite and the employee-selected appropriate alternative worksite are not available or amenable to work.

|  |   |  |  |  |   |
|--|---|--|--|--|---|
| <p><i>involving secure materials, on-site activity, or diminished performance, as specified in PL 111-292. Telework Agreement indicates that employee may be required to telework in the event of an announcement of local emergency status.</i></p> | <p>time off</p>   | <p>-Unscheduled telework while performing GSA-designated alternative duties;<br/>-If applicable, work at a GSA-designated alternative worksite;<br/>-Unscheduled leave or other time off</p>                       | <p>time off;<br/>-Unscheduled telework while performing GSA-designated alternative duties;<br/>-If applicable, work at a GSA-designated alternative worksite;<br/>-Unscheduled leave or other time off</p>                           | <p>-To leave agency worksite prior to early departure time, request<br/>(a) unscheduled telework while performing GSA-designated alternative duties<br/>(b) if applicable, to work at a GSA-designated alternative worksite; or<br/>(c) Unscheduled leave or other time off</p>                    | <p>-If applicable, work at a GSA-designated alternative worksite;<br/>-If two bullets above are not applicable, GSA will grant Administrative Leave;<br/>-Request leave or other time off</p>                       |
| <p><b>Ineligible:</b><br/><i>Telework Agreement indicates ineligibility due to having been officially disciplined for violations specified in PL 111-292.</i></p>  | <p>-Report to agency worksite;<br/>-Scheduled AWS day off;<br/>-Scheduled leave or other time off</p> | <p>-Report to agency worksite;<br/>-Scheduled AWS day off;<br/>-Scheduled leave or other time off;<br/>-If applicable, work at a GSA-designated alternative worksite;<br/>-Unscheduled leave or other time off</p> | <p>-Report to agency worksite (delayed arrival);<br/>-Scheduled AWS day off;<br/>-Scheduled leave or other time off;<br/>-If applicable, work at a GSA-designated alternative worksite;<br/>-Unscheduled leave or other time off</p> | <p>-Report to agency worksite;<br/>-Scheduled AWS day off;<br/>-Scheduled leave or other time off;<br/>-To leave agency worksite prior to early departure time, request<br/>(a) if applicable, to work at a GSA-designated alternative worksite or<br/>(b) unscheduled leave or other time off</p> | <p>-Scheduled AWS day off;<br/>-If applicable, work at a GSA-designated alternative worksite;<br/>-If bullet above is not applicable, GSA will grant Administrative Leave;<br/>-Request leave or other time off</p> |

## GSA Telework Agreement

This Agreement is intended to be completed electronically. The representation seen here is the result of printing the Agreement for the employee's/supervisor's records.

|   |                           |                                    |
|---|---------------------------|------------------------------------|
| <b>Section 1 – General Information</b>  |                           |                                    |
| 1. Employee Name:   |                           | 2. Date of Request:                |
| 3. Region/Service:  | 4. Correspondence Symbol: | 5. Official Worksite/Duty Station: |
| 6. Employee business telephone:   |                           | 7. Employee email address:         |
| 8. Employee cell phone (if applicable):   |                           | 9. First Line Supervisor:          |
| 10. Supervisor business telephone:  |                           | 11. Supervisor email address:      |
| 12. Supervisor cell phone (if applicable):  |                           | 13. Telework Coordinator:          |
| 14. <i>To be completed by management:</i> <b>This position is Telework Eligible</b> <input type="checkbox"/> Yes <input type="checkbox"/> No.<br>If “no” give reason: <input type="checkbox"/> secure materials <input type="checkbox"/> on-site activity <input type="checkbox"/> other  |                           |                                    |
| <b>Section 2 – Certification of Successfully Completing Training</b>  |                           |                                    |
| 15. Employee has completed required telework training? <input type="checkbox"/> Yes <input type="checkbox"/> No   |                           |                                    |
| <b>Section 3 – To be completed by Employee (18 requires supervisor initials)</b>  |                           |                                    |
| 16. I choose to telework <input type="checkbox"/> I decline to telework <input type="checkbox"/>  |                           |                                    |
| 17. Schedule: By mutual agreement between the employee and the supervisor ( <i>check one</i> ) <ul style="list-style-type: none"> <li><input type="radio"/> Regular Telework – telework that is on a regular schedule and is ongoing and recurring.</li> <li><input type="radio"/> Variable Telework –Applies to work situations where a regular recurring telework schedule is not possible or practicable. This schedule will be determined by the agreement of the employee and supervisor as the need arises.</li> </ul> <p>Telework schedules may be modified by mutual agreement between the employee and the supervisor. Schedules should be maintained between the employee and manager and transparent to all teammates.</p>   |                           |                                    |
| 18. I acknowledge that there may be situations when I will be required to report to the Agency worksite during an otherwise planned telework day. <input type="checkbox"/> Yes <input type="checkbox"/> No<br>My supervisor and I have agreed that in the event that I am required to report to the Agency worksite on an otherwise planned telework day, _____ hours of advance notice will be given. Employee initials _____ Supervisor initials _____  |                           |                                    |
| 19. If I plan to utilize an assigned workspace at the Agency worksite for two or fewer days per week, I may be required to participate in alternative officing, which may include desk sharing, hoteling, and/or hot desking, as defined in paragraph 6 of GSA Mobility and Telework Policy. <b>I understand and agree</b> <input type="checkbox"/> Yes <input type="checkbox"/> No (a “no” requires the employee to work at the Agency worksite three or more days per week).  |                           |                                    |
| 20. Privacy Act Statement<br>This information is subject to the Privacy Act of 1974 (5 U.S.C. Section 552a). This form is used to collect data from GSA employees entering into telework agreements pursuant to HCO 6040.1 and Public Law 106-346, § 359 of Oct. 23, 2000. The information is used to document position telework eligibility and facilitate implementation of individual telework arrangements. The information may be disclosed: to appropriate Federal, State, or local agencies when relevant to civil, criminal, or regulatory investigations or prosecutions; to the Office of Personnel Management or the Government Accountability Office for evaluation of the program; to a Member of Congress or staff in response to a request for assistance by the employee of record; to another Federal agency or to a court under judicial proceedings; and to an expert, consultant, or contractor of GSA when needed to further the implementation and operation of this program. Furnishing the information on this form, including your home address, is voluntary. |                           |                                    |
| 21. I have the IT tools, equipment, and training necessary to telework for my work product and in support of my performance. <input type="checkbox"/> Yes <input type="checkbox"/> No   |                           |                                    |
| 22. I understand that the laws, rules, regulations, and Agency policies which govern time and attendance, leave, compensatory time, and overtime remain in effect regardless of whether I am working at an Agency worksite or from an appropriate alternative worksite such as my home. Specifically: <ul style="list-style-type: none"> <li>• Technology and devices which permit me to work from a remote location such as my home (including laptop computers, email, smartphones, and remote computing programs) are for use for Agency business only during</li> </ul>   |                           |                                    |

|   |
|---|
| <p>my authorized duty hours. Agency policies permitting reasonable personal use of Agency equipment and information technology systems apply when I am teleworking.</p> <ul style="list-style-type: none"> <li>• Agency policy requires that I obtain my supervisor's approval in writing before I work overtime. This requirement applies when I am teleworking. I am not permitted to work overtime unless it is authorized and approved in advance by my supervisor.</li> </ul>  |
| <p>23. I understand that I may be required to telework or take unscheduled leave in an emergency situation, including those that result in an official announcement of an operating status under which unscheduled telework is allowed. This requirement applies to all employees whose positions are telework eligible and who telework or decline to telework. It also applies to all employees whose positions are ineligible based on job requirements established in paragraph 7.b.i of GSA Mobility and Telework Policy (on-site activity, handling secure materials); such employees may be required to telework while performing GSA-designated alternative duties. It does not apply to employees ineligible to telework based on conduct issues established in paragraph 7.b.ii of GSA Mobility and Telework Policy; such employees will not be required to telework in emergency situations.</p>   |
| <p>24. Employee Certification</p> <p>By signing this Telework Agreement, I affirm that I have read and understand the GSA Mobility and Telework Policy and this Telework Agreement, and will work in accordance with this Telework Agreement and Agency policy, including –</p> <ul style="list-style-type: none"> <li>• Ensuring that my appropriate alternative worksite provides the work environment, connectivity, technology, resource access, and security consistent with my work effort</li> <li>• Meeting my personal, organizational and work team requirements, and</li> <li>• Documenting my telework in accordance with established procedures.</li> </ul> <p>This GSA Telework Agreement is subject to all agency guidelines, rules and policies. I understand that this Telework Agreement may be used or reviewed by management and local telework coordinators for the purpose of implementing agency policy and assessing GSA's Telework Program.</p> <p>Employee Signature: _____ Date: _____</p> |
| <p><b>Note:</b> Upon employee completion of sections 1, 2, and 3, the Agreement “auto flows” to supervisor for review and approval and initial of concurrence of item 18 above.</p>   |
| <p><b>Section 4 – To be completed by Supervisor</b></p>   |
| <p>25. The employee is temporarily ineligible to telework <input type="checkbox"/> Yes <input type="checkbox"/> No<br/>If no, skip to 28</p>  |
| <p>26. Reason: <input type="checkbox"/> Organizational requirements <input type="checkbox"/> Performance or conduct <input type="checkbox"/> Other</p>  |
| <p>27. This employee has been designated as temporarily ineligible for telework. GSA Mobility and Telework Policy requires implementation of a plan to resume or establish telework eligibility. Outline that plan, including timeframe and specific actions (training, etc.), here:</p>  |
| <p>28. This employee is permanently ineligible for telework as identified in the Telework Enhancement Act of 2010 <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Definition of Permanent Ineligibility:<br/>In certain specific situations based on the criteria below, as set forth in The Telework Enhancement Act of 2010, positions or employees may be identified as ineligible for telework under any circumstance for conduct resulting in the employee being officially disciplined with a warning, reprimand, suspension or removal, for:</p> <ul style="list-style-type: none"> <li>- being absent without leave (AWOL) for more than five (5) days in any calendar year; or</li> <li>- violations of subpart G of the Standard of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing Federal Government duties.</li> </ul>                      |
| <p>29. Supervisor Certification</p> <p>By signing this Telework Agreement, I affirm that I have read and understand the GSA Mobility and Telework Policy and this Telework Agreement, and will work in accordance with this Telework Agreement and Agency policy, and will refrain from treating employees differently based on participation in telework for purposes of all decisions involving managerial discretion, including:</p>   |

- Distribution of assignments
- Use of appropriate work tracking and communication tools, and
- Performance management.

This GSA Telework Agreement is subject to all agency guidelines, rules and policies. I understand that this Telework Agreement may be used or reviewed by management and agency and local telework coordinators for the purpose of implementing agency policy and assessing GSA's Telework Program.

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Section 5 – To be completed by Approving Official – as required by HSSO**

30. Approving Official Review (If required)

Approving Official Signature: \_\_\_\_\_ Date: \_\_\_\_\_